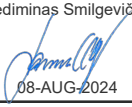
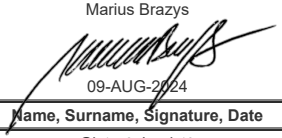
GROUND OPERATIONS MANUAL (GOM)

REV REV REVISION APPROVAL PAGE
LST LST LIST OF REVISIONS
RVH RVH REVISION HIGHLIGHTS
DST DST DISTRIBUTION LIST
LEP LEP LIST OF EFFECTIVE PAGES
ABB ABB ABBREVIATIONS
DEF DEF DEFINITIONS
0 ORGANISATION AND RESPONSIBILITIES
1 PASSENGER HANDLING PROCEDURES
2 BAGGAGE HANDLING PROCEDURES
3 CARGO MAIL HANDLING PROCEDURES
4 AIRCRAFT GENERAL SAFETY AND SERVICING OPERATIONS
5 AIRCRAFT TURNAROUND PROCEDURES
6 LOAD CONTROL
7 OPERATIONAL OVERSIGHT
8 DE/ANTI ICING PROCEDURES
9 DANGEROUS GOODS AND WEAPONS
10 SECURITY
11 AIRCRAFT CHARACTERISTICS
12 FORMS AND ANNEXES

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APPROVAL STATUS	
Aproved by	**Name, Surname, Signature, Date**
COO	Gediminas Smilgevičius  08-AUG-2024
Accepted by	**Name, Surname, Signature, Date**
Head of Compliance Monitoring	Marius Brazys  09-AUG-2024
Prepared by	**Name, Surname, Signature, Date**
Head of Ground Operations	Giniarė Jarulytė  08-AUG-2024

Revision Number	Revision Date	Approval date	Effective date
0	04-Aug-2022	05-Aug-2022	05-Aug-2022
1	08-Aug-2022	08-Aug-2022	08-Aug-2022
2	04-Jan-2023	05-Jan-2023	13-Jan-2023
3	29-May-2023	29-May-2023	29-May-2023
4	04-Sep-2023	05-Sep-2023	05-Sep-2023
5	13-Mar-2024	13-Mar-2024	17-Mar-2024
6	29-May-2024	04-Jun-2024	13-Jun-2024
7	05-Aug-2024	09-Aug-2024	23-Aug-2024

Page	Comment
0-8	Updated reference
0-19	Updated reference
1-9	Deleted A319
1-10	Deleted A319
1-38	Updated PETC requirements
1-38	Deleted A319
1-40	Deleted A319
1-40	Updated AVIH flight time limitation information
1-41	Added information about AVIH acceptance requirements
1-42	Deleted A319
1-43	Deleted A319
1-44	Deleted A319
1-51	Deleted A319
1-69	Updated reference
3-8	Updated HUM information
5-8	Added information about unserviceable anti-collision lights
5-40	Updated reference
5-68	Added information about inoperative anti-collision lights
9-42	Updated segregation and separation information
9-43	Deleted A330
11-2	Deleted A319
11-5	Deleted A319
12-17	Updated NOTOC form
12-19	Annex ASP1 revised.
12-20	Annex ASP2 mirrored from ASP, no changes. *(Minor)*
12-21	Annex ASP3 mirrored from ASP, no changes. *(Minor)*
12-22	Annex ASP3 mirrored from ASP, no changes. *(Minor)*

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Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
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(continued)

Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
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Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
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(continued)

Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
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Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
8	1	0	04-Aug-2022	9	45	3	29-May-2023
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Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
10	29	1	08-Aug-2022	10	75	5	13-Mar-2024
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10	48	5	13-Mar-2024	11	15	0	04-Aug-2022
10	49	5	13-Mar-2024	11	16	0	04-Aug-2022
10	50	5	13-Mar-2024	11	17	0	04-Aug-2022
10	51	5	13-Mar-2024	11	18	0	04-Aug-2022
10	52	5	13-Mar-2024	11	19	0	04-Aug-2022
10	53	4	04-Sep-2023	11	20	0	04-Aug-2022
10	54	6	29-May-2024	11	21	6	29-May-2024
10	55	1	08-Aug-2022	12	1	6	29-May-2024
10	56	5	13-Mar-2024	12	2	6	29-May-2024
10	57	5	13-Mar-2024	12	3	5	13-Mar-2024
10	58	5	13-Mar-2024	12	4	5	13-Mar-2024
10	59	1	08-Aug-2022	12	5	3	29-May-2023
10	60	1	08-Aug-2022	12	6	3	29-May-2023
10	61	5	13-Mar-2024	12	7	3	29-May-2023
10	62	5	13-Mar-2024	12	8	3	29-May-2023
10	63	5	13-Mar-2024	12	9	0	04-Aug-2022
10	64	5	13-Mar-2024	12	10	0	04-Aug-2022
10	65	5	13-Mar-2024	12	11	0	04-Aug-2022
10	66	5	13-Mar-2024	12	12	0	04-Aug-2022
10	67	5	13-Mar-2024	12	13	0	04-Aug-2022
10	68	5	13-Mar-2024	12	14	0	04-Aug-2022
10	69	5	13-Mar-2024	12	15	0	04-Aug-2022
10	70	5	13-Mar-2024	12	16	0	04-Aug-2022
10	71	6	29-May-2024	12	17	7	05-Aug-2024
10	72	4	04-Sep-2023	12	18	7	05-Aug-2024
10	73	5	13-Mar-2024	12	19	7	05-Aug-2024
10	74	5	13-Mar-2024	12	20	7	05-Aug-2024

(continued)

Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
12	21	7	05-Aug-2024	12	24	0	04-Aug-2022
12	22	7	05-Aug-2024	12	25	0	04-Aug-2022
12	23	7	05-Aug-2024				

Abbreviation	Definition
ACC3	An air carrier designated by the appropriate authority of the Member State to carry cargo or mail from an airport/-s in a third country/-ies not listed in Attachements 6-Fi and 6-Fii to Commission Implementing Regulation (EU) No. 2015/1998 for the transfer, transit or unloading at any airport of the Member State.
ADL	Addition / Deletion list
AFM	Aircraft Flight Manual
AFT	Rear part
AHM	Airport Handling Manual
AOC	Air Operator Certificate
AOXY	Airline Supplied Oxygen
API	Advanced Passenger Information
ASP	Aviation Security Programme
AVIH	Animal in Hold
BHS	Baggage Handling System
BLND	Blind Passenger
BMM	Baggage Manifest Message
BRS	Baggage Reconciliation System
CAA	Transport Competence Agency
CAT	Commercial Air Transport
CBBG	Cabin Seat Baggage
CENTRIK	Software dedicated for Safety, Compliance Monitoring, Aviation Security, Document distribution, Training Management, Forms
CO2	Carbon Dioxide
DAA	Delivery at Aircraft
DCS	Departure Control System
DEAF	Deaf Passenger
DEPA	Deportee accompanied by authorized escort
DEPO	Deportee
DEPU	Deportee not accompanied by authorized escort
DGR	Dangerous Goods Regulation Manual (IATA)
DPNA	Disabled Passenger Needing Assistance
EBT	Electronic Baggage Tag
EDP	Electronic Data Processing
EDS	Explosives Detection Equipment
ESAN	Emotional Support Animal
ETD	Explosives Trace Detection Equipment
ETL	Electronic Ticket List
EU	European Union
FCOM	Flight Crew Operating Manual
FCTM	Flight Crew Techniques Manual
FIM	Flight Interruption Manifest
FREMEC	Frequent Traveler's Medical Card
FS	Flight Solutions
FWD	Forward
GENDEC	General Declaration
GHSP	Ground Handling Service Provider
GOM	Ground Operation Manual

(continued)

Abbreviation	Definition
GSE	Ground service equipment
HOTAC	Hotel Accommodation
HPBT	Home Printed Baggage Tag
HRCM	High Risk Cargo or Mail
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
ID	Identification card, Identity card
IDM	Industry Discount Message
IGOM	IATA Ground Operations Manual
INAD	Inadmissible person
JERP	Joint Emergency Response Plan
LAG	Liquids, aerosols, and gels
LAGs	Liquids, Aerosols, and Gels
LAR	Live Animals Regulations
LDM	Load Message
LIR	Loading Instruction Report
MAAS	Meet and Assist
MCT	Minimum Connecting Time
MEDA	Medical Case
MEDIF	Medical Information Form
MPA	Motor-powered Aircraft
MRZ	Machine Readable Zone
NOTOC	Notice To Captain
OCC	Operations Control Centre
OMA	Operations Manual Part A
OMM	Organisation Management Manual
OOG	Out of Gauge
OPCW	The Organization for the prohibition of chemical weapons
ORO	Organisation Requirements for Air Operations
OXYG	Oxygen
PBB	Passenger Boarding Bridge
PETC	Pet in cabin
PIC	Pilot in Command
PIL	Passenger Information List
PNL	Passenger Name List
PNR	Passenger Name Record
POC	Portable Oxygen Concentrator
POXY	Passenger Own Oxygen
PPE	Personal Protective Equipment
PPM	Passenger Protection Message
PPOC	Personal Portable Oxygen Concentrator
PSM	Passenger Service Message
PTM	Passenger Transfer Message
PWD	Passengers with disabilities, including passengers with reduced mobility (PRM) and passengers with non-visible disabilities which can be temporary or permanent conditions
SCP	Special category of passengers

(continued)

Abbreviation	Definition
SGHA	Standard Ground Handling Agreement
SLA	Service Level Agreement
SMS	Safety Management System
SOM	Seat Occupied Message
SRA	Security Restricted Area
SSR	Special Service Request
STCR	Stretcher onboard
STEB	Security Tamper Evident Bag
SVAN	Service Animal
TIMATIC	IATA Travel Information Manual Automatic
TKA	Transport Competence Agency of Republic of Lithuania
TPM	Teletype Passenger Manifest
ULD	Unit Load Device
UM	Unaccompanied Minor
UN	United Nations
VHF	Very High Frequency (30 - 300 MHz)
WCBD	Dry or Gel battery operated wheelchair/mobility aid (non-spillable/dry cell battery)
WCBW	Wet cell battery wheelchair/mobility aid
WCH	Wheelchair
WCHR	Wheelchair RAMP - passenger is able to climb/descend stairs
WCHS	Wheelchair STAIRS - passenger is unable to climb/descend stairs but can walk to/from seat
WCLB	Lithium battery operated wheelchair/mobility aid
WCMP	Manual power wheelchair/mobility aid
WCOB	Wheelchair on Board
CPM	Container Pallet Message
DGR	Dangerous Goods Regulations

Definition	Explanation
Acceptance checklist	A document used to assist in carrying out check on the external appearance of packages of Dangerous Goods and their associated documents to determine that all appropriate requirements have been met
Airline	In this Manual Airline means Heston Airlines
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
Bulk	Loading piece by piece
Cargo aircraft	Aircraft designed for carriage of goods or property but not passengers
Cargo tracking device	Portable electronic device attached to or included in airfreight (e.g. in or on containers, pallets, parcels, mail bags, and baggage), with the purpose of monitoring location and/or parameters such as location, temperature, humidity, vibrations. The cargo tracking device may transmit these parameters remotely by means of radio frequency (RF) emissions.
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 in Excepted Quantities	Very small quantities of dangerous Goods transported in such a manner that they may be excepted from the marking, labeling 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
Dangerous Goods incident	An occurrence, other than a Dangerous Goods accident, associated with and related to the transport of dangerous Goods, not necessarily occurring on board an aircraft, which results in injury to a person, property damage, fire, breakage, spillage, leakage of fluid or radiation or other evidence that the integrity of the packaging has not been maintained. Any occurrence relating to the transport of Dangerous Goods, which seriously 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, labeled 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 confined by ceiling, floor, walls, bulkhead and door, used for carrying 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 contains the latest changes that have been approved by the IATA Live Animals & Perishables board as the law for transport of live animals

Definition	Explanation
Incident	An occurrence, other than an accident, associated with the operation of an aircraft which affects or could affect the safety of operation.
Load Control	Activities to ensure optimum utilization of the aircraft based on operational safety requirements
Longitudinal Parallel	Aircraft nose-tail direction
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 by help of 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 stowage
Package	The complete product of the packing operation consisting of the packaging and its contents prepared for transport
Packaging	Receptacles and any other components or materials necessary for the receptacle to perform its containment function and to ensure compliance with the packing requirements
Parking stand check	Check of the aircraft parking area for any foreign objects or equipment before arrival of aircraft
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 turnaround, 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
Signaling	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 traveling on duty
Transversal	90 degrees to aircraft nose-tail direction
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

0.1 INTRODUCTION 0-3
0.1.1 Heston Airlines Contact Information 0-4
0.1.2 Responsibility 0-4
0.1.3 Holders of Manual Copy 0-4
0.1.4 Revisions 0-4
0.1.5 Explanations and Definitions of Terms 0-5
0.1.6 IGOM adoption policy 0-5
0.2 ORGANISATION AND RESPONSIBILITIES 0-6
0.2.1 Ground Operations Department Organization Graph 0-7
0.2.1.1 Ground Operations personnel selection process 0-7
0.2.2 Head of Ground Operations 0-8
0.2.3 Ground Operations Manager 0-8
0.2.4 Ground Operations Coordinator 0-8
0.2.5 Base Coordinator 0-8
0.2.6 In-flight Coordinator 0-8
0.2.7 Customer Care Coordinator 0-8
0.2.8 Emergency Response Plan (ERP) Manager 0-8
0.2.9 Uniform Manager 0-8
0.3 COMMUNICATION 0-9
0.3.1 VHF 0-9
0.3.2 Messaging 0-9
0.4 DOCUMENTATION CONTROL 0-10
0.4.1 Provision of Heston Airlines Documentation 0-10
0.4.2 Records Control 0-11
0.5 CONTRACTING OF EXTERNAL SERVICE PROVIDERS 0-11
0.5.1 General 0-11
0.5.2 Wet Lease Operations 0-11
0.5.3 Ground Handling Agreement 0-12
0.5.4 Service Level Agreement 0-12
0.5.5 Cargo Operations 0-12

0.6	MONITORING OF EXTERNAL SERVICES PROVIDERS PERFORMANCE	0-13
0.6.1	Monitoring of Fueling Suppliers	0-13
0.6.2	Monitoring of De/Anti-icing Service Providers	0-14
0.6.3	Monitoring of ACMI partners performance	0-14
0.7	EMERGENCY RESPONSE PLAN	0-14
0.7.1	Emergency Evacuation	0-15
0.8	GENERAL POLICIES	0-15
0.8.1	Safety	0-15
0.8.2	Quality	0-15
0.8.3	Security	0-15
0.8.4	Media	0-16
0.8.5	Drugs, Alcohol and Narcotics	0-16
0.9	TRAINING AND QUALIFICATION FOR AIRCRAFT HANDLING PERSONNEL	0-16
0.9.1	General	0-16
0.9.2	Training Program and Qualification Requirements	0-19
0.9.2.1	Airside Personnel	0-20
0.9.2.2	Load Control Personnel	0-20
0.9.2.3	Passenger and Baggage Handling Personnel	0-20
0.9.2.4	Aircraft Handling Personnel	0-21
0.9.2.5	Cargo Handling Staff	0-22
0.9.2.6	Other Ground Handling Staff	0-22
0.9.2.7	SMS Training	0-22

0.1 INTRODUCTION

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

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

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

- IATA Airport Handling Manual (AHM)
- IATA Dangerous Goods Regulations (DGR)
- IATA Ground Operations Manual (IGOM)
- IATA Live Animals Regulations (LAR)
- IATA Perishable Cargo Regulations (PCR)
- IATA ULD Regulation (ULDR)
- IATA Cargo Handling Manual (ICHM)
- ICAO Technical Instructions for Safe Transport of Dangerous Goods by Air, Doc 9284
- Doc 9481: Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods, doc 9481
- ICAO, EASA, Local CAA regulations
- A320 aircraft characteristics airport and maintenance planning

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

Heston Airlines operates Airbus 320 family aircraft. The Manual may contain some information not specifically aimed for A320 aircraft family and is intended used as example information.Ground Operation Manual (current edition) must always be available in a usable format at each location where ground handling and cargo handling operations are conducted and be distributed / accessible in the following formats:

- Centrik
- Company sharepoint system

The rules and regulations contained in the Manual must be adhered to by the Heston Airlines personnel at all times and by contracted personnel and / or organisations according to agreement(s).

Heston Airlines has contracted external organisations to conduct all ground handling and cargo operations functions and has monitoring and control process to ensure each external organization either uses GOM of Heston Airlines or has its own published GOM that fulfils operational safety, security and quality requirements of the operator.

The GOM content is mandatory and must be followed by all staff involved in aircraft, passenger, and cargo handling. Therefore, all staff are obliged to familiarize themselves with its content and must take a continual effort to remain up to date.

The aircraft handling procedures and all other safety/security related procedures of the GOM also apply if the aircraft are wet leased/damp leased out to other operators irrespective of the flight number prefix.

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

0.1.1 Heston Airlines Contact Information

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

Title	Contact	24 H
Operations Control Centre dispatcher on duty	Ph: +370 63863333 occ@heston.aero	Yes
Head of Ground Operations	Ph: +370 69092742 gintare.jarulyte@heston.aero	No
Ground Operations Manager	Ph: +370 63636560 vaiva.kausilaite@heston.aero	No
Emergency Response Manager	Ph: +370 63196356 tomas.vernys@heston.aero	No
Ground Operations Department	gops@heston.aero	No

0.1.2 Responsibility

The Head of Ground Operations is responsible for the contents of the Ground Operations Manual, as well as delegating all amendments and revisions as required by the airline. The Ground Operations Manual is edited and prepared by Head of Ground Operations. It is the duty of each holder of Ground Operations Manual to keep him/her and concerned parties informed about its contents and report any discrepancies and/or errors to the Head of Ground Operations. A constant endeavour will be made to approve the established contents and all constructive criticism and suggestions will be given careful consideration.

0.1.3 Holders of Manual Copy

This Manual is issued complete and distributed in PDF format by electronic means to relevant ground handling agents through Heston Airlines documentation system Centrik. Each Ground Service Provider logs on through a unique user login. A full list of users that have downloaded the manual is available in Centrik. This list is considered as distribution list.

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

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.

Note: Of practical reasons, no specified name list are presented for company employees. For information about these holders please contact Head of Ground Operations.

0.1.4 Revisions

The Head of Ground Operations is responsible for continuous maintaining, acceptance of updates, issuance and insertion of amendments and revisions. From time to time revisions may be issued and a new revision sent to all holders of the Manual. To ensure that the Manual is kept up-to-date, a record of revisions will be numbered consecutively and should be accurately filled in. For each revision the manual is published complete. Always use the latest revision of Manual.

0.1.5 Explanations and Definitions of Terms

In order to give a clear understanding of the requirements and procedures given in this manual, specified terms and expressions are used which are explained in this chapter. Terms may vary if other manuals are quoted.

Definition of Modal Verbs and Procedures

Requirements and procedures described in this manual shall be applied as follows:

- shall/verb in imperative (e.g., brief, ensure, update): **mandatory**
- should: **recommended**
- may: **optional**

Applicable Heston Airlines operational procedures and additional explanations.
Notes – An operating procedure, technique, etc. considered essential to emphasize. Information contained in notes may also be safety related.
Caution – An operating procedure, technique, etc. that may result in damage to equipment if not followed.
Danger – An operating procedure, technique, etc. that may result in personal injury or loss of life if not followed.

Measures and Weights

In general measures and weights in this manual are indicated in metric system (e.g., m, kg, °C). Imperial measures might be added in brackets if deemed necessary. All numbers used in this manual are in decimal system.

0.1.6 IGOM adoption policy

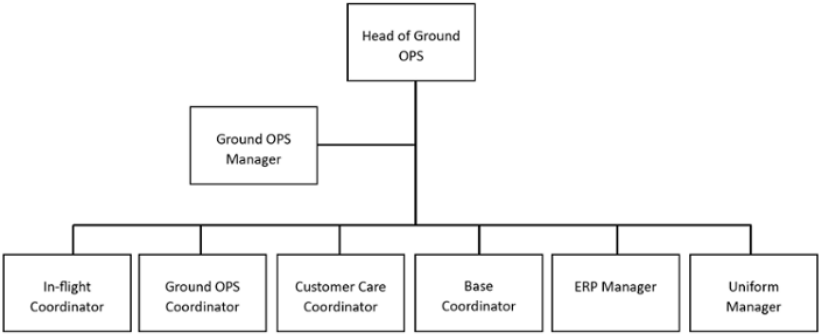
Head of Ground Operations or delegated person conducts a gap analysis between Heston Airlines Ground Operations Manual and IGOM to ensure:

- 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 Heston Airlines.

0.2 ORGANISATION AND RESPONSIBILITIES

Heston Airlines organizational structure General Concept:OMM **4.1 - Description of the management system**

0.2.1 Ground Operations Department Organization Graph



Heston Airlines does not conduct ground handling operations and all ground handling functions are contracted, such as:

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

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

For Heston Airlines flights operated under its own flight designation numbers, will have directly contracted ground handling providers. During wet-lease operations, the Lessee's ground and cargo handling contracted providers will be used, unless specific exemptions are made in the wet-lease agreement.

0.2.1.1 Ground Operations personnel selection process

Prior to hiring ground operations department personnel, candidates must meet specific qualification criteria for their respective positions. The qualification requirements are described in **JDM Chapter 6.1.2**. During the entire selection process, the Head of Ground Operations or other delegated deputy shall duly consider the candidate with the relevant knowledge, skills, training, experience appropriate to the position. Evaluation during the hiring process is conducted to ensure that the candidate has the capability of speaking in English, which will permit communication with other areas within the organization relevant to ground operations.
For further details refer to OMM 4.4 COMPETENCE ASSESSMENT.

0.2.2 Head of Ground Operations

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

Head of Ground Operations is delegated authority to make decisions regarding risk tolerability with respect to safety and security within the Ground and Cargo Operations.

Head of Ground Operations is nominated, reports and is accountable to COO. Head of Ground Operations is subordinated by VP Production and has the direct access to COO.

Head of Ground Operations has authority to manage and is responsible for the development, implementation and maintenance of the Joint Emergency Response Plan (JERP).

Head of Ground Operations Duties and Responsibilities as well as Qualification requirements, refer to **OMA 1.2.6**

0.2.3 Ground Operations Manager

Ground Operations Manager Duties and Responsibilities as well as Qualification requirements, refer to **JDM 6.1.2.2 - Ground Operations Manager**.

0.2.4 Ground Operations Coordinator

Ground Operations Coordinator Duties and Responsibilities as well as Qualification requirements, refer to **JDM 6.1.2.3 - Ground Operations Coordinator**.

0.2.5 Base Coordinator

Base Coordinator Duties and Responsibilities as well as Qualification requirements, refer to **JDM 6.1.2.5 - Base Coordinator**.

0.2.6 In-flight Coordinator

In-flight Coordinator Duties and Responsibilities as well as Qualification requirements, refer to **JDM 6.1.2.6 - In-flight Coordinator.**

0.2.7 Customer Care Coordinator

Customer Care Coordinator Duties and Responsibilities as well as Qualification requirements, refer to **JDM 6.1.2.8 - Customer Care Coordinator.**

0.2.8 Emergency Response Plan (ERP) Manager

Emergency Response Plan Manager Duties and Responsibilities as well as Qualification requirements, refer to **JDM 6.1.2.4 – Emergency Response Plan Manager**.

0.2.9 Uniform Manager

Uniform Manager Duties and Responsibilities as well as Qualification requirements, refer to **JDM 6.1.2.7 – Uniform Manager.**

0.3 COMMUNICATION

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

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

0.3.1 VHF

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

0.3.2 Messaging

SITA messaging or email notification should be used to notify Heston Airlines Operations Control Centre of all movements.IATA format messages with applicable standard IATA numeric delay codes (AHM730) should be used.

0.4 DOCUMENTATION CONTROL

Basic principles of Heston Airlines documentation control is defined in Organization Management manual OMM Chapter 2. Management and control of internal manuals and regulatory documentation is defined in the Organization Management manual.

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

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

- The reproduced documents for temporary use for practical reasons, training and/or information purposes shall be clearly marked as uncontrolled copies.
- Forms used in the Heston Airlines Ground Operations Department are controlled by Head of Ground Operations. Only controlled forms (contained in the GOM chapter **12.2 List of forms**) or equivalent forms provided by IATA can be used.
- Regular back-up of electronic documents and data will be performed in accordance with OMM 3.1.6 Backup-system.
- Obsolete documents (previous revisions) have to be destroyed.

Head of Ground Operations shall communicate with contracted external service providers and ensure that Operations manuals are available and that they made familiar with all changes on or before the effective date of the respective document.

Contracted external service providers supplied with access to Heston Airlines documentation system Centrik, for document revision check and acknowledgement. When Heston Airlines documents and manuals are changed in the Centrik automated notifications are sent via emails, stating all latest revisions of documents contained in Centrik. Contracted external service providers must acknowledge familiarity with the received documents. Contracted external service providers are responsible for opening and reading Centrik documents and must verify acknowledge by clicking “Mark as read” in the Centrik system.

Contracted external service providers are responsible to read their registered Centrik account and to distribute documentation internally. In case of wet lease operations, the Lessee is responsible for distributing applicable Heston Airlines documentation (GOM, DAM, AHM, etc.) to the Lessee’s ground handling and cargo providers. It is Contracted external service providers responsibility to ensure only qualified personnel with relevant knowledge, skills, training and experience appropriate for the position handle Heston Airlines aircraft.

When agreement with contracted external service providers expires, access to Heston Airlines Centrik is blocked. Head of Ground Operations must ensure, that existing Centrik access list is revised periodically.

In case of the Ad-hoc request (single ground and cargo handling request, or short-term service) external service providers are supplied with access to company Sharepoint system for Heston Airlines operational documents revision check. External service providers are responsible for downloading and distributing relevant Heston Airlines documentation internally.

0.4.1 Provision of Heston Airlines Documentation

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

- Contains legible and accurate information;
- Is presented in a format that is appropriate for use by ground handling personnel;
- If applicable, is accepted or approved by the Authority.

Through the oversight of contracted service providers, Heston Airlines ensures that the above is satisfied in all areas where ground handling and cargo activities are conducted.

0.4.2 Records Control

General requirements of Heston Airlines records control is defined in OMM 3.1 – RECORDS HANDLING. Head of Ground Operations is responsible for management and control of ground handling and cargo records. The following records are retained:

- Trip files (to be stored for 3 months in Heston Airlines operation department at ground handling premises for duration of flight);
- Standard Ground Handling Agreements and Service Level Agreements (until the end of validity, to be stored in Heston Airlines head office).
- Regular back-up of electronic documents and data will be performed in accordance with OMM 3.1.6 Backup-system.

0.5 CONTRACTING OF EXTERNAL SERVICE PROVIDERS

0.5.1 General

General requirements are defined in Organization Management Manual. Head of Ground Operations is responsible to ensure that Standard Ground Handling Agreements (SGHA) and Service Level Agreements (SLA) are in place for contracted ground handling and cargo activities. Heston Airlines subcontracts ground handling of aircraft to the most suitable ground handling agent at each aerodrome, either by simple ground handling request (adhoc flights) or a ground handling agreement based on IATA Standard Ground Handling Agreement where more than ten flights are planned. Acceptance of a handling request constitutes an agreement/contract for the particular operation and that the agent concerned will carry out that operation in accordance with the Heston Airlines procedures outlined in Heston Airlines GOM and the IATA AHM standards.

0.5.2 Wet Lease Operations

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

The Lessee shall provide their Ground Operations Manual (GOM) to Heston Airlines and Heston Airlines will provide their Ground Operations Manual (GOM) to the Lessee for review. In case of differences in GOM of both airlines, Heston Airlines GOM procedures and restrictions apply. In accordance with wet lease agreement Lessee is responsible for SGHA and SLA with external service providers. The Lessee will ensure that all SGHA and SLA agreements are in place.

During wet lease-out operations (ACMI partner flight number and call sign, Heston Airlines aircraft), all information in this manual shall be applied.

During wet lease-in operations (Heston Airlines flight number and call sign, ACMI partner aircraft), all information from the ACMI partner manual shall be applied.

0.5.3 Ground Handling Agreement

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

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

0.5.4 Service Level Agreement

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

0.5.5 Cargo Operations

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

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

0.6 MONITORING OF EXTERNAL SERVICES PROVIDERS PERFORMANCE

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

- Ground OPS 3rd Party-Audit checklist sent to external service providers before the start of operations. Ground OPS 3rd Party-Audit checklist reassessment performed once per year. Head of Ground Operations responsible for checklist evaluation. The checklist consists of questions related to basic airport and Ground Handling Company information, regulations, procedures, ground support equipment and additional services.
- Evaluation of the occurrence reported by ground service providers or by Heston Airlines employees.
- On-side inspections conducted by Base Coordinator. In the event of any non-confirming actions found out during inspections, the base coordinator must complete a Centrik Occurrence Report.
- Operational reports from base coordinator.
- By day to day communication on operational issues.

0.6.1 Monitoring of Fueling Suppliers

Aircraft ground handling activities take place at the same time as aircraft fueling operations, which covers refueling and de-fueling. These activities must be compatible to ensure the safety and integrity of the operation. Fuel may be delivered to Heston Airlines aircraft either under contractual arrangements with major fuel companies or under a one-off release for noncontracted locations. All fuel shall be supplied free from contamination in accordance with the standards of IATA Guidance Material for Aviation Fuel Quality Control Procedures (Doc 9977). Where a formal contract is not in place the supplier giving an 'open release' for the supply of fuel will offer this on the basis of the supply being in accordance with the IATA standard contract for fuel delivery.

Only persons who have received initial and recurrent training and testing in the delivery of fuel and associated emergency procedures (including firefighting) shall operate refueling processes on Heston Airlines aircraft.

To ensure that these requirements are satisfied, Heston Airlines will send 3rd Party-Audit Checklist to fuel suppliers and the returned checklist are assessed by Head of Ground Operations. Discrepancies identified by crew or maintenance personnel during fueling operations will be reviewed by Head of Ground Operations.

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

0.6.2 Monitoring of De/Anti-icing Service Providers

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

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

To ensure that these requirements are satisfied, Heston Airlines will send 3rd Party-Audit Checklist to de/anti-icing suppliers and the returned questionnaires are assessed by Head of Ground Operations. Discrepancies identified by crew or maintenance personnel during de/anti-icing operations will be reviewed by Head of Ground Operations.

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

0.6.3 Monitoring of ACMI partners performance

Before the start of the work with wet-lease agreement, for purposes of preparation and ensuring ground operations performance, partners fill-in Ground OPS 3rd Party-Audit Checklist.

All information and data provided by the ACMI partner to Heston Airlines will be used only for acquiring of necessary information to have confirmation about standard of services provided to Heston Airlines.

In Addition, on-side inspections are conducted by Base Coordinator. In the event of any non-confirming actions found out during inspections, the base coordinator must complete a Centrik Occurrence Report.

0.7 EMERGENCY RESPONSE PLAN

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

Heston Airlines JERP is available to all contracted suppliers via Heston Airlines Centrik system, see **JOINT EMERGENCY RESPONSE PLAN (JOINT ERP)**.

0.7.1 Emergency Evacuation

Heston Airlines requires contracted ground handling to have procedures in place for responding to emergencies that require the evacuation of an aircraft during the conduct of ground handling operations, in accordance with AHM620.

In the event of an emergency situation occurring during ground handling operations, evacuation of an aircraft may be necessary. The safety of passengers and staff in such circumstances is of utmost importance. The decision and method of evacuation will be dependent on the circumstances and at the discretion of the aircraft commander or designated authority. Emergency evacuation of aircraft by ground personnel may be required when there is no aircrew on board. The following guidelines are provided:

- Procedures shall be established and implemented for aircraft emergency evacuation situations. The procedures shall be written in conjunction with and complement existing building evacuation procedures as appropriate.
- These procedures apply only when aircrew are not on board the aircraft and apply to ground personnel such as engineering, cleaning, catering, ramp etc.
- Refinement and integration of these procedures require close and continued cooperation between stakeholders (airport authorities, airlines and contractors).
- A designated person “in charge” (supervisor etc.) on board the aircraft take charge of the emergency, co-ordinate the evacuation and direct personnel to the assembly point.
- Different methods of evacuation from the aircraft shall be included in the procedures, e.g. mobile stairs, loading bridge etc.
- Means of communicating the evacuation shall also be considered (radios, audible warnings).
- Effective communication is vital to a safe evacuation.
- Staff shall be trained in the evacuation procedures including periodic evacuation drills/practices.

0.8 GENERAL POLICIES

0.8.1 Safety

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

0.8.2 Quality

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

0.8.3 Security

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

0.8.4 Media

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

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

Pressure applied by Media may become quite intense sometimes. It is important to remain calm and to handle the media representatives professionally and thereby let the staff work with their duties.

0.8.5 Drugs, Alcohol and Narcotics

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

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

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

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

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

0.9 TRAINING AND QUALIFICATION FOR AIRCRAFT HANDLING PERSONNEL

0.9.1 General

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

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

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

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

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

Initial and recurrent training for ground handling personnel shall address the following areas of operations, dependent to the duties and responsibilities assigned:

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

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

1. Passenger Services:

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

2. Ramp Services:

(a) Basic Ramp;
(b) Airside Driving;
(c) Basic Hand Signals;
(d) Aircraft Marshalling;
(e) Boarding Bridge Operations;
(f) Aircraft Cargo Access Doors;
(g) Aircraft Cabin Access Doors;
(h) Aircraft Loading;
(i) Aircraft Arrival;
(j) Aircraft Departure;

(k) Aircraft Pushback;
(l) Aircraft Towing;
(m) GSE Operations;
(n) Ground-to-Flight Deck Headset Communication and Engine Start;
(o) Ramp Baggage Handling;
(p) Aircraft Loading Supervision;
(q) Airside Safety Supervision.

3. Load Control:

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

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

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

External service providers has to retain records for completion of required training by personnel who perform operational duties in functions within the scope of ground handling and cargo operations for the Heston Airlines.

Ground and cargo handling personnel have to receive dangerous goods training, to include initial training and recurrent training, on a frequency in accordance with requirements of the regulatory authority, but not less than once within 24 months of previous training in dangerous goods. Such training shall be completed by personnel that perform operational duties in the following functions within the scope of ground handling operations:

i. Passenger handling;
ii. Bagage handling;
iii. Aircraft loading;
iv. Load control.

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

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

Ground handling personnel assigned to perform aircraft fuelling operations for the Heston Airlines complete initial and recurrent training. Training shall include the following training elements:

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

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

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

Thru the monitoring process Heston Airlines ensures that training requirements are fulfilled.

Qualification requirements for Head of Ground Operations are defined in **OMA 1.2.6** .

The training requirements for handling agents are based on the IATA recommendations regarding standards of competence for staff engaged in load control or ramp handling supervision (IATA AHM 591 and AHM 610). The required qualification can be obtained by training courses conducted by the handling agent or training courses conducted by other airlines.

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

0.9.2 Training Program and Qualification Requirements

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

- Trained as per AHM 1100 Ground Operations Training Program (the minimum training),
- The company's scope of operations, national and airport regulatory requirements and customer airline specifics, where applicable.

Note:
In case of any injury, damage or irregularity discovered in operations the personnel must immediately report to the immediate supervisors or as per defined reporting lines.

0.9.2.1 Airside Personnel

All personnel whose duties require airside access shall have received training and authorization as per latest edition IATA AHM 610. Personnel must comply with the training requirements laid down in the current edition of the IATA Dangerous Goods Regulations.

0.9.2.2 Load Control Personnel

Any personnel in the Load Control process shall have received training and authorization in accordance with IATA AHM 591 and AHM 1110 prior to operate in their respective area of operations.

As a minimum this process consists of:

- Load planning.
- Weight and balance calculation.
- Supervision of the loading of the aircraft.
- Checking and finalization of the load sheet and other documents.

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

In addition, training curriculum shall cover the following elements:

- aviation basics.
- aircraft weight and balance principles.
- load planning and load sheet
- documentation and messaging.

0.9.2.3 Passenger and Baggage Handling Personnel

Personnel engaged in passenger and/or baggage handling shall have received training according to the current edition of the IATA Dangerous Goods Regulations prior to operating in their respective area of operations. It shall be ensured that based in this training, all personnel tasked with passenger and baggage:

- verifies with the passengers that they are not carrying prohibited DG during the check-in and baggage acceptance process.
- is aware of commonly carried items and question passengers where there is a suspicion of their carriage (e.g., camping equipment, hunters).
- contacts local airport authorities and the regional manager for more details on reporting requirements.

GSP shall also have received general training in passenger handling. In addition, training curriculum shall cover the following elements:

- aviation basics.
- arrivals/departures.
- baggage services.
- check-in.
- passenger assistance and PRM.

- post-flight requirements.
- special category passengers.
- transfer of load information.
- transfer, transit and connection.
- boarding bridge operation.
- aircraft cabin doors.

0.9.2.4 Aircraft Handling Personnel

Personnel must have received training and authorization according IATA AHM 610 (current edition) and in accordance with the current edition of the IATA Dangerous Goods Regulations prior to operate in their respective area of operations.

Personnel engaged in the field of pushback, walk out assistance or releasing of aircraft must have received basic training as per IATA AHM 462 and AHM 1110 (current edition) and local working procedures prior to operate in their respective area of operations.

Personnel operating passenger boarding bridge shall be trained and authorized to operate the passenger boarding bridge. The training – besides of operating passenger boarding bridge itself – shall include:

- Passenger boarding bridge serviceability.
- reporting of malfunction of the passenger boarding bridge to the appropriate person/authority.
- clearance of movement path of the passenger boarding bridge, walking surfaces are free of FOD, obstacles and safe to use.
- parking in safe and designated parking positions and positioning of safety barrier.
- use of guide person in case of restricted vision during passenger boarding bridge operation.

Personnel operating Ground Support Equipment (GSE) shall have received appropriate training and authorization as laid down in IATA AHM 462 (current edition), and other appropriate AHM prior to operate in their respective area of operations.

Personnel must have received appropriate training and authorisation as laid down in IATA AHM 465 (current edition) and other appropriate AHMs prior to operate in their respective area of operations.

In addition, training curriculum shall cover the following elements:

- basic ramp.
- airside driving.
- basic hand signals.
- aircraft marshaling.
- passenger boarding bridge operations.
- aircraft cargo hold doors.
- aircraft cabin 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.

0.9.2.5 Cargo Handling Staff

All staff providing services in cargo handling, shall have received training according to the standards of the contracted cargo GSP, including training according to the current edition of the IATA DGR prior to operate in their respective area of operations. These standards are reviewed on a regular basis during audits.

0.9.2.6 Other Ground Handling Staff

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

0.9.2.7 SMS Training

Personnel performing functions within the scope of ground handling and cargo operations must be trained and competent to perform SMS duties. The scope of such training shall be appropriate to each individual's involvement in the SMS. SMS principles, including reporting system, described in IATA AHM 610.

1.1 PASSENGER DEPARTURE 1-6
1.1.1 Predeparture Activities 1-6
1.1.1.1 Ticket Sales Counter 1-6
1.1.1.2 Passenger Pre-Flight Preparation 1-7
1.1.2 Check-In Counter Requirements 1-8
1.1.3 Passenger Check-In 1-10
1.1.3.1 General 1-10
1.1.3.2 Check-In Deadlines 1-10
1.1.3.3 Operating Carrier, Marketing Carrier and Wet Lease 1-10
1.1.3.4 Check-In Types 1-11
1.1.3.5 Check-In Counter Opening 1-12
1.1.4 Passenger Acceptance 1-13
1.1.4.1 Requirements for Passenger Acceptance 1-13
1.1.4.2 Seating 1-14
1.1.4.3 Exit Row Seating 1-15
1.1.5 Documents Required for Travel 1-16
1.1.5.1 Passenger Documents 1-16
1.1.5.2 Verification 1-17
1.1.5.3 Advance Passenger Information 1-18
1.1.6 Baggage Acceptance 1-19
1.1.6.1 General 1-19
1.1.6.2 Cabin Baggage 1-19
1.1.6.3 Checked Baggage 1-22
1.1.6.4 Dangerous Goods in Baggage 1-24
1.1.6.5 Baggage Pooling 1-25

1.1.6.6	Bulky and Oversized Baggage	1-26
1.1.6.7	Checked Baggage Allowances	1-27
1.1.6.8	Excess Baggage	1-27
1.1.6.9	Baggage Tagging	1-28
1.1.6.10	Types of Baggage Tags	1-29
1.1.6.11	Checked Baggage Destination	1-30
1.1.6.12	Special Baggage	1-31
1.1.6.13	Carriage of Firearms	1-41
1.1.7	Passenger Boarding	1-42
1.1.7.1	Preparation for Boarding	1-42
1.1.7.2	Passenger Boarding Process	1-43
1.1.7.3	Passenger Boarding Discrepancies	1-44
1.1.7.4	End of Boarding	1-44
1.1.7.5	Boarding in the Case of DCS Breakdown	1-44
1.1.8	Information to the Crew	1-45
1.1.8.1	General	1-45
1.1.8.2	Information About Special Category of Passengers	1-45
1.1.8.3	Passenger Information List	1-45
1.1.8.4	Other Flight Documents	1-45
1.1.9	Post-Flight Departure Activities	1-46
1.1.9.1	Messages	1-46
1.1.9.2	Flight Document Retention	1-46
1.1.9.3	Flight Close-Out	1-46
1.2	PASSENGER SECURITY	1-47
1.2.1	Security of Documents	1-47
1.2.1.1	Boarding Passes, Transit Passenger and Baggage Tags	1-47
1.2.1.2	Printed Documents	1-47
1.2.1.3	Counter and Area Security	1-47
1.2.2	Passenger Suitability for Travel	1-47
1.2.3	Security of Passengers and Their Baggage	1-48
1.2.4	Restricted Areas	1-48
1.3	PASSENGER ARRIVAL, TRANSFER AND TRANSIT	1-48

1.3.1 Pre-Arrival 1-48
1.3.2 Arrival 1-48
1.3.3 Transfer 1-49
1.3.4 Transit 1-49
1.3.4.1 General 1-49
1.3.4.2 Disembarkation Procedures 1-49
1.3.4.3 Transit Passengers Remain on Board 1-49
1.3.4.4 Boarding Procedure 1-49
1.3.4.5 Missing Transit Passengers 1-49
1.3.4.6 Aircraft Change at the Transit Station 1-50
1.4 SPECIAL CATEGORIES OF PASSENGERS 1-51
1.4.1 Unaccompanied Minors 1-51
1.4.1.1 General 1-51
1.4.1.2 Seating 1-51
1.4.1.3 Acceptance Restrictions 1-51
1.4.1.4 Procedures for Handling Unaccompanied Minors 1-52
1.4.1.5 Transfer Station Procedures 1-52
1.4.1.6 Arrival Station Procedures 1-52
1.4.2 Infants and Children 1-53
1.4.2.1 Infants 1-53
1.4.2.2 Children 1-54
1.4.3 Groups 1-58
1.4.3.1 General 1-58
1.4.3.2 Check-In 1-58
1.4.3.3 Non-Standard Groups 1-58
1.4.4 Passengers with Disabilities 1-59
1.4.4.1 General – Passengers with Disabilities 1-59
1.4.4.2 Assistance Codes for Passengers with Disabilities 1-60
1.4.4.3 Seat Assignment 1-61
1.4.4.4 Maximum Number of PWDs and Assistance Requirement 1-62
1.4.5 Passengers Requiring Medical Clearance 1-62
1.4.5.1 General 1-62

1.4.5.2	Medical Information Form	1-63
1.4.5.3	Frequent Traveler's Medical Card	1-63
1.4.5.4	Advance Notification	1-63
1.4.5.5	Seating	1-64
1.4.5.6	Request for Assistance without Advanced Notice	1-64
1.4.6	Handling of PWDs not Requiring Medical Clearance	1-64
1.4.6.1	Processing	1-64
1.4.6.2	Right of Refusal of PWD and/or MEDA Cases	1-65
1.4.7	Stretcher Transport	1-66
1.4.8	Oxygen for Medical Use	1-66
1.4.9	Inadmissible Persons and Deportees	1-67
1.4.9.1	Inadmissible Persons	1-67
1.4.9.2	Deportees	1-68
1.4.9.3	Seating of Inadmissible Persons and Deportees	1-68
1.4.9.4	Travel Documents of Inadmissible Persons and Deportees	1-68
1.4.10	Unruly Passengers	1-69
1.4.10.1	General Conditions of Passenger Carriage	1-69
1.4.10.2	Handling Unruly Passengers During Check-In or Boarding	1-69
1.4.10.3	Unruly Passenger Denied Carriage	1-69
1.4.10.4	Unruly Passenger is Accepted for Travel	1-69
1.5	PASSENGER DISRUPTIONS	1-70
1.5.1	Information and Communication to Passengers	1-70
1.5.2	Delays	1-70
1.5.2.1	Disruptions Prior to or During Check-In	1-70
1.5.2.2	Disruption Prior to or During Boarding	1-70
1.5.2.3	Disruption Upon Arrival	1-70
1.5.3	Misconnections/Cancellations/Diversions	1-71
1.5.4	Involuntary Change of Class	1-71
1.5.5	Denied Boarding Due to Unavailability of Seats	1-71
1.5.6	Mishandled or Unclaimed Baggage	1-72
1.5.6.1	General	1-72
1.5.6.2	Storage of Mishandled Baggage	1-72

1.5.6.3	**Handling of Mishandled Baggage**	1-72
1.5.6.4	**Delivery of Mishandled Baggage**	1-72
1.5.6.5	**On-Hand Baggage**	1-72
1.5.6.6	**Delayed Checked Baggage/Missing Baggage**	1-73
1.5.6.7	**Secondary Tracing**	1-73
1.5.6.8	**Mishandled Mobility Aids**	1-73
1.5.6.9	**Mishandled Live Animal**	1-73

1.1 PASSENGER DEPARTURE

1.1.1 Predeparture Activities

1.1.1.1 Ticket Sales Counter

If a ticket sales counter is located at the airport, display either electronic or manual versions of:

a. Heston Airlines signage
b. Dangerous goods notifications
c. Handling forms, information on passenger rights and marketing material required by the Heston Airlines, if applicable.

Heston Airlines procedures:
It is the responsibility of ground handling, supervision companies to ensure that 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 ticketing desks, check-in, baggage drop, boarding areas.

1.1.1.2 Passenger Pre-Flight Preparation

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

a. Review the booking status.
b. For code-share flights with an active blocked space agreement, check the allotment to ensure the block of seats, as agreed, is guaranteed to the partner.
c. Review the curtain version (cabin configuration) and adjust cabin capacity if applicable.
d. Confirm the passenger name list (PNL) and additions and deletions list (ADL) were properly transmitted and match the booking status.
e. Block seats, if required for security officers, crew, stretcher cases, weight and balance, and if seats are unserviceable.
f. Confirm the seating plan is set according to the actual aircraft type and version.
g. Review the flight remarks.
h. Record the passenger status on the passenger name record (PNR), if applicable (e.g. ticket issued, frequent flyer status, revenue/non-revenue/industry travel).
i. Review the boarding time, departure time, and gate. Brief staff about the reason for any delays.
j. Apply payload restrictions, if any.
k. Review the passenger list for special service requests (SSR) and all passengers requesting assistance (e.g. Wheelchair (WCH) assistance, unaccompanied minors (UM), service animals, special baggage) and preassign a seat as per operating airline procedures and the aircraft type.
l. Review notifications and handling instructions, if pre-advised for specific passengers and/or baggage by the operating airline.
m. Conduct a staff briefing for check-in agents.
n. If not pre-reserved, prepare seating for families traveling with infants or children, as per Heston Airlines procedures. Check total infants booked and order additional life vests, if needed.
o. Where free/open seating is applied, inform the crew and passengers to ensure special category passengers have appropriate seats.

Heston Airlines procedures:
Heston Airlines GOPS Department together with partners making reservations will pre-assign seats to some or all passengers in advance before the start of check-in process. In case of available Online check-in passengers will reserve seats during Online check-in process as well.
All passengers requiring assistance and passengers traveling together (in the same reservation) shall be preassigned seats according to aircraft configuration and class before the start of check-in process, to ensure correct seating. In case all applicable seats are prereserved and correct seat cannot be assigned to a passenger requiring assistance, change seat for other passenger to a front 5 rows or Emergency exit and add comment to advise passengers during check-in/baggage drop off process reason of seat change and confirm that new seats are acceptable.
Ensure that sufficient number of check-in staff is available. Ensure that all check-in staff has valid required trainings, including but not limited to DGR, SMS and airline procedures. Ensure that all check-in staff are familiar with latest editions of Heston Airlines manuals and Ground OPS Notices.

1.1.2 Check-In Counter Requirements

Prior to opening the check-in counters:

a. Start and test equipment.
b. Ensure scales are functioning and calibrated.
    1. Scales must be calibrated and checked once a year or as required by the manufacturer of the scale or by the local authority responsible.
        i. The local authority will issue a certificate after the calibration and deliver it to the airport authority.
        ii. A copy of the above certificate is kept at each station as a record.
        iii. A sticker is placed on each scale after the calibration, if applicable.

    2. The responsible Check-In Agent shall check that baggage scales are operating properly prior to check-in opening by:
        i. Checking the airport authority calibration sticker is current, if applicable.
        ii. Checking the weight indicator at the position to ensure it shows '0.0 kg'.
            - If the weight indicator shows otherwise inform the relevant airport authority department.
            - If the scale remains out of order, another check-in counter shall be requested.

    3. The periodic check of scale accuracy used in the baggage handling process lies in the equipment owner's responsibility who is also responsible to make available to the ground handling services provider (GHSP) all relevant documentation, where applicable.

c. Stock boarding card and baggage tag printers as per Heston Airlines procedures.
d. Ensure adequate stock of any other tags, handling forms, information on passenger rights and marketing material required by the Heston Airlines.
e. Display signage required by the Heston Airlines, and mark counters per class, customer status and/or as baggage drop off, if applicable.
f. Ensure dangerous goods notifications are prominently displayed, as per the requirements of the authority responsible.
g. Prepare check-in queues, stanchions, carpets, baggage gauges, podiums, etc., as per Heston Airlines procedures.

Heston Airlines procedures:
Use standard bag tags and boarding passes of GHSP suitable to DCS and printers, unless specific boarding passes and bag tags have been provided by Heston Airlines.
Check if any SCP are planned for the flight and prepare all required Heston Airlines forms, if applicable.
In case of delayed flight, please print copies of passenger rights and place it on check-in counters to be available for passengers during check-in process.
All additional and special tags, if provided by Heston Airlines shall be prepared before the start of check-in process.
Heston Airlines Logo shall be shown together with flight information on all Airport screens (FIDS), where applicable.
If advised/agreed with Heston Airlines regarding Business Class, Economy Class and Bag-Drop counters, specific Logos or text with additional information must be shown on all Airport screens (FIDS), where applicable. Ensure that correct flight number, route, date and time is shown on all Airport screens (FIDS) where applicable.
Heston Airlines do not use any airline specific check-in queues, stanchions, carpets, baggage gauges, podiums.
Please ensure that any other airline equipment is not present at check-in counters and is not used as substitute to Heston Airlines equipment.
Ensure that check-in area is neat and presentable.

Heston Airlines procedures:

Number of check-in counters for Heston Airlines **A320 aircraft operations** shall be:

1. No less than 2 check-in counters, or
2. No less than 1 check-in counter per 60 booked passengers, or
3. Any other number of counters as agreed before the start of operations.

1.1.3 Passenger Check-In

1.1.3.1 General

Check-in is the complete sequence of steps that involves the registration of passengers and their baggage in a departure control system (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.

1.1.3.2 Check-In Deadlines

Apply check-in deadlines as per Heston Airlines procedures, respecting applicable passenger rights and on-time departure requirements.

Heston Airlines procedures:
Heston Airlines check in deadlines for **A320 aircraft operations**:
Start of check-in – not less than 120 minutes before Scheduled Time Departure (STD).
End of check-in – not less than 30 minutes before STD (can be extended in case of flight delay, but not less than 30 minutes before Estimated Time Departure (ETD)).

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.

Heston Airlines procedures:
In case of flight operated by other carrier on behalf of Heston Airlines:

1. Advise all passengers about of operating carrier latest at the gate prior boarding.
2. Include information in boarding announcement.

1.1.3.4 Check-In Types

a. General
Check-in may be provided at check-in counters or via self-service methods (e.g., web, kiosk, text message), 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 staffed check-in counter in line with the Heston Airlines procedures 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 for one or more onward flights.
Perform through check-in whenever possible 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 as per Heston Airlines procedures.

e. Self-Service Check-In
Web/mobile/kiosk/text check-in may be offered if the following conditions are met:
1. The passenger is holding an electronic ticket.
2. The passenger is departing from an airport where the Heston Airline's or GHSP's DCS is in use.
3. The passenger meets any other qualifying criteria set by the Heston Airlines.

f. Off-Site Check-In
Off-site check-in means the passenger is accepted at an off-airport location (e.g. train station, hotel), and may be permitted if:
1. The passenger is holding a valid ticket.
2. The location is an approved site.
3. The passenger meets any other qualifying criteria set by the Heston Airlines.
4. Local off-site security processes are followed.

g. Back-Up Check-In Procedures
In the case of DCS and/or baggage handling system (BHS) failure a local back-up check-in system can be used, if available. Local back-up procedures must be established at every station in line with the Heston Airlines procedures and tested regularly.

Heston Airlines procedures:
As standard DCS check-in to be used in all stations for handling of Heston Airlines flights. Only in case of DCS system breakdown manual check-in shall be used while still complying with all required regulations and collection and transmission of all required API data as per regulations.
It is responsibility of GHSP to have established local manual check-in and backup check-in solutions available, including regular testing and reviewing the process.
Through check-in shall be used whenever possible. Through check-in is available only on another Heston Airlines flight and cannot be used for onward flight of other airlines as Heston Airlines do not have any interline agreements.
Return check-in is permitted if the return flight is open and within 24 hours.
Off-Site check-In is not permitted except separate approval has been issued by Heston Airlines and appropriate local authorities.

1.1.3.5 Check-In Counter Opening

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

Heston Airlines procedures:
Check-in counters shall be opened on time.
Passengers shall be encouraged to proceed to the counter for start of check-in process.
Any unauthorized access to check-in system must be prevented at all times during check-in process.
Only personal user name/sign-in and password can be used for DCS check-in – sign-in and password details shall never be shared with other personnel including other check-in staff.

1.1.4 Passenger Acceptance

1.1.4.1 Requirements for Passenger Acceptance

Apply Heston Airlines procedures with respect to acceptance.

When accepting a passenger, observe the following:

a. Welcome and greet the passenger.
b. Ask for an itinerary/booking confirmation and an official travel document (e.g., passport), if necessary and verify validity, refer to **1.1.5 - Documents Required for Travel**.
c. Pay attention to any indications the passenger might not be allowed to travel (e.g., unruly behavior, signs of illness). Certain categories of passengers may be refused travel at the operating airline's discretion. Apply Heston Airlines procedures with respect to acceptance.
d. Identify the passenger in the check-in system, accept the passenger and assign a seat in line with Heston Airlines procedures, refer to **1.1.4.2 - Seating**.
e. The acceptance of passengers on the waitlist is based on booking status and Heston Airlines procedures.
f. Update passenger and baggage information to add any SSR to the DCS, if required, and apply any related fees in line with Heston Airlines procedures.
g. If required, apply irregularity handling in line with Heston Airlines procedures, (e.g., search for volunteers in case of over-sales).
h. Observe through check-in or return check-in, if applicable, and issue all related boarding passes.
i. Hand the boarding passes to the passenger and give information about the departure gate, boarding time and any flight irregularities, if applicable, in line with Heston Airlines procedures.
j. Say goodbye and show the direction to the boarding gate.

Heston Airlines procedures:
Only passengers with valid reservation in the DCS system (PNL) shall be accepted for the flights.
If passenger is not in PNL/DCS system, please contact Heston Airlines OCC and GOPS via email or phone numbers, see **0.1.1 - Heston Airlines Contact Information**. Do not accept passenger, unless approved by Heston Airlines OCC or GOPS.
In case of any signs that passenger should be refused travel, apply Heston Airlines procedures, see **1.2.2 - Passenger Suitability for Travel**.
Stand-by or waitlist passengers shall be accepted without seat (as SBY) and their baggage shall be screened and sent to baggage sorting area while advising loading personnel that it is SBY and last to be loaded.
Heston Airlines Ground OPS Notice or separate instructions will be provided to GHSP before start of operations if any additional fees are applicable for extra services, excess baggage or any special baggage, if applicable. In case, of available instructions, ensure that it is followed and all required information is marked in DCS and fees collected as per Heston Airlines procedures.
Handling of flights irregularities – delays, oversales, flight cancellations shall be performed as per Heston Airlines procedures, see **1.5 - PASSENGER DISRUPTIONS**.

1.1.4.2 Seating

Each passenger (except infants not occupying a separate seat) is assigned an individual seat number on each flight. Depending on the airline's seating procedure, the seat choice is offered at the time of reservation or check-in.

At the time of passenger acceptance:

a. Check to confirm if a seat have been allocated already.
b. If not, allocate a passenger seat observing passenger requests, if any and Heston Airlines procedures for seating of special categories of passengers.
c. Observe seating restrictions for the emergency exit rows; refer to **1.1.4.3 - Exit Row Seating**.

The allocation of jump/crew seats may be permitted by Heston Airlines procedures.

Heston Airlines procedures:
Cabin Crew seats (Cabin Jump Seat) which remain vacant after all operating Cabin Crew Members have been assigned seats, may be occupied in accordance with the following requirements and does not need permission by the Head of Flight Operations:
The following persons may occupy vacant crew seats:

- Crew members and other persons stated in OMA chapter **8.3.13.3**
- Crew members of other Operator(s)
- Passengers with valid ID and flight tickets based on charterer / tour operator request.

The following conditions are complied with:

- There are no passenger seats available in the aircraft cabin;
- Any applicable aircraft flight manual (AFM)/flight crew operating manual (FCOM) limitations are observed;
- Person is in possession of a valid passenger/staff ticket, or they are listed in the General DeclarationGENDEC;
- No task performed, nor uniform worn in such a way that might lead passengers to identify them as operating cabin crew;
- Persons needs to comply with the requirements described in **CCM Chapter 2.17.1** Emergency exit row seating assignments;
- Commander ensures that the person is properly briefed on safety procedures and equipment, and relevant operating procedures;

NOTE: The final decision to accept such passengers lies with the Commander in cooperation with SCC.
Refer to: **CCM 1.12**

1.1.4.3 Exit Row Seating

Occupancy of emergency exit rows is restricted in accordance with Heston Airlines procedures and host state requirements.

Before assigning an exit row seat to a passenger, verify the passenger is of a correct age, willing, physically and mentally able to open the emergency exit in case of an emergency evacuation, and able to understand the instructions given by the crew.

Note:
For safety reasons, passengers with disability, unaccompanied minors and passengers with children and/or infants are not allowed to be allocated an emergency exit row seat.

Heston Airlines procedures:

Emergency exit row seats **shall never be assigned** to below categories of passengers:

1. Passengers with Disabilities (PWD).
2. Children (CHD).
3. Passengers traveling with Infant (INF).
4. Pregnant women.
5. Unaccompanied minor (UMNR).
6. Passengers traveling with Pet in Cabin (PETC).
7. Inadmissible (INAD), Accompanied and Unaccompanied Deportee (DEPA, DEPU) passengers.
8. Passengers who because of age or sickness are so frail that they have difficulty in moving quickly.
9. Passengers whose physical size would prevent them from being able to move quickly.

Passenger is considered to be **able-bodied** (ABP)(suitable for emergency exit row seating), if:

1. Passenger can speak English and would be able to understand all written and verbal instructions provided by Heston Airlines crew.
2. Passenger does not fall in any of above mentioned categories of passengers who shall never be assigned emergency exit row seat.
3. Passenger is not intoxicated (alcohol, drugs, etc.).
4. Below mentioned categories of passengers are considered as potential ABP:
    1. Positioning (not on duty) flight or cabin crew members of any airline.
    2. Armed forces personnel.
    3. Fire services personnel.
    4. Medical personnel.
    5. Adult passengers traveling alone.

1.1.5 Documents Required for Travel

1.1.5.1 Passenger Documents

Passenger documents consists of:

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

Heston Airlines procedures:
It is mandatory to check Travel Information Manual Automatic (TIMATIC) to verify list of required documents for each passenger if in any doubt. Documents shall be verified depending on passenger nationality – transit and destination countries regulations shall be checked, including health documents as applicable (see ICAO Annex 9 and World Health Organization (WHO) requirements).
It is the responsibility of check-in and boarding staff to verify passenger documents and ensure an improperly documented person is not allowed to travel.

1.1.5.2 Verification

a. General

Verification is a process also known as document check, carried out by staff charged with responsibility of check-in and/or boarding at the point of embarkation.

Document check controls uses 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 upto 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 an airline's 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 legislations, the document check controls may have to be performed manually.

Note:
Verification of travel documents is performed visually and manually. Documents readers and basic inspection tools may be used in higher risk environments.

b. Document Checks

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

1. Determine ticket acceptability and confirm destination and or transit with passenger including the return ticket, if applicable.
2. Verify the passenger's identity against the travel document presented e.g.,
    i. Citizenship and date of birth for entry requirements
    ii. Expiry status of the document
    iii. Visual comparison of the photo to the passenger
    iv. The name on travel document matches the booked/ticketed name.

Note:
Ensure every person holds a valid travel document.

3. Ensure where applicable, the visa or residence permit required to enter the State of transit and/or receiving State.
4. Review visa and/or entry conditions/limitations.
5. Review health documents status for destination and/or transit requirements, if required.
6. Collect or verify advance passenger information (API) data, if required.
7. Ensure irregularities are detected such as:
    i. Expired or invalid travel document or a visa for which the maximum number of entries set has been depleted;
    ii. Counterfeit, forged or altered;
    iii. Documents that belongs to another person; or
    iv. Passenger without such document.

8. When an irregularity is identified, with the passenger document/s, the supervisor will be notified;
    1. To contact the appropriate authority for assistance to further verify documents, if applicable or
    2. 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, refer to AHM 121 and **1.4.9.1 - Inadmissible Persons**.

9. Retrieve DCS record and review any special remarks.

Note 1:
As per ICAO Annex 9, Contracting States have the obligation to assist in the evaluation/verification of travel documents presented by passengers, in order to deter fraud and abuse.

Note 2:
Some contracting States may have liaison officers at airports in order to assist airlines to establish the validity and authenticity of the travel documents at the different touch points of the passenger journey.

Note 3:
Consequently, airlines will seek mitigation of State penalties whenever fraud detection was not obvious nor evident. Refer to AHM 121 for additional information on aircraft operator's responsibility mitigation.

Heston Airlines procedures:
Each passenger is personally responsible to ensure that they are in possession of the required valid and complete travel documentation, which fulfill the conditions of the respective transit points and destination.

Passengers with insufficient travel documents shall not be accepted for transportation, unless authorization from Heston Airlines OCC or GOPS is given, see **0.1.1 - Heston Airlines Contact Information**.

Report about not accepted passengers due to insufficient travel documents shall be submitted to Heston Airlines OCC and GOPS, see **0.1.1 - Heston Airlines Contact Information**.

1.1.5.3 Advance Passenger Information

Many governments require airlines to submit Advanced Passenger Information (API) data. API is made of two different datasets information related to the:

a. Flight
b. Identity of the passenger.

The information related to the passenger are included in the Machine Readable Zone (MRZ) to the travel document (e.g., surname/given names, date of birth, nationality, travel document number, expiry date, etc.) at specified times for inbound and sometime outbound passengers.

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

As per operating airline procedures, collect API data at the time of check-in or review and verify data already provided. Transmit API data as requested by authorities. Always protect the passenger's personal information and securely dispose of any related paperwork not kept on file.

Heston Airlines procedures:
It is mandatory to collect API data and transmit it to the authorities for all Heston Airlines flights, unless exemption from Heston Airlines GOPS received.

API data shall be transmitted to the authorities via SITA or other transmission method if applicable. List of SITA addresses for data transmission, if not automatic, shall be provided by Heston Airlines via Ground OPS Notice. Automatic data transmission shall be set via DCS by Heston Airlines GOPS, if applicable.

For some destinations, it is mandatory to provide interactive API messages on per-person basis using real-time communication. Communication shall be done via DCS system and OK to board / DO NOT board advisory message to be received before accepting any passenger for the flight.

1.1.6 Baggage Acceptance

1.1.6.1 General

The following section presents baggage acceptance procedures. It should be noted that the handling of baggage may vary between airlines, and therefore, deviations from the processes described are possible. Always refer to and follow Heston Airlines procedures, where applicable.

1.1.6.2 Cabin Baggage

a. General
Each operator sets their standards for size, weight and number of pieces permitted as cabin baggage.

b. Cabin Baggage Types
Cabin baggage includes:
1. Baggage carried within the Heston Airlines standard free carry-on baggage allowance.
2. Free carry-on items permitted by the Heston Airlines in addition to the standard allowance (e.g., purse, laptop, duty free item(s), winter coat).
3. Special items permitted by the Heston Airlines that may require prior arrangement, notification and/or specialized screening and/or additional charges (e.g., urns containing human remains, pets, medical equipment, valuables).
4. For items of dangerous goods permitted in cabin baggage, including those items that require prior approval by the operator, see IATA Dangerous Goods Regulations (DGR).

c. Cabin Baggage Acceptance
Cabin baggage can only be accepted if it:
1. Is suitable for air carriage (i.e., conforms to the Heston Airlines procedures for weight, size and/or nature).
2. Can fit under the seat or be stowed in the overhead compartment.
3. Is suitably packed.
4. Conforms with airport security and safety procedures.
5. Conforms the following restrictions:
    i. Certain items, because of their weight, size and/or nature, are only accepted with the consent of the Heston Airlines (e.g., musical instruments).
    ii. For security reasons, many countries restrict the carriage of liquids, aerosols and gels in cabin baggage.
    iii. Items refused by security screening shall be hold-checked as per Heston Airlines procedures or refused from transport completely if not allowed in checked baggage.

d. Procedures at Check-In
1. Assess the size, weight and number of pieces of cabin baggage as per operating airline procedures:
    i. Weigh/measure cabin bags if they appear to exceed the specified weight/size limit set by the operator (weighing of all cabin baggage may not be systematically required unless mandated by the Heston Airlines).
    ii. Refer the passenger to the baggage gauge, if available.
    iii. Attach an “approved cabin baggage” tag, if applicable.

2. 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.

3. Be aware of dangerous goods that are commonly carried but not permitted. Ask the passenger if they have any of these items by using the dangerous goods displays for visualization.
4. Items removed by security screening personnel may only be accepted in checked baggage, in accordance with operating airline handling and acceptance procedures.

e. Procedures at Boarding Gate

1. Check for items that are unacceptable, oversized, overweight or exceed the number of pieces as free cabin baggage. Use the cabin baggage gauge, if applicable.
2. Collect any cabin baggage that cannot be accommodated on board due to these reasons or due to limited storage space.

f. Accepting Cabin Baggage into the Hold

1. Check with the passenger that the baggage contentts comply with IATA DGR and Heston Airlines procedures. Verify whether the passenger has removed any items specifically prohibited in hold baggage (e.g., lithium batteries).
2. Advise the passenger to remove any personal documents or medications, valuables and sensitive or fragile objects.
3. Accept, with applicable charges as per Heston Airlines procedures.
4. Tag gate-checked bags in line with the through check-in procedures using a limited release tag, in accordance with Heston Airlines procedures.
5. 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 use Delivery at Aircraft (DAA) labels and processes if applicable, see **1.1.6.12 - Special Baggage** depending on aircraft type.
6. Inform passengers to pick up their gate-checked bags at the baggage claim area, final destination or at the aircraft door (DAA), if applicable.
7. Inform ramp staff and/or load control of the gate baggage to be loaded.

Heston Airlines procedures:

Heston Airlines standard cabin baggage allowances:

Class	Maximum Total Weight	Cabin Baggage Size and Quantity	Small Cabin Bag
Business Class	16 kg 10 kg for Holiday Charter flights	2 pieces included 55 x 40 x 20 cm	1 piece included 40 x 30 x 10 cm
Economy Class	8 kg 5 kg for Holiday Charter flights	1 piece included 55 x 40 x 20 cm	1 piece included 40 x 30 x 10 cm
Infant	0 kg	Not included	1 piece included 40 x 30 x 10 cm

No piece of cabin baggage may exceed 10 kg.

For children (CHD) standard baggage allowance applies.

In addition, following items may be carried free of charge as cabin baggage:

1. Assistive devices of persons with disabilities.
2. Duty free items purchased behind security control.
3. Infant food.
4. 1 infant carrier.
5. 1 certified and approved Child Restraint System (CRS).

Heston Airlines procedures:

In a case when passenger cabin baggage exceeds weight, size or quantity allowance offer passengers the possibility to repack, or check in as checked baggage according to checked baggage procedures, see **1.1.6.3 - Checked Baggage**.

On flights with a high load factor, to reduce number of cabin bags in aircraft cabin, accept cabin bags as additional checked baggage free of charge (acceptance of cabin baggage as additional checked baggage is allowed only at the gate before and during boarding process). Observe number of cabin baggage and communicate with operating crew in order to determine if cabin bags shall be checked in at the gate, or all passengers can take it into cabin of the aircraft.

Flight is considered high loaded flight when total passenger load is over 90% of aircraft capacity.

1.1.6.3 Checked Baggage

a. General

1. Checked baggage is:
    i. Taken custody by the operator who issues, validates or updates a baggage tag.
    ii. Carried in the hold of the aircraft on which the passenger is traveling, but remains inaccessible to the passenger during the flight.

2. The operator may refuse to carry checked baggage that is likely:
    i. Likely to endanger the aircraft or persons/property on board the aircraft.
    ii. Inadequately packed.
    iii. Unsuitable for air carriage due to its weight, size and/or nature.
    iv. Forbidden by law, regulations, security standards or safety standards of any state to be flown from, to or over.

3. Every piece of checked baggage shall have a baggage tag attached showing the tag number, flight number, appropriate destination and the passenger's name.
4. Heston Airline procedures may specify a maximum single item weight, if applicable.

Note:
Certain items, because of their weight, size and/or nature, are only accepted with the consent of the operator. For example, musical instruments such as a cello.

b. Standard Baggage Acceptance

The Check-in Agent should only accept checked baggage that is appropriately packaged and has a passenger identification label.

1. Ensure dangerous goods notifications are on display and verify with the passenger that the checked baggage does not contain any forbidden dangerous goods.
2. Review weight and number of pieces information for recording in the DCS and for applying appropriate fees.
3. If applicable or required according to Heston Airlines procedures, ask the passenger security-related questions.
4. Be aware of items, that due to their nature, may contain dangerous goods. Refer to the IATA DGR and Heston Airlines procedures.
5. Ensure the number and weight of each piece of checked baggage has been transferred automatically or manually to the load control process. When special baggage is accepted, ensure the person in charge of the weight and balance calculation task is informed accordingly.
6. Attach an appropriate baggage tag for the journey.
7. Passengers who have used a self-service check-in facility may drop their checked baggage at a baggage drop-off. If applicable as per Heston Airlines procedures:
    i. Review the boarding pass and pull up the passenger data in the check-in system.
    ii. Verify identity and travel document, assess carry-on baggage, and accept checked baggage.
    iii. Update baggage information and any SSR in the DCS, if required, and apply any related fees.

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, observe the following:

1. Follow Heston Airlines procedures or Service Level Agreements (SLA) for the number of staff undertaking assistance and supervision activities at each machine.
2. Proactively guide passengers to self-service options to manage waiting times.

Heston Airlines procedures:

Security related questions:

1. Is this your baggage?
2. Did you pack the contents of your baggage yourself?
3. Can you confirm that nobody has interfered with your baggage after you packed it?
4. Can you confirm that you have not been given anything to take onboard your flight by other person?
5. Can you confirm that there are no dangerous goods in your baggage?
6. Can you confirm that there are no lithium batteries or equipment containing batteries in your checked baggage?
7. Can you confirm that you have not packed any sharp items or dangerous items not allowed in your cabin baggage?

All below mentioned articles shall be refused for transportation except a prior permission is given by Heston Airlines:

1. Unaccompanied baggage (except rush baggage, transported according to Heston Airlines procedures).
2. Articles unsuitable for carriage due to their size, weight and characteristics.
3. Any other type of article which is likely to endanger the aircraft or property, which will probably be damaged by air transportation.

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

1.1.6.4 Dangerous Goods in Baggage

a. In principle, dangerous goods are forbidden to be carried by passengers and crew, except as otherwise provided in Table 2.3.A of the IATA DGR and in line with the Heston Airlines procedures.
   Specific transport conditions are applicable to defined items that:
   1. Require the approval of the operator prior to acceptance.
   2. Are permitted in or as checked baggage.
   3. Are permitted in or as cabin baggage.
   4. Must be carried on one's person only.
   5. The pilot-in-command shall be informed of the location of the mobility aid with installed batteries, removed batteries and spare batteries, to best deal with any emergencies that they may occur.

b. All persons tasked with passenger and baggage acceptance shall:
   1. Be trained according to the requirements specified in the IATA DGR.
   2. Verify with the passengers that they are not carrying forbidden dangerous goods during the check-in and baggage acceptance process.
   3. Be aware of commonly carried items and question passengers when there is a suspicion of their carriage (e.g., camping equipment).
   4. Handle and report any dangerous goods occurrences (e.g., forbidden dangerous goods identified in checked baggage), in line with Heston Airlines procedures.

For details refer to the IATA DGR and Heston Airlines procedures, see **9 - DANGEROUS GOODS AND WEAPONS**.

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.

Subject to Heston Airlines procedures, baggage may be pooled between registered groups of passengers or passengers flying together, such as families. In this situation the baggage allowances for each passenger are combined to make a group total.

For example: a registered group of 10 passengers may each have an individual baggage allowance of 1 piece weighing up to 20 kg. Pooling the allowance would allow 10 pieces weighing 20 kg each to the entire group. Therefore, if one group member has 2 bags, and another has no checked baggage, the pooled allowance allows the second bag to be carried without penalty.

Note:
Where applicable, the maximum single-item weight restrictions shall be observed.

Heston Airlines procedures:
Baggage pooling for passengers traveling together is allowed by Heston Airlines. Passengers must be part of the same reservation and their total baggage allowance cannot exceed total allowance of baggage in the reservation (pieces of baggage as well as total weight of baggage cannot be exceeded).
Each bag shall be checked in for each passenger separately for correct identification of baggage (not applicable to families).
Passengers from groups with excess baggage should be checked in as last persons of the group to ensure correct total pooled baggage allowance is not exceeded, and/or correct passenger is charged for excess baggage.

1.1.6.6 Bulky and Oversized Baggage

a. General

Baggage is considered bulky or oversized as defined by Heston Airlines procedures and/or its weight exceeds regulatory limits. These items are called out of gauge (OOG) items. For example, in general, baggage accepted at European airports may not exceed 32 kg in weight, although exceptions may exist (e.g., wheelchairs).

Passengers presenting such items should:

1. Complete the normal check-in process at the check-in counter.
2. Attach a baggage label to the OOG item.

Drop the item to the OOG baggage acceptance point, if available.

b. Maximum Single Item Weight

Each operator shall determine a maximum single item weight for checked baggage that considers any:

1. Local legislation and/or health and safety requirements.
2. Other applicable limits for transfer baggage.
3. Specific rules that may apply as per Heston Airlines procedures for certain items (e.g., live animal in hold (AVIH), wheelchairs (WCH), musical instruments, media equipment, large sports equipment).

c. Maximum Single Item Dimensions

Each operator shall determine maximum single-item dimensions for checked baggage that considers any:

1. Local legislation and/or health and safety requirements.
2. Other applicable limits for transfer baggage.
3. Specific rules that may apply as per Heston Airlines procedures for certain items (e.g., live animal in hold (AVIH), wheelchairs (WCH), musical instruments, media equipment, large sporting equipment).

Heston Airlines procedures:
No piece of baggage may exceed 32 kg (not applicable to WCH, AVIH, SPEQ).
Maximum size of checked in baggage cannot exceed 158 cm total (weight + length + width) (not applicable to WCH, AVIH, SPEQ).
Maximum size dimensions and weight of WCH, AVIH, SPEQ, musical instruments, see **1.1.6.12 - Special Baggage**.
Baggage exceeding 32 kg and not falling under any of exemptions shall not be accepted as baggage and shall be sent as cargo.

1.1.6.7 Checked Baggage Allowances

Passengers are entitled to a predetermined free checked baggage allowance that can vary based on the fare paid, passenger category, routing, group status or class.

Note:
Some fares do not include any free checked baggage allowance.

There are two standard free checked baggage allowance concepts:

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

Heston Airlines procedures:
Heston Airlines standard Checked Baggage allowances:

Class	Maximum Total Weight	Baggage Size and Quantity	Additional free items
Business Class	40 kg*	2 pieces included Cannot exceed 158 cm (weight + length + width)	
Economy Class	20 kg**	1 piece included Cannot exceed 158 cm (weight + length + width)	
Infant	10 kg	1 piece included Cannot exceed 158 cm (weight + length + width)	Stroller, car seat or 1 other infant mobility device

*No piece of baggage may exceed 32 kg (not applicable to WCH, AVIH, SPEQ).
**Weight exceptions are possible for charter flights.

1.1.6.8 Excess Baggage

When the free checked baggage allowance is exceeded, chargeable excess baggage handling fees apply as per Heston Airlines procedures and applicable baggage rules. Excess baggage fees (per kilogram/piece or for special items) may be prepaid or, collected at check-in, at a sales desk or the boarding gate.

Heston Airlines procedures:
Depending on the station and agreements between Heston Airlines and Tour Operators various charges can be collected for excess baggage. Before the start of operations Ground OPS Notice shall be issued with applicable excess baggage charges including other additional information related to collection of excess baggage charges as well as after flight reporting of collected charges.
Excess baggage charges can be collected only one way till the passenger destination, return charges cannot be collected in airport of departure.

1.1.6.9 Baggage Tagging

a. Remove all old baggage tags, handling labels if not applicable and baggage reconciliation tags (mini or stub).
b. Attach the appropriate baggage tag for the journey.
c. Place baggage tags in an easily readable location and where they will not be easily torn off or damaged.
d. Follow tag instructions and do not stick glue directly onto passenger baggage.
e. Use limited release tags as per Heston Airlines procedures.
f. As per Heston Airlines procedures, if they are not printed on the baggage tag, supplementary tags (handling tags) may be attached to baggage items such as:
    1. Priority Tag – to identify priority baggage to be unloaded first and segregated as per Heston Airlines procedures.
    2. Short Connection Tag – for transfer baggage with minimum time between scheduled arrival and departure.
    3. Limited Release Tag – used on fragile or unsuitably packaged items.
    4. Fragile Sticker – for items that require extra care in handling.
    5. Heavy Tag – placed on items that exceed 23kg regular handling limits (this varies according to local legislation).
    6. Security Tag (e.g., weapons).

Note:
See the table below for Transfer Baggage – Special Cases.

Case	Through-labeling	Remark
Customs clearance required at the transfer point	Yes	Advise passenger to pick up baggage at the transfer point. Refer to TIMATIC for country rules.
Passengers specifically want their baggage at a transfer point	No	Inform the passenger about the risk of missing the connecting flight.
Live animals in hold	Yes	Only permitted if the continuing carrier has confirmed acceptance. Within the permissible minimum connecting time (MCT).

Heston Airlines procedures:
Heston Airlines indemnifies itself from or against damage costs of baggage items bearing a tag with a damage note, which confirms that baggage has not been damaged during transportation on Heston Airlines flight.
If during a check-in a piece of baggage, stroller, SPEQ or any other checked in baggage 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), GHSP shall ensure that Limited release procedures are followed and bag is marked accordingly via DCS or on bag tag.
Supplementary tags should be made available by Heston Airlines. Decision of availability is made depending on frequency and number of flights for each airport separately. Heston Airlines GOPS will advise and make all necessary arrangements for delivery of supplementary tags. After delivery, it is responsibility of GHSP to store supplementary tags and keep record of still available quantity and make additional orders from Heston Airlines when required.
Heston Airlines supplementary tags shall be stored according to the storage procedures for bag tags, boarding passes and any other company material received by GHSP.

1.1.6.10 Types of Baggage Tags

a. Manual Baggage Tag

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

1. Complete any hand-written portions of the manual tag, writing legibly in permanent, waterproof ink.
2. When needed due to the number of transfer legs:
    i. Prepare a second tag by striking out the baggage identification number
    ii. Remove the barcode section
    iii. Attach the transfer part of the tag below the transfer line on the initial tag
    iv. Mark the second tag as a conjunction tag
3. Record the baggage identification number in the Heston Airlines DCS, if possible.
4. Inform the Ramp Agent when checked cabin baggage is accepted at the gate.

b. Electronic Baggage Tag

Some operators have implemented the electronic baggage tag (EBT) in line with IATA Recommended Practice 1754. EBTs have a display that shows the baggage journey and are normally set to display the current journey during the passenger self-check-in process. While the display on these tags does not use power to be shown, a battery is normally used to allow the display to be updated. In general, these batteries are of the AA type and can be left in the baggage. The IATA DGR has details for dealing with lithium ion batteries.

1. Check the quality of the display, as the barcodes must be readable.
2. Check the baggage information displayed matches the passenger itinerary, including the baggage license plate number shown for the baggage item.
    i. If the details are incorrect, ask the passenger to blank their baggage tag.
    ii. After the tag is blanked, generate and attach a normal baggage tag and any other identifying labels as per **1.1.6.9 - Baggage Tagging**.
    iii. Ensure the baggage tag number(s) are active, in the check-in system as per Heston Airlines procedures.

c. Home-Printed Baggage Tag

Where allowed by Heston Airlines procedures and local regulations, passengers may have printed their own baggage details remotely. Home printed baggage tags (HPBT), show the baggage journey as a normal baggage label does and are folded to fit into a plastic holder and attached within the baggage:

1. Check the baggage information is clearly displayed. If the baggage label is illegible for any reason (e.g., poor printing, incorrect folding, not matching the itinerary data), destroy the HPBT and cancel the HPBT number in the DCS then, generate and attach a normal baggage tag and any other identifying labels as per **1.1.6.9 - Baggage Tagging**.
2. Check the baggage information displayed matches the passenger itinerary, including the baggage license plate number shown for the bag. If the details are incorrect, destroy the HPBT and cancel the HPBT number in the DCS then, generate and attach a normal baggage tag and any other identifying labels as per **1.1.6.9 - Baggage Tagging**.
3. Ensure the baggage tag number(s) are active in the check-in system as per Heston Airlines procedures.

d. Fallback Baggage Tags

If in use, fallback baggage tags are issued when the BHS at the airport is not able to process baggage messages and, therefore cannot work with demand baggage tags. These baggage tags are specific to the airport and have an airline code and 2-digit pier/chute/lateral indicator.

When using fallback tags:

1. Generate a normal on-demand baggage tag or manual tag and affix to the baggage.
2. Ensure the appropriate airline identifier code is shown on the tag.
3. Ensure the appropriate pier/chute/lateral information is shown for the designated flight build.
4. Firmly attach the fallback tag to the baggage.
5. Ensure the persons responsible for building and loading baggage, are aware that the fallback tags are in use.

Heston Airlines procedures:
Heston Airlines do not use Electronic, Home-Printed and Fallback Bag tags. Standard bag tag provided via DCS or kiosk, or Manual bag tag shall be used in all cases.

1.1.6.11 Checked Baggage Destination

Follow Heston Airlines procedures and through-label baggage to one of the following points, whichever occurs first:

a. The first stopover point of the passenger.
b. The point to which transportation has been confirmed (OK in ticket), requested (RQ in ticket) or listed (SA in ticket).
c. The point where a change of airport is involved.
d. The final destination as specified on the ticket, including any tickets issued in conjunction with this ticket.
e. In addition, observe the following:
    1. The Minimum Connecting Time (MCT) is respected.
    2. Unless subject to specific agreement between airlines, through check-in baggage on separate tickets is prohibited.
    3. If allowed by Heston Airlines procedures, baggage may be labeled to a transfer destination on the ticket.
    4. Specific rules of the operating airline may apply for AVIH.

Heston Airlines procedures:
Heston Airlines does not have any interline agreements with other airlines. All checked-in bags shall be accepted only on Heston Airlines flights and not transferred to any other airline flight. Passenger shall be advised till which destination baggage has been checked in and shall be provided additional instructions of baggage collection if it is not checked in to the final destination.
Additional limits apply due to customs clearance requirements in specific countries, see **1.1.6.9 - Baggage Tagging**.

1.1.6.12 Special Baggage

a. Cabin Seat Baggage

1. 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:
   i. Musical instruments
   ii. Works of art
   iii. Electronic equipment
   iv. Diplomatic baggage
   v. Valuable baggage

2. Loading and Lashing Cabin Seat Baggage
   Heston Airlines procedures shall dictate the acceptance of CBBG. If not accepted, it can travel as hold-checked baggage providing packaging is appropriate.

Heston Airlines procedures:
Passenger intending to carry CBBG should buy a separate seat and pay the full fare in the same booking class where the passenger is traveling.
The maximum allowed dimensions of baggage in the seat is 135 x 35 x 45 cm and maximum weight is 75 kg per.
If applicable, staff approved by Heston Airlines are responsible for securing, loading and lashing of bulky, oversize, fragile or valuable baggage in the cabin.
Cabin crew will use safety belts to tie down baggage to the seat. CBBG cannot be in seat in emergency exit rows and should not be given seats in the first row of each class. Whenever possible, a window seat should be assigned for CBBG.
It is strictly forbidden to impose any load on the seat that exceeds the load limitations for the seats.
It is forbidden to obscure any passenger's view of the seat belt sign, no smoking sign or required exit sign.
Cabin seat baggage, transported in the passenger seats, must be packaged or covered in a manner to avoid possible injury to passengers and cabin crew members.

b. 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. Handling rules are as per Heston Airlines procedures.

Heston Airlines procedures:
Heston Airlines crew baggage should be presented at the check-in counter or next to the aircraft for loading in aircraft baggage hold. Such baggage always has "CREW BAG" label on it.
If available, print crew bag tag via DCS and attach it to crew baggage with all flight details.
Advise baggage loading personnel about delivery of crew baggage and flight details on which it shall be loaded.

c. Delivery At Aircraft

1. As per Heston Airlines procedures, the Delivery At Aircraft (DAA) procedure may be applied for:
   i. Fully collapsible baby strollers and pushchairs (larger baby carriages/prams shall be checked in).
   ii. Wheelchairs and other mobility aids that are not needed during the flight and cannot be stored in the cabin.
   iii. Regular cabin baggage on small aircraft with limited stowage space in the cabin.

Notes:

1. 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.
2. Observe local restrictions for DAA delivery at arrival stations and inform passengers accordingly.
3. Verify with the passenger that any dangerous goods items, which are only permitted in cabin baggage, are removed before DAA acceptance.

2. Procedure at Boarding Gate
   i. Inform the person responsible for the loading and supervision task to ensure the loading of DAA and WCH are noted on the Load Message (LDM) under SI-Remark.
   ii. If applicable, inform the flight crew of the number of DAA baggage items.
   iii. Inform the passenger to leave or hand-over the DAA item in the designated area.

Heston Airlines procedures:

Inform passenger about latest baggage acceptance point in departure terminal facility (handover point) and about local restrictions for DAA delivery at arrival stations, if applicable.

Verify with the passenger that DG, which is only permitted in cabin baggage, is removed before DAA handover at latest acceptance point.

Accept DAA and attach baggage tag, see **1.1.6.3 - Checked Baggage**. Follow limitations of checked baggage.

Add special load remark and SSR code in DCS along with necessary details, if applicable.

If delivery at aircraft item consists of more than 1 part, tag each part separately.

Ensure DAA pieces and WCH and their loading positions are noted on the Load Message (LDM). If applicable, inform the flight deck crew of the number of DAA bags.

Upon arrival – as per the LDM and crew request, unload the DAA items/baggage and deliver to the aircraft door.

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

d. Sporting Equipment

Generally, sporting equipment will be presented as separate pieces of checked baggage.

Accept sporting equipment as per Heston Airlines procedures.

1. Apply procedures for special handling charges, if required.
2. Load as per operator instructions.

Heston Airlines procedures:

Transportation of sporting equipment is subject to confirmation from Heston Airlines. Sports baggage shall be booked in advance and transportation confirmed by marking applicable information in Passenger Name Record (PNR). Last minute acceptance of sporting equipment is subject to the type, size and weight of sporting equipment and still available space (shall be communicated with load control and ramp flight supervisor).

Any sporting equipment shall not exceed size limits of 200 x 40 x 100 cm or 300 x 40 x 60 cm.

Sporting equipment exceeding size limits without prior approval from Heston Airlines OCC or GOPS cannot be accepted.

Sporting equipment accepted by Heston Airlines:

SSR Code	Type of Sporting Equipment	Allowed weight and quantity
BIKE	Bicycle (including package)	20 kg, 1 bike in a package
SURF	Surfing equipment (kite, surfboards)	30 kg, 1 kite, surfboard in a package
DIVE	Diving equipment	20 kg, 1 set of diving equipment
GOLF	Golf equipment	20 kg, 1 set of golf equipment
FISH	Fishing equipment	20 kg, 1 set of fishing equipment
SKIS	Skis, snowboards	18 kg, 1 set of skis
WEAP	Sporting weapons	20 kg, 1 weapon case
SPEQ	Other sporting equipment	20-30 kg (depending on sporting equipment to be confirmed by Heston Airlines), 1 piece/set of sporting equipment

All sporting equipment can be accepted while observing and in compliance with all applicable DGR regulations (i.e., scuba diving tanks can be accepted only empty and with open valves – passenger shall demonstrate that the tank is empty).

Bicycles can be accepted only if pedals are turned inwards/removed, handlebars turned in line with the frame, tires are deflated and front wheel removed. All bicycles shall be packed in special bike cases, bags or cartons to prevent damage.

Skis, snowboards set includes shoes and helmet that can be checked in as part of Ski set, separately or can be taken as hand baggage (if not exceeding hand baggage allowance).

Weapons – for more details and restrictions, see **9.7 - CONDITIONS UNDER WHICH WEAPONS, MUNITIONS OF WAR AND SPORTING WEAPONS MAY BE CARRIED**.

Any other smaller sporting equipment which do not exceed standard checked in baggage limitations can be accepted instead of or part of standard checked in baggage without any additional charges.

e. Wheelchairs and other Mobility Aids

Wheelchairs and other mobility aids are crucial to the passengers who use them. They are most often custom-designed and tailored to promote safety, comfort and independence for the user and shall be treated with care. Mobility aids such as wheelchairs, rolling walkers, Segways style mobility wheelchairs or Swiss Tracs may be operated with manual or electric power and have to be handled according to instructions provided by the passenger and according to the IATA DGR. There are specific rules and concerns when handling such aids, especially when they have batteries that also need special handling.

Passengers using a wheelchair (manual or powered) or other mobility aid should always be given the following options:

1. Where possible, retain their personal mobility aid throughout the airport,
2. Check it in and be provided with an airport/airline wheelchair to autonomously reach the gate, where applicable,
3. Check it in and be accepted by a dedicated agent with an airport/airline wheelchair or electric cart to reach the gate.
4. If the passenger mobility aid:
    i. Is not checked-in, its usage should be permitted up to the aircraft door and the mobility aid stored in the cabin where facilities are available. Such requests will be handled on a first come first served basis (ref. IATA RS 700 5.2.3.1 (b)) and will depend on the size of the aircraft and local regulations. Although requested by the passenger, where the wheelchair or mobility aid cannot be stored on board, it shall be loaded in the aircraft hold where it is easily accessible for timely return to the passenger at the aircraft door.
    ii. Is preferred to be or (must be) checked-in, an identification tag will be attached to it. The tag alerts the baggage handling staff on the handling process or the need to deliver the mobility aid to the aircraft door or at the baggage claim. Refer to **1.1.6.12 - Special Baggage**.
    iii. When not provided at the time of booking, details of size, weight and battery type shall be validated at check-in to ensure the mobility aid is accepted and loaded on the aircraft in accordance with the IATA DGR.

Note:
In addition to any Heston Airlines procedure, refer to the current IATA DGR and IATA Recommended Practice 1708 which can be found in the IATA Passenger Services Conference Resolution Manual (PSCRM).

Heston Airlines procedures:
There are different types of wheelchairs and mobility aid devices used by passengers:

1. Manually powered wheelchair/mobility aid device (WCMP).
2. Battery operated wheelchair/mobility aid device (WCLB/WCBD/WCBW).
3. Wheelchair on board (WCOB).

Heston Airlines do not use wheelchair on board (WCOB).

Heston Airlines procedures:

Battery powered wheelchairs/mobility aid devices:

There are two 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) battery • Lithium-ion battery
Spillable battery	• Wet battery

Acceptance of wheelchair/mobility aid devices with Non-spillable batteries:

1. Pre-notification may be required and acceptance is subject to Heston Airlines approval.
2. Type of battery has been confirmed by the passenger and it is confirmed that it complies with special provision A67 (refer to current IATA DGR edition).
3. Battery terminals shall be insulated to prevent accidental short circuits, e.g. by being enclosed within a battery container.
4. Battery shall be securely attached to the wheelchair or mobility aid device and electrical circuits are isolated following the manufacturer's instructions, or battery is removed by the user, if the wheelchair/mobility aid device is specifically designed to allow it to be, following the manufacturer's instructions.
5. A passenger may carry maximum 1 spare battery.
6. GHSP must ensure that any battery(ies) removed from the wheelchair/mobility aid device or spare battery are carried in strong, rigit packaging which must be carried in cargo compartment marked with special tag.
7. Stow and secure, by use of straps, tie-downs or other restraint devices the wheelchair/mobility aid device to prevent unintentional operation and ensure it is protected from moving. The mobility aid, the batteries, electrical cabling and controls must be protected from damage including by the movement of baggage, mail or cargo.
8. GHSP must inform PIC of the location of mobility aid with installed batteries, removed batteries and/or spare batteries, issue NOTOC if required.
9. Carriage must be stated in PSM / LDM messages to destination airport and Heston Airlines.

Heston Airlines procedures:

Acceptance of wheelchair/mobility aid device with Lithium-ion batteries:

1. 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.
2. Battery terminals shall be insulated to prevent accidental short circuits, e.g. by being enclosed within a battery container.
3. Battery shall be securely attached to the wheelchair or mobility aid device and electrical circuits are isolated following the manufacturer's instructions, or battery is removed by the user, if the wheelchair/mobility aid device is specifically designed to allow it to be, following the manufacturer's instructions. The battery removed from wheelchair/mobility aid device shall not exceed 300 Wh, or for wheelchairs/mobility aid devices fitted with 2 batteries, each battery shall not exceed 160 Wh.
4. A passenger may carry maximum 1 spare battery not exceeding 300 Wh, or 2 spare batteries not exceeding 160 Wh each.
5. GHSP must ensure that any battery removed from the mobility and any spare batteries are carried in the passenger cabin marked with special tag.
6. The removed or spare batteries must be protected from damage (e.g. by packing each battery in a protective pouch).
7. Stow and secure, by use of straps, tie-downs or other restraint devices the wheelchair/mobility aid device to prevent unintentional operation and ensure it is protected from moving. The mobility aid, the batteries, electrical cabling and controls must be protected from damage including by the movement of baggage, mail or cargo.
8. GHSP must inform PIC of the location of mobility aid with installed batteries, removed batteries and/or spare batteries, including location of spare battery(ies) carried in the cabin.
9. Carriage must be stated in PSM / LDM messages to destination airport and Heston Airlines.

Heston Airlines procedures:

Acceptance of wheelchair/mobility aid device with Spillable batteries:

1. Pre-notification is required and acceptance is subject to Heston Airlines approval.
2. Packing rules:
    a. Wheelchair/mobility aid device must be stowed, secured and unloaded while maintaining an upright position.
    b. Battery terminals shall be insulated to prevent accidental short circuits, e.g. by being enclosed within a battery container.
    c. Battery shall be securely attached to the wheelchair or mobility aid device.
3. If the wheelchair cannot remain upright while being loaded, stowed, secured and unloaded, then apply the following packing rules:
    a. Battery must be carried in strong, rigid packaging as follows:
        1. The outside packaging must be leak-tight, impervious to battery fluid and protected against spilling by securing to pallets or by securing them in cargo compartments using appropriate means of such as restraining straps, brackets or holders.
        2. The battery terminals must be protected against short circuits.
        3. The battery must be secured upright in the packaging and be surrounded by compatible absorbent material sufficient to absorb its total liquids.
        4. The outside packaging must be marked “battery–wet–with wheelchair”.
        5. The outside packaging must be labeled with the “corrosive” label.
        6. Battery must not be loaded if not packaged appropriately.
4. Stow and secure, by use of straps, tie-downs or other restraint devices the wheelchair/mobility aid device to prevent unintentional operation and ensure it is protected from moving. The mobility aid, the batteries, electrical cabling and controls must be protected from damage including by the movement of baggage, mail or cargo.
5. GHSP must inform PIC of the location of mobility aid with installed batteries, NOTOC shall be issued.
6. Carriage must be stated in PSM / LDM messages to destination airport and Heston Airlines.

f. Acceptance of Pets in Cabin and Live Animals in Hold

Handling of animals is required in accordance with Heston Airlines procedures and Live Animals Regulations (LAR). The acceptance of pets is also subject to the respective country regulations.

There are two methods of carriage:

1. Pets in Cabin

   Subject to Heston Airlines procedures, defined animal species like cats and dogs may be accepted as PETC either securely leashed or in an approved container for carriage in the passenger cabin.

2. Live Animals in Hold

   i. AVIH, may be transported as checked baggage in the aircraft hold in accordance with IATA LAR and Heston Airlines procedures. Ensure the flight crew is informed of AVIH loading to ensure sufficient heat and airflow are maintained.

   ii. Domestic animals such as dogs, cats and if applicable, other animal species defined by the Heston Airlines may be carried as AVIH.

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

Heston Airlines procedures:

Pets in Cabin (PETC):

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

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

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

- Max number of live animals (PETC) in a passenger cabin of A320 family aircraft: 4;
- Maximum one PETC per one passenger;
- Maximum one PETC per row;
- Only window seat can be assigned;
- Passenger with PETC may never be seated in first, last and emergency exit row;
- Minimum PETC separation in cabin 4 rows, except Business class;
- Captain reserves the right to final approval.
- No sedation should be used.
- PETC younger than 8 weeks are not allowed for transportation.
- Heston Airlines reserves the right to refuse acceptance of an animal for such reasons as illness, poor kenneling, etc.

The following requirements apply for the kennel:

- The kennel shall be in accordance with IATA LAR and shall be big enough for the animal to stand up without touching the roof with any part of the head or ears, turn around and lie down in a natural position.
- The kennel shall be bite resistant and have a leak proof bottom as well as absorbent material;
- Maximum dimensions of cabin baggage apply (**GOM 1.1.6.2 - Cabin Baggage**);
- Maximum Mass per PETC with the kennel: 8 Kg;
- Only one dog or cat may be transported per kennel.

For Heston Airlines PETC passenger advice and PETC checklist, see **12.2 - LIST OF FORMS**.

Heston Airlines procedures:

Live Animals in Hold (AVIH):

Heston Airlines accept only domestic animals such as dogs, cats, birds, etc. and other small warm-blooded animals, such as guinea pigs, hamsters, rabbits, etc.

All PETC heavier than 8 kg shall be considered as AVIH and transported in aircraft cargo hold.

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

The flight crew shall be notified on the form "Special Load Notification to Captain" (NOTOC) of any live animals loaded as cargo on the baggage hold.

For AVIH (cat or dog) transported as checked in baggage the three-letter code AVI is shown on the LIR and will generate the IMP code AVIH with its position (cargo hold) on the SI part of the loadsheet, if electronic loadsheet provided. In such case, NOTOC is not required. In all other cases, NOTOC with AVIH mentioned as "OTHER SPECIAL LOAD" is mandatory.

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

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

The following shall be adhered to:

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

Live animals must never be stowed together with:

1. Dry Ice (ICE).
2. Foodstuffs (EAT).
3. Radioactive material (RRW/RRY).
4. Poison (RPG/RPB).
5. Infectious substances (RIS).
6. Human Remains (HUM).
7. Animals that by nature are natural enemies.

Heston Airlines procedures:

AVIH Handling:

- Max number of live animal (AVIH) crates in cargo hold;

	A320*
AVIH Crate limit	4
Overall weight limit	200 kg*

* Maximum weight of animal together with box — 50 Kg

- Allowed animal species:
  - Dogs (domestic)
  - Cats (domestic)
  - Small mammals (mice, rats, rodents like hamsters, guinea pigs, rabbits, chinchillas, ferrets, squirrels, etc.)
  - Birds

- Several animals can be loaded in one crate, if they are from one family, familiar to each other and all other requirements are met.

Animal species	Limit per crate
Dogs/Cats (domestic)	2
Small mammals	2
Birds	10

- Maximum AVIH container dimensions:
  - A320 – 100x50x80 cm

- Only one type of live animal can be loaded in one cargo compartment. Different types must be loaded in separate compartments.
- Below table indicates flight time limitations for transportation of AVIH:

Operation Season	Flight time	A320
Summer	< 5 hours	Allowed (including A/C with non-heated, non-ventilated cargo holds)
	> 5 hours	Not allowed, unless approved by Heston Airlines
Winter	< 3 hours	Allowed (including A/C with non-heated, non-ventilated cargo holds)
	> 3 hours	Not allowed, unless approved by Heston Airlines

- Only rigid containers with a secure door are acceptable.
- A water container must be provided in each container.
- The container must be large enough to permit the animal to stand in a natural position, turn around and lie down.
- Animals should be loaded last and unloaded first.
- Minimize time on the ramp to protect animals from wind, rain, noise and extreme temperatures.
- Keep other luggage at least 150mm (6 inches) away from the container sides to maximize ventilation.
- Natural predators should not be positioned next to each other.
- Do not load animals in the same compartment with dry ice or radioactive materials.

- Exercise caution with containers that have wheels, ensuring the container cannot roll during loading.
- Containers must be securely attached to the compartment to prevent shifting, using tie down straps.
- Take the deplaning animals immediately to the terminal for claim by their owners.
- Never use the baggage chute to deliver an animal. If the animal cannot be immediately claimed, take the animal to a climate controlled waiting room.
- The flight crew and station should be informed of AVIH loading to ensure sufficient heat and airflow are maintained.
- If any of provider AVIH handling conditions are not met, contact Heston Airlines GOPS department for exemption.
- Animals must be in good condition, react and move normally, and do not show obvious signs of injuries or sickness.
- Sick and dead animals are NOT accepted.
- Aggressive animals and animals with strong smell will not be accepted for carriage unless approved by the Heston Airlines.

For Heston Airlines AVIH passenger advice, see **12.2 - LIST OF FORMS**.

g. Service Animals

Subject to Heston Airlines procedures and local regulations, it may be possible to accept defined animal species as task-trained service animals (SVAN) and emotional support animals (ESAN) in the passenger cabin. Refer to Heston Airlines procedures for guidance.

Task-trained service animals (SVAN) are animals trained to perform specific tasks for people who have physical, sensory, psychiatric, intelectual, or mental disabilities. The most common type of service animal is a dog.

Emotional support animals (ESAN) are usually untrained and mainly provide support, well-being and comfort to their owners through companionship, non-judgmental positive regard and affection.

Note:
Emotional support animals are not globally recognized as a service animal.

Heston Airlines procedures:
Heston Airlines accepts maximum 1 service animal (SVAN) animal per flight (it is included into total PETC quota allowed).
Emotional support animals (ESAN) are not carried on Heston Airlines flights, except to/from USA. Maximum quantity of ESAN – 1 per flight.
A suitable restraint harness should be provided by PWD to secure and restrain the dog during taxi, take-off, landing, and turbulence. In cruise, it is acceptable for the service animal to be subject to less restraint.

1.1.6.13 Carriage of Firearms

Note: *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 (e.g., air marshal).*

a. Carriage of Firearms On-Board

Airline procedures are in place to ensure the pilot-in-command (PIC) is notified prior to the commencement of a commercial flight of person(s) authorized to carry a firearm on a flight in the passenger cabin. The notification shall include the seat number(s) of authorized armed person(s) when allowed by local regulations.

b. Carriage of Firearms in the Aircraft Hold

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

i. Firearm is not loaded (there is no ammunition in the chamber or magazine) and ammunition is carried separately from the firearm.

ii. 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.

iii. Carriage of firearms is permitted by all states involved (including the state of departure, transit and arrival).

Note:
In the event a weapon or any item suspected to be an unauthorized weapon is discovered, follow Heston Airlines procedures and local security regulations.

Heston Airlines procedures:
Carriage of firearms in the cabin of Heston Airlines aircraft is prohibited except authorization from Heston Airlines Head of Security has been received.
Carriage of firearms in the aircraft hold of Heston Airlines aircraft shall follow Heston Airlines procedures, see **9.7 - CONDITIONS UNDER WHICH WEAPONS, MUNITIONS OF WAR AND SPORTING WEAPONS MAY BE CARRIED** and **10.13 - WEAPONS AND AMMUNITION**.

1.1.7 Passenger Boarding

1.1.7.1 Preparation for Boarding

Before boarding, ensure passengers and their cabin baggage have undergone security checks, if applicable.

a. Start and test gate equipment or if required prepare manual boarding documentation in accordance with Heston Airlines procedures.
b. Check boarding facilities and gate monitors are displaying the correct flight information.
c. Prepare the gate room for boarding (e.g., place stanchions, carpets, baggage sizers, podiums), as per Heston Airlines procedures.
d. Ensure dangerous goods and prohibited articles notices are displayed at the boarding gate (For further guidance refer to current IATA DGR).
e. Prepare required handling material (e.g., boarding passes, baggage tags) as per Heston Airlines procedures.
f. Review the flight and check the following:
    1. Number of booked and accepted passengers, including waitlist.
    2. Passengers requiring special attention or pre-boarding.
    3. Passengers who are not authorized to board and, if any, related action required (e.g., feeding API-data, selectee handling).
    4. In the case of an overbooked flight, assess the number of volunteers required and/or expected number of involuntarily denied boarding passengers.
    5. Inbound connections and arrival time.
    6. If applicable, meal counts in relation to the number of passengers.

g. If applicable, prepare priority boarding (e.g., set up signage and barriers).
h. Prepare boarding announcements as required by the Heston Airlines procedures.
i. Ensure the boarding route to the aircraft is safe and clearly marked, where possible.
j. If passengers and staff need to walk on the ramp, ensure the route to the aircraft is safe and clearly marked. Passengers must be supervised on the ramp at all times.
k. For boarding with a Passenger Boarding Bridge (PBB), secure the route to the aircraft and block off any unused passageways, if required. Identify passageways (e.g., by class) as per Heston Airlines requirements when there is more than one passageway in use.
l. Obtain clearance for boarding from the flight crew, according to local and Heston Airlines procedures.

Heston Airlines procedures:
Heston Airlines do not use any airline specific check-in queues, stanchions, carpets, baggage gauges, podiums. Please ensure that any other airline equipment is not present at check-in counters and is not used as substitute to Heston Airlines equipment.
Heston Airlines should provide boarding announcements via Ground OPS Notice before the start of operations for each airport or flight program, if applicable.
Obtain clearance for boarding from flight crew directly or via ramp supervisor, or use automatic boarding (start of boarding 30 min before departure for A320) if agreed before the start of operations and no additional information received from crew or ramp supervisor regarding possible flight delays.

1.1.7.2 Passenger Boarding Process

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

The following must be observed for the boarding process:

a. Apply the boarding sequence as requested by the Heston Airlines (e.g., pre-boarding and priority boarding).
b. Make boarding announcements as per Heston Airlines procedures.
c. Follow Heston Airlines procedures for passengers requiring assistance or pre-boarding.
d. Verify each passenger's identity as per the Heston Airlines procedure.
e. 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, if applicable.
f. Register each passenger boarding and make a notification in the DCS.
g. Apply the cabin baggage procedures of the Heston Airlines, and account for any gate-tagged items:
    1. Collect any flight related paper revenue documents, if required.
    2. Clarify any boarding discrepancies refer to **1.1.7.3 - Passenger Boarding Discrepancies**.

h. Follow safety precautions when aircraft fueling is in progress refer to **4.2.3 - Fueling/Defueling with Passengers on Board** or as per the Heston Airlines procedures and state or local regulations.
i. For manual or non-automated boarding, check the flight number and date on the boarding card/token and register the security number as per Heston Airlines procedures.
j. If a passenger is not eligible to board deny boarding enter passenger records to resolve the passenger boarding issue.
k. Enforce cabin baggage procedures:
    1. Extra cabin baggage collected at the gate from passengers shall be tagged and the pieces/weight tag number(s), if applicable, "entered" in the DCS. Collect bags at the gate as per local procedures. Charge excess baggage if feasible. Inform load control of the additional pieces/weight if not transmited via DCS.
    2. Advise ramp staff and/or load control of any gate tagged items to be loaded as per Heston Airlines procedures, see **1.1.6.12 - Special Baggage**.

l. For DAA, procedure refer to **1.1.6.12 - Special Baggage**.

Note:
For cabin baggage acceptance at the boarding gate refer to **1.1.6.2 - Cabin Baggage**.

Heston Airlines procedures:
Boarding shall be started not later than 30 min before departure for A320 aircraft operations, unless agreed differently via SGHA/SLA between Heston Airlines and GHSP.
Heston Airlines should provide boarding announcements via Ground OPS Notice before the start of operations for each airport or flight program, if applicable.
Boarding process to be started by pre-boarding passengers with disabilities (PWD) and DEPA/DEPU/INAD passengers, if applicable.
Boarding start shall be for priority (Business class passengers, if any) passenger boarding and continued with boarding of passengers with small children and passengers requiring assistance.
Requirement to verify passenger documents during boarding process depends on local regulations and destination. Verify all passenger passport/ID documents during boarding process unless exemption received from Heston Airlines GOPS.

1.1.7.3 Passenger Boarding Discrepancies

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

a. Make every attempt to locate missing passengers and obtain visual proof of boarding. Verify documents if the missing passengers are found to be already on board the aircraft.
b. Apply Heston Airlines procedures and local regulations with respect to the removal of the checked baggage of passengers who checked in but failed to board.
c. When more passengers are on board than shown in the boarding count the boarding passes and identities of the passengers must be verified and the acceptance corrected and reconciled accordingly.
d. Notify the crew and load control of any last-minute changes to the passenger and/or baggage load.

Heston Airlines procedures:
It is mandatory to remove baggage of passengers who checked in but failed to board. In case it is not possible to locate baggage of not flying passenger, all passenger baggage recognition process shall be started immediately.

1.1.7.4 End of Boarding

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

Based on the Heston Airlines procedures:

a. Secure the flight by matching the checked-in passengers to the boarded passengers. Finish the boarding process and close the flight in the DCS, if required.
b. Add any additional cabin baggage tag number(s) in the DCS collected at the gate as per Heston Airlines procedures and the system used (manually or automated).
c. Provide final passenger numbers to cabin and/or flight crew.
d. Provide required flight documents to cabin and/or flight crew.
e. Ensure load control is informed about final passenger and/or baggage information, as per Heston Airlines procedures.

Heston Airlines procedures:
Boarding shall be finished not later than 15 min before departure for A320 aircraft operations, unless agreed differently via SGHA/SLA between Heston Airlines and GHSP.

1.1.7.5 Boarding in the Case of DCS Breakdown

Where no DCS is available, or in the case of DCS failure, apply manual boarding as per Heston Airlines procedures.

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

1.1.8 Information to the Crew

1.1.8.1 General

Provide the flight crew with the required documents according to Heston Airlines procedures.

1.1.8.2 Information About Special Category of Passengers

The Commander shall be notified in advance when SCPs are to be carried on board. If deemed necessary, he may request a medical examination by a qualified physician.

1.1.8.3 Passenger Information List

The Passenger Information List (PIL) provides information to the cabin crew about passengers on board (e.g., name, seat number, SSRs).

Provide a PIL to the cabin crew member before departure or as per Heston Airlines procedures.

Heston Airlines procedures:
3 copies of a PIL to be provided for Heston Airlines Senior cabin crew before departure.
PIL shall include special passengers (PRM, UM), 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 agent.

1.1.8.4 Other Flight Documents

Other required flight documents may include:

a. Final passenger manifest
b. Baggage tag list for double-destination flights
c. General declarations, if required
d. Other special information (i.e. inadmissible (INAD) passenger documents).

1.1.9 Post-Flight Departure Activities

1.1.9.1 Messages

Ensure all relevant messages are dispatched to the appropriate addresses, as per Heston Airlines procedures.

Messages may include:

a. Teletype Passenger Manifest (TPM)
b. Passenger Transfer Message (PTM)
c. Passenger Service Message (PSM)
d. Passenger Protection Message (PPM)
e. Seat Occupied Message (SOM)
f. Industry Discount Message (IDM)
g. Advanced Passenger Information (API)
h. Electronic Ticket List (ETL)

Heston Airlines procedures:
All post flight messages shall be sent to Heston Airlines SITA address: VNOHS7X.
All required post flight messages shall be sent to destination and/or transit airport via SITA addresses provided through Heston Airlines Ground OPS Notice.

1.1.9.2 Flight Document Retention

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

Heston Airlines procedures:
All Heston Airlines post flight documents shall be retained for no less than 3 months.

1.1.9.3 Flight Close-Out

The accounting of all revenue documents for the respective flight and related services has to be ensured. Electronic documents are transmitted automatically by appropriate flight closing activities in the check-in system as per Heston Airlines procedures.

Paper revenue documents (e.g., flight interruption manifests (FIMs), excess baggage coupons) must be collected and forwarded to the respective Revenue Accounting department as per Heston Airlines procedures.

Heston Airlines procedures:
All Heston Airlines flights in respective DCS systems shall be finalized upon departure of the aircraft.
All revenue documents (paper and electronic) shall be sent to Heston Airlines GOPS, see **0.1.1 - Heston Airlines Contact Information**.

1.2 PASSENGER SECURITY

1.2.1 Security of Documents

1.2.1.1 Boarding Passes, Transit Passenger and Baggage Tags

To enforce the security and safe disposal of boarding passes, transit cards, baggage tags and other 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

Printed material such as boarding passes, passenger lists and handling forms may have to be reprinted. Disposal of the original documents containing passenger data should be in accordance with data protection rules.

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

1.2.1.3 Counter and Area Security

a. All systems, including the DCS, passenger facing counters etc. must be controlled to prevent unauthorized access. Follow airport procedures to prevent unauthorized access to and use of un-issued (blank) boarding passes.
b. Before leaving the counter, remove boarding passes and baggage tags from the printers or lock them.
c. Before leaving the counter, sign out/log off and lock the system.
d. 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.

Further questioning of the passenger may be required to assist with assessment.

When a potential problem is identified:

a. Suspend the process for the identified passenger (check-in and/or boarding).
b. Notify the supervisor or airline representative to obtain their agreement on further action(s). This should be done in accordance with Heston Airlines procedures.
c. Depending on the situation, the airline representative will contact the appropriate local authority for assistance, if needed.

Heston Airlines procedures:
In any case of suspicions, regarding passenger suitability for travel, contact Heston Airlines flight crew, Heston Airlines OCC or Heston Airlines GOPS immediately, see **0.1.1 - Heston Airlines Contact Information**.

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 Heston Airlines, flight crew and applicable authorities as per local requirements and Heston Airlines procedures.

Apply Heston Airlines and/or regulatory/airport authority security procedures for the handling of passengers and their baggage in the event of:

a. A bomb threat condition.
b. An increased security threat condition.

1.2.4 Restricted Areas

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

a. Ensure all access doors are closed when not in use.
b. Position staff as required to direct passengers.
c. If passengers must walk on the apron to the aircraft, ensure passengers proceed directly to the aircraft.
d. If transportation must be provided to passengers to move them from the terminal building to the aircraft, make sure only authorized personnel and screened passengers are allowed to board the vehicle.

1.3 PASSENGER ARRIVAL, TRANSFER AND TRANSIT

1.3.1 Pre-Arrival

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

a. Prepare for short connections, if applicable.
b. Arrange facilitation for passengers requiring assistance, as identified by the applicable SSR and/or Heston Airlines procedures. Check requirements for any gate delivered mobility aids.
c. In the case of delay of arrival, check onward connections and make new reservations, if required and as per Heston Airlines procedures.

1.3.2 Arrival

a. Prepare PBB, ensuring it is free of debris and positioned as per the standard requirements, refer to **4.1.3.5 - Passenger Boarding Bridge**.
b. Secure the disembarkation route for passengers and observe passengers' safety throughout the entire disembarkation process. If passengers are required to walk across the ramp, they shall be supervised.
c. If passenger handling staff are trained and authorized to operate cabin access doors, refer to **5.4.2 - Cabin Access Doors**. If passenger handling staff are trained and outhorized to operate the PBB, refer to **4.1.3.5 - Passenger Boarding Bridge**.
d. Disembark passengers in accordance with Heston Airlines procedures.
e. Provide assistance to passengers requiring it, even if not previously identified.

1.3.3 Transfer

For passenger handling at the connecting airport, if applicable, and as per Heston Airlines procedures:

a. Check the inbound/outbound connections and number of passengers affected.
b. Check time-critical connections and inform gate staff of onward transfers.
c. Prepare for handling of passengers requiring assistance.
d. Assist the transferring passengers upon arrival of the incoming aircraft.
e. Direct:
    1. Through-checked passengers to the appropriate departure gate(s).
    2. 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 Heston Airlines procedures.

Local airport requirements shall be applied regarding security of transit passengers, including screening requirements.

1.3.4.2 Disembarkation Procedures

a. Provide each passenger with a transit boarding pass or instruct passengers to retain their original boarding pass.
b. Inform passengers of boarding time and gate as well as available facilities.

1.3.4.3 Transit Passengers Remain on Board

As per Heston Airlines procedures, there may be categories of passengers who stay on board the aircraft, if locally permitted.

In this situation check the number of passengers with the cabin crew on board to ensure a correct boarding count when re-boarding the flight, refer to **1.3.4.4 - Boarding Procedure**.

Provide assistance to passengers who remain on board during the transit time.

1.3.4.4 Boarding Procedure

a. Board transit passengers before local passengers.
b. Re-secure the flight by checking travel documents and validating boarding status through collection of transit cards or review of original boarding cards. 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 passenger boarding discrepancies, refer to **1.1.7.3 - Passenger Boarding Discrepancies**.

1.3.4.6 Aircraft Change at the Transit Station

a. Advise cabin crew that all transit passengers must disembark with their carry-on baggage.
b. Distribute transit boarding passes or instruct passengers to retain their original boarding pass.
c. Inform passengers of the boarding time and gate as well as available facilities.
d. Provide passenger assistance as required.
e. In the case of a change of aircraft type/configuration, assign passengers new seat numbers, if applicable, or apply free/open seating as per Heston Airlines procedures.

1.4 SPECIAL CATEGORIES OF PASSENGERS

Persons requiring special conditions, assistance and/or devices when carried on a flight are considered as Special Categories of Passengers (SCP).

1.4.1 Unaccompanied Minors

1.4.1.1 General

The procedure for unaccompanied minors (UM/UMNR) is applicable to the handling of children or youth travelling alone as defined by Heston Airlines procedures.

Heston Airlines procedures:
Children between the age of 5 and 12 years will be accepted to travel unaccompanied provided that the child is escorted by the parent or guardian both at the airport of departure and the airport of arrival. An UMNR form (see **12.2 - LIST OF FORMS**) shall be properly issued and the parent/guardian shall remain with the child as long as possible before boarding.

1.4.1.2 Seating

Seat UM as per Heston Airlines procedures and do not assign seats in emergency exit rows.

Heston Airlines procedures:
In order to ensure proper care during the flight, UMNR's should be assigned with window seats A or F, in front and rear 5 rows (except first and last row) in economy class section (not applicable if traveling in business class).
AHM 560 or AHM 565 will specify designated seats for UMNR´s based on aircraft configuration.
UMNR´s must never be assigned emergency exit seats.

1.4.1.3 Acceptance Restrictions

Observe travel restrictions for UM as per Heston Airlines procedures for:

a. Connecting flights.
b. The maximum number of UM allowed on a flight.

Heston Airlines procedures:
Heston Airlines UMNR acceptance restrictions:

1. Unaccompanied minors are only accepted on direct, point to point flights. Under no circumstances can UM(s) be accepted for travel on routes which involve a stop-over with change of aircraft.
2. Children between 12 and 16 years, so-called Young Persons (YP), may be accepted as UMNR if requested.
3. Children under the age of 5 must not be accepted as UMNRs. They must always travel with their parents, siblings aged 16 or over, or other persons aged 18 or over, capable of guarding and guiding the child throughout the journey, including check-in formalities, customs, immigration etc.
4. UMNRs must always have a confirmed reservation, stand-by travel is not allowed.
5. Maximum number of UMNR accepted – 2 per cabin crew member (Total 8 on A320).

1.4.1.4 Procedures for Handling Unaccompanied Minors

a. Complete the handling advice/declaration form ensuring the responsible adult has signed the authorization and provided proof of identity.
b. Distribute and keep copies, as required.
c. Ensure the correct remarks and SSR codes are in the check-in record.
d. Apply a handling fee, where applicable.
e. Inform the responsible adult to remain at the airport until the aircraft is airborne.
f. Keep the UM in safe custody and hand over to the cabin crew during boarding.
g. Advise/release the responsible adult once the flight is airborne.

Heston Airlines procedures:
Unaccompanied minors shall generally board prior the other passengers. If there is a high probability of diversion, the Pilot in Command decides whether the UNMR shall be accepted for transportation. It is ground staff responsibility to hand UM over to the SCCM along with the UM documents.

1.4.1.5 Transfer Station Procedures

a. Meet and assist (MAAS) the UM and collect any travel documents from the cabin crew.
b. Hand over the UM to the cabin crew of the connecting flight.
c. In the case of an interline transfer, hand over the UM to the onward connecting Airline Agent.
d. In case of a flight disruption at the transfer station, the UM is to be accompanied at all times.

Heston Airlines procedures:
Unaccompanied minors are only accepted on direct, point to point flights. Under no circumstances can UM(s) be accepted for travel on routes which involve a stop-over with change of aircraft.

1.4.1.6 Arrival Station Procedures

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

1.4.2 Infants and Children

1.4.2.1 Infants

a. General Restrictions:

Infants are minors who have not yet reached their second birthday.
Restrictions may exist regarding the number of infants permitted per adult passenger or the minimum age required to be responsible for an infant. Apply Heston Airlines procedures.

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

b. Seating:

Passengers traveling with infants should be assigned to seats next to areas/zones capable of fitting bassinets (e.g., bulkhead seating area), as per aircraft type and Heston Airlines procedures.
Infants traveling with car-type baby seats or similar child restraint device require an individual seat suitable for the device.
Infants shall be considered children and be assigned a seat when, during the journey, they reach the age of two.

c. Aircraft Baby Bassinets:

If the aircraft is equipped with baby bassinets, apply Heston Airlines procedures for assignment, respecting any age and weight limitations.

d. Baby Strollers

Apply Heston Airlines procedures regarding checked-in or DAA service for strollers and provide information to passengers concerning the procedure, if applicable. Baby strollers are free of charge for passengers who are up of 12 years old.

Heston Airlines procedures:
An infant shall be carried on the lap of adult passenger; therefore one infant should be accompanied by one adult on board the aircraft.
AHM 560 or AHM 565 will specify designated seats for INF based on aircraft configuration.
In case baby bassinets are equipped on Heston Airlines aircraft, it can be used by passengers with infants. Availability of baby bassinets can be checked on AHM 560 or AHM 565 it will be marked accordingly, where available.
Baby strollers accepted at the check in or as delivery at aircraft if local procedures permit.
It is allowed to carry free of charge 1 baby stroller or 1 car seat and it is excluded from infant passenger total baggage allowance.
Maximum number of infants on A320 aircraft – 20.

1.4.2.2 Children

Children are minors between the age of two and twelve years (has reached their 2nd birthday, but has not reached their 12th birthday).

If minors reaches their 2nd birthday during the journey, they will be considered children as of the birthday.

Restrictions may exist regarding the minimum age of the accompanying adult passenger. Apply Heston Airlines procedures.

a. Seating
   Children shall occupy an individual passenger seat and may not be seated in emergency exit rows.
b. Child Restraint Device
   Apply Heston Airlines procedures for the acceptance and use of car seats and other child restraint devices. Verify their conformity as per the airline's specifications.
   1. Make sure the child restraint device is placed on a seat that will not hinder the evacuation of any passenger.
   2. Do not assign a seat for the child restraint device in an emergency exit row or the row forward or behind an emergency exit row.
   3. Respect any limitations specified by the Heston Airlines, as not all seats may be suitable.

Heston Airlines procedures:
Heston Airlines procedures for child restraint devices:

1. It is a 'supplementary loop belt' manufactured with the same techniques and the same materials as the approved safety belts; or
2. Provided the CRD can be installed properly on the respective aircraft seat, the following CRDs are considered acceptable:
   i. CRD approved for use in aircraft according to the European Technical Standard Order ETSOC100c on Aviation Child Safety Device (ACSD);
   ii. CRDs approved by EASA through a Type Certificate or Supplement Type Certificate;
   iii. Child seats approved for use in motor vehicles on the basis of the technical standard specified in point a) below. The child seat must be also approved for use in aircraft on the basis of the technical standard specified in either point b) or point c):

and

a. UN standard ECE R 44-04 (or 03), or ECE R129 bearing the respective "ECE R" label;
b. German 'Qualification Procedure for Child Restraint Systems for Use in Aircraft' (TÜV Doc.: TÜV/958-01/2001) bearing the label "For Use In Aircraft"; or

Heston Airlines procedures:

c. Other technical standard is acceptable to the competent authority. The child seat should hold a qualification sign that it can be used in the aircraft.

1. Child seats approved for use in motor vehicles and aircraft according to Canadian CMVSS 213/213.1 bearing the respective label;
2. Child seats approved for use in motor vehicles and aircraft according to US FMVSS No 213 and bearing one or two labels displaying the following two sentences:
   i. THIS CHILD RESTRAINT SYSTEM CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY STANDARDS'; and
   ii. In red letters 'THIS RESTRAINT IS CERTIFIED FOR USE IN MOTOR VEHICLES AND AIRCRAFT';
3. Child seats approved for use in motor vehicles and aircraft according to Australia/New Zealand's technical standard AS/NZS 1754:2013 bearing the green part on the label displaying 'For Use in Aircraft: and;
4. CRDs, manufactured and tested according to other technical standards equivalent to those listed above. The device should be marked with an associated qualification sign, which shows the name of the qualification organization and a specific identification number, related to the associated qualification project. The qualifying organization should be a competent and independent organization that is acceptable to the competent authority.

Cabin crew is allowed to decline CRD which do not meet the requirements or cabin crew has any doubts CRD cannot be secured due to defects and/ or the child cannot be properly restrained.
The non-approved CRD will be taken into the cargo hold if no suitable free seat is available.
If CRD cannot be secured satisfactorily then Cabin Crew have to:

- Provide infant seatbelt, if the child is under 2 years of age, and brief accordingly;
- Ensure that child is seated in a passenger seat, if over 2 years of age.

Location
Forward-facing child seats may be installed on both forward-and rearward-facing passenger seats, but only when fitted in the same direction as the passenger seat on which they are positioned.
Rearward-facing child seats should be installed on forward-facing passenger seats only.
Infant/child in a CRD should not hinder evacuation for any passenger.
An infant/child in a CRD should neither be located in the row (where rows are existing) leading to an emergency exit nor located in a row immediately forward or aft of an emergency exit. A window passenger seat is the preferred location. An aisle passenger seat or a cross aisle passenger seat that forms part of the evacuation route to exits is not recommended. Other locations may be acceptable provided the access of neighbour passengers to the nearest aisle is not obstructed by the CRD.
In general, only one CRD per row segment is recommended. More than one CRD per row segment is allowed if the infants/children are from the same family or travelling group provided the infants/children are accompanied by a responsible adult sitting next to them in the same row segment (a row segment is one or more seats side-by-side separated from the next row segment by an aisle).
An infant/child in a CRD should be located in the vicinity of a floor level exit.

Heston Airlines procedures:

An infant/child in a CRD should not be located in a row immediately forward or aft of an emergency exit.



Installation

CRDs tested and approved for use in aircraft should only be installed on a suitable passenger seat by the method shown in the manufacturer's instructions provided with each CRD and with the type of connecting device they are approved for the installation in aircraft. CRDs designed to be installed only by means of rigid bar lower anchorages (ISOFIX or equivalent) should only be used on passenger seats equipped with such connecting devices and should not be secured by passenger seat lap belt.

All safety and installation instructions must be followed carefully by the responsible adult accompanying the infant/child. Operators should prohibit the use of a CRD not installed on the passenger seat according to the manufacturer's instructions or not approved for use in aircraft.

If a forward-facing child seat with a rigid backrest is to be fastened by a seat lap belt, the restraint device shall be fastened when the backrest of the passenger seat on which it rests is in a reclined position. Thereafter, the backrest is to be positioned upright. This procedure ensures better tightening of the child seat on the aircraft seat if the aircraft seat is reclinable.

The buckle of the adult safety belt must be easily accessible for both opening and closing and must be in line with the seat belt halves (not canted) after tightening.

Forward-facing restraint devices with an integral harness must not be installed such that the adult safety belt is secured over the infant.

Heston Airlines procedures:

Operation

When using a child restraint system, the accompanying person is responsible for:

1. Securely fastening the CRD to the passenger seat, and
2. Securely fastening the child in the CRD.

The CRD must:

1. Be secured to the passenger seat with the seat belt of the passenger seat and remain secured during all phases of the flight (exeption: Luftikid).
2. Fit between the passenger armrests.
3. During take-off and/or landing, the seat back must be fixed in an upright position; tables that may go with the CRD have to be stowed in these situations;
4. Where a child seat is adjustable in recline, it must be in an upright position for all occasions when passenger restraint devices are required.

The accompanying person is responsible for removing the child from the CRD during an evacuation and must be informed of this, before take-off, by the Cabin Crew.

Child car seats will remain secured to a passenger seat during all phases of flight or properly stowed when not in use.

1.4.3 Groups

1.4.3.1 General

The minimum number of passengers traveling together in a group (not including infants) is defined by Heston Airlines.

1.4.3.2 Check-In

a. Check in and accept all passengers individually.
b. When possible, assign seats together; if requested, respect any special seating requirements.
c. Issue baggage tags individually:
    1. Each piece of baggage must bear the respective passenger's identification.
    2. Exception: baggage tags for family members traveling together may be issued in one family name.

1.4.3.3 Non-Standard Groups

Unusual groups, passengers of size, or groups outside the standard set as a minimum by the airline may need to be communicated to load control (i.e., sports teams with higher passenger weights).

Heston Airlines procedures:
Groups of passengers whose physical size may prevent them from moving quickly or reaching and passing through an emergency exit, should not occupy the same seat row segment to avoid overloading the structure of the seat.

1.4.4 Passengers with Disabilities

1.4.4.1 General – Passengers with Disabilities

Passengers with disabilities (PWD) – are understood to be any person whose mobility is reduced due to any physical disability, sensory or locomotory, permanent or temporary, intellectual disability or impairment, any other cause of disability or age, and passengers with non-visible disabilities which can be temporary or permanent conditions.

a. The ability to provide assistance to PWDs will vary according to:
   1. Individual's needs.
   2. Aircraft type.
   3. Aircraft configuration.

b. For PWDs requiring/requesting assistance:
   1. Ask the passenger what assistance they require and how they can be helped.
   2. Assign a seat in their ticketed cabin which accommodates the passengers' needs, in consultation with the passengers, and ensure that they are not allocated or occupy seats where their presence could impede the emergency evacuation. If the PWD is travelling with a Personal Care Attendant and/or Safety Assistant, they shall be given seats immediately adjacent to or across the aisle from the passenger they are assisting, see **1.4.4.3 - Seat Assignment**.
   3. Advise the passenger of what services and assistance are available based on their needs.
   4. Advise the passenger of available Heston Airlines equipment (i.e., on board wheelchairs, braille or tactile markings, accessible lavatories, etc.)
   5. Provide information to the passenger in alternate accessible communication formats upon request (e.g., braille, captioning, large print).
   6. Ensure accurate SSR codes and any other relevant information are recorded in the DCS and PNR.
   7. Acceptance of PWDs will be as per Heston Airlines procedures.
   8. PWDs should be allowed to pre-board.
   9. Whenever feasible, PWDs using a wheelchair (manual or powered) or other mobility aid, should be permitted to use their personal mobility aid throughout the airport until they reach the aircraft and receive it back near the aircraft upon arrival. When in transit, if time permits between flights, the airline should offer to return to PWDs their personal mobility aid and allow PWDs to retain them until they need to be stored again for carriage. Inform the stations of transfer/arrival accordingly to allow the handling of the aid.

1.4.4.2 Assistance Codes for Passengers with Disabilities

PWDs may require services and assistance to facilitate their travel experience. Codes known as Special Service Requests (SSR) are used to communicate passenger preferences, procedural items, medical cases and assistance required by passengers. These are identified in airline messages by A4A-IATA Reservations Interline Procedures (AIRIMP) codes.

a. Codes to identify a type of disability:
   1. BLND (Blind Passenger) – specify if accompanied by service animal.
   2. DEAF (Deaf Passenger) – specify if accompanied by service animal.
   3. DPNA (Disabled Passenger Needing Assistance) – passenger with cognitive or invisible disabilities needing assistance (specify details).

b. Codes to identify assistive services provided to the passenger:
   1. MAAS - Meet and Assist (specify details).
   2. WCHR (Wheelchair – R for Ramp) – passenger can ascend/descend steps and make own way to/from cabin seat but requires wheelchair for distance to/from aircraft, i.e., across ramp, finger dock or to mobile lounge as applicable. When service animal is accompanying passenger, specify the type of animal in free text of SSR Item.
   3. WCHS (Wheelchair – S for Steps) – passenger cannot ascend/descend steps, but is able to make own way to/from cabin seat; requires wheelchair for distance to/from aircraft or mobile lounge and must be carried up/down steps. When service animal is accompanying passenger, specify the type of animal in free text of SSR Item.
   4. WCHC (Wheelchair – C for Cabin Seat) – passenger completely immobile; requires wheelchair to/from aircraft/mobile lounge and must be carried up/down steps and to/from cabin seat. When service animal is accompanying passenger, specify the type of animal in free text of SSR Item.

Note:
Specify if the passenger is travelling with own wheelchair and use one of the following applicable SSR codes which describe the wheelchair:
1. WCBD - Dry or Gel battery operated wheelchair/mobility aid (non-spillable/dry cell battery)
2. WCMP - Manual power wheelchair/mobility aid
3. WCLB – Lithium battery operated wheelchair/mobility aid
4. WCBW - Wet cell battery wheelchair/mobility aid

If the passenger is requesting a wheelchair on board use SSR code WCOB.

c. Codes to identify animals accompanying a passenger with disabilities:
   1. When service animal is accompanying passenger, specify the type of animal in free text of SSR Item.
   2. ESAN - for passengers travelling with an emotional support/psychiatric assistance animal in cabin (specify details) – (by bilateral agreement). Subject to government regulations.
   3. SVAN - for passengers travelling with a service animal in cabin (specify details) – (by bilateral agreement).

d. Codes to identify equipment accompanying the passenger:
    1. OXYG (Oxygen) – for passengers travelling either seated or on a stretcher, needing oxygen during the flight (only to be used in conjunction with SSR Code MEDA).
    2. STCR (Stretcher Passenger).
    3. AOXY (Airline Supplied Oxygen) – for passengers travelling either seated or on a stretcher, needing oxygen during the flight (only to be used in conjunction with SSR Code MEDA). Subject to airline and/or government regulations (by bilateral agreement).
    4. POXY (Passenger Own Oxygen) – for passengers travelling either seated or on a stretcher, needing oxygen during the flight (only to be used in conjunction with SSR Code MEDA). Subject to airline and/or government regulations (by bilateral agreement).
    5. PPOC (Personal Portable Oxygen Concentrator) – (by bilateral agreement).
    6. WCOB (Wheelchair – O for Onboard) – provided by airline (by bilateral agreement) 48 hours' notice recommended but not required.

Note:
For medical cases (MEDA). Refer to **1.4.5 - Passengers Requiring Medical Clearance** for specific handling details related to MEDA passengers.

Heston Airlines procedures:
Heston Airlines crew must be advised about any DEAF or BLND passengers before departure to be able to provide required emergency instructions.
OXYG/AOXY/POXY accepted by Heston Airlines only with prior approval of Heston Airlines.

1.4.4.3 Seat Assignment

a. PWDs, as well as their personal care attendant and/or safety assistant shall be assigned seats in their ticketed cabin that will facilitate boarding and disembarkation and will minimize inconvenience to the passenger and maximize the scope for cabin crew assistance.
b. As a rule, ensure that PWDs are not allocated or occupy, seats where their presence could:
    1. Impede the emergency evacuation of the aircraft.
    2. Impede crews in the performance of their duties.
    3. Obstruct access to emergency equipment.

c. Personal care attendants and/or safety assistants shall be given seats immediately adjacent to the passenger they are attending to.
d. The assignment of seats may also be subject to medical requirements.
e. When assigning seats, observe the following criteria:
    1. PWDs travelling with service dogs should be assigned seats that allow space for the dog, near a floor level exit but not impeding access to it.
    2. PWDs should, be seated so as not to impede rapid evacuation of the aircraft.
    3. If crutches, canes or similar walking aids are stored in a special location in the cabin, the users of such aids should be assigned seats nearby, to permit quick access to the aids when needed.
    4. Passengers with stiff legs, fractured legs in casts, paraplegics, etc. should be accommodated in seats allowing the maximum space for their comfort, or space for leg support devices with the least possible disturbance to passengers in the adjacent seats. Arms in casts should not obstruct the aisle or emergency exits.
    5. Passengers with a disability affecting only one side of their body (i.e., hemiplegics, artificial limb, arm or leg in cast, splint or brace) should be assigned seats which will best accommodate the passenger and will facilitate their mobility in cases of emergency (e.g. in an aisle seat with the unaffected side of their body towards the aisle or in seats with removeable arm rests).

Note 1:
Wherever possible, groups of PWDs shall be seated in subgroups to enable a rapid flow of other passengers during an evacuation.
Note 2:
Travel by groups of PWDs shall always be subject to applicable regulatory and Heston Airlines procedures.

1.4.4.4 Maximum Number of PWDs and Assistance Requirement

a. In circumstances where the number of PWDs forms a significant proportion of the total number of passengers carried on board, the number of PWDs shall not exceed the number of able-bodied persons capable of assisting during an emergency (or as per local regulation).
b. For personal care attendants and/or safety assistants' requirements, refer to Heston Airlines procedures.

Heston Airlines procedures:
Maximum number of PWDs on A320 aircraft: 5 per Cabin Crew member – 20 per flight (can be more if number of crew members is increased).

1.4.5 Passengers Requiring Medical Clearance

1.4.5.1 General

a. No medical clearance or medical forms are required for passengers who only require special assistance in the airport or when embarking/disembarking.
b. Medical clearance is required by the airline if the passengers:
    1. Have any disease that is believed to be actively contagious/communicable.
    2. Are considered to be a potential risk to the safety or punctuality of the flight, including the possibility of diversion or unscheduled landing.
    3. Are incapable of caring for themselves and require special assistance.
    4. Have a medical condition that may be adversely affected by the flight environment.

Note:
Passengers not falling into these categories normally do not need medical clearance, however, if in doubt, the airline should be advised so it can decide whether a medical clearance is required or not.

a. Passengers with medical cases applicable:
    1. LEGL (Left Leg in Cast) – for passenger with a left leg in a full cast or fused knee, (only to be used in conjunction with SSR code MEDA).
    2. LEGR (Right Leg in Cast) – for passenger with a right leg in a full cast or fused knee, (only to be used in conjunction with SSR code MEDA).
    3. LEGB (Both Legs in Cast) – for passenger with both legs in a full cast, (only to be used in conjunction with SSR code MEDA).
    4. MEDA (Medical Case) – company medical clearance may be required. Not to be used for passengers with disabilities or reduced mobility who only require assistance or handling and who do not require a medical clearance.

1.4.5.2 Medical Information Form

Heston Airlines use IATA standard Medical Information Form (MEDIF), see **12.2 - LIST OF FORMS**.

1.4.5.3 Frequent Traveler's Medical Card

If a passenger is a frequent airline traveler and has a stable medical condition as established by an initial medical clearance, a Frequent Traveler's Medical Card (FREMEC) may be issued by the Heston Airlines (see **12.2 - LIST OF FORMS**).

A FREMEC shall be accepted as medical clearance provided that:

a. The travel is completed within its validity.
b. The medical condition corresponds with the description provided.
c. The passenger is its rightful holder.
d. Any limitations stated thereon are observed.

Heston Airlines procedures:
Heston Airlines does not provide Frequent Traveler's Medical Cards.

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 Heston Airlines acceptance and approval:

a. Passengers traveling on a stretcher.
b. Passengers requiring a personal portable oxygen concentrator, ventilator or respirator on board.
c. The carriage of an incubator.

Note 1:
Information on the type of mobility aid as well as its weight, dimensions, battery type, special information (i.e., free wheel mode, removeable parts, Internet of Things (IoT) devices, seating systems, reclining mechanisms etc.) should be made available, to enable determine how to safely handle, secure and load the mobility aid.

Note 2:
The types of mobility aids are diverse, and each type of mobility aid has specific locations on the frame for tie downs and disassembly/assembly, care shall be observed when handling and loading/unloading.

Heston Airlines procedures:
Heston Airlines accepts STCR only on aircrafts able to accommodate stretchers.

Passengers requiring constant oxygen supply during the flight:
Aircraft cabin portable oxygen bottles can be used for passengers requiring constant oxygen supply during flight if such request is coordinated in advance and prior approval from Heston Airlines is received. In such cases additional required capacity oxygen bottles should be placed and properly fitted in the cabin before flight.

Portable oxygen concentrators (POC) are permitted and in many cases are sufficient replacement for oxygen bottles. 150% of battery time is required in POC devices based on the flight time. If necessary additional batteries must be taken and properly packaged.

1.4.5.5 Seating

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

a. Provide appropriate seating, as per Heston Airlines procedures and MEDA passenger actual needs;
b. Provide adjacent seating, as applicable, for:
    1. Personal care attendants
    2. Safety assistants
    3. Readers/interpreters in the case of a vision or hearing impairment

c. PWD / MEDA passengers may not be seated in emergency exits.

1.4.5.6 Request for Assistance without Advanced Notice

If a passenger's 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 without delaying the flight. Ask appropriate questions and record required codes in the DCS.

1.4.6 Handling of PWDs not Requiring Medical Clearance

1.4.6.1 Processing

Check additional needs have been communicated via the appropriate SSR codes and entered into the DCS and PNR. Verify personal care attendant and safety assistant requirements are fulfilled, if applicable.

Heston Airlines procedures:
Heston Airlines do not require medical clearance for:

1. Persons with simple fractures or injuries;
2. Persons who are reduced in mobility due to age;
3. SSR codes WCHR, WCHS or WCHC provided the condition has remained unchanged for at least the past six months;
4. Persons who are visually or hearing impaired;
5. Persons with mental health issues.

Expectant mothers:

Until 27th week	28th to 36th week	37th and more weeks
No medical certificate required	Medical certificate stating fitness for air travel from physician is recommended, issued within 14 days prior to commencement of air travel	Not accepted for travel
Pregnant woman shall not be seated in emergency exit rows		

Refer to ramp agent:

- If any questions related to pregnant passenger arises, and/or
- In case of any discrepancies.

1.4.6.2 Right of Refusal of PWD and/or MEDA Cases

a. General

Refusing a PWD / MEDA passenger requires a legitimate reason. A PWD and/or MEDA case may be refused based on the Heston Airlines General Conditions of Carriage (Right to Refuse Carriage).

b. Reasons for Refusal

Do not refuse a PWD / MEDA passenger for reasons related to their disability or conditions unless one of the following reasons is applicable, and in accordance with Heston Airlines procedures.

1. The person has such a degree of physical infirmity that the trip would likely result in complications or death, leading to a diversion.
2. The person requires individual nursing or care during the flight and is not accompanied by a suitable personal care attendant and/or safety assistant.
3. 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. Furthermore, the threat cannot be eliminated by providing additional aid or services or by other means (e.g., face masks, separate seating).
4. The person fails or refuses to submit themselves to the specific conditions of carriage required by the Heston Airlines.
5. Information is required about the person's medical condition (diagnosis) where the passenger's own physician refuses to disclose such information to the authorized medical service.
6. The person has a communicable disease and is in the infectious period (or does not have proper medical clearance).
7. Stretchers may be refused as per aircraft type or airline procedures.

c. Handling of PWD/MEDA Refusals

In the 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.

Apply Heston Airlines procedures with respect to rebooking to a later date and/or making all efforts to accommodate the passenger on the next possible flight, if applicable, or refunding the ticket.

1. Enter all relevant information about the reason for refusal into the PNR or in the Heston Airlines report (e.g., passenger refused [flight/date], lack of safety assistant [SITA address/agent name]).
2. Forward the PNR or report to the appropriate airline department. Document all details of the incident and submit as specified by Heston Airlines procedures and local regulations.

1.4.7 Stretcher Transport

If accepted by the Heston Airlines, transport on a stretcher can be arranged provided advance notification is given for a passenger to be transported in a lying-down position.

a. If stretcher transport has been confirmed at the time of booking, accept the passenger as per Heston Airlines procedures. Once stretcher transport is confirmed seats should be blocked in the check-in system (if check-in system is open).
b. Verify STCR codes.
c. Update status details in the check-in record.
d. Acceptance of stretcher cases is linked to:
    1. Acceptance conditions of PWD/MEDA cases.
    2. Provision for stretcher installation on board the aircraft (i.e., time permitting for removable of seats).

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

1.4.8 Oxygen for Medical Use

Once the Heston Airlines has accepted a passenger requiring the use of oxygen on board an aircraft:

a. Arrange pre-boarding for the passenger.
b. Verify or add SSR codes of assistance.
    1. Airline supplied oxygen during a flight (AOXY).
    2. Personal Portable oxygen concentrator (POC).

c. Seat the passenger as per Heston Airlines procedures allowing for stowage of equipment.

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

1.4.9 Inadmissible Persons and Deportees

1.4.9.1 Inadmissible Persons

a. An inadmissible person (INAD) is a person who is or will be refused admission into a state by its authorities.
b. An INAD should depart on the first available flight.
c. The operating carrier should be advised by the responsible local authority about the conditions and the state of the INAD. This should be done well in advance of boarding.
d. Advise the cabin crew and PIC of INAD persons with judicial proceedings.
e. All stations en route shall be advised of the INAD on board.

Note:
In general, INADs travel without being accompanied.

f. If assessed by the responsible authority, INADs may be accompanied if:

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

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

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

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

1.4.9.2 Deportees

a. A deportee (DEPO) is someone who:
   1. Has been formally ordered by the authorities to leave that state.
   2. Is under arrest.
   3. Has to be transported to another state for legal reasons.
   4. Has applied for asylum and is transferred to the state responsible for the application.
   5. Is described by the term in the “Dublin Convention” as the reason for transportation.

b. DEPA – deportee accompanied; a deportee who is escorted by security personnel during flight.
c. DEPU – deportee unaccompanied: a deportee who is not escorted by security personnel during flight.

Note 1:
The responsibility for deportees lies fully with the state(s) concerned.
Note 2:
Deportees will be accepted for carriage only upon the request of an authority and on Heston Airlines approval.

d. If a DEPO resists transportation or gives rise to the assumption that they will be the source of annoyance to other passengers or crew members, only accept the DEPO according to the procedures for a DEPO who is escorted by authorized personnel during the removal (DEPA).

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

   1. Involve any risk to the safety of the flight.
   2. Involve any hazard or risk to themselves, other passengers or crew members.
   3. Cause discomfort or make themselves objectionable to other passengers.
   4. Require special assistance from ground or in-flight staff.
   5. Advise the cabin crew and PIC of DEPO passengers with judicial proceedings. As a starting point the PIC should always be informed of INAD and/or DEPO transportation whether they are with judicial proceedings or not.
   6. All stations en route shall be advised of the DEPO on board.

1.4.9.3 Seating of Inadmissible Persons and Deportees

Assign INADs, DEPOs and their escorts to seats in the rear of the cabin, but not directly adjacent to exits, in accordance with Heston Airlines procedures.

Heston Airlines procedures:
Advise the crew of INAD, DEPA and DEPU carriage.
For security related information, see **10.5 - TRANSPORTATION OF POTENTIALLY DISRUPTIVE PASSENGERS**.

1.4.9.4 Travel Documents of Inadmissible Persons and Deportees

Hand the travel documents to the crew if required by local authorities, local regulations or Heston Airlines procedures.

1.4.10 Unruly Passengers

1.4.10.1 General Conditions of Passenger Carriage

For flight safety reasons, carries 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 prevention of any violation of applicable laws, regulations or orders of any state or country to be flown from, into or over.

For detailed unruly passenger classification, see **10.23 - Unruly passenger classification**.

1.4.10.2 Handling Unruly Passengers During Check-In or Boarding

Report to the supervisor any unruly passenger behavior observed at check-in, in the lounge or at the boarding gate. Put baggage of such passengers on standby.

1.4.10.3 Unruly Passenger Denied Carriage

If an unruly passenger is denied carriage:

a. Offload the passenger in the DCS and offload their baggage from the aircraft.
b. Document the case in the airport or airline report with details of the passenger's condition (e.g., intoxication, general abuse).

1.4.10.4 Unruly Passenger is Accepted for Travel

If an unruly passenger is accepted for travel:

a. Inform the PIC and the senior cabin crew member.
b. Document the case in the airport or Heston Airlines report with details of the passenger's condition (e.g., intoxication, general abuse).
c. Report the incident to the applicable departments and the onward airport.

1.5 PASSENGER DISRUPTIONS

1.5.1 Information and Communication to Passengers

In general, provide accurate information immediately and at regular intervals:

a. Ensure staff are briefed for consistent delivery of information.
b. Brief staff on the estimated time of departure, estimated time of arrival, and any provisions being offered.
c. Provide passengers with written information about their rights according to applicable regulations, upon request or as required.
d. Provide information in alternate formats to passengers with disabilities.

1.5.2 Delays

1.5.2.1 Disruptions Prior to or During Check-In

a. Update revised times in the DCS.
b. If applicable and as per Heston Airlines procedures, rebook any connecting flights according to the airline's priority sequence.
c. Check the passenger and baggage through on the rebooked flight.
d. Update the airport flight information display system (FIDS).
e. Arrange the needed amenities (e.g. meals, hotel accommodation (HOTAC), transporation, passenger assistance, lounge access) according to the nature of the disruption.

1.5.2.2 Disruption Prior to or During Boarding

a. Reconfirm the departure gate/time and update the revised information in the DCS.
b. Advise passengers accordingly and at regular intervals.
c. Apply Heston Airlines procedures for certain categories of passengers.
d. Update the airport FIDS.
e. Arrange the needed amenities (e.g. meals, HOTAC, transportation, passenger assistance, lounge access) according to the natuge of the disruption.

1.5.2.3 Disruption Upon Arrival

In the case of the delayed arrival of a flight:

a. The misconnecting passenger and baggage shall be rebooked and re-flighted accordingly.
b. Update airport FIDS.
c. Arrange the needed amenities (e.g. meals, HOTAC, transportation, passenger assistance, lounge access) according to the nature of the disruption.

Heston Airlines procedures:
In case of flight disruptions always contact Heston Airlines OCC and GOPS, see **0.1.1 - Heston Airlines Contact Information** for further instructions and authorizations to arrange needed amenities.

1.5.3 Misconnections/Cancellations/Diversions

Handle misconnections, cancellations and diversions in accordance with the Heston Airlines General Conditions of Carriage.

1.5.4 Involuntary Change of Class

Involuntary changes of class shall be handled in accordance with Heston Airlines procedures.

Heston Airlines procedures:
Contact Heston Airlines OCC and GOPS for approval to involuntary change of class for a passenger, see **0.1.1 - Heston Airlines Contact Information**.

1.5.5 Denied Boarding Due to Unavailability of Seats

a. Passengers holding a confirmed reservation may be denied boarding due to a variety of reasons for example:
   1. Overbooking of the flight.
   2. Reduced aircraft seating capacity due to unserviceable equipment.
   3. Reduced weight/seat capacity due to a payload restrictions.
   4. Change of aircraft type or version.

b. Apply Heston Airlines procedures for denied boarding:
   1. If applicable, solicit volunteers and offer compensation and/or reprotection.
   2. Provide written notice, as per government regulations.
   3. Apply the airline's involuntary denied boarding procedures if insufficient volunteers are solicited.

Heston Airlines procedures:
Contact Heston Airlines OCC and GOPS for instructions how to handle overbooking of the flight, see **0.1.1 - Heston Airlines Contact Information**.

1.5.6 Mishandled or Unclaimed Baggage

1.5.6.1 General

a. Mishandled or unclaimed baggage include one or more of the following baggage disruption incidents:
    1. Delay of checked baggage.
    2. Loss of checked baggage.
    3. Damage or partial loss of checked baggage.
    4. Pilferage of baggage or items from baggage.

b. Enter mishandled or unclaimed found baggage details into the tracing system as defined by Heston Airlines procedures.
c. Legal time limits apply to the reporting of loss, delay, damage or pilferage of baggage, see Heston Airlines policies and applicable conventions.

Heston Airlines procedures:
Report all mishandled baggage cases to Heston Airlines GOPS by forwarding filled in Property Irregularity Report (PIR) form, see **0.1.1 - Heston Airlines Contact Information**.
For Heston Airlines Property Irregularity Report, see **12.2 - LIST OF FORMS**.

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

a. Mishandled baggage shall be forwarded without charge by the fastest possible means using the services of any IATA member airline, to the airport nearest to the passenger's address.
b. Ensure the number of unaccompanied bags is included in the baggage counts for load control.
c. 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 in line with Heston Airlines procedures.

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 five days. Then, it is sent to secondary/central tracing for further action.

1.5.6.6 Delayed Checked Baggage/Missing Baggage

Delayed baggage is checked baggage not available to passengers when they present the baggage identification tag at the point of stopover or destination. For the first five days, the station that created the tracing file is responsible for primary tracing and information to the passenger about the status of the file. The maximum tracing period should be 21 days (as per the Montreal Convention) but may be longer based on Heston Airlines procedures.

Baggage that has missed the flight upon which it was intended to travel should be considered to be on-hand.

1.5.6.7 Secondary Tracing

Secondary tracing is the process of taking over the responsibility for further action on open mishandled baggage tracing files by the department as defined by Heston Airlines procedures.

1.5.6.8 Mishandled Mobility Aids

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

a. Document incident as per Heston Airlines procedures.
b. Make all possible efforts to provide a suitable equivalent loaned item or replacement, as needed and as per Heston Airlines procedures.
c. Arrange for the repair or replacement of the item, if needed.

1.5.6.9 Mishandled Live Animal

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

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 (INCLUDING SPECIAL BAGGAGE)	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	2-9
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	2-10
2.5.3	Execution of Transfer Baggage	2-11
2.5.4	Monitoring of Transfer Baggage	2-11
2.6	TERMINATING BAGGAGE	2-12
2.6.1	Planning	2-12
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	2-13
2.6.3.3	In the Arrivals Hall	2-13
2.6.4	Monitoring of Terminating Baggage Processes	2-14
2.7	SPECIAL BAGGAGE	2-15
2.7.1	General	2-15
2.7.2	Planning for Departing Special Baggage	2-15
2.7.3	Special Baggage Handling	2-15
2.7.4	Handling Live Animals	2-15
2.7.5	Planning Terminating Special Baggage	2-16

2.7.6	Preparation for Terminating Special Baggage	2-16
2.8	DISRUPTION	2-17
2.8.1	Introduction	2-17
2.8.2	Dealing with Specific Outages	2-17
2.8.2.1	Baggage Reconciliation System Outages	2-17
2.8.2.2	Baggage Handling System Outages	2-17
2.8.2.3	Equipment Issues	2-17
2.8.2.4	Staffing Issues	2-17
2.8.2.5	Diversion	2-18
2.8.2.6	Cancelled Flights	2-18
2.9	MISHANDLED BAGGAGE	2-19
2.9.1	Introduction	2-19
2.9.2	Pre-departure Mishandling	2-19
2.9.3	Departure Mishandling	2-19
2.9.4	Tail to Tail Baggage	2-19
2.9.5	Missing Baggage	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	2-20
2.10.5	Baggage Management Systems	2-21
2.10.6	Baggage Re-flighting Systems	2-21

2.1 THE BAGGAGE JOURNEY

This chapter presents the flow of baggage handling from the planning and preparation of activities, though execution and monitoring of the processes. Baggage check-in procedures are addressed in **1 - PASSENGER HANDLING PROCEDURES**.

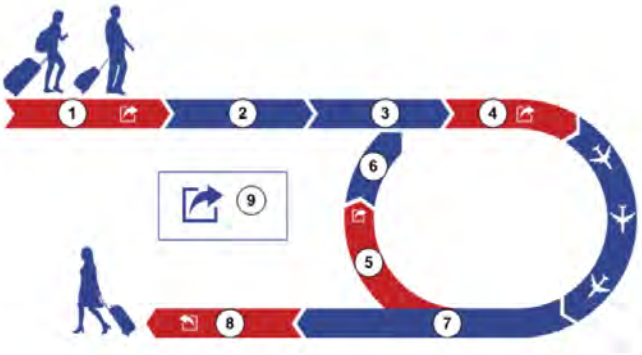
The chapter covers standard baggage handling procedures. Since airlines and airports differ from one another, deviations from these procedures are possible.

Heston Airlines shall maintain an accurate inventory of baggage by monitoring the acquisition and delivery of baggage.

Heston Airlines shall be able to:

a. Demonstrate delivery, of baggage when custody changes
b. Demonstrate acquisition, of baggage when custody change
c. Provide an inventory of bags, upon departure of a flight
d. Exchange the above information with other airlines as needed

The diagram shows the generic flow of checked baggage, from baggage acceptance through to the return of the baggage to the passenger. In some cases, and upon specific arrangements that recognize security measures between airports of origin, transfer and arrival, transfer screening may become nonmandatory.



NUMBER	DESCRIPTION
1	Departing Baggage
2	Security
3	Sort
4	Baggage Build
5	Transfer Baggage
6	Security
7	Unload
8	Arrival
9	Information Sharing

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:

a. Passenger Baggage Acceptance – see **1.1.6 - Baggage Acceptance**.
b. Baggage Handling – see **2 - BAGGAGE HANDLING PROCEDURES**.
c. Aircraft Loading – see **5.5 - 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 for various reasons that may need to be checked in. Refer to **1.1.6 - Baggage Acceptanc**e.

2.2.2 Personnel Roles

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

a. Management staff member – responsible for overseeing the performance of the operation, making decisions on how to operate based on feedback from the operational staff.
b. Support staff member – responsible for planning baggage operations and collecting metrics, including rerouting misconnections to ensure a smooth baggage operation.
c. 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.
d. 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 a visible airport badge).

2.3 SAFE BAGGAGE HANDLING

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

a. Handling Techniques
   1. Baggage handling operations require staff members to manually handle equipment and baggage, such as pushing and pulling non-motorized GSE (e.g., baggage carts), loading heavy bags, ULDs, etc.
   2. Baggage staff members should be aware of the best lifting techniques to be utilized at all times to reduce the risk of injury while handling baggage.
   3. Refer to AHM 462 4.5.3 for handling techniques and principles of manual handling.

b. Baggage staff members should not lift more than their physical capabilities to avoid injuries.
c. Ensure appropriate care is taken regarding health and safety to ensure personnel do not sustain injuries while handling baggage. Where applicable, make use of assistive devices for moving heavy loads.
d. Ensure appropriate personal protective equipment (PPE) is available and used.
e. Ensure baggage is handled in an appropriate manner (e.g., positioned rather than thrown onto the belts).
f. When using baggage carts or dollies use the safety precautions as per **4.1.3.3 - Non-motorized Ground Support Equipment**.
g. Verify the coupling/uncoupling of baggage carts, dollies and/or trailers. Ensure nobody is working between or nearby prior to moving.

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

2.4 DEPARTURE BAGGAGE HANDLING (INCLUDING SPECIAL BAGGAGE)

2.4.1 Planning

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

a. Review all types of expected checked items for each departing flight and plan for:
   1. The number of checked items and their categories (i.e., transferring or terminating baggage).
   2. The required number of carts and ULDs.
   3. Handling of any special baggage items that are planned for departure.
   4. Staff assigned to deliver baggage to/from the aircraft/staging area refer to **5.5.6.2 - Load Transportation**.

b. Review the arrival of transfer baggage for the departing flight:
   1. Determine which arrival flights have transfer baggage for the departing flight.
   2. Monitor these flights for the transfer baggage to ensure the transfer baggage can make their connections.
   3. Plan for short-connection baggage to the baggage sorting system or on a tail-to-tail basis as needed.

c. Review the departure flight parking stand location to plan for on-time delivery of baggage.
   1. Determine the driving time to the departure stand.
   2. 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.
   3. Consider adverse weather conditions and protection from extreme temperatures.

d. Plan for any special handling equipment that will be used and brief baggage staff members on their use, as needed. This may include processes and procedures for handling mobility aids, weapons, live animals, etc.

2.4.2 Preparation for Departing Baggage

a. 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:
   1. Specific segregations being built in different areas.
   2. Specific build location for out-of-gauge (OOG) items (e.g., sporting equipment).

b. Ensure that the baggage staff members working at the OOG baggage point are aware of the build and/or allocated stand for delivery of items that arrive at the OOG point.
c. Ensure the signage for the flight departure is up-to-date (i.e., stand information is appropriately displayed).
d. Ensure the ground staff members handling the flight are aware of any special baggage items requiring processing, especially mobility aids.

2.4.3 Execution of Departing Baggage

a. Ensure the baggage build location (e.g., baggage chute/carousel/lateral) and segregation for the departing flight is correct by validating against the baggage sortation plan.
   If baggage is destined for another build area arrives at the build output,
   1. Notify the baggage handling system (BHS) team.
   2. Move these bags to the correct build output or pass to baggage handlers.

b. Ensure the ULD for the baggage to be loaded is serviceable, refer to **5.5.9.3 - Checking ULD Conditions on the Ramp**.
c. Ensure any baggage carts being used are serviceable, refer to **4.1.3.3 - Non-motorized Ground Support Equipment**.
d. Ensure all mandatory screening and securing of baggage is performed as required.
e. Produce ULD cards showing the correct flight and segregation of baggage for that ULD/baggage cart.
f. 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 (BRS) 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 Heston Airlines procedures with respect to checked baggage tagged as:
   1. Priority baggage
   2. Heavy baggage
   3. Connection baggage
   4. Late baggage
   5. Fragile baggage
   6. Sporting equipment
   7. Mobility aids
   8. Live Animals (AVIH)
   9. Crew baggage
   10. Baby strollers/push chairs
   11. Gate delivery items
   12. Items containing dangerous goods (i.e., dry ice)
   13. Standby baggage
   14. Items with a limited release tag

g. All BHSs 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, this baggage will miss its intended flight. Therefore, based on the local provider and/or airport authority, and subject to airline and ground handler agreements, it is advised to have baggage teams that can take this baggage from the incorrect output location to its intended location or flight.
h. Where baggage is being palletized, ensure the pallet is structurally safe and the net attachments are in place, refer to **5.5.7 - Securing of Load**.

Heston Airlines procedures:
Priority baggage, short connection baggage, mobility aids, Live Animals, Baby strollers/push chairs, gate delivery items and Standby baggage and ULDs containing such baggage are last to be loaded and first to be offloaded.

i. Where tracking/reconciliation is performed electronically in the baggage make-up area:
   1. Scan the ULD/baggage cart card for the designated appropriate category.
   2. Scan the barcode of the baggage tag.
   3. Verify the load has been confirmed as being on the correct flight ("Positive" passenger bag match, by visually inspecting that the baggage tag and electronically through scanning by ensuring a confirmed load response is received from the scanner).
   4. Place tagged baggage in the appropriate ULD/baggage cart. Ensure baggage is handled in an appropriate manner (e.g., positioned rather than thrown into the ULD/baggage cart).
   5. Place the baggage to one side for resolution in case the baggage is identified as not being a "Positive" passenger bag match or not loaded to the correct flight/destination.
   6. Compare expected baggage count and received baggage count to achieve a zero-baggage missed rate.

j. Where reconciliation is performed manually in the baggage make-up area:
   1. Visually inspect the baggage tag to check the flight number and destination.
   2. Detach one of the removable tabs and apply to the ULD/baggage 'Bingo' card.
   3. Load in numbered sequence (in loading order) to assist offloading if applicable.
   4. Place tagged baggage in the appropriate ULD/baggage cart. Ensure baggage is handled in an appropriate manner (e.g., positioned rather than thrown into the ULD/baggage cart).
   5. Compare expected baggage count and received baggage to achieve a zero-baggage missed rate.

k. 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 a specified time before departure:
   1. Close and seal the ULDs and/or cover baggage carts, as appropriate.
   2. Arrange delivery of the ULDs/baggage carts to the aircraft for loading. If applicable, coordinate with the ramp staff member responsible for aircraft loading.

l. Wheelchairs and Mobility aids delivered for carriage in the check-in area:
   1. Ensure that the mobility aid is collected from the check-in area and taken to the baggage build area via the allocated out of gauge (OOG) baggage route, as defined by local airport regulations. At some locations the OOG baggage route will necessitate the mobility aid being walked through a security checkpoint to reach the baggage build area.
   2. Handle all mobility aids in accordance with the IATA DGR.
   3. Ensure that the person responsible for the planning and loading 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.

m. Where tracking/reconciliation is performed at the aircraft side:
   1. Unload the baggage from the baggage cart directly onto the loading conveyor for the appropriate aircraft hold into which the baggage will be loaded.
   2. Scan the baggage tag barcode or baggage license plate number for the baggage to be loaded.
   3. Verify the load has been confirmed as being on the correct flight (i.e., Positive passenger bag match has succeeded for the baggage).
   4. In case the baggage is identified as not cleared to load then place the baggage to one side for resolution.
   5. When baggage is loaded and a passenger does not board the flight or is removed from on board the aircraft, follow Heston Airlines procedures for treating the baggage (i.e., off-loading or transporting the baggage as unaccompanied), according to the risk assessment and locally applicable regulations.

n. At the completion of the baggage build process, the baggage staff member should make a cross-check that the baggage has been build according to the load plan for the departing flight with load control
   Disrepancies and variations need to be communicated to the load control, as soon as possible.

2.4.4 Handling Gate Delivery Items

a. The passenger team will identify and label any baggage that is taken from a passenger at the gate due to size and/or weight restrictions.
b. Record the baggage tag for tracking and/or reconciliation as per operating airline procedures.
c. Ensure the item is collected from the gate area to the aircraft for loading.
d. Where a passengers wishes to continue to use their own mobility aid until they have boarded the aircraft ensure that:
    1. The mobility aid is collected after the passenger has boarded the aircraft.
    2. The mobility aid is handled in accordance with the IATA DGR.
    3. Ensure that the persons 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 the LDM or CPM.

e. To ensure gate delivery items required to be made available at the aircraft door (i.e., Wheelchairs, Mobility aids and/or Strollers):
    1. Ensure a Delivery At Aircraft (DAA) flag/exception code is updated in the Baggage Source Message (BSM) and/or Baggage Processed Message (BPM).
    2. Ensure a DAA tag is applied to readily identify the item in the aircraft hold.
    3. Scan the DAA's baggage tag.

Note:
Refer to **1.1.6.12 - Special Baggage** for Delivery at Aircraft procedures.

2.4.5 Monitoring the Departing Baggage Operation

Baggage performance monitoring is a key element of 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 on the ground handling services providers and airlines involved. Metrics that may be useful include:

a. Number of bags left behind.
b. Number of bags accepted late from the check-in/baggage system.
c. Number of bags received without tags.
d. First bag loaded.
e. Last bag loaded.
f. Number of gate bags.
g. Number of bags delivered to the incorrect system output.

2.5 TRANSFER BAGGAGE

2.5.1 Planning Transfer Baggage

Depending on the number of transfer baggage expected, it is important for each transfer item that a preplanning process is put in place, to be aware:

a. Transferring baggage may arrive up to 24 hours prior to the departing flight and can also arrive close to the departure time of the departing flight.
b. Planning according to connection times of the arriving feeder flights.

Note:
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.

c. Review the list of arrival flights to obtain:
    1. The number of transfer baggage arriving before the departing flight is open for build. Allocate a storage area for these early bags.
    2. The number of transfer baggage that will arrive during the time the departing flight is open for build. In consultation with other stakeholders and subject to approval by local authorities (tail-to-tail) decide if:
        i. These bags are being handled by the BHS or being delivered tail-to-tail, if applicable/operationally permissible.
        ii. Baggage staff members will be allocated to deliver the baggage rapidly to the baggage sortation system or on a tail-to-tail basis for those baggage with short connections.
        iii. If tail-to-tail operations are planned, inform the baggage hall and ramp staff so additional loading units are made available on the ramp.

    3. The number of transfer baggage that will arrive after their departure flight has closed for build and determine:
        i. If it is possible for the departure flight to accept late baggage and extend build time and facilities.
        ii. Identify which baggage is to be re-flighted, refer to **2.9 - MISHANDLED BAGGAGE**.

d. Plan the use of GSE such as baggage carts and ULDs.
e. Segregate mixed baggage for the departing flight in accordance with the airline's procedures.
f. Plan for any special handling equipment use and brief staff members on that use as needed. This may include processes and procedures for handling mobility aids, weapons, AVIH, etc.
g. For tail-to-tail transfers (In accordance with approval by local authorities):
    1. Plan the collection of inbound transfer baggage and the delivery to the departing flight.
    2. Plan handover points for the tail-to-tail drivers for the departing flight.

h. Determine the different categories for the departing flight (e.g., premium vs economy baggage, onward connecting baggage containers of baggage that will be unloaded from one flight and loaded onto another during a transfer stop, e.g., Hub containers).

2.5.2 Preparation for Transfer Baggage

a. Ensure the baggage handling team, know of storage locations for baggage that has arrived prior to departing flight opening. So that they can collect the transfer baggage as necessary.
b. Dispatch the baggage team and any necessary GSE as per their allocated tasks (e.g., collection, delivery).

2.5.3 Execution of Transfer Baggage

a. Collect the transfer baggage from the arrival flight.
b. Deliver the baggage to the appropriate location:
    1. Baggage Handling System
        i. Deliver the baggage to the transfer baggage inject point.
        ii. Unload the baggage at the transfer baggage inject point.
        iii. Scan the baggage to record delivery to the baggage handling system.

    2. Tail-to-tail
        i. Scan the baggage at the point of collection.
        ii. Deliver the baggage to the departure aircraft.
        iii. Scan the baggage upon loading into the departing aircraft.

    3. Storage Areas
        i. Deliver the bag to the storage area.
        ii. Scan the bag to record delivery to the storage area.

2.5.4 Monitoring of Transfer Baggage

Transfer baggage should be monitored in accordance with Resolution 753 to record the number of bags making their connections, as applied to departing baggage.

2.6 TERMINATING BAGGAGE

2.6.1 Planning

a. Review relevant messages (e.g., baggage manifest message (BMM), container pallet message (CPM), load distribution message (LDM)) for the arriving flight to determine the number and location of terminating and transfer baggage, including special baggage.
b. Review the arrival flight parking stand details.
c. Plan staff to meet the aircraft and determine the arrival activities, including the time at which they should be present at the stand.
d. Plan any special handling equipment and briefing needed to meet the incoming aircraft.

2.6.2 Preparation for Terminating Baggage

a. Allocate or/confirm a reclaim point for the arrival flight based on the number of terminating items expected. Local airport regulations or airline procedures may apply.
b. Allocate or/confirm the terminating baggage inject point.
c. Verify all the GSE allocated is in good working order.
d. Ensure the baggage team is aware of the delivery locations for terminating baggage including special baggage.
e. Ensure the arrivals ground staff meeting the aircraft are aware of any special items processing, especially mobility aids.
f. Ensure 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

a. Liaise with the ramp team for the collection of baggage according to the unload plan (e.g., CPM, LDM).
b. Verify the load collected is the appropriate load as per the unload plan/labeling of ULDs and/or baggage labeling.
c. Sign for the handover, as appropriate.

2.6.3.2 Delivery

a. Deliver the baggage to the designated location for terminating baggage.
    1. Observe the priority plan for the offload. Typically, the priority plan is to place commercially important baggage (e.g., first class, business class) onto the reclaim first, then to place economy baggage onto the reclaim.
    2. Observe such government required screening and securing of baggage, as appropriate.
    3. 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), while others require manual action such as pushing a button.
        1. Where a system is provided that requires a manual operation to indicate the delivery of the first bag, use this when the first bag is delivered.
        2. If no such system exists, record the flight number and time of first bag delivery manually if this is required by Heston Airlines procedures.
        3. Once baggage delivery is complete, record the time of the last bag either manually or using a system if such a system is provided.
        4. 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.

b. Ensure 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.
c. If a bag is visibly damaged, the bag should be secured as per Heston Airlines procedures.
d. Baggage that has been delivered to the arrival hall must be rescreened before being loaded onto another aircraft.
e. Transfer baggage that is accidently delivered to the arrival hall should be stored securely until processed for transfer.

2.6.3.3 In the Arrivals Hall

a. If the reclaim belt is overloaded with baggage, bags should be removed from the belt and set aside in a secure manner (i.e., where they can be observed) in an area that does not present a safety risk for passengers.
b. Once all bags have been delivered to the reclaim and passengers have progressed away from the reclaim area, 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 needed will vary according to the airline and handling companies involved in the delivery of the terminating baggage. No targets for these measures are shown here, although the following measures may be useful:

a. 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.

b. Last Passenger to Last Bag
   This is the time between the last passenger from an arrival flight arriving at the baggage carousel and the last bag from the same flight being delivered to the baggage carousel. This is a measure from the Airport Design Reference Manual.

Note:
Both the above measures are difficult to record, as it is not always evident when the first and last passengers arrive at the reclaim carrousel, especially if that carousel is allocated to several flights.

a. First Bag Delivery Time
   This is the time of delivery of the first bag to the baggage reclaim belt.
b. Last Bag Delivery Time
   This is the time of delivery of the last bag to the baggage reclaim belt.
c. 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.
d. 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.
e. 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 following needs to apply when handling special baggage:

a. Ensure special baggage to be accepted meets the dimension requirements (e.g., size, weight, volume) as specified by Heston Airlines procedures.
b. Ensure any special baggage accepted for carriage that has not been pre-declared as the required documentation, as per Heston Airlines procedures. This normally applies to Mobility aids, Firearms and AVIH.
c. Ensure all special baggage items are packed in a manner that it is suitable for transport and cannot jeopardize the safety of the aircraft, personnel, and its contents.

2.7.2 Planning for Departing Special Baggage

Refer to **2.4.1 - Planning** for preparation of terminating baggage.

2.7.3 Special Baggage Handling

a. Handling of Wheelchairs and Mobility aids are to be carried out in accordance with Heston Airlines procedures, with the acceptance of electric mobility aids subject to the IATA DGR Table 2.3A; Refer to **1.1.6.12 - Special Baggage**.
b. Handling of Crew Baggage – refer to **1.1.6.12 - Special Baggage**.
c. Handling of Firearms – refer to **1.1.6.13 - Carriage of Firearms**.
d. Handling of Sporting Goods – refer to **1.1.6.12 - Special Baggage**.
e. Handling of Baggage Delivered at Aircraft (DAA) – refer to **1.1.6.12 - Special Baggage**.

2.7.4 Handling Live Animals

a. Handling of Live Animals in Hold (AVIH) is required in accordance with Heston Airlines procedures and IATA Live Animals Regulations (LAR). The acceptance of AVIHs also subject to respective country regulations. See **1.1.6.12 - Special Baggage**.
b. For AVIH delivered for carriage in the check-in area:
    1. Ensure that the AVIH is collected from the check-in area and taken to the baggage build area via the allocated out of gauge (OOG) baggage route, as defined by local airport regulations. At some locations the OOG baggage route will necessitate the AVIH being walked through a security checkpoint to reach the baggage build area.
    2. Ensure the specific container requirements comply in accordance with the IATA LAR.
    3. 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 the animal does not suffer discomfort.
    4. Deliver the animal to the aircraft loading team.

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

2.7.5 Planning Terminating Special Baggage

a. Review the incoming flight load for the number of special baggage items and their type (transfer or terminating).
b. Review the incoming flight parking details.
c. Plan any special handling equipment and briefings needed to meet the incoming aircraft.
d. Determine the duration of activities so later activities can be planned.

2.7.6 Preparation for Terminating Special Baggage

a. Verify the reclaim allocated for the arriving flight refer to **2.6.2 - Preparation for Terminating Baggage**.
b. Verify any GSE allocated are in good working order.
c. Ensure the arrivals ground staff members meeting the aircraft are aware of any special items processing, especially mobility aids.

2.8 DISRUPTION

2.8.1 Introduction

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

a. Anticipate any likely disruption scenarios.
b. Plan any equipment that is needed to cope with the anticipated disruptions.
c. When planned software maintenance is taking place, ensure 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 Outages

The BHS 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. A BRS can fail gracefully where the most recent data remains available in the system and baggage can be reconciled against this data with changes highlighted when connectivity is restored. Training and guidance for such systems should be followed when disruption occurs. When no graceful degradation is possible, manual processes should be adopted using bingo cards and baggage reconciliation stubs.

2.8.2.2 Baggage Handling System Outages

Most major airports have a BHS to move baggage from the check-in area to the build area. These systems vary in complexity, often having fallback modes and graceful degradation modes before the system fails totally.

When the BHS fails there are two issues that need to be dealt with:

a. Bags that are trapped in the BHS and need to be removed.
b. 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. While the key stages of baggage processing (i.e., cleared as safe for transport, storage build) can be completed without a BHS the capacity of the airport will be reduced.

2.8.2.3 Equipment Issues

When equipment is found to be unusable, damaged or nonfunctional during the planning phases of the operation 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. When this happens there is a risk that the operation will be short-handed, leading to delays. Where possible, have a prepared list of staff on call who may be contacted to fill in roster gaps.

2.8.2.5 Diversion

When a flight is diverted to a station:

a. Review the flight documentation/messages (e.g., Baggage Manifest Message, Cargo Pallet Message, Load Distribution Message) for mobility aids, AVIH and other items requiring special processing. Ensure the guidance under special baggage handling is followed, if available.
b. Ensure there is a plan to unload the baggage from the flight in line with the intention for the passenger movements:
    1. If the aircraft is being replaced, transfer the baggage to the new aircraft.
    2. If passengers are being transferred to other flights, either move the baggage to the next flight or allocate a reclaim carousel for the flight so passengers can collect their bags before continuing with their journey.
    3. If passengers will be moved using ground transport, 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:

a. Deliver the baggage to the alternative flight provided.
   Or;
b. Deliver the baggage to a reclaim allocated to the original flight so the passengers' can collect their bags.

2.9 MISHANDLED BAGGAGE

2.9.1 Introduction

Despite the best efforts of airlines and ground handling service providers, mishandling might occur. When mishandling does occur the following procedures should be followed.

2.9.2 Pre-departure Mishandling

Pre-departure baggage can have two possible issues.

a. Baggage without tags where the baggage tag has become detached from the bag.
    1. 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.
    2. Create an On-Hand Report (OHD) for the bag in the tracing system.

b. Bags with tags that have been delivered to the wrong build location or the default baggage system output.

2.9.3 Departure Mishandling

Baggage arriving for the flight post departure:

a. RUSH the bag onto the next available flight to the same destination, regardless of carrier (as per IATA Resolution 780).
b. Send a Forward (FWD) message for the bag to the lost and found office of the destination and any connection stations).
c. Send a Baggage Transfer Message (BTM) for the re-flighting (if not done automatically).
d. Follow any additional screening requirements as per local regulations.

2.9.4 Tail to Tail Baggage

If possible, and where permitted by local regulations and airline procedures, coordinate with ground control to ensure flights with 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.

a. Create appropriate tracing files in the baggage tracing system.
b. Create an OHD and FWD messages for the baggage once it is received.

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

a. Baggage reconciliation ensures that only accompanied or authorized unaccompanied checked baggage is loaded and transported.
b. Baggage reconciliation procedures, either manually or automated, shall be in place where required by local regulations and Heston Airlines procedures. BRSs automate the process of recording where baggage is loaded onto the aircraft and matching baggage details to passengers.
c. In the event the passenger is not on board at departure, the bag may be located and removed, if this aligns to airline required by Heston Airlines procedures.
d. The BRS will typically maintain passenger/baggage reconciliation as required, including:
    1. Standby passengers.
    2. Off-airport and group check-in passengers.
    3. Voluntary or involuntary deplaning.
    4. Transit passengers.

e. The checked baggage of any passenger who is withdrawn from the flight or did not board (no-show) is to be considered unaccompanied and handled in accordance with Heston Airlines procedures and local regulations, which may include off-loading and additional security controls.
f. The BRS is not the only component in reconciliation ad once a flight has been closed for check-in, the baggage room flight lead, or the baggage supervisor will:
    1. Review total pieces for each ULD.
    2. Pass on all baggage ULD figures, including baggage counts for each container and total ULD numbers, so the total load summary can be prepared.
    3. Conduct a baggage room sweep to ensure there are no left-behind bags.

g. If 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 baggage to the passenger.

2.10.3 Baggage Handling Systems

A BHS 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. BHSs often have many outputs that allow baggage to be built for an individual flight or segregations for a single flights. Other BHSs 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. 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 (i.e., security, handling, reconciliation, flight data) 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 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 BHSs incorporate baggage re-flighting, allowing bags to be allocated to a new flight automatically and sent directly to the build for that flight.

3.1 CARGO ACCEPTANCE 3-3
3.1.1 General 3-3
3.1.2 Determine Process Flow 3-3
3.1.3 Physical Inspection of Goods 3-4
3.1.3.1 General 3-4
3.1.3.2 Marking and Labelling 3-5
3.1.4 Electronic Air Waybill Data Verification 3-5
3.1.4.1 General 3-5
3.1.4.2 Cross Check of EAWB Data 3-5
3.1.5 Paper Air Waybill Verification 3-6
3.1.5.1 General 3-6
3.1.5.2 Air Waybill Validation 3-6
3.1.6 Use of Scales 3-6
3.2 CARGO ACCEPTANCE–SPECIAL CARGO 3-7
3.2.1 General 3-7
3.2.2 Cargo Acceptance – Dangerous Goods (DG) 3-7
3.2.3 Cargo Acceptance – Live Animals (AVI) 3-7
3.2.4 Cargo Acceptance – Perishables (PER) 3-7
3.2.5 Time and Temperature Sensitive Healthcare 3-8
3.2.6 Human Remains 3-8
3.2.6.1 Coffins (HUM) 3-8
3.2.6.2 Cremated 3-8
3.2.7 Valuable Cargo 3-9
3.2.8 Outsized and Heavy Cargo 3-9
3.2.9 Fragile Cargo 3-10
3.2.10 Cargo Acceptance – COMAT 3-10
3.3 MAIL 3-10
3.3.1 General 3-10
3.3.2 Acceptance 3-10
3.3.3 Irregularities 3-10

3.4	CARGO FORWARDING STORAGE AND PREPARATION FOR FLIGHT	3-11
3.4.1	Storage	3-11
3.4.2	Preparation for Flight	3-11
3.4.3	Building Unit Load Devices (ULD's) and Prepare Loose Cargo	3-13
3.4.3.1	General	3-13
3.4.3.2	Weight Distribution	3-14
3.4.3.3	Securing	3-14
3.4.3.4	Special Cargo	3-14
3.4.3.5	Container/Pallet Close Out	3-14
3.5	INFORMATION AND DATA TRANSMISSION TO LOAD CONTROL	3-15
3.5.1	General	3-15
3.5.2	Information	3-15
3.6	IRREGULARITIES	3-16
3.7	CARGO SURFACE TRANSPORTATION AND TRANSFER	3-17
3.7.1	Introduction	3-17
3.7.2	Transport from Facility to Aircraft	3-17
3.7.3	Transport from Aircraft to Facility/Other Aircraft	3-17
3.8	CARGO BREAKDOWN, DELIVERY, IN TRANSIT AND TRANSFER	3-19
3.8.1	General	3-19
3.8.2	Breakdown of Cargo	3-19
3.8.2.1	General	3-19
3.8.2.2	Prioritization of Breakdown:	3-19
3.8.2.3	If the Cargo is Loaded in ULDs	3-19
3.8.2.4	For Shipper-built ULDs, either:	3-19
3.8.2.5	For all ULDs Except Shipper-built ULDs	3-19
3.8.2.6	When the ULD Must Be Broken Down:	3-20
3.8.2.7	Transfer of ULDs	3-21
3.8.2.8	If the Cargo Is Not Loaded in ULDs	3-21
3.8.2.9	Cargo Delivery	3-21

3.1 CARGO ACCEPTANCE

3.1.1 General

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

Heston Airlines procedures:

Heston Airlines accepts revenue and non-revenue cargo and mail for transport, which satisfy following requirements:

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

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

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

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

3.1.2 Determine Process Flow

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

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

1. ECC - If Electronic Cargo Contract code (ECC) is present, no paper air waybill is needed, follow Electronic Air Waybill (eAWB) Data Verification, see **3.1.4 - Electronic Air Waybill Data Verification**.
2. ECP - If Electronic Contract Print code (ECP) is present (an EDI agreement signed and partners are single process enabled), print the paper AWB and follow Paper Air Waybill Verification, see **3.1.5 - Paper Air Waybill Verification**.
3. If no ECC code, no ECP Code and no EDI agreement signed request a paper AWB and follow Cargo Acceptance–Paper AWB.

3.1.3 Physical Inspection of Goods

3.1.3.1 General

Upon receipt of the physical cargo verify the following information:

a. Number of pieces. Inspect the cargo or ULD for signs of damage, tampering or pilferage:
   1. If damaged,(see **3.6 - IRREGULARITIES**).
   2. If tampered, treat as unknown cargo and apply applicable screening procedures.

b. Weight.

c. Volume or dimensions.

d. ULD information, if applicable.

e. Special handling information, if applicable.

f. Routing information, if applicable.

g. Applicable labeling as shown in **3.1.3.2 - Marking and Labelling**.

h. Verify that the applicable security information in accordance with TACT (electronic or paper) accompanies the cargo with particular attention to the following information:
   1. If a security declaration is provided (known cargo) verify that it includes a valid regulated agent ID.

i. The security status code is applicable for the aircraft being operated:
   1. SPX/SHR for passenger and cargo aircraft.
   2. SCO for cargo aircraft only.

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

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

Note:
The warehouse receipt may be an electronic message.

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

m. Inspect the packaging to ensure it is able to withstand all conditions normally incidental to transport, including:
   1. Avoiding any chance of damage to other cargo, the aircraft, the ULD, or the handling equipment.
   2. Avoiding any risk to any people involved in handling cargo.
   3. Allowing special handling labels to remain visible, if not, return to shipper/freight forwarder for repackaging.

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

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

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

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

3.1.3.2 Marking and Labelling

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

- Operator name.
- Air Waybill number.
- Destination code.
- Total number of pieces in the consignment.

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

- Operator name.
- Air waybill number.
- Destination.
- Primary bar code.

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

- Airline 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 name and address.

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

3.1.4 Electronic Air Waybill Data Verification

3.1.4.1 General

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

3.1.4.2 Cross Check of EAWB Data

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

a. Air Waybill Number matches.
b. Full shipper and consignee name and address.

c. Nature and quantity of goods:
   1. Description does not indicate the presence of dangerous goods or is accompanied by the term “Not Restricted”.
   2. For other dangerous goods descriptions, e.g. lithium batteries see **3.2.2 - Cargo Acceptance – Dangerous Goods (DG)**.

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

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

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

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

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

3.1.5 Paper Air Waybill Verification

3.1.5.1 General

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

3.1.5.2 Air Waybill Validation

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

a. Air Waybill Number matches.
b. Full shipper and consignee name and address.
c. Nature and quantity of goods:
   1. Description does not indicate the presence of dangerous goods or is accompanied by the term “Not Restricted”.
   2. For other dangerous goods descriptions, e.g. lithium batteries see **3.2.2 - Cargo Acceptance – Dangerous Goods (DG)**.

d. Additional handling information and handling instructions can be accommodated and match product/service.
e. Other charge codes, e.g. AW or SC, input in accordance with IATA Standard TACT Rules.
f. Modify the air waybill as appropriate.
g. Accept the cargo and confirm the eAWB, e.g. Ready for Carriage in status message (FSU (RCS)).

Provide cargo receipt to the freight forwarder, replacing the delivery note or warehouse receipt provided under GOM

3.1.6 Use of Scales

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

3.2 CARGO ACCEPTANCE–SPECIAL CARGO

3.2.1 General

Due to the nature of some cargo, specific acceptance procedures apply. In all cases the applicable general acceptance procedures found in **3.1.1 - General**, **3.1.2 - Determine Process Flow** and **3.1.3 - Physical Inspection of Goods** apply.

3.2.2 Cargo Acceptance – Dangerous Goods (DG)

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

a. Perform the acceptance check using the IATA checklist for the type of dangerous goods being accepted.
b. Before accepting or refusing a shipment, answer all the questions on the checklist.
c. If a shipment fails the checklist (i.e. a “no” on any of the questions), indicate all the reasons (including references where applicable) and return a copy to the shipper or their agent. A copy should also be retained in a local file.
d. For dangerous goods that do not require a checklist, e.g. dangerous goods in excepted quantities, ensure that the air waybill, when used, reflects the requirements of the IATA Dangerous Goods Regulations (DGR).

3.2.3 Cargo Acceptance – Live Animals (AVI)

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

a. Check number of items and description matches the information provided in the AWB.
b. Current edition IATA Live Animals Acceptance Checklist has to be used for the live animal acceptance.
c. Before accepting or refusing a shipment, answer all the questions on the checklist.
d. If a shipment fails the checklist (i.e. a “no” on any of the questions), indicate all the reasons (including references where applicable) and return a copy of the checklist to the shipper or their agent.
e. Ensure that adequate ventilation and air circulation is provided for live animals.

3.2.4 Cargo Acceptance – Perishables (PER)

Perishable goods (PER) as cargo must be accepted and handled with special care as per IATA AHM 330, the current edition of the Perishable Cargo Regulations (PCR) and national legislation.

Heston Airlines procedures:
When handling perishables, apply following procedure:

- Adhere to the temperature requirements for PER and their loadability in the different compartments/holds. Refer to the respective aircraft type chapters for more details regarding temperature and ventilation settings.
- Observe incompatibilities to other loads.
- Treat items refrigerated with wet ice and perishables containing fluid or moisture as wet cargo. Refer to chapter **GOM 5.5.3.4 - Shipments Requiring Special Handling**.
- Handle items refrigerated with dry ice in accordance with the IATA DGR. For more details refer to **GOM 9.3.15 - Dangerous goods transportation limitations** and **GOM 9.3.7 - Loading of Dry Ice**.
- Initiate appropriate actions in case of long delays in coordination with the cargo provider.

3.2.5 Time and Temperature Sensitive Healthcare

a. Time and Temperature Sensitive Healthcare products and pharma products must be accepted in accordance with the Perishable Cargo Regulations–Chapter 17 (or the Temperature Control Regulations (TCR) and national legislation.
b. Perform the acceptance check using the IATA checklist, or company checklist for the type of dangerous goods being accepted.
c. Before accepting or refusing a shipment, answer all the questions on the checklist.
d. If a shipment fails the checklist (i.e. a "no" on any of the questions), indicate all the reasons (including references where applicable) and use the pre-determined escalation process.

3.2.6 Human Remains

3.2.6.1 Coffins (HUM)

a. Only accept Human Remains if accepted by the operating airline for transport.
b. Do not accept any Human Remains that are consolidated with any cargo other than other Human Remains.
c. Verify that the packaging complies with AHM 333 requirements:
    1. Hermetically sealed.
    2. Protected from damage.

d. Requests for Human Remains transportation shall be directed to **occ@heston.aero** and **gops@heston.aero** and the contents of the requests shall include the following information:
    1. Passenger's name, date of birth, and death date;
    2. Flight number, date, and routing for the transportation requested;
    3. The undertaker's address and telephone number at the destination.

e. A cargo manifest and air waybill shall be issued by the station of departure.
f. The crated coffin should be loaded according to GOM 3.2.8 Outsized and Heavy Cargo.
g. An appropriate entry shall be made in the loadsheet report form. The handling agent shall supervise and check before departure that proper loading and lashing have been completed.

Note:
Under no circumstances human remains shall be loaded into the same hold as AVIH's or perishables.

h. The Pilot-in-Command should be informed via NOTOC.
i. Non-cremated human remains shall not be loaded near foodstuffs (EAT).
j. Living human organs/blood (LHO) should be adequately separated from human remains in coffins (HUM).
k. In the SI (supplementary information) section of the movement departure message, notification of human remains transport shall be given, followed by a location in hold and the weight e.g.: HUM/CPT4/120kg.

3.2.6.2 Cremated

a. Accept urns or other suitable containers as cargo with no special restrictions.
b. Make sure that the urn or other container is packed in a neutral outer pack that will protect the urn from breakage and/spillage.

Heston Airlines procedures:

Acceptance, booking and handling of human remains as revenue cargo must be according to the cargo agent/handling provider's procedures and IATA AHM 333.

When there are no adequate facilities for storage of Human remains it shall be delivered to aircraft 30 minutes before departure and after arrival immediately removed and delivered to a suitable location.

Human remains must be contained in a hermetically sealed inner coffin of lead or zinc inside a wooden coffin. The wooden coffin may be protected from damage by an outer packing and wrapped up in canvas or other suitable material. All necessary documents must be fixed on top of the coffin.

3.2.7 Valuable Cargo

Valuable (VAL) Cargo:

a. Only accept valuable cargo in accordance with operating airline-specific procedures if the operating airline accepts valuable cargo for transport.
b. Make sure that advance arrangements, such as specialized security staff and vehicles, have been made for handling the valuable cargo.
c. Make sure that valuable cargo is not consolidated with other cargo.
d. Make sure that valuable cargo has been packed and secured so that it cannot be tampered with or removed.
e. Do not communicate any arrangements concerning valuable cargo to anyone except other staff you know are involved with the shipment.
f. Valuable cargo must not be left unattended.

Heston Airlines procedures:

- Carriage is accordance with local regulations and AHM 331.
- Heston Airlines conducts risk assessment prior to operations.
- Precautions such as confidentiality and unpredictability of routing of valuable cargo are ensured

3.2.8 Outsized and Heavy Cargo

Outsized and Heavy (HEA) Cargo:

a. Only accept outsized and heavy cargo if accepted by the operating airline for transport.
b. Check if advance arrangements have been made with the operating airline.
c. Make sure operating airline-specific procedures for acceptance and handling of OUTSIZED AND HEAVY CARGO are met.

Heston Airlines procedures

Heston Airlines accepts heavy and Outsized Cargo provided the following precautions are taken:

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

3.2.9 Fragile Cargo

Fragile Cargo:

a. Only accept fragile cargo if accepted by the operating airline for transport.
b. Do not accept fragile cargo if the instructions given with the cargo ask for unreasonable/impractical demands or conditions.
c. Make sure all special instructions are repeated clearly on the packaging.

Heston Airlines procedures:
Heston Airlines accepts fragile cargo provided that it is marked with proper fragile markings. PIC reserves final right for acceptance fragile cargo for carriage.

3.2.10 Cargo Acceptance – COMAT

COMAT: Accept all airline materials for transport using the same acceptance processes as detailed previously.

Note: Only Head of Ground Operations or other Heston Airlines employee with Dangerous Goods Regulations Category 7.3 qualification is approved to pack and prepare COMAT.

3.3 MAIL

3.3.1 General

For the categories of mail, refer to AHM 350:

a. Accept airmail using the same acceptance processes as detailed previously using a CN38 form in place of an AWB.
b. Make sure the mail complies with the requirements of the Postal Services as well as those of the operating airline.

3.3.2 Acceptance

Before the mail is accepted for transport check that:

a. The mail bags, containers, etc. (“receptacles”) are in proper condition showing no signs of prior damage or deterioration.
b. A routing label is securely and durably affixed to each receptacle.
c. The labels affixed to the receptacle are legibly completed with routing instructions written in clear print indicating the intended routing and correctly identified airline and IATA airport codes.
d. All labels and the accompanying documents or electronic information conform with the mail to be transported.
e. The CN 38, CN 41 or CN 47 Delivery Bill documents accompanying the mail shipment shall be signed as a receipt for the Postal Operator of origin.
f. Retain two copies of the Delivery Bill at origin and forward the remaining copies with the mail.
g. Insert two copies of the Delivery Bill in a CN 45 envelope.
h. Place the envelope in the flight portfolio or other special pouch in which the flight documents are kept, or the CN 45 may be affixed to one of the receptacles in transport.

3.3.3 Irregularities

a. If mail receptacles contain prohibited items, are improperly prepared or damaged reject the receptacle and modify the documentation accordingly. Complete an incident report and forward to the postal office.
b. If receptacles are missing adjust the documentation.
c. If additional receptacles are tendered adjust the documentation accordingly.

3.4 CARGO FORWARDING STORAGE AND PREPARATION FOR FLIGHT

3.4.1 Storage

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

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

a. Dangerous goods are stored as per the current IATA Dangerous Goods Regulations (DGR).
b. Live animals are placed in a quiet, well-ventilated designated area, protected from adverse weather conditions (refer to LAR).
c. Temperature sensitive items are stored at the correct temperature (refer to PCR) including temperature controlled containers (e.g. containers).
d. Human remains in coffins are not stored next to food/live animals.
e. Perishable cargo is separated from other non-compatible cargo in accordance with the Perishable Cargo Regulations (PCR).
f. Valuable cargo is stored in a secured place and in accordance with operating airline requirements. Make sure that once cargo has been put in the storage area, its location is recorded and that all the information, as well as the location of the cargo, is correctly communicated for ease of retrieving the cargo when required.

3.4.2 Preparation for Flight

a. Whenever cargo operations are conducted with ULD, a copy of the current edition of the IATA ULDR shall be available or accessible at each location.
b. The cargo handling agent at each station should be provided with a 'Flight Build Up' load plan. The load plan should be released at agreed time based on the service level agreement with the cargo handling agent to permit adequate loading time and on time completion of the activity. The following minimum instructions must be provided on such load plans:
    1. Flight No/Date, Aircraft type & Registration No.
    2. Scheduled Time of Departure.
    3. ULD Version.
    4. Allocated ULDs for Cargo/Mail/Courier & Baggage.
    5. Total planned ULDs & Bulk (Cargo, Mail, Courier).
    6. Booking list with shipment details (All sectors).
    7. Priority or other associated remarks.
    8. ULD allocation (QRT/QWT/Normal Transfer, live animals, etc.).
    9. Load Plan version, date & time of release.
    10. Name of person issuing the load plan.
    11. Any special handling instructions.

c. Move the cargo by appropriate means, either:
    1. Directly to the flight.
    2. To the secure flight holding area; or
    3. To the area where the cargo is being loaded for the flight, whichever is applicable.

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

d. Where ULDs are to be utilized, the following handling practices must be observed:
    1. The moving of Built Up ULD shall always be carried out in a manner that respects the strength limits of the ULD and its handling requirements.
    2. Built Up containers equipped with a forklift provisions in the base may be moved by forklift, subject to normal rules for safe operation of any forklift.
    3. All pallets and any built up containers not equipped with forklift provisions in the base must always be moved while supported directly on equipment meeting the requirements of IATA AHM 911. These may be slave pallets, or fixed racking/staging using either manual or powered systems for the movement of the ULD.
    4. Container doors shall be secured fully open or closed during any movement.
    5. Cargo nets and straps shall require suitable storage without exposing to damages such as environmental degradation.

e. The storage of Built Up ULD shall be carried out in a manner that respects the strength limits of the ULD and its handling requirements:
    1. Those built up containers equipped with forklift provisions in the base may be stored at floor level always provided that when stored in this manner they are not exposed to damage from operations in the vicinity of the container.
    2. All built up pallets and any containers not fitted with forklift provisions shall only be stored:
        - Either on raised racking equipped with systems that comply with AHM 911 or;
        - On slave pallets which may then be placed directly on the floor surface.

f. During all kinds of ground operation the prevention of damage to the ULD shall be strictly observed.
g. Empty ULD may be moved by forklift provided care is taken to protect the ULD from damage.
h. Determination of ULD Airworthiness:
    1. Before use any ULD shall be subject to a detailed inspection for damage before use. A damaged ULD may no longer be airworthy. The allowable damage limits may be found on the ODLN sticker attached to the ULD or, if not available the operator must consult the ULD owner/aircraft operator's ULD damage limitations before use
    2. Inspection of any ULD before use shall be conducted by persons who have undertaken basic level ULD training, and in an environment that is conducive to carrying out a proper inspection of the ULD.Inspection process is visual, a tape measure may be necessary.
    3. Any damage found on any part at any location on a ULD may make the ULD unserviceable, no damage may be overlooked.
    4. All identified damage shall be checked against the ODLN or other damage limits data.
    5. Where the ULD is found to have damage exceeding the allowable limits that ULD shall be immediately identified as being unserviceable and be segregated from other serviceable ULDs.
    6. Temporary or “ad hoc” repairs of ULD shall not be carried out unless specifically permitted by the airline.
    7. Fabric components such as fabric doors, cargo nets, and cargo straps, are also subject to the same airworthiness requirements, and shall be protected from damage at all times and withdrawn from use if damage exceeds allowable limits.

i. Before building up the ULD the following parameters shall be made known through the operations manual(s) to loaders:
    1. Allowable contour.
    2. Maximum gross weight.
    3. Maximum area load.
    4. Maximum running load.
    5. ULD center of gravity limitations (Where the ULD will be transferred between aircraft and/or airlines during the journey, the limitations of all aircraft involved must be considered).

j. As required by the type of cargo, lay any load-spreading materials on the aircraft pallet or aircraft container floor.
k. As required by the type of cargo or operating airline requirement, lay any approved waterproofing, absorbent and/or insulating material on the aircraft pallet or on the aircraft container floor. For “wet” cargo, allow a 1 meter turn-up of the waterproof material placed under each side of the cargo.
l. Retrieve the stored cargo from the storage location and/or directly from the cargo acceptance area.
m. Make sure there is no damage and/or tampering of any dangerous goods or other cargo:
    1. Do not load any dangerous goods shipment that is leaking or damaged.
    2. Do not touch damaged or leaking shipments with dangerous goods, or suspected to contain dangerous goods.
    3. Follow the appropriate emergency response procedures.

n. Replace any labels and/or ULD tags that have been lost, have become unreadable or have become detached after acceptance. In the case of dangerous goods, the replacement labeling and tagging must be completed in accordance with the information provided on the Shippers Declaration for dangerous goods.
o. While gathering the cargo in preparation for the flight, check that:
    1. Separation of incompatible commodities is maintained at all times.
    2. Where applicable, any maximum quantity limitations of commodities is maintained.
    3. Adequate ventilation and air circulation is provided for live animals and perishables.
    4. Any items labeled “Cargo Aircraft Only” are loaded only for freighter aircraft flights.

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

3.4.3 Building Unit Load Devices (ULD's) and Prepare Loose Cargo

3.4.3.1 General

During the loading process the following practices shall be observed:

a. Cargo shall be placed so that:

- It is always within the contour of the ULD.
- That doors/nets can be fully closed with 100% engagement of all door closing devices.
- That those parts of the ULD which interface with the aircraft cargo loading system are unobstructed.
- Heavier cargo shall be placed towards the bottom of the load.
- Packages shall be built in an interlocking fashion where possible.
- Heavy items should not be placed into the overhanging sections of containers.
- Where pallet loads are built with overhanging sides these shall be properly secured against possible collapse during ground and air operations.
- Distribute heavy items throughout the base of the ULD as much as possible and where cargo exceeds area or running load limitations spreader boards shall be utilized (Consult airline for details of load spreading requirements).

b. In a certified container any item with weight exceeding 150 kg. shall be secured using cargo straps unless the container is volumetrically (75% of height) full. In non-certified containers no item exceeding 150 kg shall be carried.
c. Where any item loaded to a container or pallet can be considered as special cargo including heavy items, piercing items, overhanging items and others then reference shall be made to the IATA ULD Regulations and customer airline instructions for the particular restraint requirements.
d. Where the ULD incorporates any kind of temperature control function, regardless of the methods of providing this temperature control, the ULD manufacturer's operating instructions shall be followed at all times.

3.4.3.2 Weight Distribution

3.4.3.3 Securing

a. Live animals are not loaded in direct contact with the base of the pallet. Include absorbent material/insulating (to avoid freezing).
b. Cargo is supported and secured to prevent shifting, rolling, toppling, crushing, or breaking.
c. Partially filled containers have straps or nets to secure the cargo.

3.4.3.4 Special Cargo

a. Incompatible perishables are separated from each other.
b. For live animals, use adequate ventilation and air circulation:

- Hold temperature controls.
- Notification to flight crew.

3.4.3.5 Container/Pallet Close Out

a. When closing container doors or installing nets and straps, do not use excessive force in these processes, only manual force shall be applied.
b. 100% of the door locks/net or strap fittings and/or any other device used in the closing of the ULD shall be fully secured before dispatch.
c. Pallet contours shall be checked by either contour gauge, tape measure, infrared beams or other effective and accurate methods, and containers visually checked to ensure they conform to the applicable contour.
d. Cargo nets and cargo straps are designed to provide restraint against ultimate flight load conditions, and not to secure the cargo against ground transportation forces. Where additional stability is necessary, this shall be provided utilizing rope or similar placed underneath the cargo net.
e. Cargo nets and straps shall be adequately tightened and not be over tensioned so as to “dish” or bend the pallet or container.
f. Where applicable, only an approved waterproof and/or fire retardant material can be used to cover palletized cargo, and the cargo net must be on the outside of any such covering.
g. Aircraft containers must not be wrapped on the outside–all waterproofing is to be done by lining the inside of the container and/or wrapping the cargo itself.
h. Make sure that all ULDs have the correct tags attached/put into the ULD tag pocket.

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

i. Weigh and record the weight of each ULD and loose cargo once it is prepared. In the event of a weight discrepancy the ULD should be reweighed.
j. Communicate all information necessary for each ULD loaded to all parties. Example, Load Control, Special Instructions for NOTOC, ULD Control.
k. Move the loaded ULDs to the secure flight holding area, obeying all special instructions related to the cargo on that ULD such as temperature control, proximity to other commodities etc. The ULDs should either be transferred to holding area roller beds or remain on the ULD transport trolleys. Whenever possible, ULDs should be stored in a sheltered area during adverse weather condition.
l. Structural weight limitation of ULDs and Aircraft type must be obeyed.
m. Also refer to AHM chapter 3 & 4 for additional instructions.

3.5 INFORMATION AND DATA TRANSMISSION TO LOAD CONTROL

3.5.1 General

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

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

3.5.2 Information

Load Control Must receive the following information:

a. ULD identification;
b. ULD gross weight;
c. ULD load information codes (e.g. X = empty ULD);
d. Special handling, dangerous goods and complementary information, for example:

- AVI/species.
- PER/temperature.
- OHG/length & direction.
- ULD contour (where applicable).

e. Bulk load: pieces and weight (where applicable).
f. Airport of unload.
g. Cargo NOTOC as per AHM 381 (where applicable).
h. Make sure all documentation required for the load control process, as well as for the filing and recording, is forwarded to the correct office(s)/staff for their action.

3.6 IRREGULARITIES

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

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

- Start all appropriate action, including any emergency action necessary in the case of damaged Dangerous Goods.
- Assess and document damage.
- As applicable, either allow the shipment to proceed for flight or remove from aircraft/flight.
- Inform and request feedback from all parties concerned, including customer airline.
- Monitor and record all actions and communications until resolution is achieved.
- In all cases, a Cargo Irregularity Report must be completed.

3.7 CARGO SURFACE TRANSPORTATION AND TRANSFER

3.7.1 Introduction

When the cargo has to move between ground facilities and the aircraft, or between aircraft, apply the procedures as per **3.7.2 - Transport from Facility to Aircraft** and **3.7.3 - Transport from Aircraft to Facility/Other Aircraft**.

3.7.2 Transport from Facility to Aircraft

1. Receive all documentation and instructions for the specific flight.
2. Make sure that any vehicles and equipment that you use are serviceable, before collecting loose cargo and/or build up pallet from the flight holding area.
3. Inspect all cargo to be moved to the flight(s). Check that:

    - The cargo you intend to transport is the correct cargo for the flight(s).
    - The cargo is undamaged and has no signs of being tampered with–inform Supervisor of any abnormalities or deal with as per GOM 3.6: Irregularities.
    - All ULDs are fit for flight. Ref. AHM 425 and ULDR.
    - 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.
    - All dollies comply with AHM 911, are serviceable and all latches/locks/stops are engaged to keep the ULD on the dollies.
    - All loose cargo is securely stowed and all handling instructions are obeyed, for example, “This Side Up”, Fragile etc. and separation of incompatible commodities is maintained at all times.

4. Make every effort to protect cargo from adverse weather conditions by using a cover and avoiding the use of open carts.
5. Comply with any limitations regarding the maximum number of dollies in a “train of dollies”, and/or the maximum load on a vehicle. Do not overload.
6. Inspect all cargo delivered to a flight with the aircraft loading staff, making sure no damage has occurred during the transport process. If damage has occurred, deal with it as per GOM 3.6: Cargo Damage and Discrepancies.
7. Hand over all documentation, pouches and special instructions for that flight only, to the aircraft loading staff, in the cargo hold and/or to cabin staff as per operating airline procedures.

3.7.3 Transport from Aircraft to Facility/Other Aircraft

Inspect all cargo collected before moving it. Check that:

a. The correct cargo is being collected.
b. The cargo is undamaged and has no signs of being tampered with–inform Supervisor and unloading staff of any abnormalities or handle as per **3.6 - IRREGULARITIES**.
c. All ULDs are serviceable. Ref. AHM 425 and ULDR.
d. Nets, ropes, straps, protective materials etc. are not in a position to drag on the ground, get jammed in rollers, ball-mats, or wheels.
e. All built-up cargo is safe to move and it will not shift, roll, or topple.
f. All dollies are serviceable and that all latches/locks/stops are engaged to keep the ULD on the dollies.
g. All loose cargo is securely stowed and all handling instructions are obeyed, for example, “This Side Up”.

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

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

3.8 CARGO BREAKDOWN, DELIVERY, IN TRANSIT AND TRANSFER

3.8.1 General

Other cargo loaded (built) in ULDs will be unloaded (broken down) from the ULD and either stored or delivered directly to the consignee.

Unitized cargo (shipper-built ULDs) is not normally unpacked (broken down) in the facility and is usually delivered along with the ULD to the consignee. It may or may not be stored in the facility while waiting for collection.

Loose cargo may be temporarily stored or delivered directly.

3.8.2 Breakdown of Cargo

3.8.2.1 General

Visually inspect the cargo and ULDs delivered and check that the cargo is the correct cargo. If there is any evidence of damage/tampering, handle as per **3.6 - IRREGULARITIES**. Move the cargo into the facility and proceed as described in the following sections.

3.8.2.2 Prioritization of Breakdown:

Prioritize the breakdown of cargo based on the priority of the customer airline(s) product and the nature of the cargo.

3.8.2.3 If the Cargo is Loaded in ULDs

Separate Shipper-built ULDs from the ULDs that must be broken down.

3.8.2.4 For Shipper-built ULDs, either:

a. Move these ULDs for immediate delivery to the delivery area only if documentation and customs permit delivery, or;
b. Move other shipper-built ULDs to the appropriate storage area making sure that all special instructions, separation distances between incompatible commodities, and customs regulations are obeyed. Record the storage location and communicate this information so that the cargo can easily be retrieved.

Note:
When ULDs are transferred to a third party as part of a shipper built ULD, please see **GOM 3.8.2.7** for the correct process to be followed.

3.8.2.5 For all ULDs Except Shipper-built ULDs

Record the storage location and communicate this information so that the cargo can easily be retrieved.

3.8.2.6 When the ULD Must Be Broken Down:

a. The following ULD handling practices must be observed: The loaded ULD shall not be moved by forklift unless equipped with forklift pockets and shall at all times be supported on rollers, ball mats or equivalent in compliance with AHM 911.
b. The loaded ULD, except those equipped with forklift pockets, shall not be placed on the ground.
c. Empty ULD may be moved by forklift provided that care is taken to prevent the ULD from damage.
d. Container doors shall always be secured in the closed or fully open position during any movement.
e. Cargo nets and straps shall require suitable storage without exposing to damages such as environmental degradation.
f. Ensure sufficient ventilation before entering a ULD containing dry ice.
g. Open container doors/release nets and straps, taking due care of any possible risk of the cargo falling or moving. Do not cut ropes, nets and straps. Do not detach nets that are permanently attached to an aircraft pallet.
h. Unload the ULD using appropriate equipment so as not to damage either the cargo or the ULD.
i. Check the cargo unloaded from the ULD against the information provided to make sure all cargo that was loaded is received. Notify the operating airline of any discrepancies (shortages and overages) and complete the required incident reports.
j. Check that the cargo received is undamaged/has not been tampered with. See GOM 3.6: Irregularities.
k. Move the cargo away from the unloading area and store in the appropriate storage location making sure that all special instructions, separation distances between incompatible commodities, and customs regulations are obeyed.
l. Special Cargo:

- Returned to the ULD storage facility.
- sent for cleaning and disinfecting if contaminated from previous shipment, or used to transport live animals, meat/fish; or,
- Sent to the forwarding area for reuse.

m. Record the storage location and communicate this information so that the cargo can easily be retrieved.

n. Dispose of/recycle/send for reuse packaging and supporting materials collected as a result of the unpacking process. Recycling and disposal as per applicable convention (Basel etc.)
o. Collect all straps and arrange for these to be returned either to the owner (as indicated by markings on the straps) or sent to the cargo forwarding area for reuse.
p. Spread pallet net(s) flat and neatly in the centre area of the empty aircraft pallet, making sure that no part of the net or any ropes hang over the edge of the pallet where they can get caught in transport/transfer equipment.
q. Either close and latch the ULD door(s), or secure the ULD door(s) in the open position.
r. Remove any labels, tags, etc. from the ULD(s).
s. ULD shall be inspected for damage before placing in storage.
t. Damaged ULDs shall be identified as unserviceable and isolated from serviceable ULDs before being sent for repair
u. Arrange for the empty ULDs to be:

- Returned to the ULD storage facility.
- sent for cleaning and disinfecting if contaminated from previous shipment, or used to transport live animals, meat/fish; or,
- Sent to the forwarding area for reuse.

v. Complete the documentation or update the computer system as required to record the transfer of the ULD out of the receiving section/location.

3.8.2.7 Transfer of ULDs

When transferring any ULD, loaded or empty to a third party the following process is required:

a. The party in possession of the ULD shall be responsible to the ULD owner for monitoring and maintaining the airworthy condition of the ULD. By the act of accepting a ULD the receiving party assumes to accept this responsibility.
b. Those persons carrying out the transfer of ULD, both transferring party and receiving party shall have undertaken a ULD Basic training.
c. The physical transfer of any ULD shall be conducted using methods for transport and movement of ULD defined in GOM.
d. The transfer of the ULD shall be recorded by mutually acceptable paper or electronic method. In the absence of such a record the transferring party remains responsible for the ULD.
e. Prior to transfer the ULD shall be fully inspected and if found to be non airworthy the transfer shall not take place unless agreed to by the receiving party.

Where the ULD will be transported by road vehicle off airport follow procedures in ULDR Section 9.6.

3.8.2.8 If the Cargo Is Not Loaded in ULDs

a. Unload the cargo from the dollies or vehicle, using appropriate equipment and taking due care of any possible risk of the cargo falling or moving.
b. Check the cargo unloaded against the information provided to make sure all cargo that was loaded is received. Record shortages and overages and complete the required incident reports.
c. Check that the cargo received is undamaged/has not been tampered with. See **3.6 - IRREGULARITIES**.
d. Move the cargo away from the unloading area and store in the appropriate storage location making sure that all special instructions, separation distances between incompatible commodities, and customs regulations are obeyed.
e. Record the storage location and communicate this information so that the cargo can easily be retrieved.
f. Dispose of/recycle/send for reuse packaging and supporting materials collected as a result of the unpacking process. Recycling and disposal as per applicable convention (Basel etc.)

3.8.2.9 Cargo Delivery

a. The delivery of cargo to the consignee is initiated by either a pre-arrangement (with accompanying information at the time of collection) or the presentation of the correct information to a cargo facility staff member responsible for delivering cargo. Review the information provided and check that:

- The person collecting the cargo is authorized to do so.
- All necessary documentation has been completed.
- Any customs clearances have been completed.
- All fees and charges have been paid or accounted for.

b. Collect, or arrange for the specific cargo to be delivered, from the storage area and/or directly from the cargo receiving area. As far as the facilities allow:

- Maintain the state of the cargo in accordance with any special instructions such as temperature.

- Maintain separation distances between incompatible commodities.

c. Inspect the cargo with the person collecting the cargo, checking that:

- It is the correct cargo.
- There are the correct number of items (pieces).
- The cargo is in good order (condition) and there are no signs of pilferage.
- If the cargo is unable to be located, damaged, etc… at time of collection, follow the procedures indicated in **3.6 - IRREGULARITIES**.

d. If the cargo is being delivered as a Shipper-built unit load in a ULD, ensure the following:

- Inspect the ULD (including nets) with the person collecting the cargo.
- Complete the documentation, or enter in the computer system, all information required on the ULD Transfer (LUC) form and record any damages to the ULD on the LUC document.
- The LUC must be signed by the person collecting the cargo and the ULD, or the transfer of the ULD must be entered into the computer system.
- Obtain all signatures required (proof of delivery), hand over and retain the correct documentation as required by the local procedures.
- Move the cargo as per local procedures and load onto vehicle that will take the cargo from the facility.
- Vehicles transporting ULDs must be equipped with roller or ball mats to allow for moving the ULD on the roller-bed, as well as appropriate ULD securing devices. Ref. AHM 427.
- Update the system to record the delivery of the cargo and the ULD if applicable.
- make sure that temperature sensitive goods which have been prepared for delivery are immediately collected by consignee.
- If not delivered, immediately move the goods back to the appropriate storage area as per Special Instructions.

4.1	**RAMP SAFETY IN AIRCRAFT HANDLING**	4-6
4.1.1	**Introduction**	4-6
4.1.2	**General Ramp Safety**	4-6
4.1.2.1	**Engine Danger Areas**	4-6
4.1.2.2	**Engine Danger Area Diagrams**	4-7
4.1.2.3	**Equipment Restraint Area and Equipment Restraint Line**	4-8
4.1.2.4	**Foreign Object Debris**	4-8
4.1.2.5	**Personal Protective Equipment (PPE)**	4-10
4.1.3	**Safety Instructions for Operating and Working with Ground Support Equipment on the Ramp**	4-11
4.1.3.1	**General Safety Instructions**	4-11
4.1.3.2	**Basic Operating Requirements for Ground Support Equipment**	4-11
4.1.3.3	**Non-motorized Ground Support Equipment**	4-13
4.1.3.4	**Safely Driving and Parking Ground Support Equipment Inside the Equipment Restraint Area**	4-14
4.1.3.5	**Passenger Boarding Bridge**	4-15
4.1.3.6	**Passenger Stairs**	4-15
4.1.3.7	**Belt Loader**	4-16
4.1.3.8	**Unit Load Device Loader**	4-18
4.1.3.9	**Elevating Equipment**	4-19
4.1.3.10	**Tractor/Electric Baggage Tug**	4-20
4.1.3.11	**ULD Transporter**	4-20
4.1.4	**Fire**	4-21
4.1.4.1	**Fire Prevention and Protection**	4-21
4.1.4.2	**Actions in The Event of a Fire**	4-21
4.2	**SAFETY DURING FUELING AND DEFUELING**	4-22
4.2.1	**Fueling Safety Zone**	4-24
4.2.2	**Fuel Spillage**	4-25
4.2.3	**Fueling/Defueling with Passengers on Board**	4-26
4.2.3.1	**Minimum requirements A320**	4-27
4.3	**ADVERSE WEATHER CONDITIONS**	4-28

4.3.1	General	4-28
4.3.2	Wintery or Slippery Apron Conditions	4-28
4.3.3	Thunderstorms and Lightning	4-28
4.3.3.1	Work Instructions During Thunderstorms and Lightning	4-28
4.3.3.2	Lightning Alert Callout	4-29
4.3.3.3	Counting Method	4-29
4.3.4	High Wind Conditions	4-30
4.3.5	High Winds Activity Table	4-30
4.3.6	Sandstorms and Low Visibility	4-31
4.3.7	Intense Heat	4-31
4.4	HAND SIGNALS	4-32
4.4.1	Introduction	4-32
4.4.2	General Conditions for Using Hand Signals	4-32
4.4.3	Specific Requirements for Using Marshalling Hand Signals	4-32
4.4.4	Guide Person Hand Signals for Ground Support Equipment	4-33
4.4.4.1	To Attract the Operator's Attention and Take Command	4-33
4.4.4.2	Forward Movement	4-34
4.4.4.3	Backward Movement:	4-34
4.4.4.4	Turn Right (from the driver's point of view)	4-35
4.4.4.5	Turn Left (from the driver's point of view)	4-35
4.4.4.6	Lift	4-36
4.4.4.7	Lower	4-36
4.4.4.8	Accompanied Movement	4-37
4.4.4.9	Indicate Distance	4-37
4.4.4.10	Stop	4-38
4.4.4.11	OK	4-38
4.4.4.12	Chocks Inserted, Stabilizers On	4-39
4.4.4.13	Chocks Removed, Stabilizers Off	4-39
4.4.4.14	To Interrupt Power Source (electricity, fuel, air)	4-40
4.4.4.15	Stop Engine	4-40
4.4.4.16	To Connect or Disconnect	4-41
4.4.4.17	Brakes On/Off	4-41

4.4.5	**Aircraft Movement Hand Signals – Headset Operator to Tractor Driver**	4-42
4.4.5.1	**Vehicle Brakes Off**	4-42
4.4.5.2	**Clear to Push**	4-42
4.4.5.3	**Negative/Hold**	4-43
4.4.5.4	**Vehicle On/Stop**	4-43
4.4.5.5	**Slow Down**	4-44
4.4.5.6	**Change of Pushback Direction**	4-44
4.4.6	**Aircraft Movement Hand Signals – Wing Walker to Headset Operator, Tractor Driver, Marshaller, Flight Crew (as applicable)**	4-45
4.4.6.1	**Clear to Move Aircraft**	4-45
4.4.6.2	**Stop Movement of Aircraft**	4-45
4.4.6.3	**Hold Movement of Aircraft**	4-46
4.4.7	**Marshaling Hand Signals for Aircraft**	4-46
4.4.7.1	**Identify Gate/Stand**	4-46
4.4.7.2	**Continue to Taxi Straight Ahead**	4-47
4.4.7.3	**Slow Down**	4-47
4.4.7.4	**Turn Right (from the flight crew's point of view)**	4-48
4.4.7.5	**Turn Left (from the flight crew's point of view)**	4-48
4.4.7.6	**Stop**	4-49
4.4.7.7	**Hold Position/Standby**	4-49
4.4.7.8	**Proceed to Next Marshaller or as Directed by Tower/Ground Control**	4-50
4.4.7.9	**Dispatch Aircraft**	4-50
4.4.7.10	**Fire**	4-51
4.4.7.11	**Set Brakes**	4-51
4.4.7.12	**Release Brakes**	4-52
4.4.7.13	**Chocks Inserted**	4-52
4.4.7.14	**Chocks Removed**	4-53
4.4.7.15	**Start Engines**	4-53
4.4.7.16	**Emergency Engine Shut Down/Cut Engines**	4-54
4.4.8	**Technical/Servicing Hand Signals-Ground Staff to Flight Crew**	4-54
4.4.8.1	**Connect Tow Bar**	4-54
4.4.8.2	**Air Up**	4-55
4.4.8.3	**Connect/Disconnect Ground Power**	4-55

4.4.8.4	Affirmative/All Clear	4-56
4.4.8.5	Negative	4-57
4.4.8.6	Interphone	4-57
4.4.8.7	Do not Touch Controls	4-58
4.4.8.8	Open/Close Stairs	4-58
4.4.9	Technical/Servicing Hand Signals-Flight Crew to Ground Staff	4-59
4.4.9.1	Brakes Engaged	4-59
4.4.9.2	Brakes Released	4-59
4.4.9.3	Insert Wheel Chocks	4-60
4.4.9.4	Remove Wheel Chocks	4-60
4.4.9.5	Ready to Start Engine(s)	4-61
4.4.9.6	All Clear	4-61
4.5	TOILET SERVICING	4-62
4.5.1	Introduction	4-62
4.5.2	Hygiene Precautions	4-62
4.5.3	Toilet Servicing Procedure	4-62
4.5.3.1	General	4-62
4.5.3.2	Draining	4-63
4.5.3.3	Servicing During Freezing Conditions	4-63
4.5.3.4	Inoperative Toilet Systems	4-63
4.6	POTABLE WATER SERVICING	4-64
4.6.1	General	4-64
4.6.1.1	Filling Aircraft Water Tanks	4-64
4.6.1.2	Water Servicing During Freezing Conditions	4-65
4.6.2	Potable Water Hygiene Requirements	4-65
4.6.2.1	Fill Points and Water Cabinets	4-65
4.6.2.2	Water Service Vehicles and Towed Service Carts	4-66
4.6.2.3	Water Servicing Staff	4-66
4.6.2.4	Water Treatment Chemicals (Sanitizer)	4-66
4.6.2.5	Water Service Vehicle Cleaning and Disinfection	4-66
4.6.2.6	Fill Point and Water Cabinet Cleaning and Disinfection	4-66
4.7	AIRCRAFT CLEANING AND DISINFECTION	4-67

4.7.1	General	4-67
4.7.2	Aircraft Cleaning Intervals	4-67
4.7.3	Cleaning and Disinfection Products	4-68
4.7.3.1	General	4-68
4.7.3.2	Product Selection	4-68
4.7.3.3	Product Use	4-69
4.7.3.4	Cleaning Equipment	4-69
4.7.4	Cleaning and Disinfection Tasks	4-70
4.7.4.1	General	4-70
4.7.4.2	Flight Deck	4-72
4.7.4.3	Galleys	4-73
4.7.4.4	Cabin Crew Seats and Service/Entry Door Lining Panels	4-73
4.7.4.5	Lavatories	4-74
4.7.4.6	Passenger Seating Area	4-75
4.7.4.7	Crew Rest Compartments	4-76
4.7.4.8	Cargo Hold	4-76
4.7.5	Aircraft Cleaning and Disinfection During a Pandemic	4-76
4.7.5.1	General	4-76
4.7.5.2	Actions Prior to Cleaning	4-77
4.7.5.3	Actions During Cleaning and Disinfection	4-77
4.7.5.4	Actions after Cleaning and Disinfection	4-78
4.7.5.5	Handover Procedures	4-78
4.7.6	Cleaning and Disinfection During an Event	4-79
4.7.6.1	Suspected or Confirmed Case of Communicable Disease On Board	4-79
4.7.6.2	Aircraft Contaminated with Body Fluids	4-80
4.8	SAFETY DURING AIRCRAFT DE-ICING/ANTI-ICING OPERATIONS	4-81
4.8.1	General	4-81
4.8.2	Personnel Safety	4-81
4.8.3	Open Basket Operations	4-82
4.8.4	Closed Basket Operations	4-82

4.1 RAMP SAFETY IN AIRCRAFT HANDLING

4.1.1 Introduction

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

Aircraft damage can endanger passengers, personnel 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.

Any aircraft damage discovered or caused by ramp personnel shall be reported by that personnel. Refer to Heston Airlines procedures regarding reporting of aircraft damage and the local authority.

It is not permitted to smoke or to use lighters/matches/e-cigarettes airside unless in a designated area defined by the local airport operator/regulator.

4.1.2 General Ramp Safety

4.1.2.1 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 additional thrust required to break away and continue its maneuver.

a. Vehicles and personnel shall remain clear of aircraft danger areas when aircraft engines are running and/or the anti-collision lights are on.
b. To prevent incidents and accidents caused by aircraft engines, personnel shall never position themselves or equipment in the following critical areas before/during aircraft departure and arrival:
    1. Engine intake area.
    2. Engine blast area.
    3. Propeller rotation area, where applicable.

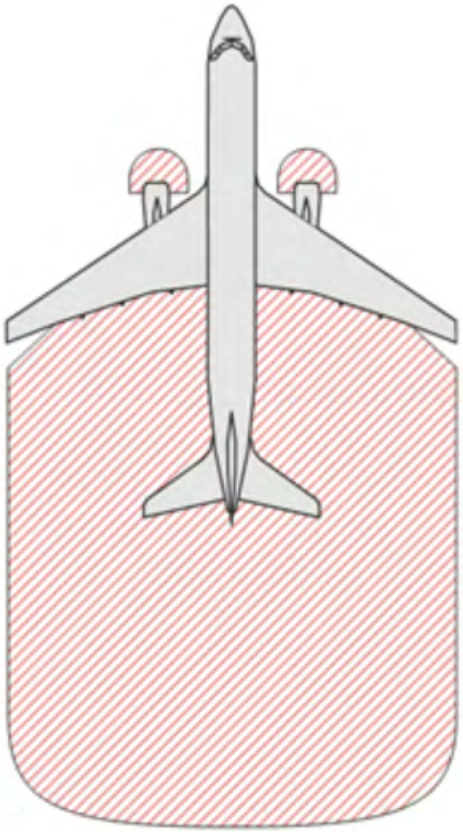
c. Ensure the engine intake/propeller rotation area is clear at all times when engines are running or the engine is about to start.
d. It is forbidden to pass through the blast area while the engines are running.

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

4.1.2.2 Engine Danger Area Diagrams

Note:
The extent of these areas varies for each aircraft type as well as whether the engines are at IDLE or BREAKAWAY thrust. Refer to the Original Equipment Manufacturer (OEM) manual for each aircraft type or **11 - AIRCRAFT CHARACTERISTICS** for applicable distances.

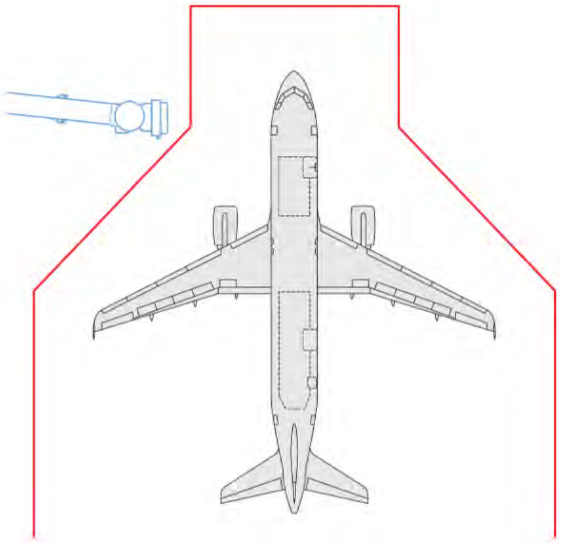
EXAMPLE OF ENGINE DANGER AREA – JET AIRCRAFT



4.1.2.3 Equipment Restraint Area and Equipment Restraint Line

a. The equipment restraint area (ERA) is defined as the area of the apron where an aircraft is parked during ground operations. It may be indicated by a painted line. If no markings exist, local procedures shall establish safe parking areas, etc. The illustration below provides an example of the markings used at some locations.
b. The ERA shall be free of personnel not involved in the aircraft arrival, 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.



4.1.2.4 Foreign Object Debris

a. FOD applies to all loose objects that are a danger to the safety and integrity of an aircraft or personnel. FOD, therefore, shall not be left in any area where it would pose a hazard.
b. All personnel have a responsibility to ensure 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.
c. Proper management of waste and debris is critical, as, if not disposed of correctly, it may become FOD. FOD can also move 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 can:

1. Be sucked into aircraft engines causing damage leading to engine failure.
2. Cause damage to tires, the undercarriage, control systems and other parts of the airframe, which can lead to in-flight failures.
3. Become a trip hazard for personnel working on or around aircraft.

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

1. Check GSE staging and parking areas near the area of operation.
2. Do routine checks of GSE (including floors of enclosed cabins) to ensure everything is secure and operational, and not about to fall off and become FOD.
3. In ramp areas, ensure anything carried in/on a vehicle is secured.
4. Before aircraft arrival, conduct a FOD walkaround of the aircraft parking stand, removing all FOD found.
5. Dispose of all FOD in designated garbage bins, where provided or as per local arrangements. FOD bins should be enclosed, to avoid FOD being blown out by wind.

Note:
Refer to AHM 465 for FOD Prevention Program

4.1.2.5 Personal 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:

a. Safety footwear
b. Hearing protection
c. High visibility clothing
d. Gloves
e. 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).

4.1.3 Safety Instructions for Operating and Working with Ground Support Equipment on the Ramp

4.1.3.1 General Safety Instructions

Apply these procedures whenever operating GSE on the ramp:

a. Personnel shall only drive or operate GSE if trained and authorized for that specific equipment type.
b. GSE shall not be moved or driven across the path of:
    1. Taxiing aircraft.
    2. Embarking and disembarking passengers on the ramp.
    3. Emergency vehicles

c. When operating any GSE, check the aircraft for possible damage in the equipment contact zone before positioning and after removal of GSE to/from the aircraft.
d. Immediately report any damage found, or where contact has taken place or suspected to have taken place, especially for composite aircraft.
e. Where damage has been found or where contact has taken place or is suspected to have taken place, do not move any GSE to/from the aircraft in the area where damage has been found until inspection is completed, and clearance given to proceed.
f. Personnel working with and around vehicles and equipment must protect themselves from loose clothing, long hair, and/or hanging accessories/jewelry from becoming a hazard, e.g., caught or trapped in equipment.

4.1.3.1.1 Maintenance

Ground service provider need 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. Ground Service Provider staff must check serviceability of GSE Prior to each operation. Only serviceable equipment (e.g. stairs, loading belt) may be used at/for Heston Airlines operated aircraft. Unserviceable equipment shall be clearly tagged “out of service”, removed from operations and immediately be 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 Heston Airlines on request.

Heston Airlines require as a minimum to comply with procedures set in AHM 917 for preventive maintenance program/schedule for GSE and AHM 918 for storing and returning GSE to service.

4.1.3.2 Basic Operating Requirements for Ground Support Equipment

a. Securely stow GSE cables and hoses, where fitted, prior to transportation and when not in use.
b. GSE shall not impede the accomplishment of other aircraft handling operations in progress unless there is an important reason to do so.
c. Check that all areas of GSE are free of contamination, FOD and safe for use prior to and throughout the operation.
d. Operators shall check the GSE assigned to them prior to initial use, particularly the parking brakes, rubber protective bumpers, safety systems and in-life service date of onboard firefighting equipment’s. If found to be defective, the GSE shall be reported, tagged as “Out of Service” and removed from operations, when applicable.

e. All safety rails shall be fully retracted/lowered prior to positioning, where possible.
f. Extra personnel shall not be carried on moving GSE without an approved seat (i.e., apply the no seat–no ride principle).
g. Seat belts shall be worn, where fitted, except where repositioning equipment is within the same operational area, e.g., within the parking stand or baggage makeup area.
h. Before moving any GSE/Vehicle ensure all its doors are closed, where fitted.
i. GSE shall not be operated while using handheld Portable Electronic Devices (PEDs), including cellphones, portable music players, portable game units or earpiece or headset.
j. GSE shall only be used for its intended purpose, including for specific aircraft types.
k. Prior to movement of any GSE/Vehicles, the intended travel path shall be checked and confirmed clear of personnel, equipment or other obstacles.
l. GSE with lifting devices shall not be driven or towed in the raised position, except for final positioning onto the aircraft.
m. The GSE platform shall not be operated while in motion.
n. 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. Movement shall not continue until visual contact is re-established.
o. The GSE must be positioned so as not to obstruct an aircraft evacuation or the free movement of other GSE.
p. Once motorized GSE is in its servicing position at or near the aircraft:
    1. Apply the parking brake with the gear selector in park or neutral (if no selection for park).
    2. Turn off the engine, unless required when in operating/servicing mode.
    3. Install GSE wheel chocks, where equipped.
    4. If equipped with stabilizers, ensure they are deployed before the GSE is used for servicing. Deploy other safety devices (e.g., active proximity sensors, safety rails), if fitted.
    5. 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; for example, the cargo hold in the case of a ULD loader, where required to operate the aircraft cargo loading system (CLS), restraints and/or nets.
    6. 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.

Note:
As an exception for pushback tractor, the engines may need to be left running unattended:
1. While conducting a single person pushback operation
2. To avoid specific restart by maintenance function

If unattended, apply the parking brake and place the gear selector in park, or neutral if no selector for park.

q. When GSE is chocked:
    1. Place one chock at the front and one chock at the rear of the same wheel.
    2. Chocks shall be centered on and in contact with the wheel.

r. When unattended motorized GSE/vehicle is positioned in or adjacent to the ERA, other than as described in **4.1.3.2 - Basic Operating Requirements for Ground Support Equipment** (p):
    1. Turn off the engine. In extreme cold weather conditions where local procedures permit engines running unattended, the motorized GSE shall be chocked.
    2. Apply the parking brake with the gear selector in park or neutral, (if no selection for park) and, when equipped, install wheel chocks.

s. The ground power unit (GPU) and preconditioned air (PCA) may be left running unattended when connected to the aircraft, provided the serviceability and fuel levels are checked periodically.

t. A No-Touch policy (i.e., GSE/PBB shall not touch the aircraft) shall be employed for all GSE/PBB types that are not equipped with self levelling sensors. The equipment shall be positioned in a way that ensures:
    1. The protective rubber bumpers do not touch the aircraft fuselage.
    2. 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.
    3. Check that throughout the turnaround process a clearance is maintained between the GSE and the fuselage to allow vertical movement.

u. For GSE and PBB equipped with self-levelling sensors. Continue movement until the protective rubber bumpers just touch the aircraft (but shall not be compressed against the fuselage) or the proximity sensors stop the movement.
v. After positioning equipment on the aircraft, raise or extend all safety rails on conveyor belts, loaders, and other elevated devices, except where restricted by the aircraft type.
w. GSE shall be parked in the designated airside equipment parking areas when not in use.
x. Access to firefighting equipment or the fuel hydrant emergency stop switch shall not be obstructed.

Note:
For GSE operations during adverse weather refer to **4.3 - ADVERSE WEATHER CONDITIONS**

4.1.3.3 Non-motorized Ground Support Equipment

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

a. When parked and/or when not connected to motorized vehicles, all non-motorized GSE shall have brakes set or chocks in place. Dollies/carts shall be connected as a chain, where possible.
   Exception: Aircraft towbars.
b. ULDs shall be secured on dollies (or trailers/trucks) using the appropriate restraints.
c. Pallet and container dollies may only be towed with turntables in the locked position (straight ahead).
d. The number of carts and dollies allowed is usually limited by the local airport authority or ground handling service provider, however, in critical conditions (e.g., slippery surface conditions, congested facilities, low visibility) the number should be reevaluated and might be reduced to ensure safe operations on the ramp.
e. Know the dolly types as some dollies are not compatible with others. Follow the recommended towing combinations when transferring dollies from one place to another. Do not tow more units than the recommended sets or combinations.
f. When connecting or disconnecting dollies/carts to/from the tow bar, hold only the tow bar handle and tow pin of the dollies/carts. Do not hold the tow eye when connecting or disconnecting.
g. Position oneself beside the tow bar when connecting or disconnecting dollies/trolleys ensuring the tow-pin is properly inserted before towing and use the tow bar handle to connect and or disconnect dollies/trolleys.
h. During transportation with carts and dollies, the load shall be properly secured using appropriate locks, stops, rails, curtains and straps.

i. 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.
j. Light packages shall not be wedged between heavier items.
k. When using tarpaulins, all straps shall be securely fastened to the baggage cart.
l. If equipped with stabilizers, ensure they are deployed before the GSE is used for servicing or access. Deploy other safety devices (e.g., active proximity sensors, handrails), if fitted.
m. If using maintenance stairs e.g., to open and close cargo hold doors:
    1. The stairs shall be fitted with safety rails to prevent falls.
    2. Maintenance stairs should be facing towards the panel which is being accessed. Retractable/extendable safety rails shall be lowered or retracted during positioning.
    3. Raise or extend retractable/extendable safety rails prior to any personnel accessing the stairs.
    4. Moving or repositioning the stairs is not permitted while a personnel is on the stairs.

n. 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 ensure the unit is disconnected from the aircraft.

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

4.1.3.4 Safely Driving and Parking Ground Support Equipment Inside the Equipment Restraint Area

To verify the serviceability of GSE and test the apron surfaces, operators shall apply the following precautions when driving or parking GSE within the ERA:

a. Make one complete stop with all motorized GSE 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.
b. GSE shall not be driven faster than 5 km/h or 3 mph (walking speed).
c. Maneuver GSE carefully to prevent personnel injury and/or aircraft damage.
d. Avoid performing sharp turns near the aircraft, particularly when towing equipment.
e. 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:
    1. Guided by a guide person using standard IATA signals. If visual contact with the guide person(s) is lost, the GSE operator shall stop movement of the GSE immediately. Movement shall not restart until visual contact is re-established.
    2. Assisted by means of appropriate proximity sensing and warning systems and/or visual aids such as cameras and mirrors.

f. GSE that is not directly involved in the handling or servicing of the aircraft shall not be driven through or parked within the ERA.
g. Any GSE (e.g., tractors, pallet transporters, carts and dollies) shall not be driven or positioned under the aircraft fuselage unless specifically required) e.g., lavatory servicing, aircraft maintenance, towbarless tractor etc.).
h. Driving or parking under the aircraft wings not permitted, see exception.

Exception:
Due to aircraft type or local restrictions, exceptions may apply. Prior operator approval shall be given.

4.1.3.5 Passenger Boarding Bridge

The operator of the PBB shall:

a. Be trained and authorized to operate the PBB.
b. Check that the PBB is serviceable before use.
c. Report any malfunction of the PBB to the appropriate person/authority.
d. Check that the walking surfaces are free of FOD, obstacles and safe for use.
e. Ensure only personnel required for the PBB operation are in the PBB while it is moving.

DANGER:
There is a risk of fall from height and distraction to operator.

f. Ensure the PBB is fully retracted or parked in its safe designated parking position prior to aircraft arrival and departure.
g. Ensure the safety barrier shall be in place whenever the PBB is not at the aircraft.
h. Ensure that the movement path is clear of personnel, equipment/vehicles and all other obstacles before moving the PBB.
i. When positioning the PBB at the cabin access door and driver/operator vision is restricted, use a guide person.
j. Prior to positioning/removal, ensure that all safety rails/canopies on the PBB are fully retracted.
k. Move the PBB slowly toward the aircraft, avoiding any aircraft sensors or protrusions.
    1. Where the PBB is equipped with self levelling device, continue movement until either the protective bumpers just touch the aircraft or the PBB's proximity sensors stop the movement.
    2. When not equipped with self levelling device, maintain a gap in accordance with No-Touch policy. Refer to: **4.1.3.2 - Basic Operating Requirements for Ground Support Equipment**.

l. Ensure the PBB does not contact the wing root leading edge fairing that extends under certain cabin access doors or any other sensors or fairings.
m. Once the equipment is positioned, ensure any safety rails and canopies on the PBB are fully extended.
n. When positioning/removal is complete, secure/isolate the PBB controls to prevent movement by non-authorized persons.
o. Maintain adequate clearance between the PBB and the underside of the cabin access door, or as directed by the cabin door markings to prevent damage. This reduces the possibility that the aircraft door will rest on the PBB as the aircraft settles during loading and unloading.
p. Engage any safety systems (e.g., safety shoe) and auto-leveler features, if applicable. If the PBB is not equipped with an auto-leveler, the PBB shall be attended by an operator whenever it is positioned at an aircraft.
q. Ensure the cabin access door is closed before removing the PBB.
r. 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.

4.1.3.6 Passenger Stairs

The following precautions shall also be taken when operating passenger stairs:

a. Check that the walking surfaces are free of contamination and safe for use.
b. Ensure the movement path is clear of personnel, equipment/vehicles and all other obstacles before moving the passenger stairs.
c. If passenger stairs are towed, disconnect them from the tractor and manually position them at the aircraft. Ensure the brakes are engaged once stairs are positioned to the aircraft

d. Ensure safety rails and canopies, if any, on the passenger stair platform are fully retracted prior to positioning.
e. Move the passenger stairs slowly toward the aircraft, avoiding any aircraft sensors or protrusions, until either:
    1. Where the passenger stairs are equipped with a self levelling device, continue movement until the protective bumpers just touch the aircraft, or the passenger stair proximity sensors stop the movement
    2. When not equipped with self levelling device, maintain a gap in accordance with No-Touch policy. Refer to **4.1.3.2 - Basic Operating Requirements for Ground Support Equipment**.

f. The controls shall only be operated from inside the driver's cabin of the passenger stairs except where equipped with external controls.
g. Maintain adequate clearance between the passenger stairs and the underside of the cabin access door, or as directed by the cabin access door markings, to prevent damage.
h. Engage any safety systems and auto-leveler features, if applicable. If the passenger stairs are not equipped with an auto-leveler, the level of the passenger stairs shall be monitored and adjusted, as required.
i. Deploy stabilizers, if fitted. Do not allow anyone (except the operator) to use the stairs until the stabilizers are deployed.
j. Ensure passenger stairs are positioned so that the cabin access door can be used as an unobstructed escape route in case of emergency.
k. Passenger stairs shall not be removed from the aircraft unless the cabin access door is closed or a fall prevention device is in place across the access door. Refer to **5.4.2.1 - General**.
l. After the cabin access door has been closed, confirm there is no personnel on the stairs prior to retracting stabilizers.
m. If passenger stairs are towed when removed from the aircraft, manually position them clear or the aircraft to a suitable position before connecting them to the tractor.

4.1.3.7 Belt Loader

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

a. Do not operate the conveyor belt or raise or lower the boom when personnel are on the belt.
b. Do not stand or walk on the conveyor belt when the safety rails are lowered/retracted.
c. Do not sit or stand on a conveyor belt while it is in operation, nor while the boom is raised or lowered.
d. Belt loaders shall not be used to transport baggage, cargo or other items across the ramp.
e. The boom of the belt loader shall never be positioned inside the cargo hold of any aircraft.

Exception:
The rule does not apply to specially designed belt loaders which require the equipment to be extended/positioned inside the cargo holds.

f. Position and remove a belt loader in a straight line.
g. Position the boom at an angle to the cargo hold doorsill that will:
    1. Allow tractors/trailers to access the belt loader without impeding slide deployment areas and passenger evacuation routes.
    2. Prevent items and personnel from falling between the boom and doorsill.

h. Once the belt loader is positioned ensure the wheels are left in straight ahead position.

CAUTION:
Speeding up operation of the conveyor belt using the accelerator pedal is not permitted.

i. Where clearance allows, always raise the side safety rail as soon as the belt loader is positioned. Ensure it does not touch the aircraft fuselage.

CAUTION:
Care shall always be taken when working around a moving belt. Personnel shall remain vigilant to trap hazards while raising/lowering the safety rails. Keep hands/fingers away from the edges/ends of the belt where they may become trapped. Belt movement shall be stopped before any attempt to clear any obstructions.

j. The safety rail shall also be deployed when a belt loader is used to gain access to aircraft cargo holds or cargo hold access door controls.

k. Ensure proper separation between articles and appropriate belt speed to avoid jamming.

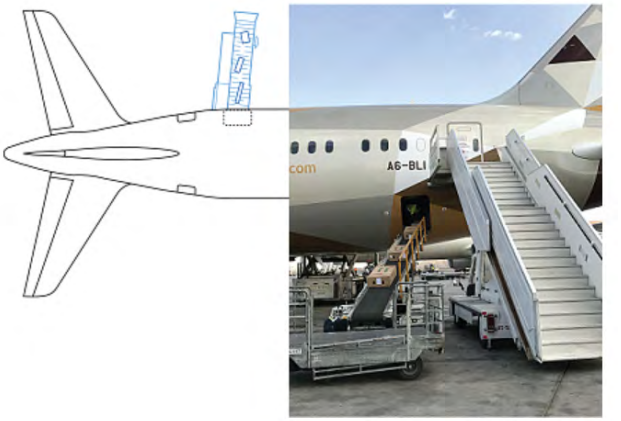
l. When unloading or loading items onto a belt loader, ensure they are stable, and correctly positioned on the conveyor belt to avoid items falling off.

m. When unloading or loading items between the belt and aircraft cargo hold, ensure items do not come into contact with aircraft fuselage/cargo hold door.

n. Adjust and control the back of the conveyor belt correctly to avoid dropping goods from the belt.

o. The safety rail may be lowered to accommodate large items during loading and unloading.

p. Ensure the boom is clear of the aircraft or other obstacles before making a turn.



4.1.3.8 Unit Load Device Loader

The following precautions shall be taken when operating a ULD loader:

a. Lower both platforms prior to maneuvering the ULD loader.
b. Only personnel required for the ULD Loader operation shall be on the platform while maneuvering.
c. Ensure that the ULD guide rails are in the proper position before positioning the ULD loader at the aircraft. Use ULD loader platform guide rails, as required, to ensure alignment when loading or unloading
d. Move the ULD loader slowly toward the aircraft, avoiding any aircraft sensors or wing fairings.
e. When approaching the aircraft and visibility is limited or the aircraft type has limited clearance with the ULD loader, a guide person shall be used.
f. Ensure the ULD loader is level with the height and angle of the cargo compartment floor.
g. Do not open/close cargo hold access doors while standing on a ULD loader. Use maintenance stairs in accordance with **4.1.3.3 - Non-motorized Ground Support Equipment** or a belt loader in accordance with **4.1.3.7 - Belt Loader**.

Note:
Not applicable to main deck cargo access doors, which shall be operated from inside (on applicable aircraft types) or from a Main Deck ULD Loader.

h. Engage any safety systems and auto-leveler features, if applicable. If the ULD loader is not equipped with an auto-leveler, the level of the ULD loader shall be constantly monitored and adjusted as required (e.g., edge of cargo hold opening, cargo hold access door, control panel doors, fairings on fuselage and wings).
i. The ULD loader front platform shall be fully lowered prior to personnel ascending or descending the equipment stairs and the platform shall not be raised or lowered when personnel are using the stairs. Always check the surrounding area and ensure its clear to raise/lower the ULD loader platform.
j. Ensure no one stands between the ULD loader and dollies during ULD movement and during dolly positioning.
k. Align dollies correctly to the ULD loader. Use a guide person, if required.
l. ULD loaders should not be used to transport ULDs across the ramp unless specifically designed for this purpose.
m. Move ULDs only when personnel are clear of all hazards.
n. 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.
o. 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.
p. Whilst maneuvering ULD when it is on the ULD loader, ensure:
    1. The platform(s) is clear of all personnel.
    2. All stoppers are raised to prevent ULD from falling.
    3. Immediate area around the ULD loader is clear of all personnel and equipment.
    4. ULD is only rotated on the rear platform and when in the fully lowered position.
    5. Only one ULD is rotated at a time.

q. All personnel shall keep clear of the elevating platform when it is being raised or lowered.
r. Before removal or repositioning of a ULD loader ensure any load positioned in the doorway is secured against roll out.
s. For main deck loading/unloading operations, prior to removing the ULD loader the equipment operator shall inform personnel inside the main deck and receive confirmation from them that it is safe to remove the equipment. On board safety devices (e.g., safety barrier net) shall be installed at the door prior to ULD loader removal.

t. Whenever possible, reverse in a straight line at a walking pace, monitoring all sides for clearance.
u. 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.

4.1.3.9 Elevating Equipment

The following precautions shall be taken when operating elevating equipment:

a. For elevating equipment with a rear access platform, ensure all safety barriers/rails are secured in place prior to vertical movement of the platform.
b. Ensure the load is properly secured (e.g., cart brakes, stretchers, wheelchairs) and all access doors and shutters are closed prior to raising or lowering the vehicle.
c. Any elevating equipment doors not being used for servicing at the aircraft shall be closed and latched.
d. The positioning of the elevating equipment shall allow the loading platform to be perpendicular and at the same level to the aircraft doorsill.
e. The final position of the elevating equipment shall allow for a safe working area and minimize the length of the walking surface between the aircraft and the elevating equipment while in the raised position.
f. Before accessing the platform at the front or the rear of the elevating equipment, ensure the platform is at the same level as the equipment cabin.
g. Carefully place the portable ramp/bridge on the doorsill from the platform side, as necessary.
h. Equipment (e.g., catering carts) 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).
i. Continually observe and be aware of the clearance between the aircraft door and the elevating equipment platform.
j. When the servicing is finished, carefully remove the portable ramp/bridge from the platform side and stow securely. Close the cabin access door as per **5.4.2.3 - Opening of Cabin Access Doors from Inside by Authorized and Trained Ground Personnel**
k. The passengers and/or 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.
l. Visually check for any obstructions over both sides of the elevating equipment before lowering.
m. Lower the truck body into the fully lowered position.
n. Close and secure all the doors of the elevating equipment when the servicing is finished.
o. Perform a walkaround to check for FOD and clearance around elevating equipment stabilizers.
p. All elevating equipment shall stop operation 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.

4.1.3.10 Tractor/Electric Baggage Tug

The following precautions shall be taken when operating a tractor or electric baggage tug (EBT):

a. Take care to avoid sudden sharp turns, jerks and stops.
b. Prior to moving with towed load, ensure there are no personnel between or near the towed load.
c. Baggage, cargo and other items shall only be transported on the tractor/EBT where the design of the equipment incorporates a designated location for the carry of such items.
d. Use the remote push button control (inching operation) to connect dollies, carts, or towed load, where fitted.
e. When Tractor/EBT is near the belt loader during aircraft handling, a gap of at least 1 m (3 ft.) shall be maintained.

Note:
Where necessary to position carts/dollies within 1 m (3 ft.) of the belt loader, adjust the position of the carts/dollies by hand.

f. 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.
g. The appropriate type of dolly shall be used according to the ULD type to transport the load.
h. 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.
i. Ensure ULD is fully transferred onto the ULD loader before moving the Tractor/EBT.
j. Ensure all the ULDs are secured on the dollies and flaps, or curtains are closed before transporting.

4.1.3.11 ULD Transporter

The following precautions shall be taken when operating ULD transporters:

a. No personnel are allowed to sit or stand on the roller bed.
b. No personnel are allowed to walk or stand between the ULD transporter and ULD loader/dollies.
c. Position the ULD transporter at a 90-degree angle to the ULD loader/dolly to ensure safe transfer of load.
d. If fitted with an elevating platform (narrow body ULD Loader):
    1. Transportation of ULDs across the ramp with the platform in the raised position is not permitted.
    2. Raise the platform only when finally positioned at the aircraft.

Note:
For combined ULD transporter/loader devices, refer to **4.1.3.8 - Unit Load Device Loader** for further precautions.

4.1.4 Fire

4.1.4.1 Fire Prevention and Protection

Personnel must always be vigilant for fire hazards and potential sources of fires in their areas of operation and try to mitigate or eliminate them during the operations (e.g., fueling and defueling operations, open wires, dangerous goods handling, GPU connections and use of electrical equipment). To eliminate conditions that may lead to fire:

a. Personnel must never smoke airside except in a designated smoking area.
b. All personnel shall be familiar with the location and use of firefighting equipment, fire alarms, fuel hydrant emergency shut-off valve, etc.
c. All personnel must be familiar with assembly points.
d. Emergency exits must be kept clear/unobstructed at all times.
e. Exercise good housekeeping in the airside areas to eliminate the risk of fire.
f. Dispose of garbage into the designated waste bin and do not allow garbage to accumulate.
g. All fuel/oil leakages must be contained as soon as possible, and the area cordoned off. (e.g., using safety cones, caution tape).
h. Smoke from GSEs/vehicles must be reported immediately.
i. Do not refuel any GSE/equipment while the engine is running any GSE/equipment while the engine is running or while using electronic devices.
j. GSEs/vehicles should only be parked as follows:
    1. Within the defined equipment parking areas;
    2. In a manner that does not obstruct access to firefighting equipment and the fuel hydrant emergency shut-off valve.

4.1.4.2 Actions in The Event of a Fire

a. In the event of a fire, carry out the immediate actions specified in **7.5.2 - Immediate Actions** .
b. In event of GSE/vehicle fire, additionally, carry out an assessment and only if considered safe to do so:
    1. Fight the fire using available fire extinguishers.
    2. Move affected GSEs/vehicles away from the aircraft and operational area to the extent practical.
    3. In case the affected GSEs/vehicles cannot be moved, move adjacent GSEs/vehicles away to avoid spreading the fire.

4.2 SAFETY DURING FUELING AND DEFUELING

Heston Airlines procedures during fueling/refueling

Fueling is conducted in accordance with OEM procedures and specifications defined in the OM-A and maintenance manual.

Thru the oversight Heston Airlines ensures that fuel suppliers are maintaining standards of fuel safety and quality acceptable and fuel delivered and loaded onto aircraft is:

- Free from contamination;
- Of the correct grade and specification for each aircraft type.

Oversight process ensures the periodic inspections of the fuel supply system at fuel facilities, safety and quality procedures and performance levels of personnel.

During aircraft refueling operations, including refueling and de-fuelling, the safety and integrity of all aircraft ground services must be ensured in accordance with airline safety and policy:

- A bonding connection shall be establishment between the fueling vehicle and aircraft to provide for dissipation of electrical energy that may develop.
- Electrical equipment, e.g. GPU, shall not be connected to or disconnected from the aircraft during fueling.
- The fuel hose shall be protected and safe guarded from damage.
- If lightning is a threat fueling shall be stopped.
- Fuel trucks and their hoses must not block access to the cabin and hold doors.
- The APU shall neither be started nor stopped during fueling.
- The fueling vehicle shall be positioned in such a way that - if a fire occurs - the vehicle can be driven away without the need to reverse, and so that the persons within the fueling area can escape easily.
- Fueling shall not be initiated if the wheel brakes of the aircraft are abnormally hot
- Smoking is not permitted within 15 meters of the aircraft.
- Fueling is considered to start as soon as the filler hose is connected to the airplane. Fueling/de-fueling shall only be considered terminated after all the hoses have been disconnected from the airplane.
- When fueling an aircraft certain safety regulations must be followed to avoid a potential fire hazard. Local authority regulations, if any, must always be adhered to.
- Fire extinguishing equipment suitable for at least initial intervention in the event of a fuel fire shall be readily available, and personnel have been trained in the use of such equipment;
- Procedures shall be in place for quickly summoning the rescue and firefighting service in the event of a fire or major fuel spill.
- Spilled fuel shall be removed or dried up immediately in the presence of the airport fire brigade before passengers are boarding the airplane.
- Normally, fueling may not take place inside a hangar. Fueling inside a hangar requires special precautions in accordance with local regulations.

The fuel provider shall designate only qualified and trained employees for fueling procedure with responsibility to:

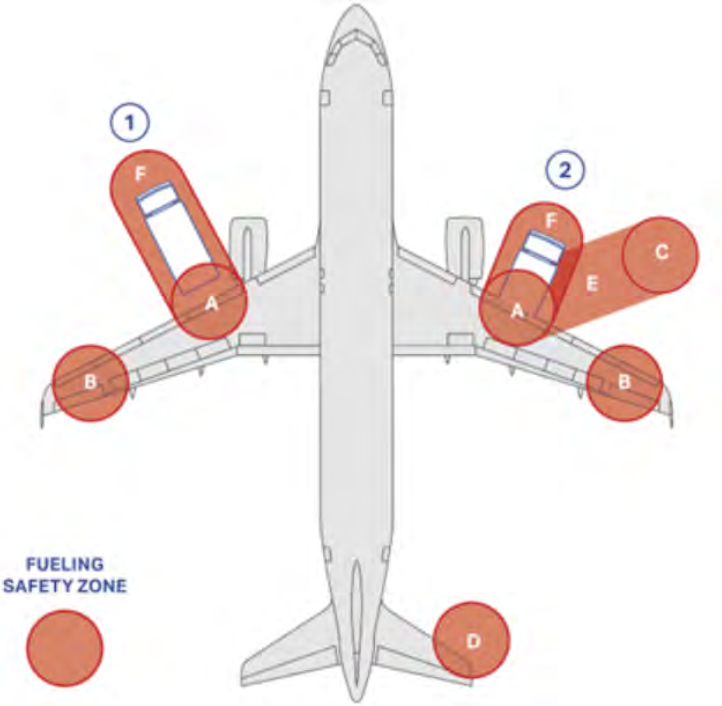
- establishment a fueling zone described **4.2.1**.
- In the event of a fuel spill, ensuring that the following immediate and follow-up actions are taken:

1. Fueling is stopped;
2. Appropriate ground response personnel or airport fire service is summoned, as applicable;
3. Flight crew or other qualified persons onboard the aircraft are notified.

4.2.1 Fueling Safety Zone

The fueling safety zone (FSZ) is defined as an area of at least 3 m (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 refueling 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

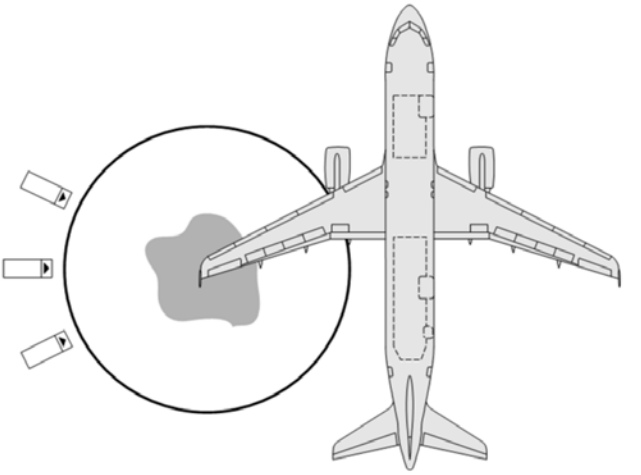
Within the FSZ, all personnel shall ensure they:

a. Do not smoke.
b. Do not use any handheld PEDs, including cellphones, portable music players, portable game units or earpiece or headset.
c. Enter the FSZ only when required to do so by the current job task/responsibility.
d. Assume that fueling is taking place anytime a fuel vehicle is on the stand during aircraft servicing and fuel hoses are connected.
e. Do not leave vehicle engines running unnecessarily.
f. Position all GSE and vehicles so they do not obstruct the fueling vehicles' escape route; this is not a mandatory requirement for hydrant type fueling vehicles, but every effort should be made to ensure a clear exit pathway.
g. Do not allow any passengers to enter the FSZ.
h. Avoid the use of motorized GSE in the FSZ.
i. Do not park any GSE in the FSZ.
j. 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.

4.2.2 Fuel Spillage

Take the following safety measures whenever a fuel spill occurs:

a. Activate the emergency shut-off valve, where installed.
b. Alert the person in charge of fueling and/or the pilot-in-command.
c. Contact the local fire service, if not already done.
d. Verify with authorities/supervisor whether to stop all activity around the aircraft.
e. As far as possible, restrict all activities inside and outside the spill area to prevent access and to reduce the risk of ignition.



4.2.3 Fueling/Defueling with Passengers on Board

Heston Airlines procedures during fueling/refueling with passengers on board:
Refueling/defueling with passengers embarking, on board or disembarking. During short turnarounds and en-route transits it may be necessary for fueling to occur with passengers onboard, embarking or disembarking, provided it is not prohibited by local airport authorities and/or regulations. Before commencing fueling activities under these conditions local requirements must be considered.
These precautions involve any qualified person, such as an engineer, a ramp agent in charge of refueling/defueling, the crew onboard including cabin crew and pilot(s). Specific procedures related to safety inside the cabin are described in **OMA 8.3.15**.

Note I:
The aircraft shall not be refueled/defueled with Avgas (aviation gasoline) or wide-cut type fuel or a mixture of these types of fuel (JET B, JP4 or equivalent), when passengers are embarking, on board or disembarking.
Note II:
During refueling with all other types of fuel (Kerosene like JET A, JET A-1, JP8, TS1, RT, or equivalent as approved by the AFM), necessary precautions shall be taken when passengers are embarking, on board or disembarking and the aircraft shall be properly manned by qualified personnel ready to initiate and direct an evacuation of the aircraft by the most practical and expeditious means available. When an aircraft is being refueled/defueled with passengers embarking, on board or disembarking a qualified person must be designated to supervise the fueling activity. This designation shall be coordinated with the operating captain.

This qualified person must:

a. Remain at a specified location during fueling.
b. Be capable of handling emergency procedures concerning fire protection and firefighting.
c. Be capable of handling communications.
d. Be capable of initiating and directing an evacuation.
e. Establish, test and keep available two-way communication between ground staff and cockpit. This communication may take place via the aircraft interphone communication system or via other suitable means. The involved personnel should remain within easy reach of the system of communication.
f. Inform crew/staff on board and around the aircraft that fueling is about to commence and when fueling is completed.
g. Stop re/defueling and inform crew o/b aircraft if any hazard arises, including but not limited to, fuel spillage.
h. Ensure that all exit areas, cabin aisles and cross aisles inside the aircraft should be kept clear of obstructions.
i. Stop the re/defueling operation immediately, if presence of fuel vapor is detected inside the aircraft or any other hazard arises.
j. Coordinate with ground handling supervisor that:

- 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;
- Ensure the fuel truck or hydrant dispenser is not be parked in the embarkation or disembarking path;

- When stairs are not in position for use in the event of evacuation, ground service personnel ensure the ground area beneath nominated exit doors is kept clear of any obstructions;
- When passenger loading bridges are in use, access to the terminal is be available;
- When a passenger loading bridge is not used, 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 must be kept at a safe distance from the fueling operation and other hazardous areas such as aircraft engines, APU exhausts and fuel tank vents. "No Smoking" regulations shall be strictly enforced.

The number of cabin crew on board must not be less than the minimum number of cabin crew required to operate the aircraft. If presence of fuel vapor is detected inside the aircraft or any other hazard arises, re/defueling must be stopped immediately.

4.2.3.1 Minimum requirements A320

The following table shows the standard precautions which have to be taken when fueling with passengers boarding / on board / deboarding takes place.

Doors that have to be available as emergency exits	Passenger Boarding Equipment positioned at... (*)	Additional Regulations	Dimension of clear area on ground level	Location of clear areas
1L to 4L	1L and 4L	In case of fuelling on the left side: Make sure to additionally provide a clear area at doors 1R to 4R during fuelling. Catering is not allowed at doors 1R and 4R during fuelling.	10 m (length) x 5 m (width)	

Note:
If only one passenger stair or passenger boarding bridge is available:
Make sure that the clear area at the exit where no passenger boarding equipment is positioned is free all the time during fueling for immediate operation of the emergency slide.

4.3 ADVERSE WEATHER CONDITIONS

4.3.1 General

Airside operational personnel should use the following 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.

4.3.2 Wintery 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:

a. Plan additional time for all ramp activities and take extra care when walking across apron surfaces, which can be slippery.
b. Take extra care when driving, especially when approaching the aircraft. Remember that GSEs require greater distances to stop safely on slippery surfaces.
c. Operators of potable water tankers and toilet servicing units shall be vigilant to ensure 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.
d. 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.
e. Close all entrance and cargo hold doors as soon as possible and keep them closed to avoid precipitation entry into the aircraft. In case of use of cooling/heating units and pre-conditioned air, refer to **5.1.4.2 - Cooling/Heating Units and Preconditioned Air** .
f. Ensure that the aircraft parking stand, particularly the ERA, is sufficiently free of ice, snow, etc. to provide a safe working area during all ramp handling activities, including the aircraft arrival or departure operations.
g. Remove snow and ice from equipment and work surfaces prior to the start of operations.

CAUTION:
Reduce speeds in slippery apron conditions. Adjust all activities and operations on the ramp to suit the conditions at the time.

4.3.3 Thunderstorms and Lightning

4.3.3.1 Work Instructions During Thunderstorms and Lightning

On receipt of an ALERT:

a. Make preparations for the STOP phase.
    1. Suspend nonessential activities in open areas and ensure any personnel using or about to use headsets are informed of the alert.
    2. Fueling operations can continue, however, the proximity of the thunderstorm/lightning should be continually monitored.
    3. Avoid using highly conductive equipment.

b. On receipt of a STOP order:
   1. Stop fueling and detach hoses from aircraft. Fueling hoses cannot be left attached to the aircraft during any thunderstorm/lightning event.
   2. Discontinue aircraft communication by headset.
   3. Stop all ramp activity and clear ramp.
   4. Personnel should seek shelter inside buildings or metal-bodied vehicles. No one should seek shelter under any part of the aircraft, loading bridge, near light poles, fences, under trees.
   5. In accordance with local procedures, 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.

LEVELS	ACTION
Amber – ALERT Lightning activity is detected at a distance in excess of 8 km (5 miles) from the operation.	Disseminate lightning warning to airside operating personnel 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 the operation.	Disseminate the order to stop all airside activities and seek shelter to all airside operating personnel.
Green – ALL CLEAR Lightning activity has moved beyond 5 km (3 miles) and is heading away from the operation.	Disseminate the order to resume normal activities to all airside operating personnel.

Note:
The distances refered to above may vary depending on local climatic parameters.

4.3.3.2 Lightning Alert Callout

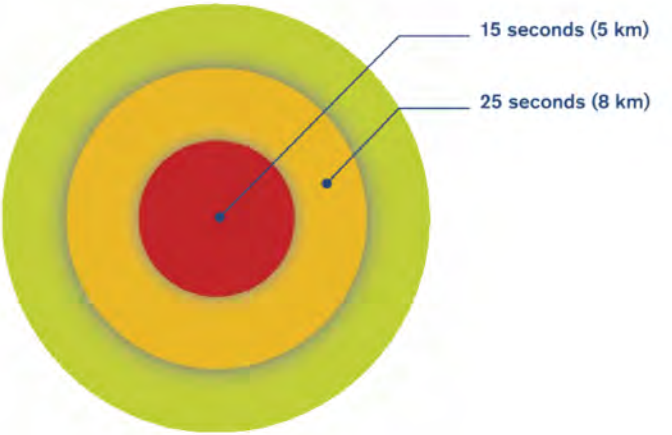
In the absence of an integrated airport notification system, all airside operating personnel shall be aware of the following procedures:

a. Use the counting method to detect/predict lightning activity. Determine the corresponding level based on the counting method diagram; see **4.3.3.3 - Counting Method**.
b. The responsible person notifies all airside operating personnel of the lightning alert level. If the person responsible is not available, the counting method should be used by all airside operating personnel for self-protection.
c. In case of a Red Alert, proceed to a designated shelter.

4.3.3.3 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:

1. The time indicated is the time between observing the lightning and hearing the sound of thunder.
2. If the counted time is less than 15 seconds, the lightning activity is less than 5 km from the airport.
3. If the counted time is between 15 seconds and 25 seconds, the lightning activity is between 5 and 8 km from the airport.

4.3.4 High Wind Conditions

High winds pose a great risk of damage and the following minimum precautions should be taken:

a. Ensure the safety of the aircraft by installing additional chocks and removing all equipment from around the aircraft.
b. Take extreme care when opening or closing any aircraft doors.
c. Make sure parking brakes are set on all parked GSE.
d. Set parking brakes and secure by additional means, if necessary, all non-motorized ramp GSE (i.e., baggage carts, ULD dollies).

4.3.5 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 that constitutes the risk for injuries and damage.

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; see **5.2 - AIRCRAFT CHOCKING**	✓	✓	✓
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.

4.3.6 Sandstorms and Low Visibility

The following minimum precautions should be taken:

a. Issue appropriate PPE such as goggles, masks and covered clothing.
b. Ensure the provision of shelter, as required.

4.3.7 Intense Heat

The following minimum precautions should be taken:

a. Issue appropriate PPE (i.e., covered clothing).
b. Ensure the provision of rehydration for personnel.
c. Ensure the provision of a temperature-controlled environment during rest breaks.

4.4 HAND SIGNALS

4.4.1 Introduction

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:

a. **Guide Person Hand Signals** – to be used by a specific guide person in direct liaison with the GSE operator to facilitate movements of any type of GSE.
b. **Marshaling Hand Signals** – to be used by ground staff to assist the flight crew during maneuvering of the aircraft and engine starting.
c. **Technical/Servicing Hand Signals** – to be used by ground staff to communicate technical/servicing information to flight crew, and by flight crew to communicate technical/servicing information to ground staff

Notes:
1. Only use hand signals when verbal communication is not possible.
2. Make sure acknowledgement of all signals is received.

d. **Aircraft Movement Hand Signals** – to be used during the tractor/towbar or towbarless connection/disconnection process, as well as at the start and end of the aircraft ground movement operation.

4.4.2 General Conditions for Using Hand Signals

The person giving the hand signals shall:

a. Use only approved hand signals.
b. Wear a high-visibility vest.
c. Maintain the same role throughout the procedure.
d. Keep in constant visual contact with the other ground staff and flight crew throughout the maneuver. If visual contact is lost, the operation must stop and not recommence until visual contact is reestablished.
e. Remain clear of the intended pathway of the vehicle/aircraft, where possible.

4.4.3 Specific Requirements for Using Marshalling Hand Signals

a. Do not perform aircraft marshaling unless it is permitted by the local airport authority and personnel have been trained and authorized.
b. Give marshaling hand signals from a position forward of the aircraft while facing and within view of the flight crew.
c. Wear a high-visibility vest.
d. Use illuminated flashlights/wands to improve the visibility of the hand signals in the following situations:
    1. Insufficient apron lighting
    2. Poor visibility
    3. Night conditions
    4. When required by local airport authorities or regulations

CAUTION:
To avoid any possible confusion by the flight crew, do not use guide person hand signals for equipment until all aircraft marshaling has been completed.

Notes:

1. The hand signals 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.
2. It is not possible to give signals for engaging/releasing parking brakes with the use of bats or illuminated flashlights.

4.4.4 Guide Person Hand Signals for Ground Support Equipment

4.4.4.1 To Attract the Operator's Attention and Take Command



Arms held above the head in a vertical position with palms facing forward.

Meaning: I am in charge of this maneuver. You will take orders only from me.

4.4.4.2 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 toward the guide person.

4.4.4.3 Backward Movement:



Arms by the sides, palms facing forward, swept forward and upward repeatedly.

Meaning: Move directly away from the guide person.

4.4.4.4 Turn Right (from the driver's point of view)



Left arm pointed downward, hand extended; right arm repeatedly moved upward and downward toward the guide person's left. Speed of arm movement indicates rate of turn.

4.4.4.5 Turn Left (from the driver's point of view)



Right arm pointed downward, hand extended; left arm repeatedly moved upward and downward toward the guide person's right. Speed of arm movement indicates rate of turn.

4.4.4.6 Lift



Stretch both arms toward load or equipment, palms up; hand movement in upward direction.

4.4.4.7 Lower



Stretch both arms toward load or equipment, palms down; hand movement in downward direction.

4.4.4.8 Accompanied Movement



Come with load or equipment. Maintain eye contact with operator/driver. Swing down opposite arm.

4.4.4.9 Indicate Distance



Raise arms above head, palms facing inward. Distance shown between hands shall correspond exactly with actual margin.

4.4.4.10 Stop



Arms raised and crossed over head, palm forward.

Immediate stop: Hands cross over head with clenched fists.

4.4.4.11 OK



Lift right arm above head, hand closed, thumb raised.

Meaning: All is clear or continue on your own or drive away.

4.4.4.12 Chocks Inserted, Stabilizers On



Arms down, hands closed, palms facing backward, thumbs extended; move arms in toward sides.

4.4.4.13 Chocks Removed, Stabilizers Off



Arms down, hands closed, palms facing forward, thumbs extended; move arms out away from sides.

4.4.4.14 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.

4.4.4.15 Stop Engine



Right arm and hand level with shoulder, palm downward, hand on throat making horizontal move to the right, passing hand across throat.

4.4.4.16 To Connect or Disconnect



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.

4.4.4.17 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.

4.4.5 Aircraft Movement Hand Signals – Headset Operator to Tractor Driver

4.4.5.1 Vehicle Brakes Off



Raise right hand just above shoulder height with closed fist and ensuring eye contact with tractor driver open palm toward driver.

4.4.5.2 Clear to Push



Hold arm straight out at a 90° angle from shoulder and display hand with thumb up.

Meaning: Indicates to tractor 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.

4.4.5.3 Negative/Hold



Hold arm straight ot at 90° angle from shoulder and display hand with thumb down.

Meaning: Indicates to tractor driver that aircraft is not ready for pushback and to hold position.

4.4.5.4 Vehicle On/Stop



Raise hand just above shoulder height with open palm and ensuring eye contact with tractor driver, close into a fist. At the end of the pushback, also indicates to tug driver that aircraft brakes have been set. Tractor driver should return signal to the headset operator to confirm vehicle brakes set.

4.4.5.5 Slow Down



With hand at a 45° angle downward to the side, make a patting motion.

4.4.5.6 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.

4.4.6 Aircraft Movement Hand Signals – Wing Walker to Headset Operator, Tractor Driver, Marshaller, Flight Crew (as applicable)

4.4.6.1 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.

4.4.6.2 Stop Movement of Aircraft



Fully extend arms and wands horizontally 90° at shoulder level; raise arms and wands to cross above head.

4.4.6.3 Hold Movement of Aircraft



Fully extend arms and wands downward at a 45° angle to the sides. Hold this position until it is clear for the aircraft to move.

4.4.7 Marshaling Hand Signals for Aircraft

4.4.7.1 Identify Gate/Stand



Raise fully extended arms forward at shoulder level; raise straight above head with wands pointing up, move hands forward and backward to keep from blending into background.

4.4.7.2 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.

4.4.7.3 Slow Down



Arms held at sides and slightly bent at elbows; move arms downward in a patting gesture, moving wands up and down from waist to knees.

4.4.7.4 Turn Right (from the flight crew'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 flight crew the rate of aircraft movement desired.

4.4.7.5 Turn Left (from the flight crew'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 flight crew the rate of aircraft movement desired.

4.4.7.6 Stop



Fully extend arms and wands horizontally 90° at shoulder level; raise arms and wands to cross above head.

4.4.7.7 Hold Position/Standby



Fully extend arms and wands downward at a 45° angle to the sides. Hold the position until the aircraft is clear for the next maneuver.

4.4.7.8 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.

4.4.7.9 Dispatch Aircraft



Perform a standard military salute with right hand and/or wand to dispatch the aircraft. Maintain eye contact with the flight crew untile the aircraft has begun to taxi.

4.4.7.10 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.

4.4.7.11 Set Brakes



Raise right hand just above shoulder height with open palm facing forward. Ensuring eye contact with flight crew, close hand into a fist. DO NOT move until receipt of thumbs up acknowledgement from flight crew.

4.4.7.12 Release Brakes



Raise hand just above shoulder height with hand closed in a fist. Ensuring eye contact with flight crew, open palm facing forward. DO NOT move until receipt of thumbs up acknowledgement from flight crew.

4.4.7.13 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.

4.4.7.14 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.

4.4.7.15 Start Engines



Raise right arm to head level with wand pointing up and make a circular motion with hand; at the same time, with the left arm raised above head level, point to engine to be started.

4.4.7.16 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.

4.4.8 Technical/Servicing Hand Signals-Ground Staff to Flight Crew

4.4.8.1 Connect Tow Bar



Bring arms above head and grasp forearm with opposite hand.

4.4.8.2 Air Up



Wave arms up and down from thigh to waist with palms up.

Meaning: Supply pressurized air for engine start.

4.4.8.3 Connect/Disconnect Ground Power



To connect ground power:

Hold arms fully extended above head; open left hand horizontally and move fingertips of right hand up to touch 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 ground power:

Hold arms fully extended above head with fingertips of right hand touching open horizontal palm of 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.

4.4.8.4 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.

4.4.8.5 Negative



Hold right arm straight out at 90º from shoulder and point wand down to ground or display right hand with thumbs down; left hand remains at side by knee.

4.4.8.6 Interphone



Extend both arms at 90º from body and move hands to cup both ears.

4.4.8.7 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.

4.4.8.8 Open/Close Stairs

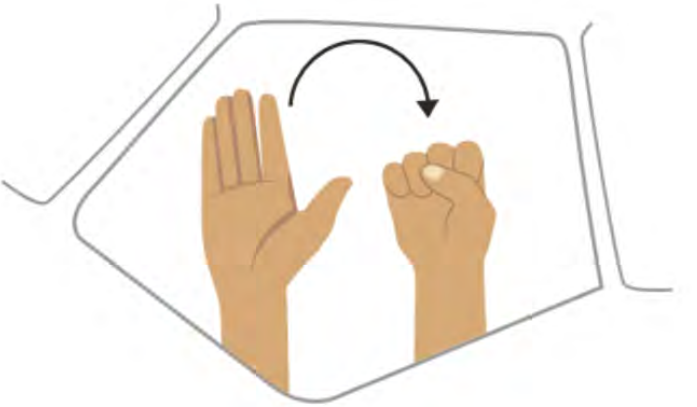


With right arm at side and left arm raised above head at a 45º angle, move right arm in sweeping motion toward top of left shoulder.

Note:
This signal is intended mainly for aircraft with a set of integral stairs at the front.

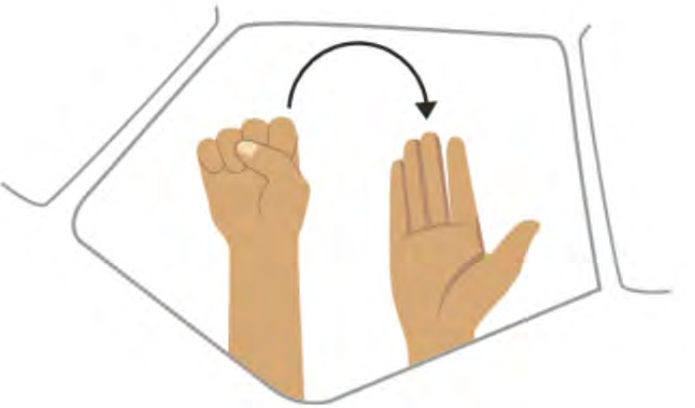
4.4.9 Technical/Servicing Hand Signals-Flight Crew to Ground Staff

4.4.9.1 Brakes Engaged



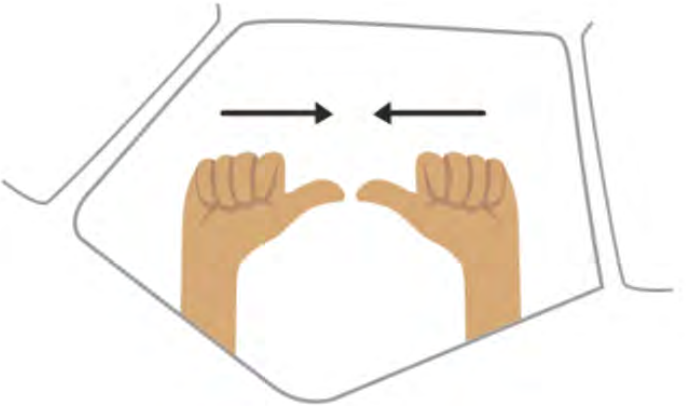
Raised arm and hand with palm facing forward and fingers extended in front of face; close hand into a fist.

4.4.9.2 Brakes Released



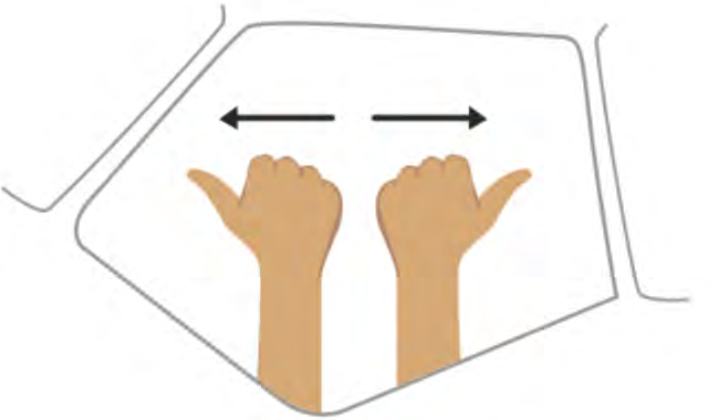
Raised arm with fist clenched in front of face; extend fingers to open palm facing forward.

4.4.9.3 Insert Wheel Chocks



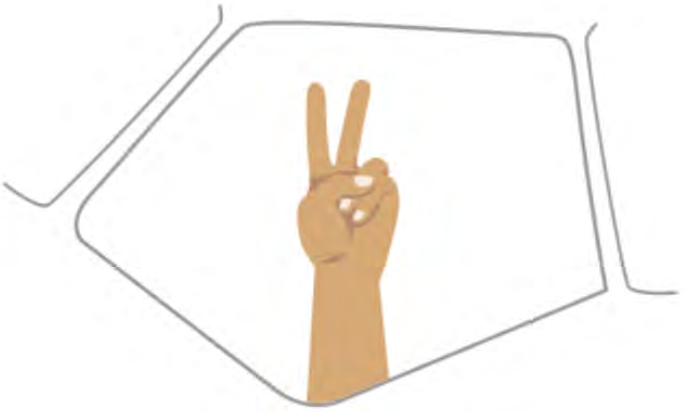
Hands held in front of face, palms facing forward with fingers closed and thumbs extended; move hands inward.

4.4.9.4 Remove Wheel Chocks



Hands held in front of face, palms facing backward with fingers closed and thumbs extended; move hands outward.

4.4.9.5 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.

4.4.9.6 All Clear



One hand raised with closed fingers and thumb extended. Acknowledgement of all ground actions.

4.5 TOILET SERVICING

4.5.1 Introduction

The complete procedure for servicing the aircraft toilet waste tank(s) consists of the following three steps:

a. Draining the waste tank(s).
b. Flushing of waste tank(s).
c. Adding an amount of pre-charge and/or concentrated deodorant pre-charge product, as applicable.

CAUTION:

1. Toilet fluids are corrosive.
2. Prior to servicing, inspect the toilet servicing panel on the aircraft for signs of leakage.
3. If any horizontal blue streaks are observed, the blue streak shall be cleaned prior to servicing.
4. After cleaning, look again for signs of leakage.
5. Blue ice build-up at higher altitudes may influence airworthiness. In the case of a possible leak, immediately inform the airline representative, ground engineer, or advise the flight crew.

4.5.2 Hygiene Precautions

a. Wear heavy rubber gloves, full face protection and protective clothing against harmful wastes when performing toilet servicing.
b. Do not park the toilet service unit in the same area as the water service unit or 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.

4.5.3 Toilet Servicing Procedure

4.5.3.1 General

Each aircraft type has specific requirements for toilet servicing and the amount of pre-charge and/or concentrated deodorant pre-charge product. Refer to **11 - AIRCRAFT CHARACTERISTICS** for specific instructions per aircraft type.

a. Prior to opening a toilet service panel, check for stains around the panel.
b. While opening the service panel, stay clear and watch for signs of leakage.
c. Stay clear of the drain fitting cap while opening and watch for signs of leakage.
d. Make sure the drain hose Y-fitting coupling is connected correctly before the drain valve handle is pulled.
e. Empty the waste tank(s).
f. Flush the waste tank(s) in accordance with Heston Airlines procedures.
g. Pre-charge the tank(s) with the correct quantity of water and disinfectant, as applicable.
h. Fill the waste tank(s) with the correct amount of water and concentrated deodorant pre-charge product or premixed fluid, as applicable. For aircraft equipped with a conventional toilet system, fill the waste tank(s) with the correct amount of water and pre-charged or concentrated deodorant pre-charge.
i. After servicing, ensure there are no leaks at the drain fitting cap or the end of the drain hose Y-fitting coupling.

j. Close the nozzle tightly to prevent the accumulation of ice during flight and wipe off residual water and disinfectant.
k. Check for possible leakage.
l. After servicing, close and latch the fitting caps and service panel door.

Notes:

1. Inform aircraft maintenance or flight crew, if:
    - Fluid leakage is observed.
    - The drain valve will not open or the waste tank cannot be drained.

2. Report any spillage of waste to the supervisor.

4.5.3.2 Draining

a. Drain the aircraft waste system into the waste tank of a toilet service unit.
b. Observe the waste drain hose during draining to confirm that the waste tank is completely emptied. The hose will vibrate for a few seconds as the contents of the waste tank pass into the waste tank of a toilet service unit.

Note: Drain the waste tanks one at a time for optimal results.

4.5.3.3 Servicing During Freezing Conditions

Take the following measures to prevent freezing of the fluid in the aircraft toilet tanks and lines during freezing conditions:

a. Drain the waste tanks if the aircraft is parked in the open for several hours without electrical power supply and the temperature is, or is expected to be, below the freezing point, as per Heston Airlines procedures.
b. Fill the aircraft toilet system only after electrical power supply has been restored, and as close to flight departure time as possible.
c. Ensure the fill line is fully drained before closing the cap to prevent freezing of fluid in the fill line.

CAUTION:

Do not attempt to remove the frozen substance from the fill lines, connections or service panels. Contact maintenance immediately.

4.5.3.4 Inoperative Toilet Systems

If defects in the toilet system prevent regular servicing, ask qualified technical personnel, if available, for assistance (e.g., removal of panels).

If no technical staff is available, inform the flight crew or Heston Airlines representative.

4.6 POTABLE WATER SERVICING

4.6.1 General

a. The water used for uplift shall fully meet the hygiene and testing requirements detailed in AHM 440 7.5, 8.11.1 and 9,1 and those detailed in **4.6.3 - Potable Water Hygiene Requirements**.
b. Equipment used shall fully comply with the specifications detailed in AHM 970 for water servicing vehicles or AHM 981 for towed service carts.
c. All equipment shall be serviced according to the manufacturer's recommendations. Records shall be kept of all servicing, cleaning, disinfection and maintenance tasks performed.
d. All equipment and facilities used shall be maintained to the highest possible hygienic standards.
e. Only uplift water to aircraft if authorized or requested by the Heston Airlines.
f. Replenish the aircraft tank according to Heston Airlines procedures. Any deviation shall be reported to the supervisor or airline representative.
g. 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.

Potable Water Servicing Procedures

4.6.1.1 Filling Aircraft Water Tanks

The potable water tank has a capacity of 200 liters on A320 aircraft.

Standard filling level: 100%

a. Make sure that the aircraft is supplied with electricity, either by the Auxiliary Power Unit (APU) or by a Ground Power Unit (GPU).

a. Before connecting the aircraft filling hose to the aircraft, flush the hose.

Note:
The hose needs to be flushed into a bucket or waste container before connecting the hose to the aircraft filling port (not required on consecutive servicing).

b. Do not place hose ends on the ground.
c. On immediate turnaround sequence, water service shall always be performed before toilet service. Certain aircraft types are exempted from this rule. For exceptions, refer to **13 - FLEET / AIRCRAFT CHARACTERISTICS**.
d. 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 presoaked disinfectant towelettes. The spray-and-wipe procedure is accepted if sprayed directly on the towelette. However, personnel should not spray directly into the aircraft coupling.

e. Fill the water tank(s) to the required level.

g. Make sure that the drain valves stay in the drain position after draining the potable water system if:

- the bleed air system is off, and
- the outside temperature is expected below 0 °C over night.

f. When not in use, hose ends shall:
   1. Kept capped or;
   2. Attached to a dummy connector or;
   3. Kept in a container filled with disinfectant solution or;
   4. Treated with disinfectant before use.

4.6.1.2 Water Servicing During Freezing Conditions

The following actions shall be followed to prevent water freezing in the aircraft water tanks and lines during freezing conditions:

a. Drain the aircraft water tanks if instructed by the Heston Airlines, as per Heston Airlines procedures. Dispose of the water in accordance with airport operator requirements.
b. Ensure the fill line is fully drained before closing the cap to prevent freezing of fluid inside.
c. Make sure that the aircraft is heated before water uplift:

- 1 h at temperatures below -5 °C.
- 1,5 h at temperatures below -10 °C.

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 from the fill lines, connections or service panels. Contact maintenance immediately

4.6.2 Potable Water Hygiene Requirements

4.6.2.1 Fill Points and Water Cabinets

a. Daily, weekly and monthly tasks shall be conducted and recorded as per AHM 440 7,5 and 9,1.
b. Hoses, connectors and water quality shall meet AHM 440 specifications and hygiene requirements.
c. The water shall only be used as potable water for aircraft.
d. The area around the fill point/water cabinet shall be kept clean and free from waste.
e. 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.
f. When not in use, hose-ends shall be:
   1. Kept capped or;
   2. Attached to a dummy connector or;
   3. Kept in a container filled with disinfectant solution or;
   4. Treated with disinfectant before use.

g. Do not place hose ends on the ground.

4.6.2.2 Water Service Vehicles and Towed Service Carts

The water service vehicles and towed service carts shall:

a. Daily, weekly and monthly tasks shall be conducted and recorded as per AHM 440 8,11,1
b. Only be filled at a designated potable water fill point using approved hoses and couplings.
c. Only be used to fill aircraft potable water tanks.
d. Be parked in a clean and secure area, away from toilet servicing vehicles.
e. Not be positioned close to toilet servicing units at any time, particularly when toilet servicing or toilet waste disposal is taking place.
   Notes:
   1. The water service vehicles and towed service carts should be parked in a shaded area during hot sunny weather, particularly if filled.
   2. The tank shall be drained completely at least once per calendar day.

4.6.2.3 Water Servicing Staff

The water servicing staff shall:

a. Be dressed with clean working clothes in accordance with the World Health Organization (WHO) Drinking Water Quality Standard to be assigned to drinking water servicing.
b. 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.
c. The operator should wear single use or disposable gloves during drinking water servicing; see AHM 440 10,9

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.

4.6.2.4 Water Treatment Chemicals (Sanitizer)

Water uplifted to aircraft potable water tanks shall contain a low concentration of disifectant chemical (sanitizer) of a type suitable for potable water. The most common sanitizers are based on chlorine or hydrogen peroxide. Refer to AHM 440 for details.

4.6.2.5 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 AHM 440 for details.

4.6.2.6 Fill Point and Water Cabinet Cleaning and Disinfection

a. Fill points, hose cabinets and their surroundings shall be checked daily for general cleanliness.
b. Fill points and hoses shall be disinfected at least once a week. Refer to AHM 440 for details.

4.7 AIRCRAFT CLEANING AND DISINFECTION

4.7.1 General

a. Aircraft Cleaning

The removal of visible dirt and/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.

a. Disinfection/Sanitization/Sanitation

The procedure applies measures 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.

a. Event

An event is an occurrence of suspected or confirmed communicable disease on board an aircraft, or aircraft contaminated with body fluids, or other nonstandard (uncommon) situation necessitating additional cleaning and disinfection.

4.7.2 Aircraft Cleaning Intervals

a. Turnaround Cleaning
Cleaning performed on aircraft while on the ground prior to departure within a defined ground time.
b. Transit Cleaning
A type of turnaround cleaning that may be performed with transit passengers on board.
c. Layover/Night-Stop Cleaning
Cleaning performed when the aircraft is on a longer predefined ground time. The cleaning does not involve removal of cabin panels and/or galley inserts.
d. In-flight Cleaning
Cleaning performed by cabin crew while the aircraft is airborne.
e. Deep Cleaning
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.

Heston Airlines procedures:

1. Aircraft interior deep cleaning is required to perform once per month.
2. Aircraft exterior cleaning is required to perform once per 3 months.

Note:
Cleaning done during aircraft maintenance is not addressed within the scope of this section.

4.7.3 Cleaning and Disinfection Products

4.7.3.1 General

It is the airline's responsibility to ensure cleaning procedures as well as cleaning and disinfecting products used by the ground handling company or cleaning company are airline-approved and based on the aircraft's OEM recommendations. This includes following local health organization recommendations and using proper PPE.

Informed selection and correct use of products is vital to ensure effective cleaning and disinfection of an aircraft without damaging the aircraft interior, systems and/or equipment while minimizing the likelihood of transmission of any communicable diseases.

4.7.3.2 Product Selection

a. Refer to OEM guidance for the most recent recommendations.
b. Refer to local health authorities for recommendations on products effective against a contagious disease outbreak or pandemic.
c. The 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:
    1. AMS1452C, Disinfectant, Aircraft, General Purpose (concentrated liquid)
    2. AMS1453A Disinfectant Cleaner for Aircraft Interior General Purpose Liquid (diluted)
    3. AMS1525D Cleaner for Aircraft Exterior Metallic Surfaces, Wipe Solvent, Cold Operations
    4. AMS1526C Cleaner for Aircraft Exterior Surfaces, Water-Miscible, Pressure-Spraying Type

Note:
These standards might need to be approved by local authorities, if applicable.

d. Consultation with OEMs before using any disinfection agents that do not comply with SAE standards is required.
e. Refer to the cleaning and disinfection product manufacturer's instructions to ensure the proper application, ventilation and PPE is used.

4.7.3.3 Product Use

The following recommendations are based on OEM guidelines:

a. It is important that the cleaning and disinfection liquids are used exclusively according to the product specifications and manufacturer safety data sheet (SDS).
b. Use premixed cleaning and disinfection liquids where possible to avoid mixing ratio errors.
c. Special attention must be paid to the application instructions and mixing ratios (eg., wipe on, wipe off, water rinsing, drying after cleaning).
d. Use the only allowed bottle sizes on board to minimize the risk of spilling the cleaning and disinfection solutions.
e. Do not spray cleaning and disinfection liquids in the cargo compartment. Instead, apply as per product and/or airline application instructions (e.g., wet wipe on/off).
f. Do not allow cleaning and disinfection liquids to contact critical equipment (e.g., smoke detector, electronic door operation equipment and fire extinguishing discharge nozzle).
g. Disinfectants are flammable. Take precautions around potential sources of ignition, especially hidden sources such as electronic boxes mounted in the cargo compartment.
h. Airlines should periodically inspect the aircraft interior and cargo holds to ensure there are no long-term effects or damage over time due to frequent use of cleaning and disinfection products. If damage is observed, contact the OEM.

CAUTION:

1. Use of non-certified cleaning and disinfection liquids can lead to severe damage to material in the aircraft's interior.
2. 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.
3. 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.
4. Metals used in aircraft construction may corrode upon exposure to cleaning and disinfection products.
5. Safety-critical cables and wires may deteriorate upon exposure and aircraft furnishings may have their fire-resistant properties reduced.
6. 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.

4.7.3.4 Cleaning Equipment

All equipment and materials used to clean aircraft shall be in accordance with Heston Airlines procedures and approved standards.

a. 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 (nonelectric) 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.

b. Hand Brushes
   Use in areas inaccessible to vacuum cleaners.
c. Chewing Gum Remover
   Use to remove chewing gum.
d. Mops and Brooms
   Use for cleaning floors and other hard surfaces. Must be clearly identified or color-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.
e. Towels and Cloths
   According to airline requirements, there are different types for general purpose cleaning and polishing. They must be clearly identified or color coded for toilet cleaning and general cleaning (top-down approach). They shall be kept separated at all times, including during cleaning activities.
f. Absorbent Wipes
   Use for mopping up spillages.
g. Hand Sprayers
   Use for dispensing detergents and disinfectants.
h. Runners
   Use for floor and/or carpet protection.
i. Soft Rolls and Wipes
   Use for wiping up spillages.
j. Buckets
   Need to be checked to ensure the cleaning liquid is being replaced regularly.

4.7.4 Cleaning and Disinfection Tasks

4.7.4.1 General

The following 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 tasks, as defined in the following tables, provide a framework for airlines. It is the responsibility of each airline, as per their specific assessment and needs, to:

a. Establish which tasks they deem necessary to be completed during an aircraft cleaning interval.
b. Adhere to airline specifications regarding cleaning and disinfection tasks.
c. During a pandemic, it is essential that airlines perform a risk assessment based on regulatory requirements, the airport cleaning plan, and OEM recommendations and then develop mitigation plans, including amending their own existing cleaning and disinfection procedures.
d. Review and update their cleaning matrices based on specific configurations of their aircraft types.
e. For cargo aircraft, clean and disinfect cabin, seating and crew rest areas in the same way as instructed in **4.7.4.5 - Lavatories** and **4.7.4.6 - Passenger Seating Area**.
f. Monitor high-contact surface areas in aircraft as much as possible; include such areas in the cleaning checklist.
g. Ensure the cleaning and disinfection products are used in the correct mixing ratio according to the application instructions and/or product SDS.
h. 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).

i. 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).
j. 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:

1. 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.
2. Immediately inform an airline representative if any of these areas are accidentally sprayed.
3. 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 discoloration and permanent damage of the cabin interior.
4. Ensure a suitable cloth is used for aircraft cabin cleaning.

4.7.4.2 Flight Deck

Tasks	Turnaround	Layover
Clean and disinfect the pilot and copilot seats, including armrests, table and seat controls.		
Clean and disinfect seat belt 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:

a. Frequency of cleaning of the flight deck should account for both separation of the flight deck from the passenger compartment and frequency of crew transitions.
b. Adhere to airline-specific procedures regarding cleaning the flight deck (e.g., the cleaning crew may only be permitted to enter the flight deck when flight crew or maintenance personnel is present).
c. Cleaning and disinfection fluids for the flight deck can be different from fluids used in the cabin.
d. Do not spray disinfectant directly onto panels and screens; it should be applied with cloth.
e. Ensure liquid dos not seep into controls.
f. Any accidental adjustment of important instruments during the cleaning process must be reported to the flight crew or maintenance personnel.
g. Buckets shall not be brought into the cockpit.

Note:
Cleaning and disinfecting of areas designated with an astersik (*) above shall be done by personnel specifically trained for flight deck cleaning.

4.7.4.3 Galleys

Tasks	Turnaround	Layover
Clean and disinfect worktops, countertops and service table.		
Clean ovens.		
Clean coffeemakers.		
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.	

4.7.4.4 Cabin Crew Seats and Service/Entry Door Lining Panels

Tasks	Turnaround	Layover
Clean and disinfect each attendant seat, seat belt and surrounding location.		
Clean and disinfect cabin crew intercom.		
Empty and clean seat pockets.		
Inspect emergency leaflets for damage and clean, disinfect or replace.		
Arrange or remove and replace literature and amenities.		
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.		

4.7.4.5 Lavatories

Tasks	Turnaround	Layover
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 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 bag, 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 griles and coat hook(s), if applicable.		

CAUTION:

a. Immediately wipe off any cleaning/disinfectant liquid spills on the surfaces to prevent damage or deterioration.
b. Toilet cleaning shall be performed from top to bottom for hygienic reasons.
c. Use only towels identified specifically for toilet cleaning.
d. Do not reuse mops and towels used for toilet cleaning outside of lavatories.

4.7.4.6 Passenger Seating Area

Note: *The passenger seating area includes its surroundings.*

Tasks	Turnaround	Layover
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, if applicable, 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.		
Remove and replace literature and amenities as needed and arrange according to airline standards.		
Clean and disinfect or replace 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.		
Dress the passenger seat to signify clean as per airline standards.		
Clean ventilation grids/grilles.		

CAUTION:

a. Be careful while handling disposable bags to avoid sharp objects that may have been disposed of by passenger.
b. If there is a chewing gum stain on the floor or seats, use gum remover to remove the stain rather than sharp objects.
c. For some parts of the aircraft (e.g., closets, doghouse), assistance from Engineering may be requested to remove emergency equipment to enable cleaning and disinfection.

4.7.4.7 Crew Rest Compartments

Tasks	Turnaround	Layover
Dispose of waste from closets and waste bins.		
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.		

4.7.4.8 Cargo Hold

Tasks	Turnaround	Layover
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 system 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.		
Clean and disinfect high touch areas in upper deck, if applicable (e.g., B747 cargo aircraft) and main deck (all cargo aircraft).		
	CAUTION: a. When cleaning and disinfecting the complete cargo hold; refer to OEM guidance for further clarification of appropriate techniques to be used. b. 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).	

4.7.5 Aircraft Cleaning and Disinfection During a Pandemic

4.7.5.1 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.

Based on a conducted risk assessment, each airline may implement different cleaning and disinfection schedules, techniques and products, which consider the operational circumstances and duration of the disinfecting effects of the substance(s) used.

4.7.5.2 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).

It is strongly recommended that operators consult with the aircraft OEM for questions specific to an aircraft type. The following are general recommendations for cabin air considerations, although and there may be exceptions for specific aircraft models:

a. 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 PCA is not available.
b. If the aircraft has an air recirculation system, but does not have High-Efficiency Particulate Air (HEPA) filters installed, refer to OEM documents or contact OEM to determine the recirculation system setting.
c. It is recommended that fresh air and recirculation systems be operated to exchange the volume of cabin air before cleaning crew enter the aircraft for cleaning purposes.
    1. For those aircraft with air conditioning, run the air conditioning packs (with bleed air provided by the APU or engines) or supply air via an external PCA source for at least 10 minutes prior to the boarding process, throughout boarding and during disembarkation.
    2. For aircraft with HEPA filters, run the recirculation system to maximize flow through the filters.
    3. For those aircraft without an air conditioning system, keep the aircraft doors open during the turnaround to facilitate cabin air exchange (passenger doors, service door and cargo door), as much as practical.

CAUTION:
Ensure access doors are only in the open position if there is an appropriate boarding device or other equipment positioned at the door.

Note:
Ensure cleaning equipment and tools (e.g., vacuum cleaners, brushes, brooms) are clean and hygienic prior entering the aircraft cabin and between use.

4.7.5.3 Actions During Cleaning and Disinfection

a. Once on board, 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.

b. To avoid contamination on board, cleaning crew shall:
    1. Be assigned specific tasks, as much as possible.
    2. Use different cleaning materials in each task area (e.g., cloths, buckets, brushes, mops), potentially using color-coded items.
    3. Carry their own cleaning items on board to avoid unnecessary exchange of cleaning items between different teams/persons.
    4. Use new disposable gloves in each area. Disposable gloves shall not be reused in other sections of the cabin.
    5. Follow the correct sequence of cleaning; for example, from top to bottom or front to back, as relevant (e.g., toilets, galleys, floors).

c. Use disinfection product(s) as per the recommendation in **4.7.3.3 - Product Use**.
d. Clean and disinfect all defined areas as specified in **4.7.4 - Cleaning and Disinfection Tasks** by using approved disinfection products as defined in **4.7.3.3 - Product Use** and appropriate cleaning materials/tools such as mopping, wiping, or any other approved methods.

4.7.5.4 Actions after Cleaning and Disinfection

After cleaning and disinfection, ensure cleaning crew disembark with all items for cleaning, including all waste, and that the following provisions are followed:

a. Disposal of waste must be done in accordance with local airport authority regulations.
b. Staff disembarking the aircraft with waste materials shall wear gloves to protect themselves and dispose of gloves after the disposal process.
c. Do not obstruct the PBB or steps with waste bags.
d. Do not throw waste bags onto the ramp from the aircraft or steps.
e. If any amenities are to be loaded prior to departure, ensure this is done and indicated in the handover documentation.

4.7.5.5 Handover Procedures

When required, a handover protocol should be established, including a record to indicate that the aircraft has been cleaned and disinfected according to the ICAO aircraft disinfection sheet or Heston Airlines procedures.

Note:
For lost, found, damaged or suspicious items:
1. Do not check/open any items found as the nature of the contents is unknown and has the potential of being harmful/dangerous.
2. Any lost property found must be handed in according to Heston Airlines procedures.
3. Any seat or cabin interior/area found damaged must be reported, as appropriate.
4. Any suspicious item found must be immediately reported as per Heston Airlines procedures.

CAUTION:
Limit the number of personnel moving into/out of a cleaned aircraft to maintain the sterile environment prior to boarding.

4.7.6 Cleaning and Disinfection During an Event

4.7.6.1 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 WHO or the national health authorities may modify or add further procedures to these guidelines.

a. Wear PPE as recommended by the national public health authority.

Note:
PPE requires appropriate training before use.

b. Remove and discard gloves after cleaning or if they become soiled or damaged.
c. Use only cleaning agents and disinfectants at recommended concentrations and contact times that have been approved by OEMs.

d. Begin cleaning at the top (light and air controls) and proceed downward progressively working from clean to dirty areas.
    1. Surfaces to be cleaned include:
        i. Affected seat
        ii. Adjacent seats in the same row
        iii. Bask of seats in the row in front
        iv. Light and air controls
        v. Adjacent walls and windows
        vi. Seatbacks (the plastic and/or metal part)
        vii. IFE video monitor
        viii. Tray tables
        ix. Armrests
        x. Remove seat pocket contents and replace (safety briefing card can be cleaned with approved disinfectant).

    2. Clean lavatory(ies) used by the sick passenger, including:
        1. Door handle
        2. Locking device
        3. Faucet
        4. Wash basin
        5. Adjacent walls
        6. Counter
        7. Toilet seat

Note:
In exceptional circumstances, public health authorities may require additional cleaning.

e. 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.

f. 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.
g. Dispose of soiled material and PPE in a biohazard bag, if available. If not, place in an intact plastic bag, seal it, and label it as biohazard.
h. Do not use compressed air. It might re-aerosolize infectious material.

4.7.6.2 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.

The air conditioning unit (ACU) should be adjusted to ensure full ventilation is completed and then turned off.

Once the air ventilation is finished:

a. Wear disposable gloves and other PPE according to local instructions.
b. Absorb the contaminant(s) into a towel or apply absorbent powder and disinfectant to the contaminants evenly.

Note:
Absorbent and disinfectant used must have been tested and approved for the interior material being cleaned.

c. 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.

d. 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.
e. Remove gloves and clean/disinfect hands before removing other PPE in the following order:
    1. Take off protective suits (aprons) and gloves.
    2. For visibly soiled hands, wash with soap and water thoroughly.
    3. Take off goggles and facial mask/shield.
    4. Apply skin disinfection/hand sanitizer to clean hands and other parts of the body that may have been exposed to contaminants.
    5. Place all used PPE and contaminated items in a biohazard waste bag and seal the bag.
    6. Dispose of the biohazard as per local regulations.
    Note: When cleaning and disinfection was initially performed by cabin crew during flight, they should inform ground departments at destination to prepare for additional cleaning and/or disinfection, if need be, and disposal of biohazard.

4.8 SAFETY DURING AIRCRAFT DE-ICING/ANTI-ICING OPERATIONS

4.8.1 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.

4.8.2 Personnel Safety

The safety factors given below are designed to ensure that safety is not compromised for personnel performing aircraft de-icing tasks:

a. Appropriate PPE should be checked for serviceability and worn by all personnel engaged in de-icing operations.
b. 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.
c. To prevent injury, caution must be taken when filling de-icing vehicles with hot fluid.
    1. When handling de-icing fluids, personnel should understand and follow the precautions contained in the fluid OEM's SDS.
    2. Before de-icing operations start, de-icing should be coordinated between the de-icing and ground handling personnel.
    3. De-icing/anti-icing fluids may be very hot; 60ºC/140ºF or even warmer. To prevent injuries, ground staff, passengers and flight crew shall be prevented from walking near an aircraft that is being de-iced.
    4. Slippery conditions can exist on the ground and 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.
    5. 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.
    6. 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.

Note:
Refer to **4.3.2 - Wintery or Slippery Apron Conditions** for detailed safety precautions for ramp operations in winter conditions.

4.8.3 Open Basket Operations

The following minimum precautions should be taken when de-icing from an open basket:

a. Ensure the fall restraint device is securely anchored and the safety harness is always worn.
b. Ensure the basket door or safety chain is securely latched.
c. Caution should be taken to avoid exposure to a running APU.

4.8.4 Closed Basket Operations

The following minimum precautions should be taken:

a. Ensure the seat belt is always worn.
b. Ensure the windows of the cabin are clean. Check wiper(s) for condition and check window washer fluid level.
c. Ensure the cabin access door is securely closed.
d. Ensure there are no obstructions to the cabin heater/ventilation system.

5.1	**AIRCRAFT ARRIVAL**	5-6
5.1.1	**Actions Prior to Arrival**	5-6
5.1.2	**Actions During Aircraft Arrival**	5-6
5.1.3	**Actions After Arrival**	5-8
5.1.4	**Ground Support Equipment for Arriving Aircraft**	5-9
5.1.4.1	**Ground Power Unit and Fixed Power Unit**	5-9
5.1.4.2	**Cooling/Heating Units and Preconditioned Air**	5-10
5.2	**AIRCRAFT CHOCKING**	5-11
5.2.1	**Wheel Chock Placement**	5-11
5.2.2	**Chock Placement Diagrams**	5-12
5.3	**AIRCRAFT CONING**	5-15
5.3.1	**Safety Cone Placement and Removal**	5-15
5.3.2	**Cone Placement for Wing-Mounted Twin Engine Jet Aircraft**	5-16
5.4	**AIRCRAFT ACCESS DOORS**	5-17
5.4.1	**General Safety Requirements**	5-17
5.4.2	**Cabin Access Doors**	5-17
5.4.2.1	**General**	5-17
5.4.2.2	**Opening Cabin Access Doors from Inside by Crew**	5-18
5.4.2.3	**Opening of Cabin Access Doors from Inside by Authorized and Trained Ground Personnel**	5-18
5.4.2.4	**Opening Cabin Access Doors from Outside with Crew/Ground Personnel on Board**	5-18
5.4.2.5	**Opening Cabin Access Doors from Outside with no Crew/Ground Personnel on Board**	5-19
5.4.2.6	**Closing of Cabin Access Doors from Inside by Crew**	5-19
5.4.2.7	**Closing of Cabin Access Doors from Inside by Authorized and Trained Ground Personnel**	5-20
5.4.2.8	**Closing of Cabin Access Doors from Outside with Crew/Ground Personnel on Board**	5-20
5.4.2.9	**Closing Cabin Access Doors from Outside with No Crew/Ground Personnel on Board**	5-20
5.4.2.10	**Reopening Cabin Access Doors**	5-20
5.4.3	**Cargo Hold Access Doors**	5-21
5.4.3.1	**General**	5-21
5.4.3.2	**Opening Cargo Hold Access Doors**	5-21
5.4.3.3	**Closing Cargo Hold Access Doors**	5-22

5.4.3.4	Reopening of Cargo Hold Access Doors	5-22
5.5	**AIRCRAFT LOADING AND UNLOADING**	5-23
5.5.1	**Supervision of Aircraft Loading and Unloading**	5-23
5.5.1.1	Supervision Responsibility	5-23
5.5.1.2	Communication	5-23
5.5.1.3	Actions Prior to Unloading	5-26
5.5.1.4	Actions During Unloading	5-26
5.5.1.5	Actions After Unloading	5-27
5.5.1.6	Actions Prior to Loading	5-27
5.5.1.7	Actions During Loading	5-28
5.5.1.8	Actions After Loading	5-29
5.5.2	**Aircraft Ground Stability**	5-30
5.5.3	**Safety Requirements Specific to Aircraft Loading and Unloading**	5-31
5.5.3.1	General	5-31
5.5.3.2	Unit Load Device Loading and Unloading	5-31
5.5.3.3	Bulk Loading and Unloading	5-32
5.5.3.4	Shipments Requiring Special Handling	5-33
5.5.4	**Unloading**	5-36
5.5.4.1	Scaling Process	5-36
5.5.4.2	Safety Precautions for Unloading	5-36
5.5.5	**Cargo Hold Inspection**	5-36
5.5.5.1	General	5-36
5.5.5.2	Cargo Hold Damage	5-37
5.5.5.3	Spills in Cargo Holds	5-37
5.5.6	**Loading**	5-37
5.5.6.1	Load Handover	5-37
5.5.6.2	Load Transportation	5-38
5.5.6.3	Load Delivery for Departure	5-38
5.5.6.4	Loading Process	5-38
5.5.7	**Securing of Load**	5-40
5.5.7.1	General Rules	5-40
5.5.7.2	Bulk Compartments	5-40

5.5.7.3	Securing of ULDs	5-41
5.5.7.4	Tie-Down Loads	5-42
5.5.7.5	Use of Tie-Down Material	5-43
5.5.7.6	Standard Lashing	5-46
5.5.7.7	Securing of Dangerous Goods	5-49
5.5.8	Load Spreading	5-51
5.5.9	Aircraft Unit Load Devices	5-51
5.5.9.1	General	5-51
5.5.9.2	Identification/Labeling of Unit Load Devices	5-52
5.5.9.3	Checking ULD Conditions on the Ramp	5-53
5.5.10	Transport of Cargo and Mail in Passenger Cabin	5-55
5.6	AIRCRAFT DEPARTURE	5-56
5.6.1	Introduction	5-56
5.6.2	Ground Staff Member Responsibilities	5-56
5.6.2.1	Ground Staff Member Responsibilities for Departure	5-56
5.6.2.2	Pushback Tractor Driver	5-57
5.6.2.3	Wing Walker	5-57
5.6.3	Predeparture Activities	5-59
5.6.3.1	Predeparture Walkaround Check	5-59
5.6.3.2	Predeparture Table	5-60
5.6.3.3	Predeparture Communication	5-62
5.6.4	Connecting the Pushback Vehicle	5-63
5.6.4.1	General	5-63
5.6.4.2	Connecting Pushback Tractor and Towbar	5-63
5.6.4.3	Connecting Towbarless Tractor	5-64
5.6.4.4	Connecting Remote-Controlled Tractor to Nose Gear	5-64
5.6.5	Wheel Chocks Removal	5-64
5.6.6	Departure Communications	5-65
5.6.6.1	General	5-65
5.6.6.2	Departure Communication Dialogue	5-66
5.6.6.3	Items to be Communicated between Responsible Ground Staff Member and Flight Crew	5-67
5.6.6.4	Departure Communication without Interphone	5-68

5.6.6.5	Interphone Communication Failure	5-68
5.6.7	**Pushback Maneuver**	5-68
5.6.7.1	Anti-Collision Lights	5-68
5.6.7.2	Pushback Requirements	5-69
5.6.7.3	Staff Safety During Pushback Maneuver	5-70
5.6.7.4	Pushback and Pull Forward	5-70
5.6.7.5	Maneuvering During Wintery or Slippery Conditions	5-71
5.6.7.6	Maneuvering During Low-Visibility Conditions	5-71
5.6.8	**Engine Start**	5-72
5.6.8.1	Communication During Engine Start	5-72
5.6.8.2	Engine Start Using an Air Start Unit	5-73
5.6.8.3	Engine Start using Cross-Bleed	5-74
5.6.8.4	Communication During Fire	5-74
5.6.9	**Pushback Disconnection**	5-75
5.6.9.1	Pushback Tractor and Tow Bar Disconnection	5-75
5.6.9.2	Tow Barless Tractor/Remote-Controlled Tractor Disconnection	5-75
5.6.10	**Pushback Completion**	5-76
5.6.11	**Incidents During Pushback**	5-76
5.6.11.1	Incidents During Pushback Involving Pushback Tractor/Tow Bar or Tow Barless Tractor	5-76
5.6.12	**Reestablishing Communication After Departure**	5-79
5.6.12.1	Introduction	5-79
5.6.12.2	Initiated from the Flight Deck	5-79
5.6.12.3	Initiated from the Ground	5-79
5.7	**OPEN RAMP DEPARTURE**	5-79
5.8	**AIRCRAFT POWERBACK OPERATIONS**	5-80
5.9	**AIRCRAFT TOWING**	5-81
5.9.1	**Introduction**	5-81
5.9.2	**Ground Staff Member Responsibilities**	5-81
5.9.2.1	Responsible Ground Staff Member for Towing	5-81
5.9.2.2	Brake Operator	5-81
5.9.2.3	Headset Operator	5-82
5.9.2.4	VHF Operator	5-82

5.9.3	**Pre-Towing Activities**	5-83
5.9.3.1	**General**	5-83
5.9.3.2	**Pre-Towing Preparation**	5-84
5.9.3.3	**Towing Communications**	5-84
5.9.4	**Towing Maneuver**	5-86
5.9.4.1	**General**	5-86
5.9.4.2	**Towing Speeds**	5-86
5.9.4.3	**Towing without towbar**	5-86
5.9.4.4	**Towing Limits A320**	5-86
5.9.4.5	**Towing onto Parking Stand**	5-87
5.9.4.6	**Movement Into/Out of Hangars**	5-87
5.9.5	**Incidents During Towing**	5-88
5.9.6	**Towing Completion**	5-92
5.10	**LONG-TERM PARKING FOR AIRCRAFT**	5-93
5.10.1	**Introduction**	5-93
5.10.2	**Aircraft Movement**	5-93

5.1 AIRCRAFT ARRIVAL

5.1.1 Actions Prior to Arrival

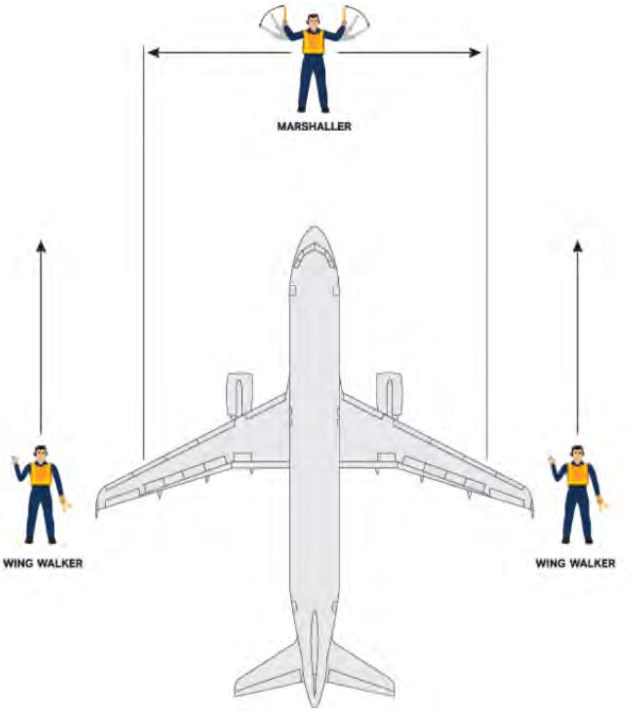
a. Ensure all persons involved with the aircraft arrival and post-arrival handling/servicing are briefed on safety and operational requirements relevant to their functions, e.g., aircraft defects that may affect ground handling operations, specific unloading, equipment positioning and operating requirements.
b. Conduct a foreign object debris (FOD) check of the entire stand, removing all debris just prior to aircraft arrival.
c. Make sure the stand surface condition is sufficiently free of ice, snow, etc. to ensure safe aircraft movement.
d. 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).
e. Make sure the aircraft guidance docking system is activated, where applicable, or a marshaller is in position. Where an aircraft docking guidance system is in use, ensure it is operative and only activated when it is confirmed that conditions are safe to accept the aircraft. See **5.1.2 - Actions During Aircraft Arrival** for Wing Walker positioning for Aircraft Arrival.
f. Make sure required ground personnel are present including any additional personnel (i.e., wing walker), if applicable. See **5.1.2 - Actions During Aircraft Arrival** for wing walker positioning during aircraft arrival.
g. All personnel shall remain well clear of the arriving aircraft and its maneuvering path, outside the ERA, other than those whose functions require them to be inside the ERA during aircraft arrival, e.g., marshaller(s) and/or wing walker(s). See **5.1.3 - Actions After Arrival** for requirements/clearance for personnel to approach the aircraft.

5.1.2 Actions During Aircraft Arrival

a. For a standard arrival at a stand without an automated guide-in system or at an open ramp:
    1. 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 Gate/Stand” signal; refer to **4.4.7.1 - 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. See diagram in **5.1.2 - Actions During Aircraft Arrival** for positioning of wing walker during aircraft arrival on stand.
    2. While the aircraft taxies along the guide-in line, the marshaller gives the “Continue to Taxi Straight Ahead” signal with marshalling wands; refer to **4.4.7.2 - Continue to Taxi Straight Ahead**.
    3. The nose wheel should follow the guide-in line all the way to the appropriate stop point. Use the “Turn Left (from the flight crew’s point of view)” or “Turn Right (from the flight crew’s point of view)” signals to correct the track of the aircraft as required; refer to **4.4.7.4 - Turn Right (from the flight crew’s point of view)** and **4.4.7.5 - Turn Left (from the flight crew’s point of view)**.
    4. If at any time during the aircraft movement the marshaller is unsure or identifies an imminent danger, signal the aircraft to “STOP” refer to **4.4.7.6 - Stop**.
    5. If at any time during the aircraft movement the wing walkers are unsure or identify an imminent danger, signal the marshaller with the “STOP” signal; refer to **4.4.7.6 - Stop**.
    6. As the aircraft approaches the stop position, use the “Slow Down” signal, if required; refer to **4.4.7.3 - Slow Down**. As the nose wheel reaches the stop point, slowly cross the wands in the “STOP” signal; refer to **4.4.7.6 - Stop**.

b. For a standard arrival at a stand with an automated guide-in system:
    1. The ground personnel responsible for aircraft arrival operations shall verify that the correct aircraft has been selected for the arrival and the equipment is operational.

2. The agent responsible for staffing 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 staffing the emergency stop button and the ground personnel ensuring clearance (e.g., wing walker).
3. If the emergency stop is activated, and only after verification by the ground personnel operating the guidance system that the risk is no longer there, the aircraft docking guidance system can be reactivated. If not, standard aircraft arrival procedures shall be used.
4. Wing walkers, if required, will be positioned approximately 1 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. See diagram in **5.1.2 - Actions During Aircraft Arrival** for positioning of wing walker during aircraft arrival on stand.



5.1.3 Actions After Arrival

a. Upon aircraft stopping:

1. Position wheel chocks at the nose landing gear (NLG) wheels as per **5.2.1 - Wheel Chock Placement**.
2. Position and connect the ground power unit (GPU) or fixed power unit (FPU), if required, before engine shut down in accordance with **5.1.4.1 - Ground Power Unit and Fixed Power Unit**.

b. After the engines have been shut down, are spooling down, and anti-collision lights have been witched off:

1. The person responsible for arrival operations shall give clearance for placement of the remaining wheel chocks and safety cones.
2. Remaining wheel chocks shall be placed in accordance with **5.2.1 - Wheel Chock Placement** and verbal/visual confirmation shall be given to the flight crew.
3. If applicable, the passenger boarding bridge (PBB), shall be positioned onto the aircraft after an inspection has been carried out to confirm there is no damage to the cabin access door and surrounding area.
4. Safety cones shall be placed in accordance with **4.3.1 - General**. After placement, GSE may enter the ERA to approach the aircraft.

Note:
Positioning of GSE at its final servicing position shall only take place after inspection of the door/service panel and surrounding area where the GSE shall position and clearance given.
Spooling down of an engine can be identified as follows: reduced engine noise, visible fan or propeller speed reduction, lack of exhaust heat or thrust plume.

c. Before positioning GSE, conduct an arrival walkaround to inspect for damage to the following parts of the aircraft:

1. All cargo access doors
2. All access panels and servicing access points
3. Aircraft fuselage
4. Aircraft engine cowlings/propellers
5. All cabin access doors, including service doors.

d. Give clearance for GSE to position to the aircraft

Notes:
1. 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.

DANGER:
If notified of a brake overheat, do not approach the main gear.

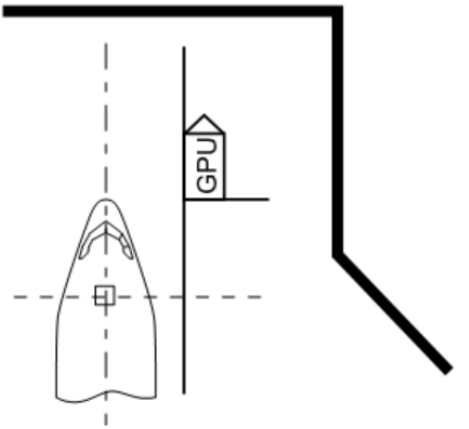
CAUTION:
If an aircraft arrives with an unserviceable anti-collision light, do not approach the aircraft until headset communication has been established with the flight crew.
Approach the aircraft only when communication is established and flight crew has confirmed that it is safe to approach the aircraft.
If the lower beacon light is inoperative and headset connection from ground is not available, ground personnel should establish visual contact with flight crew. Then, using hand signals, receive confirmation from flight crew that engines are shut down and confirm that signals and information is understood.

5.1.4 Ground Support Equipment for Arriving Aircraft

5.1.4.1 Ground Power Unit and Fixed Power Unit

a. It is permitted to preposition a GPU inside the ERA provided there is a marked GPU parking position.
b. Position the GPU on the appropriate side of the aircraft as shown below (example of GPU positioning).
c. Set the parking brake/chock for the GPU.
d. Ensure the GPU, while in operation, is positioned a minimum of 3 m (10 ft) from any fueling vehicles and aircraft fuel vents exits.
e. FPU and leads shall be fully stowed/retracted during aircraft arrival as per the system design.
f. Only connect GPUs/FPUs if required/requested by the Heston Airlines.
g. 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.
h. Do not energize the GPU/FPU power output until the unit is connected to the aircraft.
i. Connect the external power sources according to Heston Airlines procedures, including the number of supplies, required output, sockets to be used, etc. Advise the flight crew of any discrepancies.
j. Attach the power lead lanyards to the aircraft attachment point, where fitted.
k. Request approval from flight deck before turning off and disconnecting the GPU/FPU cables.
l. Turn off the GPU/FPU power output before disconnecting the cable(s)
m. Always disconnect and stow the GPU power cables BEFORE connecting a tow tractor to the GPU.

Example of GPU positioning:



5.1.4.2 Cooling/Heating Units and Preconditioned Air

DANGER:
Before supplying air from an external source, make sure at least one cabin door is open and remains open during air unit operation, as per Heston Airlines procedures.
Make sure a motorized ground air supply unit is not near the aircraft. The engine exhaust pipe of the unit shall point away from the aircraft. Heat from the unit's exhaust can cause damage to the aircraft structure

As part of the fuel conservation program of most airlines, preconditioned air (PCA) is required at all airports that provide on-stand PCA.

Refer to the Heston Airlines GOM for the location of the PCA access panel, specific flow rate and pressure requirements on the specific aircraft type. If required in accordance with operating airline procedures, inform the flight crew or engineer before connecting or disconnecting PCA to/from the aircraft.

Note: Make sure there is no blockage of the hose.

a. **To Connect PCA:**
   1. Open the access panel.
   2. Connect the ground PCA unit to the aircraft.
   3. Start up the ground PCA unit.
   4. On the ground PCA unit, select the desired cooling or heating settings (air temperature and flow rate) and position the selector in the appropriate position.

b. **To disconnect PCA:**
   1. Shut down the ground PCA unit.
   2. Disconnect the ground PCA unit from the aircraft.
   3. Close the access panel.
   4. Retract the PCA hose to the fully stowed and secured position.

5.2 AIRCRAFT CHOCKING

5.2.1 Wheel Chock Placement

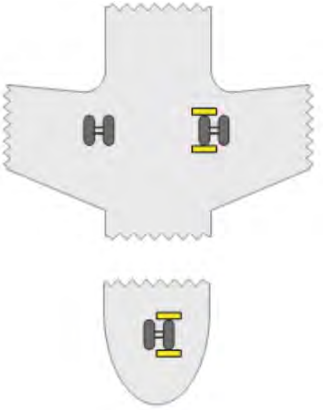
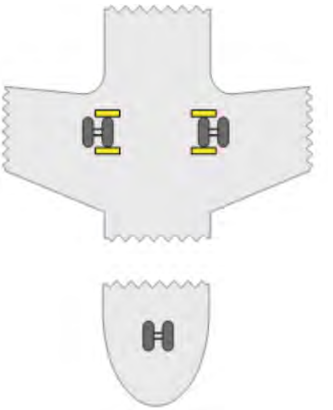
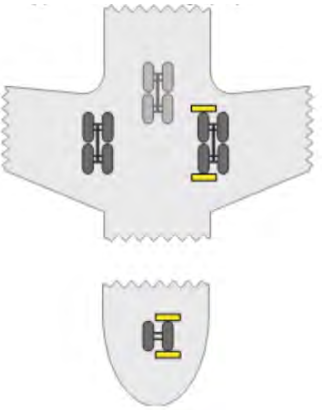
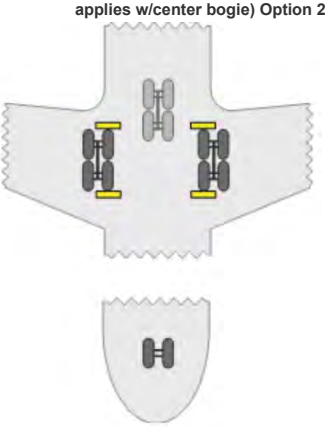
a. Make sure the required number of serviceable chocks are available, considering the aircraft type and weather conditions.
b. Chocks shall be kept clear of the guide-in line and in a safe area away from arriving aircraft and engine danger areas.
c. Do not approach the aircraft to position chocks until the aircraft has come to a complete stop.
d. One designated ground staff member will immediately place chocks forward and aft of the nose gear if the aircraft type allows and according to the options listed in **5.2.2 - Chock Placement Diagrams**. This is the first action to take place around the arriving aircraft and shall be completed before any other activity takes place.
e. Before approaching the main gear, wait until:
    1. Engines have been shut down and are spooling down (or propellers completely stopped).
    2. Anti-collision lights are switched off.
    3. Clearance to approach the aircraft has been given by the personnel responsible for the arrival operation.

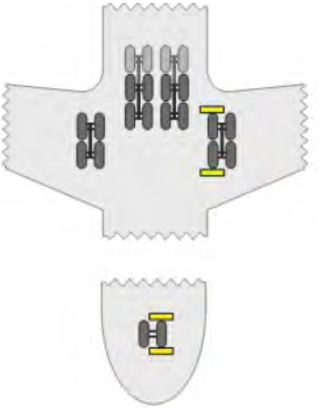
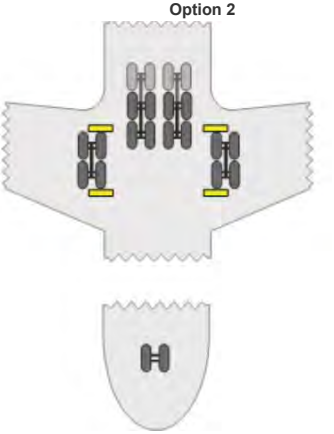
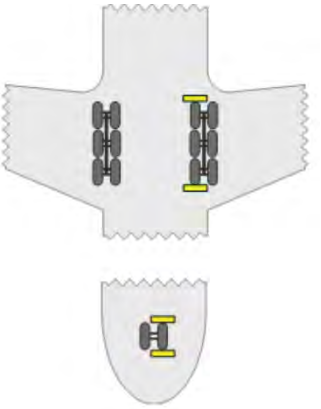
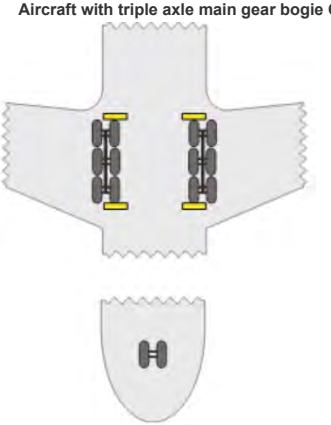
f. Walk towards the main gear in a path parallel to the fuselage, avoiding engine intake areas.
g. Place chocks forward and aft of the main gear in accordance with the applicable normal chock placement diagram. See **5.2.2 - Chock Placement Diagrams**.
h. Notify the flight crew that the chocks are inserted.

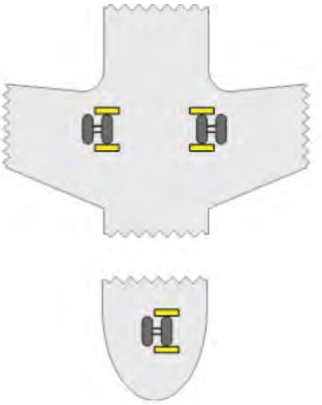
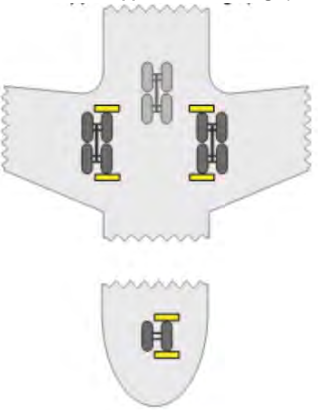
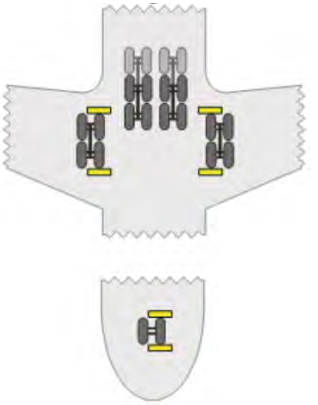
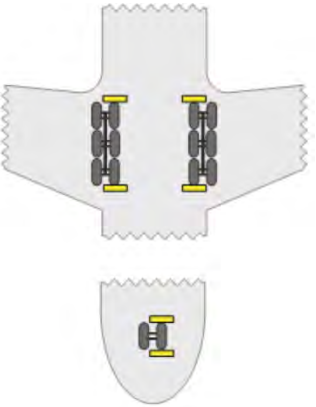
Note:
1. When the aircraft is parked on a slope, the chock on the down-slope side should just touch the wheels and the chock on the up-slope should not touch the wheels.

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.

5.2.2 Chock Placement Diagrams

<table>
<tr><th colspan="2">Normal Operation</th></tr>
<tr>
<td>Aircraft with single axle main gear bogie Option 1
Note: No nose gear chocks on aircraft with spray deflectors.
 
Note: Inside or outside main gear chocks are acceptable</td>
<td>Aircraft with single axle main gear bogie Option 2
Note: No nose gear chocks on aircraft with spray deflectors.
 
Note: Inside or outside main gear chocks are acceptable</td>
</tr>
<tr>
<td>Aircraft with double axle main gear bogie (also applies w/center bogie) Option 1
 
Note: Inside or outside main gear chocks are acceptable</td>
<td>Aircraft with double axle main gear bogie (also applies w/center bogie) Option 2
 
Note: Inside or outside main gear chocks are acceptable</td>
</tr>
</table>

<table>
<tr><th colspan="2">Normal Operation</th></tr>
<tr>
<td>Aircraft with triple axle center and body gear bogies Option 1
 
Note: Inside or outside main gear chocks are acceptable</td>
<td>Aircraft with triple axle center and body gear bogies Option 2
 
Note: Inside or outside main gear chocks are acceptable</td>
</tr>
<tr>
<td>Aircraft with triple axle main gear bogie Option 1
 
Note: Inside or outside main gear chocks are acceptable</td>
<td>Aircraft with triple axle main gear bogie Option 2
 
Note: Inside or outside main gear chocks are acceptable</td>
</tr>
</table>

Parking Aircraft Out of Service/Night Stop/High Winds	
Aircraft with single axle main gear bogie **Note:** *No nose gear chocks on aircraft with spray deflectors.*  **Note:** *Inside or outside main gear chocks are acceptable*	**Aircraft with double axle main gear bogie (also applies w/center bogie)**  **Note:** *Inside or outside main gear chocks are acceptable*
Aircraft with triple axle center and body gear bogies  **Note:** *Inside or outside main gear chocks are acceptable*	**Aircraft with triple axle main gear bogie**  **Note:** *Inside or outside main gear chocks are acceptable*

5.3 AIRCRAFT CONING

5.3.1 Safety Cone Placement and Removal

Safety cones are a caution sign for operators/drivers to maintain required safety clearances. Cones protect parts of the aircraft against collision by GSE.

a. Prior to arrival of the aircraft, make sure there are sufficient serviceable safety cones to protect the aircraft type to be handled.
b. Approach the aircraft to position cones only when all the following criteria are met:
    1. Aircraft has come to a complete stop.
    2. Engines have been shut down and are spooling down.
    3. Anti-collision lights are switched off.
    4. Aircraft has been chocked.

Note:
Spooling down of an engine can be identified as follows:
1. reduced engine noise
2. visible fan speed reduction
3. lack of exhaust heat or thrust plume

c. Place safety cones on the ground in accordance with the diagrams in **5.3.2 - Cone Placement for Wing-Mounted Twin Engine Jet Aircraft** within a maximum of 1 m (3 ft) radius outward from the point where the aircraft is being protected. Cones shall not be placed in high-wind conditions.
d. Additional safety cones may be needed as per operational requirements or local regulations.
e. GSE shall not approach the aircraft until all safety cones have been placed (not applicable for the PBB or GPU, if required).
f. All required safety cones shall remain in place until GSE and vehicle activities around the aircraft have ceased prior to departure of the aircraft.

Note:
1. In some situations, it may be necessary to reposition cones to allow GSE to be positioned. In such cases, reposition the cones to their original position when the GSE is removed.
2. Cones shall not be placed under engines.

g. Ensure all vehicles have been removed from the ERA, except GSE required for the departure operation, e.g., ASU, GPU/FPU and pushback tractor, as applicable.
h. Remove the safety cones from around the aircraft.
i. When not in use, place the safety cones in the designated storage area.

5.3.2 Cone Placement for Wing-Mounted Twin Engine Jet Aircraft

Safety cones shall be placed according to the procedures below:

- Use a minimum of 4 safety cones
- Place the safety cones as the figure below shows it:
- Place 1 safety cone at each wing tip
- Place 1 safety cone in front of each engine
- Additional safety cones may be needed due to local or operational reasons.



CONE NUMBER	DESCRIPTION
1	Cones max. 1 m (3 ft) in front of engines
2	Cones max. 1 m (3 ft) from wingtips
3	Additional cones to be placed at the applicable ends(s) of the aircraft where immediately adjacent to a service road.

5.4 AIRCRAFT ACCESS DOORS

5.4.1 General Safety Requirements

This section provides generic precautions and does not constitute training on opening/closing of aircraft doors.

a. Ground personnel shall not operate any aircraft access doors unless they have been trained and authorized to do so as documented in IATA AHM11.
b. Aircraft access door operation shall be performed in accordance with Heston Airlines procedures for the applicable aircraft type and, where applicable, the markings labelled on the door.
c. Seek assistance from maintenance personnel if any difficulty is experienced during normal door operation.
d. If damage or irregularity is discovered, immediately report it to the supervisor, aircraft maintenance personnel and if available, flight crew.

Follow the Heston Airlines GOM as required.

CAUTION:
Do not operate or leave doors open in winds exceeding those indicated in the manufacturer's limitations.

Note: For door operations during severe weather, refer to **4.3 - ADVERSE WEATHER CONDITIONS**

5.4.2 Cabin Access Doors

5.4.2.1 General

a. There may be differences between airlines regarding responsibility for operating cabin access doors. The operating airline determines whether ground personnel or cabin crew are authorized to operate cabin access doors. All ground personnel shall follow procedures as set by the Heston Airlines GOM.
b. Cabin access doors shall only be operated or left in the open position if there is a GSE or a PBB with platform at its final height positioned at the door or if an appropriate fall prevention device is placed across the door.
c. GSE or PBB shall be removed after the cabin access door is closed and acknowledged by cabin crew or by other authorized person.
d. If a cabin access door is found open without a GSE or PBB positioned at the door, personnel shall immediately notify a supervisor or the airline representative.
e. Before allowing passenger/crew embarkation or disembarkation via a cabin access door, ensure the boarding device is properly positioned at the door. If stairs or integral airstairs are to be used, ensure both guard rails are extended, if applicable.

Exception:
Cabin access doors shall only be open without GSE or PBB in position when the height of the door from the ground is such that GSE is not required to be positioned to perform servicing/loading operations.

DANGER:
1. There is a risk of falling while operating cabin doors.
2. Slide deployments can be fatal. If an armed door begins to open, personnel must not attempt to hold the door, as they risk being seriously injured or killed.
3. Personnel shall remain aware of increased risk of a fall from a height while retracting stair platform and safety rails.

5.4.2.2 Opening Cabin Access Doors from Inside by Crew

The responsible ground personnel shall:

a. Knock twice on the door, to indicate that a GSE or PBB is properly positioned, and the door swing area is free from obstruction. Provide a conventional “thumbs up” signal through the door window to the crew if required.
b. Stand clear or retreat to a safe position before the door is opened by crew.
c. Assist cabin crew when required, with moving the door to the fully opened position and engaging the gust lock.

5.4.2.3 Opening of Cabin Access Doors from Inside by Authorized and Trained Ground Personnel

a. Check that the door is disarmed.
b. Check that all indicators show that it is safe to open the door.
c. Check that a GSE or PBB is positioned correctly at the door.
d. The door shall be fully opened and the gust lock engaged.

5.4.2.4 Opening Cabin Access Doors from Outside with Crew/Ground Personnel on Board

Where there is a requirement for ground personnel to open door from outside with crew/ground personnel on board:

a. Visually inspect the cabin access door and the surrounding fuselage for signs of damage.
b. Check all indications as per aircraft type that the door is disarmed and safe to open, e.g., residual pressure warning lights or flags.
c. 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.
d. If there is no “thumbs up” or indication from the cabin that the door is disarmed, knock twice again.
e. 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.

CAUTION:
If there is no confirmation that the door is disarmed or safe to open, do not open the door.

f. 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.
g. Move the cabin access door to the fully opened position and engage the gust lock.
h. 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.
i. 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.

5.4.2.5 Opening Cabin Access Doors from Outside with no Crew/Ground Personnel on Board

a. Visually inspect the cabin access door and the surrounding fuselage for signs of damage.
b. 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.

c. 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.
d. Move the door to the fully opened position and engage the gust lock.
e. 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.
f. 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.

5.4.2.6 Closing of Cabin Access Doors from Inside by Crew

Prior to removing or repositioning GSE or PBB, the responsible ground personnel shall:

a. Notify crew that equipment needs to be removed or repositioned (as applicable) and that the cabin access door needs to be closed.
b. Receive confirmation from the crew that the cabin access door will be closed.
c. Visually inspect the exterior of cabin access door and surrounding areas for signs of damage, debris, or obstructions.
d. Retract equipment safety rails and canopy (where fitted) where necessary to close the door.
e. Assist cabin crew when required, with moving the door to the fully closed position.
f. Where using passenger stairs or PBB, remain on the platform until the door is fully closed.
g. Where using elevating equipment (e., catering truck or medical loader) retreat from the platform prior to the door being closed.
h. Check that the cabin access door is closed and that the door and handle are flush with the surrounding fuselage.
i. Descend passenger stairs before they are moved.

5.4.2.7 Closing of Cabin Access Doors from Inside by Authorized and Trained Ground Personnel

a. Coordination between applicable ground personnel inside and outside the aircraft to confirm that the cabin access door will be closed shall take place prior to closing the door.
b. The trained ground personnel onboard shall:
    1. Visually inspect the cabin access door and inside surrounding areas for signs of damage, debris or obstructions.
    2. 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.

c. The GSE/PBB operator shall follow the same steps as documented in **5.4.2.6 - Closing of Cabin Access Doors from Inside by Crew** and additionally:
    1. Where using elevating equipment (e.g., catering truck or medical loader) personnel shall retreat from the platform prior to the door being closed.
    2. Retract equipment stabilizers after the door is closed and personnel are clear of the equipment.
    3. Remove GSE or PBB from the door.

5.4.2.8 Closing of Cabin Access Doors from Outside with Crew/Ground Personnel on Board

a. Coordination between applicable ground personnel inside and outside the aircraft to confirm that the cabin access door will be closed, shall take place prior to closing the door.
b. Prior to closing the cabin access door from outside, the person responsible for closing the door shall:
    1. Visually inspect the exterior of cabin access door and surrounding areas for signs of damage, debris or obstructions.
    2. Retract equipment safety rails and canopy (where fitted) where necessary to close the door.
    3. 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.
    4. After the door is closed, check that the door and handle are flush with the surrounding fuselage.
    5. Where closing the door from passenger stairs, descend the stairs before they are moved.

c. The GSE/PBB operator shall:
    1. Retract equipment stabilizers after the door is closed and personnel are clear of the equipment.
    2. Remove GSE or PBB from the door.

d. If integral airstairs are used (other than those permanently affixed to a boarding door), fully retract and stow the airstairs.

5.4.2.9 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 **5.4.2.8 - Closing of Cabin Access Doors from Outside with Crew/Ground Personnel on Board**.

5.4.2.10 Reopening Cabin Access Doors

In situations where a cabin access door needs to be reopened and reclosed after initial closing (e.g., not closed properly, additional delivery of catering and/or supplies, requirement to reconnect boarding device), the following shall apply:

a. Where flight crew or other qualified personnel are in the cockpit, but they did not initiate the request to reopen the cabin access door:
    1. Seek authorization from the flight crew or other qualified personnel in the cockpit for the cabin access door to be reopened via an open cockpit window (if applicable) or use the flight interphone system.
    2. Await clearance to re-open the cabin access door. If authorization to reopen the door is not granted, do not attempt to reopen the door.

b. Follow the applicable actions/steps in the in the Opening Cabin Access Doors sections (see **5.4.2.1 - General** to **5.4.2.5 - Opening Cabin Access Doors from Outside with no Crew/Ground Personnel on Board**, as applicable).

5.4.3 Cargo Hold Access Doors

5.4.3.1 General

a. Manual operation of an electrically or hydraulically operated cargo hold access door may only be performed by trained personnel.
b. To access the cargo access door control panel where it is out of reach from the ground, use maintenance stairs in accordance with **4.1.3.3 - Non-motorized Ground Support Equipment** or a belt loader in accordance with **4.1.3.7 - Belt Loader**.

Note:
Not applicable to main deck cargo hold access doors.

c. Allow adequate space for door clearance to avoid equipment obstructing the free passage of the door during opening/closing.
d. The cargo access door control panel, where applicable, shall be closed when not opening/closing the cargo hold access door.

5.4.3.2 Opening Cargo Hold Access Doors

a. Before positioning GSE and/or opening, perform a visual check for any signs of damage to the doors or surrounding areas.
b. 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.
c. Open the cargo hold access door in accordance with the specific instructions for the aircraft type.

5.4.3.3 Closing Cargo Hold Access Doors

a. Before closing the cargo door, ensure:
   1. The anti-roll-out system (door sill guards/latches) if installed, is in the raised position.

Note:
At each cargo compartment door sill, there are two types of latches.
1. The overridable lateral latch, which stops the accidental roll-out of a unit. This latch is overridden in the loading direction and is lowered for unloading.
2. The other type of latch is an upward latch and locks the unit at the doorsill.

   2. Load restraint and door protection nets are properly fitted, if applicable.
   3. Door area, including the door sill and frame, are free of debris and other obstructions.
   4. Door and surrounding area show no visible signs of damage.

b. Close the cargo hold access door in accordance with the specific instructions for the aircraft type.
c. After closing the cargo hold access door, ensure:
   1. 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.
   2. A visual check is performed for any signs of damage to the doors and surrounding areas.
   3. The vent flaps are also closed, if required.

5.4.3.4 Reopening of Cargo Hold Access Doors

a. If a cargo hold access door is not closed properly, it shall be reopened and reclosed.
b. Once the predeparture walkaround has taken place in accordance with **5.6.3.1 - Predeparture Walkaround Check** , do not attempt to reopen any aircraft cargo hold access door without clearance from the flight crew or the trained ground staff in the cockpit.
c. If a door needs to be reopened, the ground personnel responsible for the departure shall notify the flight crew via the use of the flight interphone system or where practical use the cockpit open window.

5.5 AIRCRAFT LOADING AND UNLOADING

5.5.1 Supervision of Aircraft Loading and Unloading

5.5.1.1 Supervision Responsibility

a. The person performing the aircraft loading and unloading supervision task is responsible for the safe and efficient handling of the aircraft as well as the protection of the loads carried.
b. The responsibility will ensure the aircraft is:
    1. Unloaded in accordance with the load message (LDM)/container pallet message (CPM)/offloading instructions report (OIR) or any other incoming messages.
    2. Loaded in accordance with the corresponding loading instruction report (LIR) (see **6.2.2 - Loading Instruction Report (LIR)**)).

Note:
Any aircraft loading/unloading operation shall only start in the presence of the person responsible for the aircraft supervision task.

Heston Airlines procedures:
The person performing the aircraft loading and unloading supervision is also responsible for the correct loading and securing of dangerous goods on board the aircraft.

5.5.1.2 Communication

When verbal communication is used, it is critical that combinations of letters and numbers are 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 turnaround.

ICAO PHONETIC ALPHABET AND NUMBERING SYSTEM TABLE

ICAO Phonetic Alphabet and Numbers	
Alphabet	
A	Alfa
B	Bravo
C	Charlie
D	Delta
E	Echo
F	Foxtrot
G	Golf
H	Hotel
I	India
J	Juliet
K	Kilo
L	Lima
M	Mike
N	November
O	Oscar
P	Papa
Q	Quebec
R	Romeo
S	Sierra
T	Tango
U	Uniform
V	Victor
W	Whiskey
X	X-ray
Y	Yankee
Z	Zulu
Numbers – (Pronunciation)	
0	ZE-RO
1	WUN
2	TOO
3	TREE
4	FOW er
5	FIFE
6	SIX
7	SEV en
8	AIT
9	NIN er
Decimal	DAY SEE MAL
Hundred	HUN DRED
Thousand	THOU SAND
Note:	Numbers shall be reported as single figures

To ensure all the load is accounted for accurately prior to departure, the parties responsible for loading and load planning shall clearly communicate and confirm:

a. Flight number
b. Aircraft registration
c. Flight leg (Destination), as applicable
d. LIR edition number
e. Load by position/compartment, including NIL-Position/Compartment(s)
f. Return load (standby load that is not loaded)
g. All commodities and sub-commodities

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:

1. The same principle will 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 loading team supervisor.
2. To further prevent miscommunication during the aircraft turnaround handling and close out reconciliation process, implementation of standard verbiage for load discrepancy communication (see table below) should be used between the person responsible for the loading supervision task and person responsible for the load planning task and between the person responsible for the loading supervisor task and loading team members.
3. Efficient communication devices (e.g., headsets, high-performance radio, phones) should be provided to relevant team members for verbal communication to avoid misunderstanding in a noisy environment.

LOAD DISCREPANCY COMMUNICATION TABLE

Discrepancy	Description
Offload	Planned load removed from aircraft for any reason (e.g., missing passenger, damaged cargo)
Position Change	Change of position within the cargo compartment or change of cargo compartment
Missing	Load not received for any reason, but planned on LIR
Weight	Difference between deadload weight as shown on LIR and actual weight of load
Incorrect Load	Mismatch of received load for flight (e.g., incorrect ULD number, wrong flight number, incorrectly documented special load)
Restraints	Missing, damaged or malfunctioning floor locks, load restraints and/or nets
Technical	Compartment technical issues (e.g., faulty locks, unserviceable stanchions, broken/missing divider nets, other defects)
Not Planned	Any deadload not included in LIR

5.5.1.3 Actions Prior to Unloading

Prior to unloading, the person responsible for the aircraft loading supervision task shall:

a. Brief the unloading team members on safety and unloading requirements in accordance with the CPM/LDM/OIR (as applicable) including any special requirements, e.g., unloading sequence, special load items, restraint requirements, aircraft defect. Check to ensure the briefing and unloading instructions are understood by the persons responsible for aircraft unloading.

Note:

1. The offloading instructions report (OIR), which is a systematic plan for unloading, Should be issued prior to aircraft arrival.
2. For transit flights, an OIR, as defined in **6.2.3 - Offloading Instruction** , may be issued.

b. Verify the arriving aircraft registration with the registration on the CPM/LDM/OIR.
c. Ensure the necessary equipment for unloading is available on the aircraft parking stand (see **5.1.1 - Actions Prior to Arrival**).

5.5.1.4 Actions During Unloading

During unloading, the person responsible for the aircraft loading supervision task shall:

a. 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.
b. For ULD unloading:
    1. Carry out visually detectable damage checks during unloading in accordance with **5.5.9.3 - Checking ULD Conditions on the Ramp**.
    2. Check ULD placards have been properly filled out with the correct information in accordance with **5.5.9.2 - Identification/Labeling of Unit Load Devices**
    3. Perform a cross-check against CPM/LDM/OIR to ensure the following details correspond with each other:
        i. ULD number shown on the ULD identification tag.
        ii. ULD identification number printed or stamped on the ULD.
        iii. Confirm ULD unload information codes (e.g., X = empty ULD)
    4. Ensure that there are no signs of leakage from ULDs.
c. For bulk unloading:
    1. Perform a visual inspection of all items during unloading to ensure no damage/leakage.
    2. Ensure the load distribution is in accordance with the LDM.
d. Ensure special equipment (e.g., tie-down straps, load spreaders, plastic sheeting for wet cargo) is unloaded, as require
e. Log any irregularities in the unload sequence noted during unloading and report as per Heston Airlines procedures (see **5.5.1.5 - Actions After Unloading**).
f. Ensure, where applicable, transit loads are not offloaded or over-stowed.
g. If required, Delivery at the Aircraft (DAA) bags/items shall be delivered as per Heston Airlines requirement.
h. If possible, organize immediate transportation of arriving ULDs and/or carts containing baggage, cargo and/or mail (see **5.5.6.2 - Load Transportation** and as per specified timelines).

5.5.1.5 Actions After Unloading

After unloading has been completed, the person responsible for the aircraft loading supervision task shall:

a. Carry out a hold inspection, in accordance with **5.5.5.1 - General** and action issues accordingly.
b. Ensure the nets and straps are properly stowed and cargo hold access door checks are performed in accordance with **5.4.3 - Cargo Hold Access Doors** in case the cargo hold access doors need to be closed.
c. Sign the OIR if applicable, (See AHM 514 and AHM 515) and in doing so confirm that:
    1. Aircraft has been unloaded in accordance with OIR
    2. Load was unloaded in a manner that prevents damage or spillage
d. Close the cargo hold access doors if the aircraft is to be left unattended (see **5.4.3.3 - Closing Cargo Hold Access Doors**).
e. If irregularities are reported during the unload sequence report in accordance with Heston Airlines procedures.

5.5.1.6 Actions Prior to Loading

Prior to loading, the person responsible for the aircraft loading supervision task shall:

a. 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, aircraft defect.

Note:
Check to ensure the briefing and loading instructions are understood by the persons responsible for aircraft loading.

b. Verify the aircraft registration with the registration on the LIR.
c. Carry out a hold inspection once unloading is complete or prior to commencing loading, in accordance with the requirements detailed in **5.5.5 - Cargo Hold Inspection**, and action issues accordingly.
d. Assemble and check the load against the LIR to ensure compliance:
    1. Special handling codes and related information.
    2. Destination airport. (Confirm destination of the loads)
    3. Confirm preliminary Notification to Captain (NOTOC) as per AHM 381, where applicable.
    4. Special load requirements, e.g., live animals, perishable, valuables, DG, temperature sensitive products etc.
e. Ensure all loads are protected from adverse weather, and particular attention shall be given to special loads (e.g., live animals, perishables, time and temperature-sensitive cargo).
f. Allow no contamination (e.g., snow, ice, water, wood, plastic) on the ULD or bulk load/loose load pieces.
g. Ensure special equipment is available (e.g., tie-down straps, load spreaders, plastic sheeting for wet cargo), as required.
h. Where possible, organize and position the ULDs and/or carts containing baggage, cargo and/or mail in hold and load order.
i. For ULD loading:
    1. Carry out a visually detectable damage checks prior to loading in accordance with **5.5.9.3 - Checking ULD Conditions on the Ramp** .

Note:
Ensure all loaded ULDs are serviceable. Do not load damaged ULDs.

2. Ensure ULD placards are properly filled out with the correct information as detailed in IGOM **5.5.9.2 - Identification/Labeling of Unit Load Devices** .
3. Perform a cross-check to ensure the following identification numbers correspond with each other:
    i. ULD number shown on the LIR
    ii. ULD number shown on the ULD identification tag
    iii. ULD identification number printed or stamped on the
4. Cross-check ULD gross weights.
5. Confirm ULD load information codes (e.g., X = empty ULD).
6. There are no signs of leakage from ULDs.
7. All ULDs are safe to move and will not shift, roll, or topple while maneuvering/loading onto the aircraft.

f. For bulk loading, confirm:
    1. Cart identification labels are correctly filled in where applicable.
    2. Loose pieces/weight information is correct, where applicable.
    3. A visual inspection of all items of bulk load is performed prior to loading to ensure there are no signs of damage or leakage that may damage or contaminate the aircraft.

5.5.1.7 Actions During Loading

During loading, the person responsible for the aircraft loading supervision task shall:

a. Cross-check the ULD/bulk load against the LIR as the loading progresses to ensure the correct sequence of loading takes place in accordance with the specified timelines (e.g., where applicable, transit loads are not over-stowed for transit stations).
b. Regularly check whether loading personnel who are physically loading the aircraft encounter any loading issues and attend to any issues raised concerning loading.

Note:
1. Stop/suspend loading operations where an irregularity is discovered e.g., aircraft/cargo hold/ULD damage, damage to or leakage from load items, cargo loading system malfunction.
2. Log any irregularities in the load sequence noted during loading and report as per Heston Airlines procedures (see **5.5.1.8 - Actions During Loading**).

c. Liaise with the person responsible for the weight and balance calculation task and receive authorization for any deviations, including any last-minute changes to the LIR, as documented in **6.3.2 - Last-Minute Changes** . The person responsible for the weight and balance calculation task shall check the deviation and confirm whether possible or give an alternative solution.

Note:
Any load information change between the LIR and actual loading (e.g., changes in transfer bag figures, cargo figures) shall be communicated to the person responsible for the weight and balance calculation task as soon as known to avoid unnecessary reloads, weight and balance issues, and last-minute pressure.

d. If an authorized change of load order occurs, provide confirmation of change to the persons responsible for the aircraft loading task prior to recommencing loading in the hold.

e. Protect all loads from adverse weather. Special attention shall be given to live animals and/or perishables.
f. Ensure special loads are handled and loaded as per instructions provided.
g. Where applicable remove any loose plastic or any other material used to protect load from bad weather.
h. Visually inspect all loads requiring special handling to ensure they are secured against shifting. Ensure all necessary nets have been closed. See **5.5.7 - Securing of Load**.
i. If required, Delivery At the Aircraft (DAA) bags/items shall be loaded as per operating airline and local authority requirement. See **2.4.4 - Handling Gate Delivery Items**.
j. For tracking/reconciliation during loading see **2.4.3 - Execution of Departing Baggage**.

5.5.1.8 Actions After Loading

After loading has been completed, the person responsible for the aircraft loading supervision task shall:

a. At the completion of loading, receive confirmation of the following from the persons performing the aircraft loading task:
    1. Loading status of the aircraft is in compliance with the latest edition of the LIR.
    2. 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 (see **5.5.7 - Securing of Load**)

b. Where the operating airline requires additional signature fields to be completed on the LIR (e.g., by the person performing the loading of each hold), ensure the applicable person(s) have signed the required fields in accordance with operating airline requirements.

Note:
The person responsible for the aircraft loading supervision task still maintains overall responsibility for the loading of the aircraft.

c. Sign the LIR, and in doing so confirm that:
    1. Aircraft has been loaded in accordance with the final edition of the LIR including any authorized changes.
    2. Load is secured (in a manner that prevents movement or spillage during flight) and locks, stops, nets, fire blankets are correctly installed, raised, locked.

d. If applicable, sign a NOTOC to confirm or otherwise state that:
    1. There was no evidence of leakage from the package(s) or any leakage from the ULDs loaded on the aircraft.
    2. The package or ULD is loaded in the designated position and secured.

Note:
The LIR and the NOTOC shall be retained in accordance with applicable regulations.

e. If irregularities are reported during the load sequence report in accordance with operating airline procedures
f. Ensure cargo hold access door checks are performed in accordance with **5.4.3.3 - Closing Cargo Hold Access Doors**.

5.5.2 Aircraft Ground Stability

Heston Airlines ground stability requirements, where applicable, shall be adhered to.

Unloading or loading may cause the aircraft to become unstable or could cause tipping. For some aircraft types, a tail post or nose tether is available and shall be used according to Heston Airlines procedures.

The unloading sequence may be reported in the OIR/CPM/LDM and loading sequence in the LIR. When detailed information about the unloading and loading sequence is not available, as a general principle for cargo aircraft and passenger aircraft sensitive to tail tipping, ensure the sequence below is adhered to:

a. Unload the aft hold first.
b. Unload the main deck in sequence to always have more load in front of the wing box than aft of the wing box.
c. Unload the forward hold last.
d. Load the forward hold first.
e. Load the main deck in sequence to always have more load in front of the wing box than aft of the wing box.
f. Load the aft hold and bulk last.

Note:
If this sequence cannot be followed, check with the operator for instructions about the correct unloading/loading sequence.

5.5.3 Safety Requirements Specific to Aircraft Loading and Unloading

5.5.3.1 General

a. Holds and compartments shall only be entered or exited by using the appropriate loading equipment, which shall be positioned and secured at the aircraft cargo access door.

Exception:
For smaller aircraft see **5.5.3.3 - Bulk Loading and Unloading**

b. Loading equipment shall remain in position while personnel are still in the cargo hold.
c. Equipment operators shall ensure other personnel are not entrapped by movement of loads, pallets and/or containers, either in the aircraft or on the loading equipment.
d. Carts shall not be used to gain access to cargo holds.
e. Personnel shall walk around chains of carts and dollies to access required areas. Do not walk or stand between carts and dollies even when they are stationary on the ramp.
f. Hinged side gates of loaded carts shall be lowered carefully in case loads fall out and cause injury.
g. Take care when pulling or pushing carts, especially when ramp conditions are slippery. When necessary, obtain assistance.
h. Use correct manual handling techniques and practices when handling heavy items. Obtain assistance when moving heavy articles.

5.5.3.2 Unit Load Device Loading and Unloading

a. For ULD loader operations, see **4.1.3.8 - Unit Load Device Loader** .
b. Inspect all ULDs before loading/unloading to ensure no nets, straps or protective materials can drag or get jammed in rollers, ball mats or wheels of power drive units (PDUs).
c. Push (do not pull) ULD on/off dollies and loaders where possible.
d. ULDs on dollies or transporters shall be secured to prevent movement using locks, stops or rails, 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:

1. To avoid personnel injuries (e.g., slips, trips and falls) when walking inside the cargo holds, do not step on cargo loading system components (e.g., restraints, PDUs, roller tray(s)) or sloped side walls except where dedicated step positions are provided.
2. Personnel shall remain clear of the ULD movement path at all times.
3. Moving ULDs may cause injuries to personnel.
4. Only raise locks once the ULD comes to a complete stop.

For Cargo Loading Systems (CLS) equipped with PDUs:

1. When ULDs become stuck, staff may assist with the dislodging of the unit after coordinating with the CLS equipment operator. In such cases, all staff must be aware of sudden ULD movements.
2. The CLS equipment operator must always be aware of where on the main deck cstaff is positioned.

Note:
Certain ULDs can tip during movement as the base is smaller than the top, causing a high center of gravity.

5.5.3.3 Bulk Loading and Unloading

a. Where a belt loader is used, position items on/off the belt loader see **4.1.3.7 - Belt Loader**.
b. Where possible avoid placing loads directly on the ramp, especially if the ramp is contaminated.
c. When loading/unloading aircraft directly from the ramp without the use of equipment:
    1. Position carts/dollies to/from the aircraft in a parallel direction to the fuselage, maintaining a gap of at least 1m (3 ft.) from the fuselage.
    2. Always turn tractors and carts/dollies away from the aircraft.

Note:
For any load items that cannot be safely loaded directly from the ramp, appropriate loading equipment (e.g., belt loader) should be used to avoid injury or damage.

a. Ground personnel carrying out bulk loading task shall:
    1. Use the right lifting techniques to reduce on the risk of injury
    2. Be accounted for once inside the aircraft hold and after completion of loading for safety reasons

DANGER:
There is a risk of suffocation due to poor ventilation in the holds.

5.5.3.4 Shipments Requiring Special Handling

a. **General**

1. All shipments requiring special handling shall be identified on the load message (LDM) or container pallet message (CPM) for arriving flights or under a NOTOC for departing flights.
2. Comply with any special handling requirements. Be alert for special load and/or dangerous goods shipments.
3. Always follow the orientation markings and/or special handling instructions, as applicable while handling.
4. Make sure packages with directional handling labels are kept in the correct orientation (e.g., THIS WAY UP).
5. Always observe the specific instructions labels and markings (i.e., Cargo Aircraft Only (CAO), FRAGILE, TOP, THIS SIDE UP).
6. Ensure shipments labeled “Cargo Aircraft Only” are not loaded into a passenger aircraft.
7. Always handle fragile items with care.

b. **Dangerous Goods**

1. Transportation shall be in accordance with IATA DGR. Refer to **9 - DANGEROUS GOODS AND WEAPONS** for airline-specific restrictions.
2. Ensure dangerous goods are handled and secured or stowed in a manner that:
    i. Is in accordance with the information provided on the notification to captain (NOTOC).
    ii. Prevents movement that could change the orientation of packages on the aircraft.
    iii. Provides for separation and segregation of packages on the aircraft to prevent interaction in the event of leakage.
    iv. Prevents damage to packages and containers during aircraft loading and unloading.

3. Incase dangerous goods package or shipment appears to be damaged or leaking, to ensure:
    i. Such package or shipment is prevented from being loaded into an aircraft.
    ii. In the case of leakage, conduct an evaluation to identify and prevent from transport any other cargo, baggage or transport devices that have become contaminated by the leakage of dangerous goods, and the removal of the hazardous contamination.
    iii. If already loaded, the package or shipment is removed from the aircraft.
    iv. Immediate notification of the customer airline and relevant authority.

c. **Live Animals**

1. Transportation shall be in accordance with the IATA Live Animals Regulations (LAR). Refer to **1.1.6.12 - Special Baggage** for Heston Airlines restrictions.
2. During handling of live animals, ensure that they are:
    i. Loaded and secured into suitable aircraft compartments as directed by the LIR
    ii. Separated from foods, dangerous goods or other AVI that are natural enemies
    iii. Handled with care and in a manner which minimizes the waiting period and is in compliance with the shipper's specific handling instructions, if required
    iv. Not exposed to adverse weather or environmental conditions during transportation, loading and unloading

Note:
See AHM 332 on Handling and stowage of live Animals

d. **Wet Cargo**

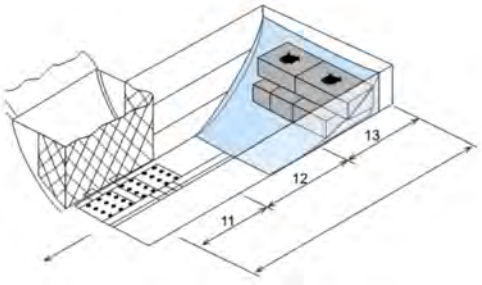
The following types of cargo, if not subject to the IATA DGR, shall be considered as wet cargo:

1. Liquids in watertight containers.
2. Wet materials not packed in watertight containers (e.g., fish packed in wet ice, fress or frozen meat, casings (fresh animal guts), wet hides, skins).
3. Goods that by their nature may produce liquid (e.g., larger live animals (usually mammals) where the presence of feces and urine is likely).
4. Fruits/vegetables with high moisture (e.g., berries).

Note:
Live animals such as birds, reptiles, insects and certain mollusks (terrestrial) in appropriate animal containers do not pose a higher risk for corrosion than normal baggage/cargo and are, therefore, exempted. Refer to IATA 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.

5. 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.
6. Loading precautions:
    i. Spread plastic sheets or tarpaulins to protect the aircraft floor and walls by catching any spillage or leakage. Use absorbent material as required by Heston Airlines procedures.
    ii. For wet cargo in containers that are not watertight, follow Heston Airlines procedures.



Note 1:
When wet or damp, the strength of some packaging can be considerably reduced. Special attention shall be given to avoid the crushing of packages when stacking to several levels.

Note 2:
For reference regarding packing of wet cargo and temperature sensitive packaging, refer to IATA Perishable Cargo Regulations (PCR) and IATA Temperature Control Regulations (TCR).

e. **Perishable and temperature-sensitive healthcare products**

During transportation, loading and unloading of perishable and temperature-sensitive healthcare products, ensure that they are:

1. Handled in a manner to minimize the waiting period
2. Not exposed to adverse environmental conditions

Note:

1. Perishables must be moved into storage (e.g., cooler, freezer) appropriate for the type, in accordance with the Perishable Cargo Regulations (PCR).
2. Pharmaceuticals must be moved into storage (e.g., cooler, freezer) appropriate for the type, in accordance with the Temperature Control Regulations (TCR).

f. **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.

1. 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.
2. Refer to Heston Airlines GOM for requirements concerning loading and unloading of dry ice as dangerous goods and maximum permitted quantities per aircraft type.
3. 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
4. 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.
5. Cargo access doors shall remain open to clear dry ice vapors before you enter the hold or compartment.

Danger:

1. There is a risk of suffocation when entering a compartment containing dry ice.
2. 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.

5.5.4 Unloading

5.5.4.1 Scaling Process

If the flight crew experiences a handling issue on takeoff, they may request the scaling of all loaded baggage and cargo at the arrival station.

The scaling process shall be coordinated with the airline representative. Further handling of baggage and cargo shall only proceed once the scaling is completed and the weights confirmed.

5.5.4.2 Safety Precautions for Unloading

a. Before positioning GSE and/or opening cargo hold access doors, perform a visual check for any signs of damage to the doors or surrounding areas (see **5.4.3 - Cargo Hold Access Doors**).
b. Check to ensure the aircraft hold load has not shifted during the flight:
    1. Verify the contour of the cargo loads passing through the doorway to ensure sufficient space between the doorway depressor seals and the cargo load.
    2. Contact the person responsible for the aircraft loading supervision task if any load has shifted and will not safely exit the door.

c. Check for incorrectly loaded ULDs (i.e., locks not raised, locks or safety rails overridden).
d. Check loads/ULDs during unload for damage, leakage and load stability.
e. Check for damage to the aircraft hold as the unload progresses and also after completion of unloading (see **5.4.3 - Cargo Hold Access Doors**).

Notes:
Immediately report any irregularities (e.g., spills, unusual fumes or smells, unsecured loads/restraints, LDM/CPM discrepancies) prior to or during the unloading process to the person responsible for the aircraft loading supervision task or as required by the operator or authority.

5.5.5 Cargo Hold Inspection

5.5.5.1 General

a. A cargo hold inspection shall be performed:
    1. After aircraft unload is complete.
    2. Prior to loading if this does not follow immediately after unloading is complete.
    3. When the aircraft was unattended between unloading and loading.
    4. When there was a change of persons responsible for the aircraft loading and/or supervision task.

b. The person undertaking the cargo hold inspection shall perform a visual check of all cargo holds to ensure:
    1. No damage to compartment floors, walls, ceiling, door frames, panels, door.
    2. No missing, damaged or malfunctioning floor locks, load restraints or nets.
    3. No spills.
    4. No loads other than transit loads have been left on board the aircraft.
    5. Any other items that should not be present in the hold have been unloaded.

c. Prior to commencing the loading of the aircraft, the person responsible for undertaking the cargo hold inspection shall provide positive confirmation to the person responsible for the aircraft loading supervision task that the inspection has been carried out, if appropriate.

d. Any damage or discrepancies observed shall be reported to the person responsible for the aircraft loading supervision task or to the person responsible for the weight and balance calculation task (as a minimum).

Note:
A check shall be conducted of a hold even if on arrival the hold was reported as being empty.

e. Any items that should not be present in the hold shall be removed.

5.5.5.2 Cargo Hold Damage

Any damage to compartment liners (i.e., holes, tears, detachment) may reduce their effectiveness, permitting air to enter the compartment and fire suppression agents to escape, thereby reducing the capability to handle a fire event that may lead to specific loading limitations; therefore:

a. Any technical malfunction, damage or irregularity discovered shall be immediately reported to the supervisor, aircraft maintenance personnel and if available, the pilot-in-command (PIC). See **5.4.1 - General Safety Requirements**.
b. Adhere to any resulting load limitations according to Heston Airlines procedures.
c. Inform the onward station(s) of the load limitations according to the instructions of the airline representative if the defect cannot be rectified before departure.

5.5.5.3 Spills in Cargo Holds

a. Spills can occur in cargo holds during unloading and/or loading as well as in flight due to:
    1. Improper packaging
    2. Damage due to mishandling prior to loading
    3. Improper loading in the compartment

b. Spills can be from liquids, gels or materials in powdered or granulated form.
c. Spills can be hazardous, corrosive, flammable, explosive, toxic, poisonous, etc. Even water can cause serious damage to electrical components and systems.
d. Spills can be corrosive to the aircraft structure. Mercury spills are particularly corrosive to the extent that the affected aircraft structure may have to be completely replaced if the spill is not cleaned up quickly.
e. It is essential that any spill is reported immediately so that corrective action can be taken.
f. Initiate the local spill response plan for spill events.
g. Request information from the respective cargo terminal operator about the nature of what has leaked as well as the safety data sheet if applicable.

5.5.6 Loading

5.5.6.1 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.

5.5.6.2 Load Transportation

Prior to transporting cargo and/or mail to/from the cargo warehouse or baggage from the baggage make-up area or baggage claim area, the equipment operator shall ensure:

a. The GSE used for transportation is serviceable. For GSE operations see **4.1.3 - Safety Instructions for Operating and Working with Ground Support Equipment on the Ramp**.
b. A visual inspection of all loads is carried out to ensure:
    1. The cargo, mail and/or baggage for transport is the correct load for the departing/arriving flight(s).
    2. No nets, ropes, straps or protective materials can drag on the ground or get jammed in rollers, ball-mats or wheels.
    3. All built-up cargo/mail/baggage is safe to move and will not shift, roll or topple.
    4. There is no damage to the load.

c. All loads are protected from adverse weather via use of tarpaulins or covered carts. Special attention shall be given to live animals and/or perishables. When using tarpaulins, all straps shall be securely fastened to the cart.

5.5.6.3 Load Delivery for Departure

Depending on the location of the handover point, the person responsible for the aircraft loading supervision task or the person responsible for receiving the load shall:

a. As required by the airline and if applicable, receive all documentation, pouches and special instructions for the specific flight.
b. Carry out an inspection of all of the load to ensure:
    1. The load is correct for the departing flight(s).
    2. No damage has occurred during the transport process.
    3. There is no evidence of tampering with the load (e.g., cuts, tears to plastic foil).
    4. No nets, ropes, straps, protective materials, etc. should drag on the ground or get jammed in rollers, ball-mats or wheels while maneuvering or while being loaded onto aircraft.
    5. 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.

c. Immediately report any damage to the load(s), whether it is discovered when the load arrives on stand or occurs during loading.
    1. Report torn or missing baggage tags and cargo labels.
    2. Do not load unless discrepancies are corrected.

5.5.6.4 Loading Process

a. Loading shall not commence if there is no LIR (electronic or hard copy), unless otherwise specified by Heston Airlines procedures.
b. Report any issues, errors, changes or other loading matters to the person responsible for the aircraft loading supervision task immediately.

c. Any signs of hold damage must be reported immediately.
d. While loading ULDs into position in the compartment, the equipment operator shall:
    1. When ULDs are loaded, raise/lock the ULD restraints to secure the ULD in position, in accordance with the LIR and as per **11 - AIRCRAFT CHARACTERISTICS**.
    2. While loading ULDs ensure:
        i. The edges are either guided by the side rails or fit under the stops/locks/guides.
        ii. The height of the pallet allows for sufficient clearance in the door opening.
        iii. Control the speed at which ULDs are moved within the aircraft, slowing the ULD prior to reaching its allocated position to prevent crashing.
        iv. They have no protrusions or overhangs that will damage the aircraft cargo hold access door opening or the interior of the aircraft cargo hold.

Note:
1. A tactile check shall be performed by checking the security of each lock to ensure serviceability. A systematic double-check of the restraint system and of special loads (e.g., heavy (HEA), AVIH, human remains (HUM), etc.) before departure is recommended.
2. All ULD restraints shall be raised, unless specified by the Heston Airlines procedures.
3. ULD restraints do not have to be raised in cargo holds that are completely empty, unless otherwise specified by Heston Airlines procedures.
4. If applicable, ensure fire barriers are installed as the hold is loaded.

e. While loading into bulk holds, the person carrying out the loading of baggage/cargo/mail shall:
    1. Load in accordance with LIR requirements.
    2. Cross-check cart labels to ensure the load is correct.
    3. Check cargo, mail and baggage labels to ensure correct destination/flight number.
    4. Ensure any leaking or damaged loads are not loaded and the supervisor is informed immediately. Any contaminated load is kept separately.
    5. Ensure applicable special load items are tied down (see **5.5.7 - Securing of Load**) or otherwise secured in accordance with operating airline requirements.
    6. Install/close/secure compartment/bay divider nets, barrier nets, fire curtains, door nets and stanchions, as applicable.
    7. Ensure light packages are not loaded or wedged between heavier items.
    8. Ensure the necessary clearance between the load and aircraft hold ceiling is achieved to avoid any obstruction or damage to aircraft smoke detector/fire suppression system. Specific requirements given by the operating airline shall be followed.
    9. Loads shall be correctly stacked to achieve maximum volume.
    10. Confirm the final loading status to the person responsible for the aircraft loading supervision task.

Note:
1. 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.
2. Ensure the ramp area is clear of all wooden and/or plastic pallets and other load related material after completion of loading or unloading.

5.5.7 Securing of Load

5.5.7.1 General Rules

When transporting a load in an aircraft, it shall be secured such that it shall not:

a. Move during the flight, which could dangerously affect the weight and balance of the aircraft.
b. Cause damage to the aircraft structure or other important parts of the aircraft.
c. Cause damage to another load or become damaged itself.
d. Cause injury to passengers and crew in case of an emergency landing.
e. Cause injury to ground handling personnel during loading and unloading.

5.5.7.2 Bulk Compartments

a. The load in bulk compartments is generally secured by door nets and sector divider nets. Ensure the following items are always secured:
    1. Barrels or drums filled with liquids
    2. Cages or boxes with AVIH
    3. HEA pieces weighing 150 kg (330 lb.) or more
    4. Coffins with HUM

CAUTION:
Do not load baggage or other shipments on top of the coffin.

    5. Dangerous goods (see **GOM 5.5.7.7**)
    6. Powered mobility aids
    7. Loads that need spreading
    8. Fragile loads

b. The following loads shall not move vertically 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:
    1. Loads that are sensitive against shocks or tilting.
    2. Wet cargo.
    3. High-density packages.
    4. Pipes, tubes, bars, beams, planks, poles or other objects of a penetrating nature.

c. If long pieces do not fit into one net section and the divider net cannot be closed correctly, check **11 - AIRCRAFT CHARACTERISTICS** for load restrictions. Refer to Heston Airlines procedures for further requirements.
d. For battery-powered wheelchair and mobility devices ensure:
    1. It is loaded/unloaded in such a manner that prevent unintentional activation during transport and the battery terminals shall be protected from short circuits (refer to IATA DGR).
    2. The battery is either adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair/device, isolating the electrical circuits according to the manufacturer's instructions, or

3. Removed from the mobility aid following the manufacturer's instructions

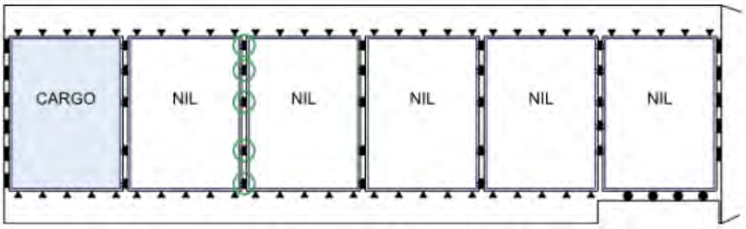
Note:
Battery-powered wheelchairs or mobility devices for use by passengers are classified in three main categories based on the battery type that powers the device as defined in DGR Manual 2.3.2.2-2.3.2.4

4. It does not roll when moving up the loading belt in an upright position. If tilting is necessary ensure the passenger has consented, and can only be done on the side without the device controls
5. It shall be secured against movement in the cargo compartment, by use of straps, tie-downs or other restraint devices.
6. The mobility aid, including batteries, electrical cabling and controls shall be protected from damage, including damage caused by the movement of baggage, mail and cargo.
7. Any battery-powered mobility aid shall not be stowed together with loose loaded (bulk) items within a unit load device (ULD) or other loads loaded on top.

Note:
1. When securing use tie-down points, keep the mobility aid in an upright position where possible, secure the mobility aid using the base frame, avoid unnecessary tilting of the mobility aid, ensure adequate clearance when loading/unloading, avoid over-tightening tie-down straps or other securing devices, load last when possible.
2. The PIC shall be informed of the location of the mobility aid with installed batteries, removed batteries and spare batteries.

5.5.7.3 Securing of ULDs

a. ULDs should be secured by a ULD restraint system on the compartment floor. Refer to **11 - AIRCRAFT CHARACTERISTICS** for relevant information on applicable ULD configurations, loading and restraint systems for each aircraft type. Observe the handling instructions of the operator in the case of missing or unserviceable restraints.
b. If there are empty loading positions, as a minimum, the restraints of the empty position forward or aft of the ULD shall be raised. Refer to **11 - AIRCRAFT CHARACTERISTICS** for guidance on the specific aircraft type.



c. ULD restraints do not have to be raised in cargo holds that are completely empty unless Heston Airlines procedures state otherwise.
d. In the special cases, the ULD can be tied down as a floating pallet with straps to tie-down points on the aircraft structure, as per Heston Airlines procedures.

5.5.7.4 Tie-Down Loads

Definition of forces

Tie down the loads on board the aircraft properly to withstand the following types of forces during takeoff, flight and landing.

Force	Definition
Forward	Horizontal forces effective during landing and steep angles of descent
Backward	Horizontal forces effective during takeoff 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 forces described above can be stronger than 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 that restrains the load against all forces.

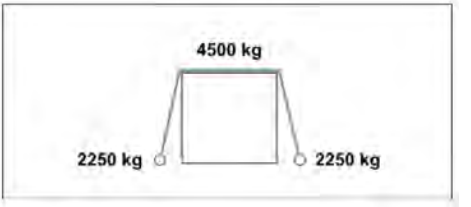
Tie-down of load with straps or ropes

If the primary restraint of the load is done by straps, tie-down must be carried out according to AHM 331 or ULDR (OS 6/07).

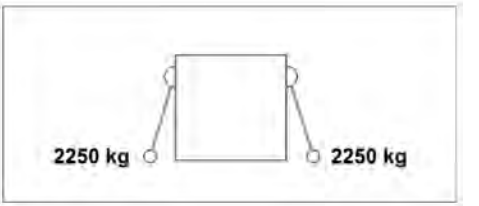
The usage of tie-down material with different capacities is not allowed.

There are two ways to secure a package with tie-down ropes or straps:

a. Lashing across or around a package (**embraced lashing**)
   The embraced lashing method with tie-down straps or 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 (5,000 lb.) rated restraint capacity will provide up to a maximum 4,500 kg (10,000 lb.) ultimate load for standard lashing.



b. 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 (5,000 lb). ultimate load) will apply.



5.5.7.5 Use of Tie-Down Material

Make sure the tie-down material is in serviceable condition.

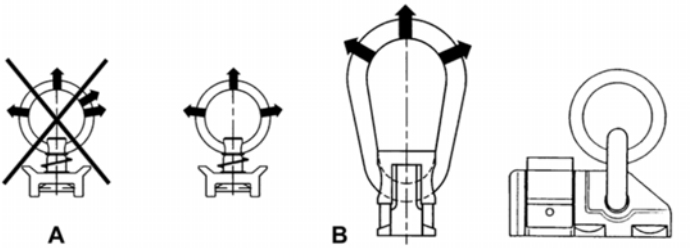
a. **Tie-Down Ropes**

1. Fix tie-down ropes to the aircraft floor tracks or tie-down fittings.
2. Make sure the overlapping ends of the tie-down ropes are long enough and will not loosen in the case of sudden stress.
3. Fix the tie-down ropes to the tie-down rings in a way that they may be easily loosened for unloading.
4. Do not fix tie-down ropes to other parts of the aircraft.
5. Do not use the same attachment points for lashing to secure the net sector divider nets.



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, never attach more than three straps/ropes to the same fitting and never more than one strap/rope in the same direction.

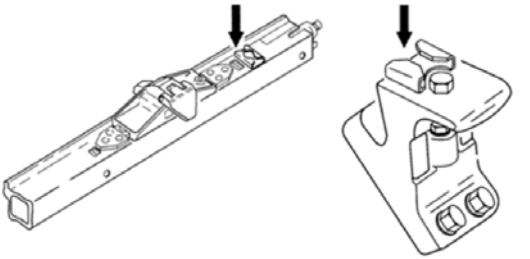


Alpha-Numeric	DESCRIPTION
A	Forbidden
B	Allowed

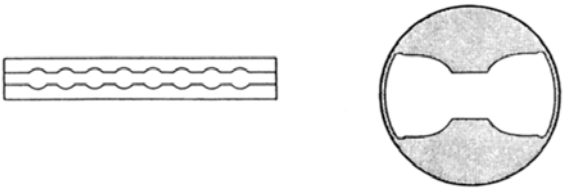
Fix tie-down rings to the aircraft floor only at tie-down points or to tie-down tracks.

Distribute the attachment points of the tie-down rings evenly (nearly equal distances) over the length of the piece.

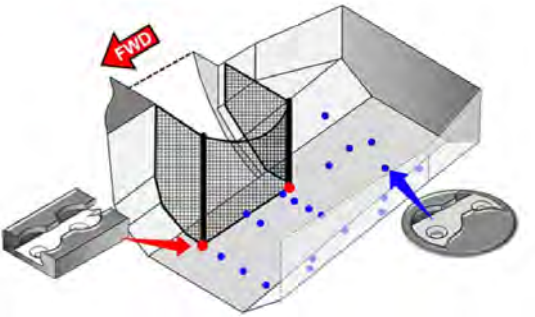
Example of tie-down attachment points on outboard side lock and side guide



Example of tie-down attachment points on track and anchor plate



Example of tie-down attachment points in the bulk compartment



CAUTION:
Tie-down is forbidden on any part of the aircraft structure, other than those described in above, even if equipped with rings or tie-down points.

c. **Tie-Down Straps**

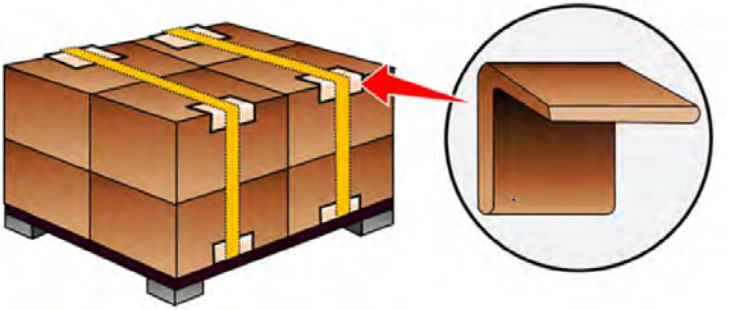
Use only certified ETSO/TSO C172 tie-down straps.

Fix tie-down straps to the aircraft with their fixed tie-down rings only at dedicated tie-down points or tie-down tracks.



d. **Tightening**

1. Tighten the lashing strongly, but not so strongly that the load or tie-down material is damaged.
2. Make sure all tie-down ropes or straps used for lashing the same piece have the same tension.
3. To protect fragile or sensitive cargo or dangerous goods, use cloth, cardboard or similar material for edge protection.



e. **Sharp Edges**

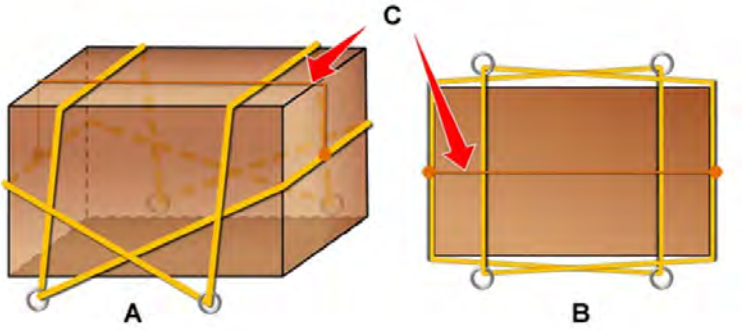
To avoid cutting or grinding of tie-down ropes or straps, smoothen sharp edges with a piece of soft material (e.g., cloth, cardboard, plank or similar).

5.5.7.6 Standard Lashing

For standard lashing use:

a. Four tie-down rings.
b. Four tie-down ropes/straps and one safety rope:
    1. Two against upward forces
    2. One against forward forces
    3. One against backward forces
    4. One safety rope

The safety rope prevents the tie-down ropes/straps used against forward and backward forces from sliding down.



Alpha-Numeric	DESCRIPTION
A	Isometric View
B	Top View
C	Safety Rope

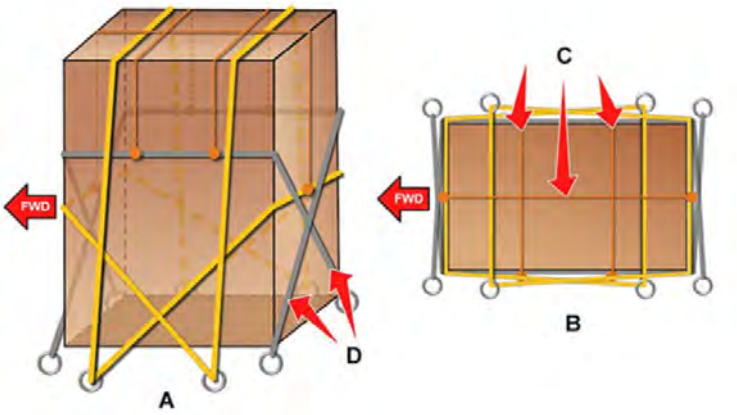
Sideward forces

Sideward forces are normally covered by the standard lashing for upward, forward and aft forces. The rope/straps shall be lashed close to the pieces.

Exception

If a piece is more than twice as high as it is wide:

a. Tie down against sideward forces additionally to the standard lashing
b. Place this additional lashing between half and two-thirds of the height
c. Secure this lashing with two safety ropes to prevent the additional lashing from sliding down

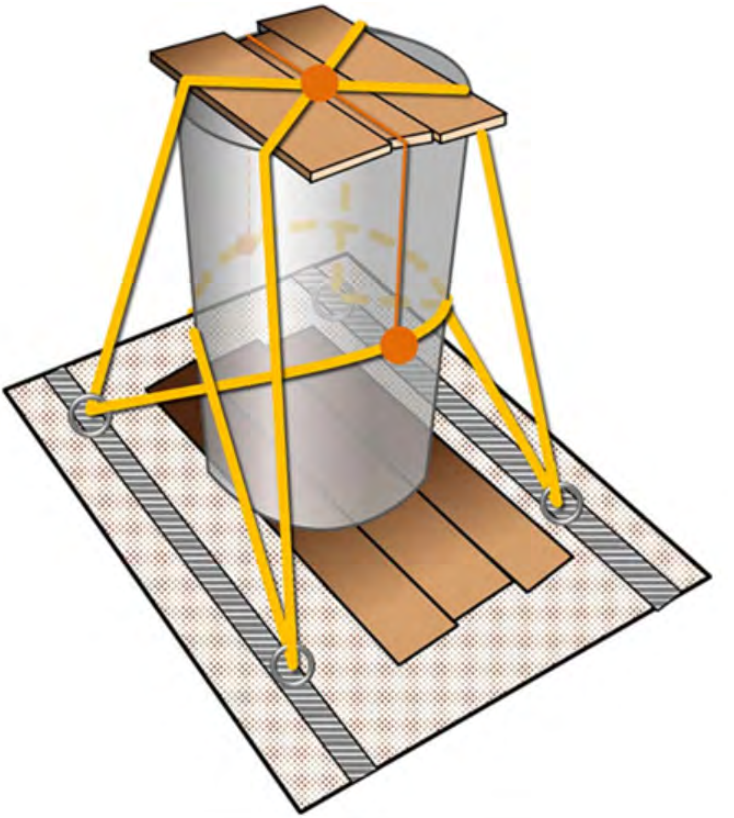


Alpha-Numeric	DESCRIPTION
A	Isometric View
B	Top View
C	Safety Rope
D	Additional Lashing

Barrels

Barrels are difficult to lash because of their round shape and mostly sharp rims.

Use supporting planks for a safe lashing.



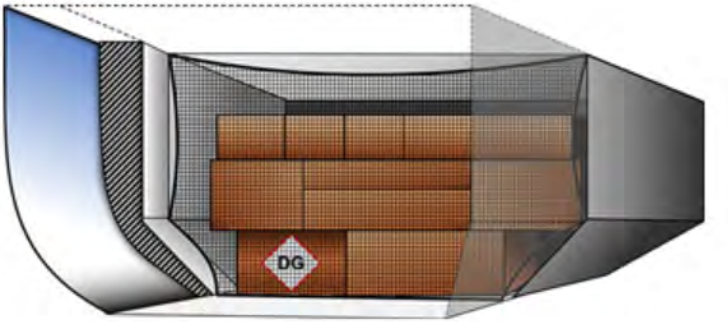
5.5.7.7 Securing of Dangerous Goods

a. Handle dangerous goods with utmost care to prevent any damage to persons or goods.
b. Strictly observe all special handling instructions, labels or imprints (e.g., THIS WAY UP) or arrows showing the proper orientation of the package).
c. On a pallet, securing by tie-down is not necessary if all the load on the pallet, including the dangerous goods package, is secured by the pallet net.
d. 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:

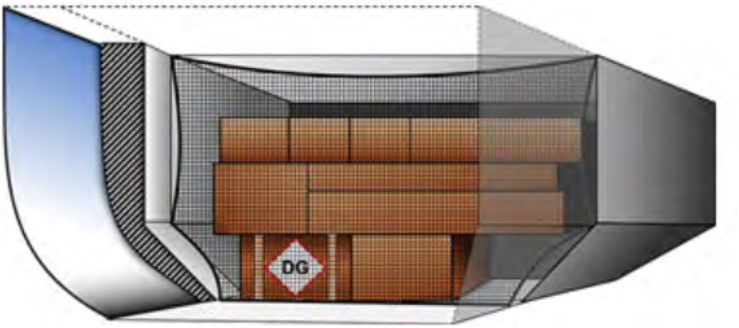
Example 1

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.



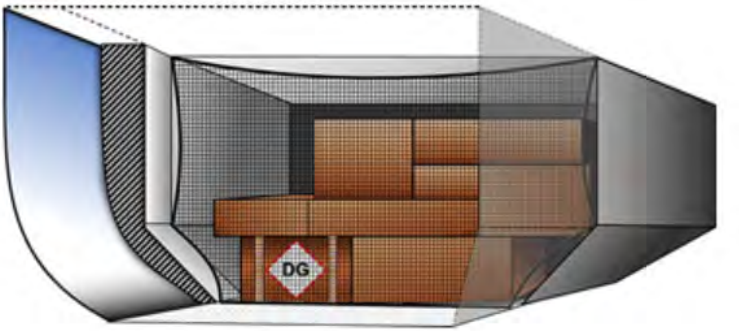
Example 2

If 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 is not volumetrically full, tie-down the dangerous goods package to prevent any movement.



Securing small dangerous goods packages

If securing by tie-down in a net sector or container is not possible because of the small size of the package:

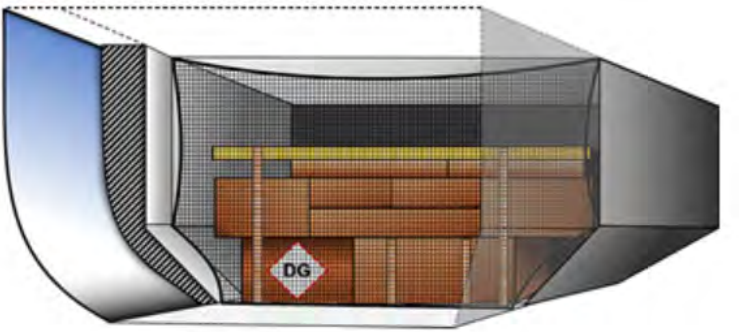
Fill the net sector or container as shown above (see Example 1) or

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

If the net sector in the bulk compartment or container is not volumetrically filled, tie-down of all items is required.



5.5.8 Load Spreading

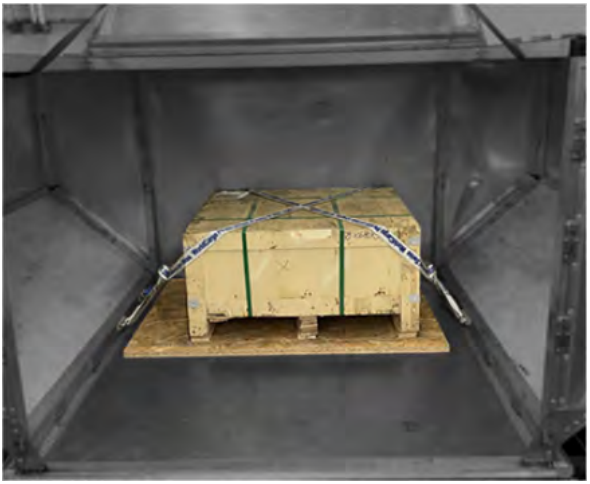
When the weight of item(s) to be loaded exceeds the maximum floor load per square meter or the maximum floor load per running meter of a compartment, the weight must be spread to prevent damage to the compartment floor. This applies to HEA loads, but may also apply to smaller items weighing lass than 150 kg (330 lb.). The item must be fully restrained and can be spread by making use of wooden boards or beams (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:

a. The surface to support the weight will be enlarged, or
b. The length will be enlarged

The loading staff member or cargo staff member will advise the spreading requirements for each items. The information will be included on the LIR.



5.5.9 Aircraft Unit Load Devices

5.5.9.1 General

ULDs can be divided into two groups:

a. Aircraft containers
b. Aircraft pallets and pallet-net combinations

ULDs can be directly restrained onto the aircraft structure by the CLS. 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).

5.5.9.2 Identification/Labeling 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 alphabetical character (characters A through Z)
n	Represents a single numeric character (characters 0 through 9)
m	Represents a single character of mixed alpha-numeric
()	Represents an optional character position

All ULDs shall be identified with ULD tags (refer to AHM 420) when loaded.

The preprinted letters (in boxes) indicate the specific application of the ULD tag.

a. Each ULD tag shall be fully completed.
b. One ULD tag shall be placed in the tag holder of a container.
c. 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:
    1. ULD ID Code shown on the LIR
    2. ULD ID Code shown on the ULD identification tag
    3. ULD ID Code marked on the ULD

5.5.9.3 Checking ULD Conditions on the Ramp

a. **Visually Detectable Damage Check**

1. Visual checks for any detectable damage to ULD components should be performed during ramp operations to continuously monitor and verify the serviceability of ULDs to ensure **only serviceable ULDs are loaded on board aircraft.**

   Note: Unserviceable ULDs may be loaded onto an aircraft only when expressly allowed by the person responsible for loading supervision. The ULD shall be empty, with limited load and/or other restrictions (e.g., additional tie-down) in accordance with the ULD manufacturer's documentation, such as the Component Maintenance Manual (CMM) and Heston Airlines procedures.
2. Unserviceable ULDs shall be identified and removed from service immediately. Failure to identify and remove unserviceable ULDs from service could:
   i. Cause injury to personnel.
   ii. Damage the aircraft structure.
   iii. Impact on-time performance.
   iv. Damage ULD contents (baggage, cargo or mail).
   v. Affect flight safety.
3. 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 ULD Operational Damage Limits Notice (ODLN) and follow the instructions below:
   i. If damage to a ULD component is within the allowable damage limit, the ULD is still serviceable.
   ii. If damage to a ULD component exceeds the allowable damage limit, the ULD is deemed to be unserviceable.
4. The following list includes, but is not limited to, some typical stages during ramp operations when a visually detectable damage check on ULDs should be performed. An airline or a ground handling services provider (GHSP) may choose to add or reduce occasion(s) to perform ULD visual checks during ramp operations based on its own safety risk assessment and mitigation strategies:
   i. Prior to dispatch to an aircraft.
   ii. Prior to loading on board an aircraft.
   iii. When unloading from an aircraft.
   iv. Whenever a loaded ULD is interlined, interchanged or otherwise transferred between parties prior to acceptance, including ULD handover between cargo warehouse personnel and ramp personnel.

CAUTION:
Neither the ULD serviceability check nor the visually detectable damage check shall discharge the airline's responsibility for performing ULD airworthiness inspections and ensuring only airworthy ULDs are loaded on board an aircraft.

b. In addition to the visually detectable damage check, the following ULD conditions should also be checked during ramp operations:

1. Check if the container curtain door(s) and pallet nets are closed and latched properly.
2. Check for each of the following defects:
    i. Accumulations of snow, water, ice.
    ii. Evidence of spills or leaks from load.
    iii. Evidence of damage to load.
    iv. Evidence of tampering (cuts, tears of plastic foil, etc.) with load.
3. At the aircraft loader and in the aircraft:
    i. Identify the presence of any protective plastic sheet put over the top of a pallet net or container that is not approved by airline operating procedures.
    ii. Check for any visible evidence that the load may have moved out of the build contour during transportation.
4. Check if nets and straps are properly tightened without any slack or excess

c. Unserviceable ULDs

1. Unserviceable ULDs shall not be loaded on board an aircraft.
2. An Unserviceable ULD tag (see AHM 420 Attachment E) must be completed and attached to the unserviceable ULD.
3. DO NOT load unserviceable ULD on board any aircraft.
4. Inform the operator/owner and return the unserviceable ULD to the cargo warehouse.

d. For Other Defects

1. Close and secure the container curtain door(s) and pallet net by appropriately trained and qualified personnel in ULD build-up.
2. Remove accumulations of snow, water, ice.
3. Defects such as spill/leak from load, damage to load, or tampering should only be fixed/resolved by appropriately trained and qualified personnel. In cases where the defect cannot be fixed/resolved on the ramp, the person responsible at the cargo warehouse should be contacted.

DANGER:

1. Do not touch the spill/leak frm dangerous goods and immediately inform the person responsible for safety before moving the cargo.
2. In cases where tampering evidence is identified, the person responsible for securing should also be informed.

4. Remove and dispose of any protective plastic sheet put over the top of a pallet net or container before loading the ULD into the aircraft.
5. Improper ULD contour or overhang/ident size should only be fixed/resolved by the appropriately trained and qualified personnel in the ULD build-up.
6. For net and strap tension concerns due to the existence of slack or excess, any appropriately trained and qualified staff member in the ULD build-up can make appropriate adjustments to nets and straps to secure the load at any point along the ULD operational procedures.
7. For all other defects identified, contact appropriately trained and qualified personnel to assist with proper resolution in accordance with Heston Airlines procedures.

Note:
Training requirements as per IATA AHM Chapter 11.

5.5.10 Transport of Cargo and Mail in Passenger Cabin

Passenger aircraft are not certified to carry cargo on passenger seats or ULDs (pallets or containers) in the passenger cabin secured to the seat tracks.

Before starting such operations, a safety risk assessment shall be performed involving all relevant operational departments (i.e.e, ground, cargo, cabin, flight, engineering). If required, this type of operation shall be approved by the local authority.

For further guidance on the use of aircraft configured for the carriage of passenger to safely transport cargo in the passenger cabin, refer to *IATA Guidance for the Transport of Cargo and Mail on Aircaft Configured for the Carriage of Passengers.*

5.6 AIRCRAFT DEPARTURE

5.6.1 Introduction

A departure is normally conducted with a dialogue between flight crew and the ground personnel 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 personnel in charge of the departure operation shall maintain continuous contact with the flight crew and is responsible for the ground maneuver.

The scope of the following departure procedures is limited to conventional towbar and towbarless (TWL) pushback operations.

Note:
The term “headset” applies whether a wired or wireless interphone system is used.

Other personnel are also involved in the departure process. The number of other personnel and their functions/responsibilities can change depending on:

a. Operating airline procedures
b. Aircraft type
c. GSE used for the maneuver
d. Airport infrastructure
e. Stand configuration

5.6.2 - Ground Staff Member Responsibilities describes the responsibilities of the main functions involved in the pushback maneuver.

5.6.2 Ground Staff Member Responsibilities

5.6.2.1 Ground Staff Member Responsibilities 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 every aircraft pushback. This function can be performed by different personnel in different roles and positions. Refer to the Heston Airlines procedures for the specific assignment of this duty.

Heston Airlines procedures:
The person supervising the departure (also called: walk-out assistant or start-up assistant, if no pushback is required) is defined as the person performing the communication with the flight deck crew and is responsible for each aircraft pushback and/or engine start-up.
The person supervising the departure may be:

- The headset operator.
- The walk-out assistant.
- The start-up assistant, if no pushback is required.
- The pushback truck driver, if one-man pushback is performed.

The ground staff member responsible for the departure shall:

a. Be in charge of the entire pushback, once clearance to begin pushback has been given by the flight crew.
b. Ensure the pushback tractor and towbar/TWL tractor is suitable for the specific aircraft type.
c. Conduct briefings with all persons involved in the aircraft movement to review and confirm how the aircraft will be maneuvered.
d. Have ultimate responsibility to review pushback procedures based on conditions observed and advise flight crew of any anticipated changes to pushback procedures.

5.6.2.2 Pushback Tractor Driver

The pushback tractor driver shall:

a. Ensure the pushback tractor and towbar/TWL tractor is suitable for the specific aircraft type.
b. Stand by for clearance-to-push communication from the flight crew or responsible ground staff member or brake operator in case of towing.

Note:
When a single person pushback is conducted, the pushback tractor driver shall also carry out the function of the for departure as defined in **5.6.2.1 - Ground Staff Member Responsibilities for Departure** .

5.6.2.3 Wing Walker

Depending on the airport infrastructure Heston Airlines may request usage of wing walkers. The presence of such personnel may also be controlled or restricted by civil aviation authorities or local airport authorities.

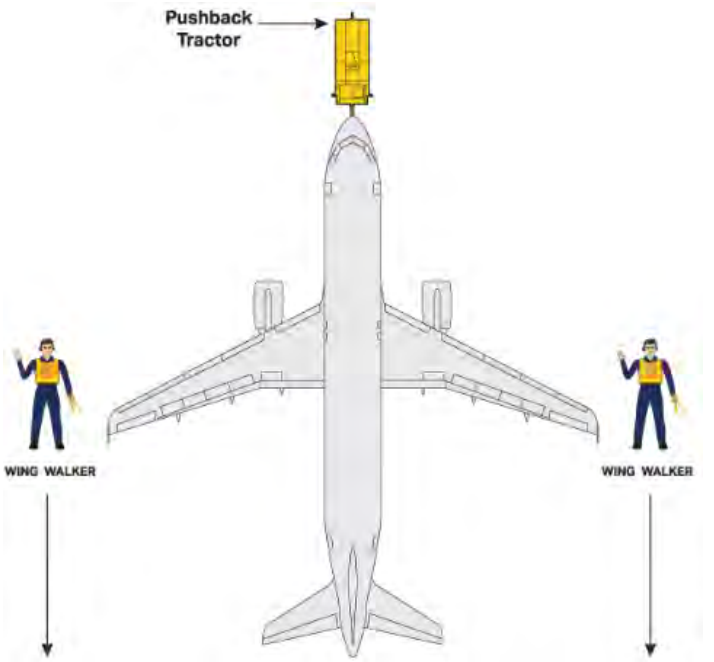
Where applicable, the wing walker or other assist personnel shall:

a. Be under the direction of the responsible ground staff member at all times.
b. Use two marshalling wands, either day wands or illuminated wands for low-visibility operations.
c. Be positioned before and during movement of the aircraft as follows, where applicable and/or permitted:
    1. Approximately 1 m (3 ft.) outboard of the wingtip and with a clear view of wingtip clearance and any potential hazards
    2. In line with the rearmost main gear wheel.
    3. Able to maintain visual contact with the person responsible for pushback/towing.
    4. At a safe distance from the moving aircraft/pushback tractor during the entire pushback.
    5. Maintain situational awareness to avoid personal injury hazards e.g., moving equipment and vehicles, aircraft, slip, trip and fall hazards such as chocks, cones, GSE, uneven ground, spillages, etc.

Note:
See diagrams in **5.6.2.3 - Wing Walker** for positioning of wing walkers during pushback.

d. Ensure the aircraft movement path is clear of any obstructions (i.e., other aircraft, vehicles).
e. Provide “Clear to Move Aircraft” clearance signals at all times to person responsible for pushback by using a distinct pendulum arm motion. Refer to **4.4.6.1 - Clear to Move Aircraft**.
f. Continue to monitor the aircraft path until the aircraft is stopped at the departure point.
g. 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.

h. When the aircraft is stopped at the 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.
i. 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. Refer to **4.4.6.3 - Hold Movement of Aircraft** and **4.4.9.1 - Brakes Engaged**.
j. Remain in position until the responsible ground staff member takes over the marshalling clearance of the aircraft.
k. Return to the terminal once marshalling duty has been transferred.



5.6.3 Predeparture Activities

5.6.3.1 Predeparture Walkaround Check

The walkaround 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 reengages with the aircraft after the check, the applicable area(s) shall be reinspected.

The predeparture walkaround check shall include the following:

a. The apron is clear of all FOD that may cause aircraft damage or pose a risk.
b. All GSE, including passenger boarding devices, are detached.
c. The stand area is clear of obstructions.
d. GSE and vehicles are positioned clear of the aircraft path.
e. Adequate clearance exists between the aircraft and facilities or fixed obstacles along the aircraft movement path.
f. All aircraft servicing panels and/or hatches are closed and secured.

Exception: External power and headset panels.

g. Cabin and cargo hold access doors are closed and:
    1. Handles are flush with the fuselage and, where applicable, all other visible indicators confirm that doors are correctly locked.
    2. There is no visible damage on the aircraft, particularly around cabin and cargo hold access doors.

h. 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 the person responsible for supervision.
i. Items such as propeller straps and tail stands are removed.
j. Landing gear safety pins are removed.
k. There are no obvious signs of unmarked dents or other skin panel damage.

Note:
1. In the case of the aircraft returning to the stand, the predeparture walkaround check shall be repeated.
2. It is essential to have adequate lighting when doing the walkaround check. If the lighting is insufficient, use a flashlight.

CAUTION:
If any of the above conditions or actions are not met, inform the person responsible for supervision, the maintenance department and the flight crew, as this may affect the safety of the intended flight.

5.6.3.2 Predeparture Table

General

Prior to aircraft movement, the responsible ground staff member (headset operator) shall ascertain that the following requirements are met/carried out:

Legend:
TWT – Towbar Tractor
TWL – 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 personnel, 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.	✓	✓	✓	✓	✓

ACTION	APPLICABLE TO				
	PUSHBACK		TOWING		TAXI OUT
	TWT	TWL	TWT	TWL	
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.	✓	✓	✓	✓	✓
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 Heston Airlines procedures.			✓	✓	
Cross-reference	**5.6.4.2 - Connecting Pushback Tractor and Towbar**	**5.6.4.3 - Connecting Towbarless Tractor**			

Note:
Where a remote-controlled pushback tractor connected to the nose gear is used, TWL predeparture 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.

5.6.3.3 Predeparture Communication

An aircraft departure shall always be conducted using interphone communications. If the interphone becomes/is unserviceable, use standard hand signals (refer to **4.4.7 - Marshaling Hand Signals for Aircraft** and **4.4.8 - Technical/Servicing Hand Signals-Ground Staff to Flight Crew** for the departure).

a. Connect the Interphone and:
   1. Verify the communication system is functional
   2. Update flight crew on the progress of the ramp operation

b. Prior to departure, a briefing shall be held between the flight crew and the ground staff member responsible for the departure, including:
   1. Review departure specifics (e.g., direction of movement, final positioning, taxi out direction).
   2. Review hand signals to be used, including emergency signals.

CAUTION:
Repeat all given instructions or acknowledge them in a manner clearly indicating that they have been understood and will be complied with.

c. Request permission to disconnect ground power, if applicable.
d. Disconnect GPU/FPU after approval is received from flight crew.

Note:
The ground personnel responsible for departure should be in continuous communication with flight crew by interphone.

5.6.4 Connecting the Pushback Vehicle

5.6.4.1 General

a. Prior to connecting the tractor to the aircraft, as per **5.6.3.2 - Predeparture Table**, the tractor may be parked in front of the aircraft or outside of the ERA, but never behind the wings.
b. 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:
    1. Labeled with the specific aircraft type(s) for which it can be used.
    2. Identified with a “Remove Before Flight” streamer.
    3. Checked regularly for proper technical condition, or as per manufacturer instructions.

Note:
Each aircraft type has specific requirements for the bypass of the nose gear steering mechanism. Refer to **11 - AIRCRAFT CHARACTERISTICS** for nose gear steering bypass pin details.

c. 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 by-pass system. Coordination with the flight deck would be required to ensure a safe depressurization and repressurization of the aircraft hydraulic system.
d. If using chocking option 1 (see **5.2.2 - Chock Placement Diagrams**) and where required by the aircraft type, prior to connecting the towbar/TWL, confirm that the aircraft parking brake is set.
e. 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.

5.6.4.2 Connecting Pushback Tractor and Towbar

a. Where applicable, remove the chocks from the nose gear and reposition at the main gear (in accordance with **5.2.2 - Chock Placement Diagrams** option 2).

Note:
Nose gear wheel chocks may be removed without notification, provided the Main Landing Gear wheel chocks are still positioned.

b. Connect the towbar to the nose gear first.
c. Ensure the towbar connection is secured and a locking pin is in place.
d. Ensure the tractor and towbar are aligned with the centerline of the aircraft while connecting.
e. Raise the towbar so its head is at the same height as the tractor connection.
f. Approach the towbar slowly until the connection aligns with the pushback tractor.
g. Ensure the front wheels of the tractor remain straight and the tractor is in line with the centerline of the aircraft.
h. The pushback tractor shall only be connected to the aircraft once all GSE is detached from the aircraft.

Note:
With the exception of GPU and ASU which may be left connected.

i. Secure the towbar connection to the pushback tractor.
j. Raise the towbar wheels by releasing pressure on the hydraulic pump.
k. Select the Park or Neutral gear (if no selection for Park) and set the parking brake of the pushback tractor.

l. To minimize the possibility of injury, Ground handling personnel shall:
   i. Face the tractor when connecting the towbar to the tractor.
   ii. Stand with both legs on the same side of the towbar during the connection/disconnection procedure (i.e. do not stand astride/over the towbar).

Note:
If using chocking option 1 (see **5.2.2 - Chock Placement Diagrams**), prior to connecting the towbar, confirm that the aircraft parking brake is set where required by the aircraft type.

5.6.4.3 Connecting Towbarless Tractor

a. Ensure the correct aircraft type is selected on the TWL control panel, where applicable and in accordance with TWL operating procedures.
b. On final approach to the aircraft, the tractor shall be properly aligned and correctly positioned.
c. Ensure the aircraft nose wheels are safely locked into the tractor cradle by the tractor locking mechanism.
d. Position the TWL tractor to standby for lifting.
e. Select the Park or Neutral gear (if no selection for park) and set the parking brake of the pushback tractor.
f. Ensure aircraft is not lifted while any GSE or PBB are connected to the aircraft.

Note:
If using chocking option 1 (see **5.2.2 - Chock Placement Diagrams**), prior to final positioning of the TWL, confirm that the aircraft parking brake is set.

5.6.4.4 Connecting Remote-Controlled Tractor to Nose Gear

a. Ensure the remote control unit's battery is sufficiently charged.
b. Ensure the tractor is sufficiently charged for the task/pushback maneuver.
c. Switch on the remote control unit and ensure it connects to the tractor.

Note:
See **5.6.4.3 - Connecting Remote-Controlled Tractor to Nose Gear** for other points related to connecting TWL

5.6.5 Wheel Chocks Removal

Prior to removal of chocks the responsible ground staff member (headset operator) shall:

a. Via the interphone or hand signals, confirm the aircraft parking brake is set.
b. Check all GSE have been disconnected from the aircraft, except for the GPU and ASU when air start is required.
c. Check the passenger boarding devices have been retracted from the aircraft, if applicable.
d. Check that the pushback tractor and towbar are fully secured to the nose gear and the parking brake is set on the tractor.
e. For TWL tractor operation, check that equipment is fully secured to the NLG and the parking brake is set on the tractor.
f. Give clearance to ground staff member to remove chocks. After removal, chocks shall be placed in their designated location.

Note:

1. 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.
2. 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.
3. If hand signals are used (i.e., the aircraft interphone system is inoperative), the responsible ground personnel shall seek confirmation that the aircraft parking brake is set prior to removal of the chocks. Refer to **4.4.7 - Marshaling Hand Signals for Aircraft** and **4.4.9 - Technical/Servicing Hand Signals-Flight Crew to Ground Staff**)

5.6.6 Departure Communications

5.6.6.1 General

Departure communications procedures outlined in this section are a basic standard for both pushback and open ramp (taxi out) departures. Certain operators may have specific requirements in their departure communications that may vary. This communication standard shall apply. The specific dialogue contained herein does not forbid the exchange of additional important information between flight crew and responsible ground staff member using non-standard phraseology (e.g., request for authorization to disconnect ground support units).

Notes:

1. If the pushback needs to be stopped, the following call shall be made: “Stop Pushback”.
2. Where applicable, use “Pull Out” instead of “Pushback”.

5.6.6.2 Departure Communication Dialogue

The following dialogue is a sample communication to be used for a departure.

Note:
In the case of an aircraft taxi-out, “Pushback” and “Pushback Completed” phases are not applicable.

Dialogue between Responsible Ground Staff Member and Flight Crew				
Phase	**Ground Staff**		**Flight Crew**	
Preparation	**Call**	Inform the flight crew about the use of a towbar or TWL tractor (if applicable) CONFIRM PARKING BRAKE SET		
			Reply	PARKING BRAKE SET
			Call	CONFIRM STEERING BYPASS PIN INSERTED/NOSE WHEEL STEERING DEACTIVATED (if applicable)[1]
	Reply	STEERING BYPASS PIN INSTALLED/NOSE WHEEL STEERING DEACTIVATED (if applicable)[1]		
			Call	CONFIRM CLEAR TO PRESSURIZE? (if applicable)
	Reply	CLEAR TO PRESSURIZE (if applicable)		
After completion of the predeparture servicing checks	**Call**	PREDEPARTURE CHECKS COMPLETED		
	Call	ELEVATING AIRCRAFT[2]		
	Call	READY FOR PUSHBACK[1]		
			Reply	STANDBY
			Call	PUSHBACK APPROVED (MENTION AIRCRAFT NOSE DIRECTION, START-UP POINT, PULL FORWARD, ETC.)
Pushback	**Call**	CONFIRM PARKING BRAKE RELEASED		
			Reply	PARKING BRAKE RELEASED
	Call	COMMENCING PUSHBACK (MENTION AIRCRAFT NOSE DIRECTION, START-UP POINT, PULL FORWARD, ETC.)		
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			**Call**	CLEAR TO DISCONNECT
	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	HOLDING POSITION AND STANDING BY FOR HAND SIGNAL ON THE LEFT/FRONT/RIGHT

1 Applicable to departures with towbar and TWL tractors.

2 If required, applicable to TWL tractors.

5.6.6.3 Items to be Communicated between Responsible Ground Staff Member and Flight Crew

Phase	Task	Responsible 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.
	Predeparture check	Advise flight crew that the predeparture 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 the aircraft parking brake has been released.
	Movement of the aircraft (pushback/pull out)	Get permission from flight crew to commence pushback.
	Direction of push/nose	If applicable, ask in which direction the aircraft mus 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.

5.6.6.4 Departure Communication without Interphone

An aircraft departure shall always be conducted using interphone communications. Only if the interphone becomes unserviceable or under extreme circumstances where the interphone is not available, shall the responsible ground staff member and flight crew use conventional hand signals. Refer to **4.4.7 - Marshaling Hand Signals for Aircraft** and **4.4.8 - Technical/Servicing Hand Signals-Ground Staff to Flight Crew** for the Marshaling Hand Signals for Aircraft and Technical/Servicing Hand Signals-Ground Staff to Flight Crew and technical hand signals flight.

5.6.6.5 Interphone Communication Failure

Aircraft pushback requires a communication interphone. If the interphone becomes unserviceable or communications is lost, the following procedure shall be followed:

a. In the case of a single person operating 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).
b. In the case of a multiple person operation, communication with the flight crew will be established using hand signals (refer to **4.4.7 - Marshaling Hand Signals for Aircraft** and **4.4.8 - Technical/Servicing Hand Signals-Ground Staff to Flight Crew**). 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.
c. Notify air traffic control (ATC), via radio if available, and continue the movement in cooperation with ATC, depending on local regulations.

5.6.7 Pushback Maneuver

5.6.7.1 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.

CAUTION:
If the anti-collision lights are switched on unexpectedly (other than in preparation for the departure or towing operation), ground staff shall move away and remain outside the ERA. The responsible ground staff member shall check with the flight crew before resuming ground handling activities.

CAUTION:
In case of the lower anti-collision light failure, the flight crew shall inform the personnel responsible for the departure operation to inform personnel involved in the operations about the imminent engine startup or aircraft movement.

CAUTION:
If the anti-collision light is inoperative and headset connection from the ground is not available, visual contact with the flight crew should be established, and appropriate hand signals should be received.

5.6.7.2 Pushback Requirements

a. Prior to the aircraft movement, make sure the parking brake is released and the anti-collision lights are switched on, in accordance with local airport regulations.
b. Headset operator shall signal “Clear to Push” to the pushback tractor driver and wing walkers (if applicable) once the flight crew advises 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.

c. Select the appropriate gear on the tractor and slowly begin movement. Start the pushback operation in a straight line.
d. Carry out the pushback maneuver at a pace no greater than 5 km/h or 3 mph (walking speed) and when required, apply the vehicle brakes gently.
e. 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.
f. During pushback, ensure the steering turn limits are not exceeded and advise the flight crew if any are exceeded. Damage may occur to the nose gear. Refer to the operating airline’s GOM for the specific limits and how they are marked on the aircraft.

CAUTION:
The flight crew shall be notified immediately in the event any connection between the tractor and the aircraft is lost during aircraft movement.

g. At the end of the maneuver, the aircraft/pushback tractor shall both be correctly aligned with the taxiway centerline.
h. When the pushback maneuver is complete, headset operator will receive the “Vehicle Brakes On/Stop” signal (see **4.4.5.4 - Vehicle On/Stop**) 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:
    1. Request flight crew to set the aircraft parking brake and hold the existing position until final clearance signal to taxi.
    2. When confirmation that the aircraft brakes have been set is received from the flight crew:
        i. Give the “Vehicle Brakes On/Stop” signal as per **4.4.5.4 - Vehicle On/Stop** 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.
        ii. Give authority to disconnect pushback equipment.

5.6.7.3 Staff Safety During Pushback Maneuver

a. **Tow Bar/TWL Tractor Operations**

1. Throughout the pushback operation, all staff walking on the ramp (including the headset operator when the aircraft is moving) shall remain clear of:
    i. The area on the ground directly under any part of the aircraft (including, but not limited to, the fuselage, wings, stabilizer, engines, nose gear).
    ii. The aircraft's path.
    iii. The tractor's path.
    iv. Engine danger areas.

2. The headset operator shall:
    i. Be in visual contact with the tractor driver throughout the pushback.
    ii. Avoid walking backwards to reduce the possibility of tripping.
    iii. Use a headset 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).
    iv. Ensure the headset cable remains clear of aircraft/pushback wheels.

3. 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.

b. **Remote-Controlled Pushback Operations**

When pushback operations are undertaken using remote-controlled pushback equipment connected to the nose or MLG, the responsible ground staff member shall:

1. Stand forward of the aircraft.
2. Follow its movements and always be in sight of the flight crew.
3. Stay outside the engine's intake/suction area and wheel path of the aircraft during the entire pushback maneuver.
4. Maintain sufficient clearance between the equipment and themselves throughout the pushback maneuver, where the pushback equipment is connected to the nose landing gear.
5. Be in continuous communication wit the flight crew via the interphone system.

5.6.7.4 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:

a. The aircraft engines shall be at idle thrust during all of the pushback/pull forward maneuver.
b. The pull forward maneuver shall be performed with the pushback vehicle in the lowest gear available.
c. Braking shall be performed smoothly and without jerks.
d. 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.

Notes:

1. The following factors increase the risk that the aircraft will overtake/push the pushback vehicle and shall be, therefore, taken into account:
    i. Aircraft type and number of engines started/running.
    ii. Slope of the parking stand and taxiway.
    iii. Use of tractor and towbar to undertake the pushback/pull forward maneuver.
    iv. Adverse weather conditions.

2. If the requirement to pull forward is known in advance, consider not starting the engines until the pull forward maneuver is completed.

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.

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 nose landing gear wheels.

CAUTION:
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 nose landing gear may be damaged by the incident.

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 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.

5.6.7.5 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:

a. Avoid sudden turns, deceleration or acceleration.
b. Except when using an ASU, do not start aircraft engines unless:
    1. Condition of the pavement is such that reasonable traction is ensured.
    2. Aircraft parking brake is set.
    3. Aircraft is disconnected from the tow tractor/TWL tractor.

5.6.7.6 Maneuvering During Low-Visibility Conditions

a. Airport operators are responsible for developing low-visibility procedures that are relevant for the airport.
b. Ground handling personnel shall be trained/authorized, as appropriate, prior to undertaking low-visibility aircraft ground movement operations.

c. Ground handling personnel shall observe the movement limitations and other regulations applicable to the airport's low-visibility procedures at all times.
d. Pushback tractors should be equipped with an airfield map, where this is available.
e. 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 (refer to **5.6.7.3 - Staff Safety During Pushback Maneuver**) during:
1. Low-visibility conditions (heavy rain, fog, bad lighting)
2. Lack of sufficiently visible markings
3. Obstructions behind the pushback (e.g., GSE, light post).

5.6.8 Engine Start

5.6.8.1 Communication During Engine Start

Coordinate the engine starting sequence with the flight crew by conducting a predeparture briefing for specific engine start procedures.

a. During the engine start, communicate with the flight crew only if the responsible ground staff member observes circumstances that require immediate notification and action by the flight crew.
b. When starting up with an ASU, supply the pressure at the request of the flight crew.
   Note: From the flight crew seat facing forward, the engine on the left is referenced as engine number one.
c. 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:
   1. The aircraft is moving over an area of the ramp where the conditions are safe for an engine start, or
   2. 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 the left is referenced as engine number one.

5.6.8.2 Engine Start Using an Air Start Unit

a. Only perssonel and equipment involved in engine starting or aircraft pushback are permitted within the ERA during engine start.
b. Personnel and equipment involved in the engine start shall remain clear of engine danger areas.
c. Establish communications with the flight crew and confirm the total number of engines to be started, the engine start sequence to be used, the number of ASUs being used and their positioning.
d. Advise the engine start sequence to the ASU operator(s) and any other ground staff.
e. Where possible, the ASU should be positioned on the opposite side of the aircraft to the engine being started.
f. The ASU shall be positioned in accordance with the following to prevent damage to the aircraft and personal injury.
    1. It will not hamper other ramp operations, such as loading and fuelling.
    2. It is parked outside the engine danger areas (if possible).
    3. It is parked at least 2 metres from the aircraft.
    4. The towbar is directed away from the aircraft and coupled to the tractor to simplify its removal after engine start-up (towed ASU).
    5. It could be easily removed after engine start-up, avoiding the engine danger areas.
    6. The exhaust pipe of the unit is directed away from the aircraft fuselage and wing.

g. When connecting the air supply hose to the aircraft, ensure that:
    1. The air supply hose is laid in such a way as to avoid any twists that could affect the air flow.
    2. The aircraft receptacle is free from FOD or any fluid.
    3. Ensure that the air supply hose coupling is firmly attached to the aircraft connector and pressurize the ASU after consulting the flight crew.

CAUTION:
If the ASU is positioned within an engine danger area, ensure that this engine will only be started after disconnection/removal of the ASU.

h. 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.
i. If a pushback tractor is not connected, position a chock in front of the nose wheel.
j. Confirm with the flight crew that the aircraft parking brake is set, then remove main gear chocks.
k. The ASU operator shall ensure the unit is ready to supply air pressure.
l. The headset operator shall inform the flight crew that the ground crew are ready for engine start.
m. Prepare for engine(s) start. Refer to **5.6.6.2 - Departure Communication Dialogue**, Departure Communication Dialogue and Signals, for communications requirements.
n. 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.
o. Disconnect the ASU hose(s).
p. Close and latch external air start and electrical panels.

Note:
Some aircraft types may require other equipment such as GPU to start engine in case of APU failure. Refer to operating airline procedures.

DANGER:
When connecting and disconnecting ASU hose(s), walk directly underneath the fuselage, or close alongside it, keeping clear of engine danger areas.

5.6.8.3 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 the idle thrust, blast and suction effects are greater.

5.6.8.4 Communication During Fire

a. Engine Fire
The flight crew normally detects an engine or APU fire and will take action using the engine fire extinguishing system. However, the responsible 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. Refer to **4.4.7.10 - Fire**.

b. Engine Tailpipe/Exhaust Fire
If flames from the engine tailpipe are noticed during engine starting, the responsible 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.

5.6.9 Pushback Disconnection

5.6.9.1 Pushback Tractor and Tow Bar Disconnection

a. The responsible ground staff member shall remove the tow pin securing the towbar to the pushback tractor.
b. 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).
c. 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.
d. The responsible ground staff member shall disconnect the towbar from the nose landing gear and reconnect to the pushback tractor and move clear of the pushback tractor, in view of the driver.
e. 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.
f. 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).

5.6.9.2 Tow Barless Tractor/Remote-Controlled Tractor Disconnection

a. The pushback driver shall ensure the tractor wheels are centralized and lower the aircraft nosewheel and open the tractor cradle.
b. 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 nose landing gear before commencing a turn.
c. The pushback driver shall rotate the driver's seat to the direction ready to drive away, if applicable.
d. 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.

5.6.10 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:

a. Remove the nose gear steering bypass pin and/or ensure the nose gear steering mechanisms are set to normal conditions for taxiing (as applicable to the aircraft type).
b. If previously disconnected, reconnect the torque link and inform flight crew.
c. Complete the headset communication and, after receiving flight crew approval, disconnect the headset and close the access panel (if applicable to the aircraft type).
d. Move clear of the aircraft to a safe position visible to the flight crew and away from its intended path.
e. Display the steering bypass pin to the flight crew (if applicable to aircraft type).
f. Give the “All Clear” signal (see **4.4.9.6 - All Clear**) 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.
g. Remain in position until an acknowledgement from the flight crew is received.
h. Drive the tractor back to the terminal, the appropriate holding position, or to the next task.

Refer to **5.6.2.1 - Ground Staff Member Responsibilities for Departure** and **5.6.2.2 - Tractor Driver** for further details

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.

5.6.11 Incidents During Pushback

5.6.11.1 Incidents During Pushback Involving Pushback Tractor/Tow Bar or Tow Barless 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. If airport and/or Heston Airlines procedures differ from the recommended actions below, those shall be followed.

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.

Flight Crew	Tractor Driver
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.

Flight Crew	Tractor Driver
Tow Bar/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.

Flight Crew	Tractor Driver
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 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.

Flight Crew	Tractor Driver
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 assitance. 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.

Flight Crew	Tractor Driver
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.	

Flight Crew	Tractor Driver
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 reestablished.	

5.6.12 Reestablishing Communication After Departure

5.6.12.1 Introduction

The following procedure is to be used when the responsible ground staff member or flight crew need to reestablish interphone communication after it has been disconnected.

5.6.12.2 Initiated from the Flight Deck

The flight crew sets the parking brake and reestablishes communication with the responsible ground staff member via a company channel or ATC. If visual communication with the responsible ground staff member is still established, visual signals may be used.

5.6.12.3 Initiated from the Ground

If the responsible 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 reestablish communication with the aircraft, the responsible ground staff member shall take the following precautions:

a. Make sure the responsible ground staff member has been seen by the flight crew and the intention to approach the aircraft to reestablish interphone communication is understood.
b. Approach the aircraft from the direction where visual contact with the flight crew is maintained for as long as possible.
c. Only the responsible ground staff member establishing the interphone communication shall approach the aircraft.
d. Stay outside the aircraft's engine danger areas when approaching the aircraft.
e. 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.

5.7 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.

a. Complete predeparture checks.
b. Refer to Departure Communication in GOM **5.6.6.2 - Departure Communication Dialogue** and follow the required phases of dialogue.
c. Ensure all personnel and equipment are clear of the aircraft and behind the ERA.
d. Position for marshalling in an area behind the ERA while being in clear view of the flight crew on either side of the aircraft, depending on facility.

5.8 AIRCRAFT POWERBACK OPERATIONS

Aircraft powerback is not common practice; therefore, it shall only be carried out within the limitations set out by, and with the approval of, the respoective local authorities. It shall be conducted based on the risk assessment process and in accordance with specific Heston Airlines procedures at all times, taking into consideration the following recommendations:

a. Ground staff members required for powerback (e.g., marshaller, wing walkers).
b. The air intake and blast areas of the aircraft engines are clear of personnel and obstacles, such as GSE.
c. Identifying the person in charge of the powerback process.
d. Wired headset shall not be used for powerback operations.
e. The ground staff members engaged in powerback operations shall wear, in addition to their normal PPE, protective googles.
f. If an ASU is required, check that the equipment is correctly positioned and suitable for the operation.
g. If an engine start with ASU is undertaken, communicate to confirm ASU positioning and engine start sequence with the flight crew.
h. Powerback operations shall not be conducted if any one of the following conditions exist:
    1. The airport does not authorize powerback operations.
    2. The departure gate is not approved for powerback operations.
    3. If any member of the ground staff is not properly protected.
    4. The entire area of the operation is not adequately illuminated.
    5. Visibility is restricted due to weather conditions.
    6. An accumulation of ice, snow, slush or any other obstruction is on the apron.
    7. Verbal agreement is not reached between the responsible ground staff member and the flight crew.

5.9 AIRCRAFT TOWING

5.9.1 Introduction

Aircraft towing may be carried out for three reasons:

a. Maintenance Towing
   Towing an aircraft without passengers, without cargo, and with minimum fuel on board.
b. Operational/Dispatch Towing
   Towing an aircraft loaded with passengers and/or fuel and/or cargo to/from the terminal gate or parking are to/from a remote location.
c. Repositioning Towing
   Movement of an aircraft to/from a remote parking area with/without cargo or fuel.

5.9.2 Ground Staff Member Responsibilities

5.9.2.1 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 ground staff member in charge of each towing maneuver shall check to ensure all requirements for the towing operation are met prior to commencing towing operations.

See **5.6.2.2 - Tractor Driver** Pushback Tractor Driver for responsibilities.

See **5.6.2.3 - Wing Walker** Wing Walker for responsibilities.

5.9.2.2 Brake Operator

Where applicable, in accordance with local procedures, the brake operator shall:

a. Be responsible for communication with ATC.
b. Complete a flight deck checklist for towing (if applicable).
c. Ensure all aircraft doors are closed by authorized personnel.
d. During towing, the brake operator must be seated with the seat belt fastened.
e. Apply the “Brakes On” and “Brakes Off” procedures in coordination with the headset operator.
f. Switch on and switch off the external anti-collision lights on the aircraft.
g. Position the seat in such a way that the brakes can be easily applied when required.
h. Inform the headset operator immediately if potential contact with any object(s) is detected.
i. Only apply the brakes during the tow when instructed by the headset operator or when it is clear the aircraft has become separated from the tractor.

Note:
For the procedures related to incidents during towing, refer to **5.9.5 - Incidents During Towing**.
Note:
Presence on board of staff, other than the brake operator, is forbidden throughout the maintenance or repositioning towing operations, except for flight crew and maintenance staff. The brake operator must inform them that they must be seated with the seat belt fastened and must follow his safety orders if necessary.

5.9.2.3 Headset Operator

The headset operator is responsible for communications with the brake operator and/or VHF operator.

5.9.2.4 VHF Operator

The very high frequency (VHF) operator is responsible for communication with ATC and/or ground movement control (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.

5.9.3 Pre-Towing Activities

5.9.3.1 General

The following requirements shall be met to perform an aircraft tow:

a. Carry out a predeparture walkaround in accordance with **5.6.3.1 - Predeparture Walkaround Check**.
b. Carry out the requirements, as identified in the predeparture table in **5.6.3.2 - Predeparture Table**, that are relevant to the towing maneuvering.
c. Make sure the flight crew or a qualified brake operator (VHF operator where required) is on the flight deck, if applicable.
d. Communication shall be established between the headset operator, flight crew and the brake/VHF operator, if applicable.
e. The responsible ground staff member shall conduct a briefing with all persons involved in the aircraft movement to review and confirm how the aircraft will be maneuvered.
f. Ensure the hydraulic system pressure for aircraft braking and/or brake accumulator is within the required pressure range. Refer to **13 - FLEET / AIRCRAFT CHARACTERISTICS** for each aircraft type for details.
g. Ensure any electric systems required for towing are energized.
h. Ensure all landing gear safety pins are installed. After the tow, ensure all pins are removed and stowed. Refer to **13 - FLEET / AIRCRAFT CHARACTERISTICS** regarding landing gear safety pin responsibilities and requirements.
i. Connect the pushback tractor/equipment in accordance with the relevant instructions contained in **5.6.4 - Connecting the Pushback Vehicle**.
j. Remove the wheel chocks once ready to do so in accordance with **5.6.5 - Wheel Chocks Removal**.

CAUTION:
Inform the brake/VHF operator, headset operator and/or maintenance department for technical inspection if anyone:

1. Observes any type of excessive fluid leakage.
2. Notices any signs of unmarked aircraft damage.
3. Observes any fault, failure, malfunction or defect that may affect the safe operation of the aircraft for the intended flight.

5.9.3.2 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 airlines 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 Heston Airlines 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 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.		✓

5.9.3.3 Towing Communications

An aircraft towing maneuver shall always be conducted using interphone communications when the brake/VHF operator is present. Certain airlines may have specific requirements for their towing communications that may vary from those described below. This communication standard shall apply. 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**	
	Call	CONFIRM PARKING BRAKE SET		
Predeparture check			**Reply**	PARKING BRAKE SET
			Call	CONFIRM STEERING BYPASS PIN INSERTED/NOSE WHEEL STEERING DEACTIVATED/LANDING GEAR SAFETY PINS (if applicable)
	Reply	STEERING BYPASS PIN INSTALLED/NOSE WHEEL STEERING DEACTIVATED/LANDING GEAR SAFETY PINS (if applicable)		
			Call	CONFIRM CLEAR TO PRESSURIZE (if applicable)
	Reply	CLEAR TO PRESSURIZE (if required)		
	Call	Request permission to connect the towbar and tractor or TWL tractor		
			Call	CLEAR TO CONNECT (towbar and tractor or TWL tractor)
	Call	CONNECTING		
After completion of the predeparture check	**Call**	PREDEPARTURE 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]		
			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		

1 Carry out a check in accordance with specifications in the predeparture table **5.6.3.2 - Predeparture Table** that are relevant to the towing maneuver.

2 Transmission from ground staff member depends on local regulations.

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.

CAUTION:
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

5.9.4 Towing Maneuver

5.9.4.1 General

See **5.6.7 - Pushback Maneuver** for pushback phase of the towing maneuver.

a. Use relevant apron lines as guidance during maneuvering to ensure safe obstacle clearances. Be aware of the size of the towed aircraft.
b. Keep a minimum safety distance between vehicles to allow sufficient space to stop. Where required, apply the pushback tug brakes gently.
c. Stop 50 m (55 yd.) before a taxiway intersection if a stop is required.
d. 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.

5.9.4.2 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.

5.9.4.3 Towing without towbar

All towbarless tractors being used for pushback and/or maintenance towing for the A320 must be equipped with an oversteer/overtorque indication (warning system). This system activates an in-cabin warning light and audible alarm to indicate that the maximum safe limit has been reached.

In this case, an inspection of the nose landing gear by an authorized person must be initiated.

5.9.4.4 Towing Limits A320

The maximum towing angle is limited to 85º.

For aircraft with towing angle marking on the nose landing gear doors, the nose landing gear main fitting or the fuselage, the maximum towing angle must not be more than the angle shown.

Danger: Do not allow Nose Landing Gear towing angles greater than 85°!

5.9.4.5 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).

5.9.4.6 Movement Into/Out of Hangars

a. Only those ground staff members 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.
b. Sufficient ground staff (wing/tail walkers) shall be assigned to the operation to ensure clearances between the aircraft and objects in the hangar are maintained.
c. The method of communication between the ground staff members 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 responsible ground staff member in charge of the operation.
d. Floor markings and stop signs shall be in accordance with the aircraft type operating into/out of the hangar.

5.9.5 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 the 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.

Brake/VHF Operator	Tractor Driver
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.

Brake/VHF Operator	Tractor Driver
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 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.

Brake/VHF Operator	Tractor Driver
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.

Brake/VHF Operator	Tractor Driver
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 responsible ground staff member the tractor unless specifically instructed to do so by the operator and/or ATC. g. If disconnecting the tractor, the aircraft must be chocked.

Brake/VHF Operator	Tractor Driver
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.	

Brake/VHF Operator	Tractor Driver
Visual Contact with 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 recommenced until visual contact is reestablished.	

CAUTION:
A standard communication procedure for abnormal pushback/towing situations (e.g., towbar shear pin failure) cannot consider every possibility that may arise. Therefore, the tractor driver and brake operator shall keep each other informed. Actions should be taken using common sense, taking into account the circumstances of a particular situation.

5.9.6 Towing Completion

The following checklist is to be used at the end of an aircraft tow.

Action	Performed by	
	Brake Operator	Tractor Driver
Set tractor parking brake.		✓
Request 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" "Parking Brake Set, Pressure Checked".	✓	
Chock the aircraft MLG.		✓
Switch off the external anti-collision lights of the aircraft.	✓	
Inform the brake operator: "Aircraft chocked".		✓
Give permission to disconnect the towbar or TWL tractor.	✓	
Disconnect the tractor ground power, where applicable.		✓
Disconnect the towbar (disconnect 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: "Towbar/Tractor Disconnected".		✓
Release the aircraft parking brake and inform the tractor operator: "Parking Brake Off" (where applicable).	✓	
Install and connect a GPU.		✓
If installed, remove and stow gear safety pins in the dedicated location.	✓	✓

5.10 LONG-TERM PARKING FOR AIRCRAFT

5.10.1 Introduction

Successful execution of the long-term parking operation, as well as the recovery and reintroduction of the aircraft back into service after long-term parking, requires close coordination and cooperation between all the relevant airside and aviation stakeholders, including (but not limited to) the aircraft operator, airport authority, GHSP, and maintenance provider.

In anticipation of the possible long-term parking of multiple aircraft, ground service providers shall proactively engage with the relevant stakeholders to develop a long-term parking plan. This plan shall be regularly reviewed (minimum once per year) to ensure the plan is still valid. The plan will require ad hoc review in response to changes to the airside environment, such as changes to operators, aircraft types and numbers, airport layout, GHSPs, and manufacturers' Aircraft Maintenance Manual (AMM). Depending on each airport's emergency plan, the airport may require the aircraft to proceed to a designated bay, possibly a remote bay, according to its plans and requirements.

The long-term parking plan shall ensure:

a. Spacing between adjacent aircraft.
b. When not parked at a bay (e.g., taxiway), aircraft are parked facing into the prevailing wind.
c. Another points are available for high-wind conditions.
d. Processes to monitor and adjust for severe weather conditions.

CAUTION:
In regions with hot climates, it is preferable to park aircraft on hard surfaces such as concrete or high module asphaltic material rather than no flexible surfaces such as bituminous asphalt. This will avoid indenting those areas during long parking periods.

5.10.2 Aircraft Movement

Based on the airport parking plan, once resumption of operations begins it is important to ensure there is a well-coordinated aircraft movement plan to ensure there is no damage to the aircraft.

Notes:

- Ensure all procedures during aircraft ground movement are adhered to as documented in **5.6 - AIRCRAFT DEPARTURE** to **5.9 - AIRCRAFT TOWING**.
- Ensure during any abnormal operations, a robust safety risk assessment is performed, and implementation of the mitigation plan is followed.
- Ensure timely consultation with the airport operator regarding the aircraft movement.
- If any surface damage is observed, liaise with the airport management team as per the airport's directives.

CAUTION:

After long-term parking, anticipate extra pull or push force required for aircraft wheels to exit any indentations in the pavement and/or to overcome the aircraft tires being out of round. This is to avoid shear pin breakage and/or sudden movement in direction of travel. Refer to the pushback and pull forward procedure in **5.6.7.4 - Pushback and Pull Forward**.

Long-term parking of aircraft requires a variety of specific measures to be in place to ensure the continued safety, security and general airworthiness of the aircraft. These measures are specific to both manufacturer and aircraft type, and are detailed in **13 - FLEET / AIRCRAFT CHARACTERISTICS** and manufacturer's AMM. These documents must be complied with

6.1	**LOAD CONTROL PRINCIPLES**	6-2
6.2	**LOAD PLANING**	6-3
6.2.1	**Load Planning – General**	6-3
6.2.2	**Loading Instruction Report (LIR)**	6-4
6.2.3	**Offloading Instruction**	6-6
6.2.4	**Notification to Captain (NOTOC)**	6-6
6.3	**WEIGHT AND BALANCE CALCULATION**	6-7
6.3.1	**Weight and Balance Calculation – General**	6-7
6.3.2	**Last-Minute Changes**	6-10
6.3.3	**Information Exchange**	6-12
6.3.3.1	**Information Exchange - General**	6-12
6.3.3.2	**Communication of Aircraft Loading to Load Control**	6-12
6.3.3.3	**Remote Load Control**	6-13
6.4	**POST-DEPARTURE MESSAGES**	6-14
6.5	**LOAD CONTROL TASK RESPONSIBILITY**	6-14
6.6	**QUALIFICATION REQUIREMENTS**	6-14
6.7	**DOCUMENTATION**	6-15
6.8	**LOAD CONTROL PROCESS FLOW**	6-16
6.8.1	**Load Control Process Flow Schema**	6-16
6.8.2	**Load Control Process Flow Legend**	6-17

6.1 LOAD CONTROL PRINCIPLES

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 operating airline procedures. Load control is a process that ensures the production of all applicable documentation complying with operator and regulatory authority requirements, for the safe and secure handling of an individual flight, so that the aircraft is within operational limits, considering both its weight and center of gravity parameters. This includes planning, supervising, reporting, recording of the loading of the aircraft, and weight and balance calculation.

The Load Control process is comprised of the following tasks:

a. Load Planning
   1. Checking, calculating and communicating of load planning information and data.
   2. Ensuring information about dangerous goods and other special loads is taken into account.
   3. Planning of the loading and producing a loading instruction report (LIR).

b. Supervision of aircraft loading and unloading
   1. Verification and recording of aircraft loading.
   2. Ensuring the aircraft is loaded in accordance with the loading instructions.
   3. Load Control Information Exchange including reporting of final loading figures.

c. Weight and Balance Calculation
   1. Ensuring aircraft weight and balance conditions are correct and within limits.
   2. Production of the loadsheet in accordance with the confirmed aircraft loading.
   3. The loadsheet reflects the actual loading of the aircraft, including last minute changes (LMCs).
   4. Production of other loading documents, such as Notification to Captain (NOTOC), if applicable.

d. Post-Departure Messages
   1. Producing and transmitting required messages.
   2. Document retention, as applicable.

Documented communication is required to provide an audit trail and accurate weight and balance calculations for the pilot-in-command (PIC) prior to the aircraft's departure.

Load Control shall be performed by qualified personnel, using the operator’s aircraft data and in accordance with the operator’s and with local regulatory processes, procedures and forms, all of which shall be provided by the operator.

Heston Airlines procedures:
Load control function normally is carried out by Heston Airlines flight crew. Flight crew are in charge of weight and balance calculation documentation preparation. However, depending on the nature of operations load control function might be outsourced from third parties. If Heston Airlines intends to outsource Load control function from third parties, weight and balance systems should be tested and approved by Heston Airlines before start of live operations.

6.2 LOAD PLANING

6.2.1 Load Planning – General

The person charged with the load planning task shall ensure loads are planned safely and distributed in the aircraft compartments and/or holds considering all aircraft limits.

Heston Airlines procedures:
All load planning is based on the expected total onload consisting of:
Number of booked passengers / Estimated baggage for booked passengers / Estimated comail, excess baggage, animals and EIC shipments.

The load planner shall:

a. Check aircraft basic weight/index (BW/BI).
b. Check all items to be included in the dry operating weight/index (DOW/DOI).
c. Check operational messages from the previous flight or leg, including any special loads, if applicable.
d. Check aircraft operational limitations or any other restrictions that may limit load planning.
e. Calculate expected traffic load.
f. Check any other dangerous goods and special loads (DGSL) that require special handling and segregation.
g. Plan unit load devices (ULDs), taking into consideration the expected loading figures, the aircraft configuration and operating airline's procedures.
h. Allocate loading positions for all traffic loads and special loads, if applicable, taking into consideration all flight legs.
i. Calculate the estimated zero fuel weight (EZFW) and transmit it to flight dispatch, as applicable, for flight planning purposes.
j. Communicate the EZFW every time there is a significant difference from the previous calculation, as per operating airline procedures.
k. Check fuel load and distribution.
l. Perform a pre-calculation of the aircraft weight and balance to ensure the aircraft operational limits are not exceeded.
m. Consider aircraft ground stability to avoid tail tipping, as per operating airline procedures 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 at the transit station shall be planned to ensure aircraft ground stability is maintained. Methods to ensure ground stability include use of tables or graphs to determine the weight required in forward compartments to counteract the weight to be loaded in aft compartments, or calculation of center of gravity for comparison against the applicable tipping and/or towing limit: Method 1–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 to be placed in the aft compartments. Method 2–calculation of the dead load index/% mean aerodynamic cord (MAC), which shall be forward of the dead load index limit on the balance chart and transmitted on the load message (LDM). Method 3–dynamic calculation of aircraft ground stability using a software application that takes every movement of load into account.
n. Produce an LIR.

6.2.2 Loading Instruction Report (LIR)

a. An LIR shall be issued for each departing flight to ensure all safety parameters specific to each flight are adhered to.
b. Complete load distribution for the departing flight, using provisional data and adhering to the segregation policy, as per AHM 514 and AHM 515 and operating airline procedures.
c. Indicate all information that could affect loading in the Supplementary Information (SI) section.
d. Refer to AHM 514 for electronic data processing (EDP) and AHM 515 for manual LIR.
e. LIR revisions shall be immediately communicated via appropriate means to loading staff.

Heston Airlines procedures:
Heston Airlines standard loading instructions form should be used. Alternatively, ground handling agent may use own loading instructions report form, provided it conforms with IATA AHM514 or IATA AHM515 standard and Heston Airlines requirements.
It shall be ensured that the LIR shows:

- Flight details including date, registration, edition number, etc.
- Load control agent contact details.
- Destination, weight and distribution of the different load categories in compartments, loading positions or net sections.
- Number of checked baggage per compartment.
- Position of crew baggage.
- DGSL remarks including DAA and mobility aids.
- Any further data necessary for aircraft loading.
- ULD numbers, if applicable.

After completion of loading the head loader certifies by a signature that the aircraft was loaded according to given instructions including all deviations recorded and that maximum compartment/position weights were not exceeded, the load was secured properly, loading height not exceeded. In case of originating flights, the signature also confirms that the hold was empty prior to loading.
The number of copies should be in accordance with local requirements. One copy shall be handed over to the head loader being responsible for the loading process. One copy of the loading instruction report signed by the head loader shall be filed in the station's trip file.

LOADSHEET REPORT FORM:

LOADSHEET REPORT FORM

HESTON AIRLINES

Issue/Rev: 1/2; Date: 2022-08-23

DATE	A/C REG	FLT No	FROM	TO	CREW	PANTRY

MALE/ADULT	FEMALE	CHILDREN	INFANT	TOB

PASSENGER SEATING ZONES		
OA	OB	OC

COMMENTS

		CPT 1	CPT 2	CPT 3	CPT 4	CPT 5
BAGS	PCS					
	KG					
MAIL	KG					
CARGO	KG					
TOTAL	KG					

LOAD/ TRIM INFO			
ZFW	kg	CG	%
TOW	kg	CG	%
LW	kg	CG	%

REVISED LOAD/ TRIM INFO			
ZFW	kg	CG	%
TOW	kg	CG	%
LW	kg	CG	%

LMC			
SPECIFICATIONS	LOCATION	+/-	WEIGHT
	LMC TOTAL		

COMMANDER	LOADING SUPERVISOR
Name, surname, signature	This aircraft has been loaded and load secured (including DGR) in accordance with these instructions including the deviations shown on the report and in accordance with company procedures. Name, surname, signature

6.2.3 Offloading Instruction

a. Offloading instructions may be issued prior to aircraft arrival.
b. For transit flights, produce offloading instructions as per AHM 514 and AHM 515, where transit load, offload and all positions are reported.
c. Consideration shall be given to ensure aircraft stability during the unloading and passenger disembarkation processes.

6.2.4 Notification to Captain (NOTOC)

The Notification to the Captain (NOTOC) is used to inform the PIC of Dangerous Goods and Special Loads (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 task. The load planner shall produce the 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 task. The person shall:

a. Verify that DGSL is not damaged or leaking.
b. Ensure the correct positioning of DGSL as per the LIR and NOTOC.
c. Report actual loading position.
d. Sign the NOTOC.
e. Deliver the signed NOTOC to PIC for signature.

The NOTOC must be issued in an adequate number of copies to provide the information to all concerned and for file retention.

DGSL information shall be made available to the next downline airport before the flight arrives.

For NOTOC refer to IATA AHM 381 and **9.3.11 - Notification to Captain (NOTOC)**

Heston Airlines procedures:
Copy of NOTOC shall be sent to Heston Airlines OCC and destination airport as soon as possible before/after flight departure, but not later than 15 min after flight departure.
For Heston Airlines NOTOC, see **12.2 - LIST OF FORMS**.

6.3 WEIGHT AND BALANCE CALCULATION

6.3.1 Weight and Balance Calculation – General

a. The objective of the weight and balance calculation task is to ensure a final and accurate loadsheet is issued and has been cross-checked with:
   1. Final LIR from the person in charge of the loading supervision task.
   2. Final passenger close-out data.
   3. Final fuel figures.
   4. All aircraft operational and structural limitations for the appropriate aircraft registration.

Note:
1. If a preliminary loadsheet is produced, one or more criteria may not have been finalized.
2. The person charged with the weight and balance calculation task shall ensure all data is finalized or confirmed for loadsheet production.

b. A loadsheet accuracy check is continuously performed prior to the production or transmission of the final loadsheet with:
   1. Correct flight number and date (flight identifier).
   2. Correct aircraft registration.
   3. Correct DOW/DOI used according to aircraft type, registration, version, number of crew and pantry.
   4. Underload (total traffic load not exceeding allowed traffic load).
   5. Correct entry of final fuel figures.
   6. Correct entry of transit load data from incoming LDM/loadsheet.
   7. Correct passenger close-out data.
   8. If containerized aircraft, ULD tare weight shall be added.
   9. Hold baggage weight and gate delivery items shall be added.
   10. Actual loading positions of DGSL indicated on the NOTOC, if applicable.
   11. Balance calculation and conditions of loaded aircraft, including LMCs, are within prescribed limits.
   12. Loadsheet shall be checked against the final LIR and other information related to the actual load.
   13. Any operator-specific requirements are adhered to, if applicable.
   14. All specific documents shall be signed by means of manual or electronical identifiers.

c. Loadsheet format and contents shall meet the minimum criteria set in AHM 516, AHM 517, AHM 518.
d. The signed loadsheet shall then be delivered to the PIC, either as a manual or digital hard copy or in Aircraft Communication Addressing and Reporting System (ACARS) format.
e. Any changes occuring after the final loadsheet has been produced must be accounted for by either production of a new edition of the loadsheet or via the documented LMC process as per Heston Airlines procedures.
f. Any discrepancy in weight and balance documentation shall be reported to the person responsible for the weight and balance calculations and to the customer operating airline using agreed reporting methods as required by Heston Airlines procedures.
g. If a discrepancy is discovered after the final loadsheet has been issued, the PIC shall be informed via the available channels without delay and be provided with relevant and requested information to prevent unsafe takeoff and/or landing.

Heston Airlines procedures:

1. Electronic Flight Bag (EFB) loadsheet – only Heston Airlines flight crew is qualified to do EFB loadsheet for Heston Airlines aircraft.
2. DCS load control system - automated loadsheet from DCS load control system is acceptable, provided DCS load control system is approved by Heston Airlines.

Heston Airlines procedures:

Delivery of the loadsheet:

Loadsheet shall be delivered and handed over to PIC. Both manual, and electronic delivery processes are acceptable as per Heston Airlines requirements.

EFB LOADSHEET:

If weight and balance calculated by crew using EFB device then the loadsheet report will be produced. Loadsheet Report form is to be filled out in triplicate. (One copy for flight crew, one copy for ground crew at departure and one copy for ground crew at destination) It is divided into four sections:

1. Section 1 contains:
    a. Flight details identification.
    It shall normally be filled by flight crew and then handed over to ground handling (dispatcher).

2. Section 2 contains load information data (input) required for the mass and balance computation:
    a. Passenger information.
    b. Passenger seating distribution.
    c. Cargo loading information.
    It shall normally be filled by the handling agent (dispatcher) signed and presented to crew. The signature of handing agent confirms that aircraft has been loaded in accordance with the Loadsheet form presented to the flight crew.

3. Section Number three contains mass and balance computation results:
    a. Load/Trim Information.
    b. Last Minute Change (LMC) information.
    c. Revised Load/Trim Information.

4. Section Number four contains:
    a. Captains Name/Code and Signature.
    The signature of the commander will confirm:
        1. Acceptance of the aircraft load and its distribution.
        2. Mass and balance figures are true copy of the output results of the ELB Loadsheet application.
        3. LMC figures are verified correct.

EDP LOADSHEET:

Loadsheet produced by approved DCS system is acceptable, provided documents is according to relevant IATA AHM standards such as IATA AHM 517.The loadsheet shall normally be completed by the Loadsheet Agent. The Loadsheet Agent shall check and correct the Loadsheet for necessary last minute changes so it corresponds with the actual loading of the aircraft, before it is presented to the Commander. The form shall be completed and distributed as follows:

1. White original to the captain, to be inserted into the Flight Envelope.
2. Yellow copy for station trip file - to be retained for a period in accordance with requirements of the regulatory authority, but no less than 3 months.

Note: Final EDP loadsheet should be delivered to crews not later that EDD-10 min.

Load and Trim Info

Identifying Preamble	Description
ZFW / ZFWCG	Zero Fuel Weight and Zero Fuel Weight Center of Gravity as computed by the EFB Loadsheet application.
TOW / TOWCG	Takeoff Weight and Takeoff Weight Center of Gravity as computed by the EFB Loadsheet application.

Revised Load and Trim Info

Identifying Preamble	Description
ZFW / ZFWCG	Revised Zero Fuel Weight and Zero Fuel Weight Center of Gravity taking into account the LMC as computed by the EFB Loadsheet application.
TOW / TOWCG	Revised Takeoff Weight and Takeoff Weight Center of Gravity taking into account the LMC as computed by the EFB Loadsheet application.

6.3.2 Last-Minute Changes

a. Standard procedure – the loadsheet presented to the PIC shall include all LMCs. These will be shown as entries in the LMC box and, if required, as corrections to gross weights, fuel figures and balance conditions.
b. Alternative procedure – operators may allow the loadsheet to be handed over to the PIC before any LMC are made.

Note:
Where local regulations require LMCs to be included in the loadsheet, it may be possible for operators to seek the consent of their authorities for use of the alternative procedure.

c. If LMCs are conveyed to the PIC separately, this may be done by the responsible person, either verbally or in writing, in accordance with Heston Airlines procedures. Where no procedure has been determined, on each flight the method to be employed must be agreed upon beforehand with the PIC. 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 PIC that the data recorded on the loadsheet copy already handed over remains unchanged.
d. LMCs are to be communicated to the PIC only after the responsible person has entered all changes and corrections on the loadsheet copies retained on the ground, and after they have carried out the checks.
e. If the PIC 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 and kept in the flight file:
    1. Name of responsible person.
    2. Time of transmission.
    3. Confirmation that the flight crew has acknowledged the changes.

f. To inform the PIC about LMCs, either verbally or in writing, when the responsible person is not including the LMCs on the loadsheet, a special LMC slip should be used. The information to be recorded on this form may be limited to the following:
    1. Total weight of all LMCs.
    2. Total number of LMC passengers.
    3. 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.

Heston Airlines procedures:

Traffic Load LMC" means the difference between:

1. The actual loading according to the Loading Instruction/Report and the relevant figures on the loadsheet.
2. The actual number of passengers according to the gate check and the relevant figures on the loadsheet.

Only changes in the weight of the traffic load (passengers, baggage, cargo and mail) or in its distribution are to be recorded in the LMC box of the loadsheet. However, in addition to the load categories mentioned above, changes to items absorbed in the DOM such as crew, crew baggage, pantry, portable water and ballast etc. may also be entered in the LMC box. The total weight change represented in by the LMC entries shall be shown in the LMC total box.

Fuel LMC (take-off fuel or trip fuel) must not be entered in the LMC box and new loadsheet must be prepared. In order to ensure that the changes did not exceeded limits, the previously calculated take-off, zero fuel and/or landing weights and CG must be cross-checked with new weights and CG including LMC.

The flight crew may be informed verbally of last minute changes either directly or by using radio communication.

Before recording the LMC, the ramp agent or the load controller must ensure that:

1. The total weight of the LMC does not exceed the Underload.
2. The load limitations of the compartments and positions are not exceeded.
3. The center of gravity remains within the permissible limits.

Flight crew should recalculate the trim to ensure that center of gravity remains within permissible limits. If necessary a complete new loadsheet shall be made and if necessary redistribute the load.

Heston Airlines LMC limitations:

- A320 – 500 kg

Before accepting any LMC, it must be checked that:

1. The total mass of "last minute pax/load item" does not exceed the mass shown under "underload".
2. The center of gravity remains within the limits.
3. 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, or 1000 kg (depending on aircraft), a completely 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 correcterd 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 enters the last minute changes in the LMC column of the loadsheet.

Any discrepancies found after the Loadsheet release, shall be communicated to person responsible for the Loadsheet, Pilot in command and/or operator shall be informed without delay, as per operator communication policy,

6.3.3 Information Exchange

6.3.3.1 Information Exchange - General

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:

a. Digitally.
b. Written via documentation.
c. Verbal communication; in this case, the person receiving the information must assure that one of the following is applied:
    1. Read back all information received by radio or telephone or other electronic means to guarantee accuracy of the data.
    2. Record all verbal transmissions in written format (manually or digitally) to be able to clarify all discrepancies before the final loadsheet is transmitted.
    3. Digitally record all verbal communications.

d. A written transmission is always the recommended method. If it is necessary to use verbal communication, ensure the following details are recorded:
    1. Name of the responsible person.
    2. Time of transmission.
    3. Confirmation that receiving party has acknowledged the changes.
    This record shall form part of the flight file for retention.

6.3.3.2 Communication of Aircraft Loading to Load Control

Where the communication of aircraft loading, including loading changes and discrepancies, is not carried out by the Loading Supervisor for the flight, but by a designated person, the following requirements apply:

a. Person responsible for communication of aircraft loading shall be trained in accordance with AHM 1110 RMP 18 Turnaround Coordination
b. Direct communication with the person charged with the supervision of aircraft loading and unloading task shall be established.
c. A direct communication means shall be established with the person charged with the load planning and weight and balance calculation task.
d. Communication protocol, as described in **5.5.1.2 - Communication** , shall be used.
e. Written communication methods are recommended, as per **6.3.3.1 - Information Exchange - General**.
f. When verbal communication is used, a readback of all weight and balance load control information received shall be carried out.

Note:
For the task of supervision of aircraft loading and unloading, refer to **5.5.1 - Supervision of Aircraft Loading and Unloadin** .

6.3.3.3 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 location away from the departure station.

a. The key roles of remote load control are:
   1. To perform the load planning task.
   2. To compute the weight and balance calculation task in liaison with the departure station.

b. The key roles of the departure station are:
   1. To supervise aircraft loading and unloading as defined in **5.5.1.1 - Supervision Responsibility**
   2. To communicate to the remote load control any discrepancies and/or deviations during the loading/unloading process
   3. To 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 the remote load control, departure station and flight crew, either directly or indirectly, using predetermined means of communication as established by Heston Airlines procedures.

6.4 POST-DEPARTURE MESSAGES

All post-departure messages and any other relevant messages pertaining to flight handling shall be sent to the defined stations as per Heston Airlines procedures. Such messages may include, but are not limited to:

a. Load Departure Message (LDM)
b. Container Pallet Message (CPM)
c. ULD Control Message (UCM)
d. Statistical Load Summary (SLS)

Messages shall be produced and delivered in accordance with respective AHM chapters.

A flight file for each departing flight shall be maintained n a secure location according to local regulations and/or Heston Airlines procedures.

6.5 LOAD CONTROL TASK RESPONSIBILITY

The responsibilities of persons performing the load control task may vary depending on the organizational set up. It is recommended that:

a. 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 the responsibilities with those for the aircraft loading and unloading supervision task.
b. 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.
c. At a station where ACARS is used, finalization of the weight and balance calculation task may differ.
d. When load control processes are centralized, the person performing the aircraft loading and supervision task is charged with transmitting all final data to the remote load control center.

6.6 QUALIFICATION REQUIREMENTS

Personnel performing load control tasks shall be duly qualified. Training shall be in accordance with AHM 591 and AHM 1110.

Training for load control tasks shall be performed by a qualified instructor and authorized by the Heston Airlines. Load control licensing, training and documentation shall be in compliance with regulations and Heston Airlines procedures.

Heston Airlines procedures:
The load controller shall be qualified and licensed for the job function. Training for the load control function shall be performed by a qualified instructor authorized by the operator. Load control licensing, training and documentation shall be in compliance with regulations and operators policies. For the load controller training requirements where load control function is outsourced refer to **0.9 - TRAINING AND QUALIFICATION FOR AIRCRAFT HANDLING PERSONNEL**.

6.7 DOCUMENTATION

The operator is responsible for providing all relevant documentation for load planning and weight and balance calculations. The operator shall define the data content and terminology for documents reports and messages.

The person issuing the loadhseet shall accurately reflect all received data on documents, reports and messages produced for each flight, as per AHM 590.

Relevant documents shall be manually or electronically issued and signed as per regulatory requirements and Heston Airlines procedures.

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

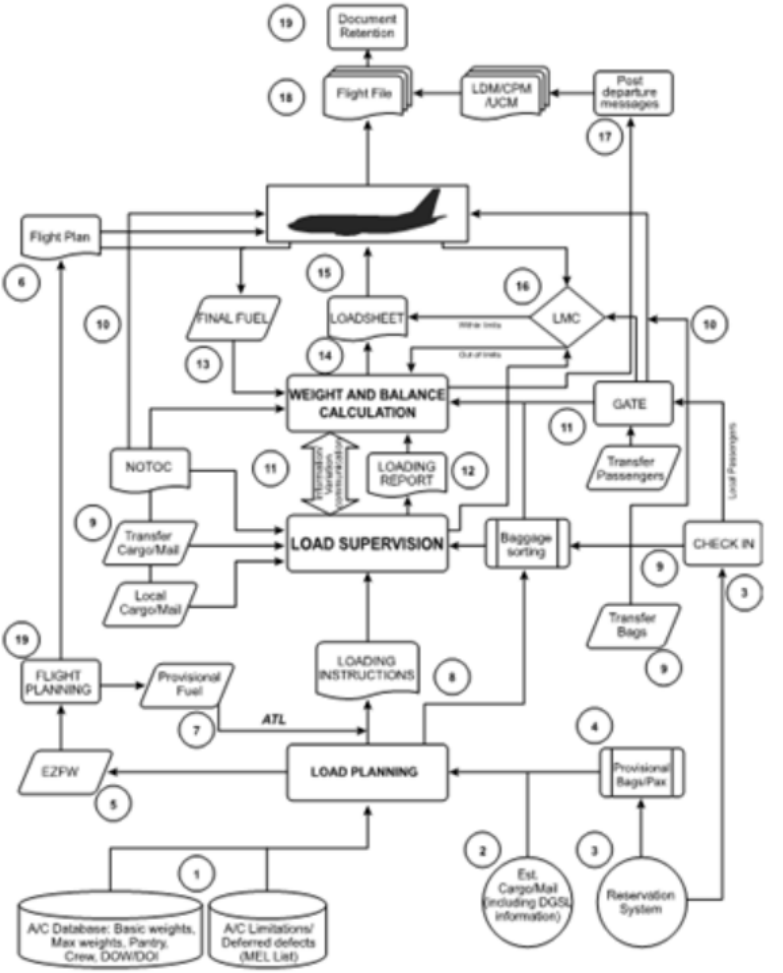
As a minimum, the documentation for each departing flight shall include:

a. Final LIR signed by the responsible person.
b. NOTOC (when applicable).
c. Fuel figures confirmation (when applicable).
d. Final loadsheet and trim sheet, including LMC, signed by the PIC.

Disposal of documents may also be subject to regulation.

6.8 LOAD CONTROL PROCESS FLOW

6.8.1 Load Control Process Flow Schema



6.8.2 Load Control Process Flow Legend

CIRCLE #	ACTION
1	Aircraft designation: access to permanent and semi-permanent data as per AHM 565 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 reservation system to capacity calculation (passenger and baggage counts) and check-in (SSR).
4	Provisional passengers sorted by class and provisional baggage according to Heston Airlines procedures to load planning.
5	Provide EZFW to flight planning system.
6	Operational flight plan to PIC.
7	Provisional fuel to calculate the allowed traffic load and verify that load planning is within limits.
8	LIR to load supervision and loading team. Segregation plan to sorting area.
9	Actual data flowing from check-in (e.g., passenger number, baggage pieces and weight, special load information), cargo and mail warehouse (special load information), transfer load.
10	Load to aircraft.
11	Load information 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 PIC.
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 documents verification and collection.
19	File archiving and retention.

7.1 INTRODUCTION 7-2
7.2 OPERATIONAL OVERSIGHT purpose 7-3
7.3 SUPERVISION 7-4
7.3.1 Functions 7-4
7.3.2 Scope and Responsibilities 7-4
7.3.3 Turnaround Coordination 7-5
7.4 OVERSIGHT CHECKLISTS 7-6
7.4.1 Passenger Handling Checklist 7-6
7.4.2 Baggage Handling Checklist 7-9
7.4.3 Ramp Handling Checklist 7-12
7.5 INCIDENT NOTIFICATION AND IMMEDIATE ACTIONS 7-14
7.5.1 General 7-14
7.5.1.1 Mandatory Occurrence Reporting 7-14
7.5.2 Immediate Actions 7-18
7.5.3 Aircraft Evacuation 7-18
7.5.4 Dangerous Goods 7-19
7.6 ADVERSE WEATHER OVERSIGHT PROCEDURES 7-20

7.1 INTRODUCTION

Oversight is applied at both a managerial level as well as at an operational level.

Managerial oversight ensures a company has in place a management system that sets up the policies, processes, performance indicators and other mechanisms, outlines accountabilities throughout the company as well as ensures there are necessary resources available to conduct operations.

It is important that management continuously reviews its operations to ensure the on-going suitability, adequacy and effectiveness of the management and control of ground operations. A review shall include assessing opportunities for improvement and the need for changes to the system, including, but not limited to, the organizational structure, reporting lines, authorities, responsibilities, policies, processes, procedures and allocation of resources.

An effective operational oversight structure and process helps to ensure that day-to-day operations do not deviate from the agreed policies, procedures and company goals, while simultaneously acting as a mechanism to identify and investigate occasions when deviations occur.

A company is also subject to external oversight performed by a regulatory body (e.g., Civil Aviation Authority) and, in case of ground handling service providers (GHSP), by the contracted airlines or via an industry body (e.g., IATA) on their behalf.

This chapter provides guidance on what needs to be in place for effective operational oversight and gives practical examples of how oversight may be conducted via supervisory functions.

7.2 OPERATIONAL OVERSIGHT PURPOSE

The purpose of operational oversight is to ensure:

a. Continuous conformance with all documented standards, procedures and working practices covering all aspects of ground operations including, but not limited to, occupational health and safety, operational safety, security and quality.
b. Compliance with regulatory requirements and applicable laws.
c. Measurement of performance against indicators and achievement of company goals.
d. Identification of opportunities to improve performance.
e. Occurrences, findings and opportunities are addressed.

To ensure compliance with all applicable laws and conformance to documented standards and procedures, all station activities, including, those outsourced to a third-party GHSP and/or its subcontractors, shall be conducted under the direct oversight of suitably trained and qualified operational personnel.

Operational oversight is a hierarchical process that ensures continuous compliance, conformance and improvement through a variety of monitoring processes. Examples of oversight mechanisms include:

a. Operational Management (ongoing/daily operation)
    1. Direct Supervision – provides specific instructions and frequently reviews work for completeness and accuracy.
    2. General Supervision – generally oversees what is to be done and sets limitations, deadlines, and priorities.

7.3 SUPERVISION

7.3.1 Functions

During any operation, different persons may perform supervisory functions to ensure tasks are completed safely, according to relevant procedures and as per contracted SLAs.

A 'Supervisor' can commonly be described as a person who supervises activities and/or other persons performing tasks within a process defined in **7.3.2 - Scope and Responsibilities**. It should be noted that, while some organizations have a dedicated 'Supervisor' as part of an operations team, certain supervisory responsibilities may be delegated to any individual within a process regardless of their job title.

Note:

1. Airline approaches to supervision may vary by airline and location.
2. Details of the contracted services will be specific to each contract and will be agreed between the two parties.
3. Airlines may contract a dedicated person from the contracted GHSP or
4. A third party to oversee/supervise and/or coordinate specific airline requirements as contracted to ensure they are met.
5. The person can be contracted to cover all turnaround activities, including administrative tasks, or the scope can be limited to a specific part of the airline's operations.

7.3.2 Scope and Responsibilities

Supervision scope of ground handling and related activities will include, but is not limited to, the following activities:

a. Passenger handling.
b. Baggage handling.
c. Ramp handling.
d. Load control.

Generally, the responsibilities of an individual with supervisory functions include:

a. Setting goals for operational performance and deadlines in ways that comply with the company's structure, plans and vision.
b. Organizing workflows and ensuring employees understand their duties or delegated tasks.
c. Monitoring employee activity and providing constructive feedback and coaching.
d. Providing oversight and guidance to personnel conducting operational functions.
e. Reporting any accidents, incidents and/or noncompliance as per the organization's procedures.

Supervision personnel shall be trained and qualified to perform the assigned functions (see AHM Ch. 1110).

7.3.3 Turnaround Coordination

The turnaround coordination is performed by a Turnaround Coordinator whose primary goal is to oversee and coordinate processes for both above and below the wing activities during a flight turnaround.

The Turnaround Coordinator may be described as a person who:

a. Provides focal point of coordination for all ground activities and operational teams, including flight crew.
b. Ensures adherence to the station's Precision Time Schedules (PTS).
c. Ensures safe, secure and punctual performance.
d. Stops and turnaround activities that are not in compliance with safety, security and operational procedures and processes.

Note:
This function may be performed remotely.

As the organizational structure may differ from company to company due to local setup, it is important to make a distinction between a Supervisor and a Turnaround Coordinator. In some situations, the Turnaround Coordinator will also assume supervisory responsibilities, while in others the roles are split and assigned to specific individuals. A Turnaround Coordinator may be responsible for more than one aircraft turnaround/stand simultaneously.

7.4 OVERSIGHT CHECKLISTS

7.4.1 Passenger Handling Checklist

NO	ACTION	IGOM REF	CHECK-IN	BOARDING	TRANSFERS	ARRIVALS	REMARKS
1	Preparation activities are completed (e.g., flight editing, review aircraft configuration, passenger name list/status, special service requests (SSRs), special passengers, inbound/outbound connections, passenger numbers and connection times, stand allocations).	1.1.1	✓	✓	✓	✓	
2	Assistance for persons with disabilities (PWD) is arranged for passengers requiring this service, as appropriate.	1.1.1.2	✓	✓	✓	✓	
3	Personnel are briefed before performing tasks.	1.1.1.2 1.1.3.5	✓	✓	✓	✓	
4	Personnel are wearing the required personal protective equipment (PPE) and uniform in line with the company's standards. (See AHM 462)		✓	✓	✓	✓	
5	Facilities, including counters, desks and self-serve kiosks, are set up, as per airline or local authority requirements, as applicable (e.g., queues, stanchions, carpets, baggage gauges, podiums).	1.1.2	✓	✓	✓	✓	
6	All relevant desks and airport information boards display the correct flight information.	1.1.2 1.1.7.1	✓	✓	✓	✓	
7	Stock boarding pass/bag tag printers with boarding passes/bag tags while ensuring adequate stock of any other tags required by the airline for handling.	1.1.2 1.1.7.1	✓	✓	✓	✓	
8	Prominently display dangerous goods and any other notifications, either electronically or in print versions.	1.1.2 1.1.7.1	✓	✓	✓		
9	Weighing scales are functioning correctly.	1.1.2	✓			✓	
10	Passenger are welcomed, greeted, and assisted in a professional manner.	1.1.4.1	✓	✓	✓	✓	
11	Carry out verification and acceptance of passenger documents, as applicable.	1.1.5	✓	✓	✓		
12	Pay attention to any signs the passenger might not be allowed to travel (e.g., unruly, overall fitness to fly, including potentially communicable diseases, medical conditions, intoxication) and monitor the watchlist.	1.1.4.1	✓	✓	✓		
13	Check with the passenger whether they have any SSRs, prioritize these as required and provide assistance, if applicable.	1.4	✓	✓	✓	✓	
14	Seats are assigned and distributed in line with the operating carrier's procedures.	1.1.4.2 1.1.4.3	✓	✓	✓		

NO	ACTION	IGOM REF	CHECK-IN	BOARDING	TRANSFERS	ARRIVALS	REMARKS
15	Cabin baggage is assessed to ensure it conforms to the carrier's allowable size and weight dimensions, where applicable.	1.1.6.2	✓	✓			
16	Verify with the passenger whether they are carrying items of dangerous goods or other prohibited articles that are not permitted either as personal belongings, cabin baggage or checked baggage as per DGR 2.3A.	1.1.6.2 1.1.6.3 1.1.6.4	✓	✓			
17	Checked baggage is assessed, weighed and recorded in the departure control system (DCS) in line with the operating airline's procedures and excess baggage charges are applied, where necessary.	1.1.6.3	✓				
18	Ensure all bags, including special baggage (e.g., oversize baggage, sporting equipment, live animals (AVIH), firearms and weapons, deliver at aircraft (DAA)) are labeled, tagged and handled correctly.	1.1.6	✓	✓			
19	Hand boarding passes, baggage receipts, and other travel documents to the passenger and direct or guide them on to the next steps.	1.1.4	✓	✓			
20	Communicate any relevant information, including disruptions and/or delays, to passengers immediately and at regular intervals.	1.1.4.1 1.5	✓	✓	✓	✓	
21	Passengers are directed according to the flight gate and/or local immigration requirements, as applicable.	1.1.4.1	✓	✓	✓	✓	
22	Boarding/disembarkation routes to/from aircraft and/or passenger buses and/or passenger boarding bridges (PBB) are safe and clearly marked, where possible. **Note:** *passengers must be supervised on the ramp at all times.*	1.1.7.1 1.3.1		✓		✓	
23	All gate areas and access doors are secured to prevent unauthorized access when not in use.	1.2.4		✓		✓	
24	Pre-barding and priority boarding is applied in line with the operating airline's procedures.	1.1.7.1		✓			
25	Once clearance is received, board/disembark passengers as per the airline boarding sequence.	1.1.7.2		✓		✓	
26	During the boarding process, boarding passes, travel documents are checked as required and each passenger is reconciled against the DCS.	1.1.7.2 1.1.5		✓			
27	Accept all standby passengers (revenue, non-revenue) and standby bags as per the airline's priority listing.	1.1.7.4	✓	✓			
28	Register all last-minute changes in the DCS and inform load control about the final passenger and/or baggage information, as per operating airline procedures.	1.1.7.3 1.1.7.4	✓	✓			

NO	ACTION	IGOM REF	CHECK-IN	BOARDING	TRANSFERS	ARRIVALS	REMARKS
29	Before gate closure, ensure all accepted passengers have boarded the aircraft. Secure the flight by matching the checked-in passengers to the boarded passengers. All discrepancies must be resolved prior to closing the aircraft door.	1.1.7.4		✓			
30	Provide final passenger numbers and departure documents to cabin and/or flight crew, as required.	1.1.7.3 1.1.8		✓			
31	Cabin access doors are closed before removal of passenger boarding devices.	4.4.2		✓			
32	All relevant messages are dispatched to the appropriate addresses, as per operating airline procedures.	1.1.9	✓	✓	✓	✓	
33	All stationary and passenger information are kept under surveillance and removed from counters to prevent unauthorized access and use, whenever possible.	1.2	✓	✓	✓	✓	
34	The DCS and other systems are locked when not in use to prevent unauthorized access.	1.2	✓	✓	✓	✓	

7.4.2 Baggage Handling Checklist

NO	ACTION	GOM REF	ARRIVAL – TERMINATING	ARRIVAL – TRANSFER	DEPARTURE – JOINING	DEPARTURE – TRANSFER	REMARKS
1	Planning activities are completed for requirements for expected baggage for arriving/departing flights, including: • Parking stands for ontime delivery of bags • Allocation of sufficient build/delivery locations and injection/transfer points • Planning for applicable categories (e.g., priority versus economy bags, long versus short transfer, international versus domestic). Staff and equipment allocation and positioning (e.g., unit load devices (ULDs)/baggage carts).	2.4.1 2.5.1 2.6.1	✓	✓	✓	✓	
2	All staff correctly wearing appropriate PPE. See AHM 462	2.3 2.7.1	✓	✓	✓	✓	
3	Staff aware of storage locations for bags that will arrive before opening of corresponding departure flights.	2.6.1		✓			
4	Staff briefing conducted and staff aware of any baggage requiring special handling (e.g., firearms, mobility aids, strollers, oversized items).	2.4.1 2.4.2	✓	✓	✓	✓	
5	Equipment (e.g., ULDs, dollies, baggage carts) available and serviceable upon collection prior to use.	2.4.3 2.8.2.3	✓	✓	✓	✓	
6	Systems and hardware available and usable (e.g., baggage reconciliation system (BRS) serviceable and logged in, scanners charged) and assigned to correct flight.	2.6.3.2 2.10	✓ (if applicable)	✓ (if applicable)	✓	✓	
7	Required documentation available (e.g., ULD cards, bingo cards) and marked up for correct flight.	2.4.3		✓ (if applicable)	✓	✓	
8	Working areas and equipment clear of obstacles and refuse that can cause foreign object damage (FOD), old baggage labels.	3.1.3.4	✓	✓	✓	✓	
9	ULD/dollies/baggage carts checked for serviceability and set up to accept baggage. Brakes engaged on dollies/baggage carts. ULDs secured using restraints.	2.4.3 3.1.3.3 4.5.9.3	✓	✓	✓	✓	
10	Unserviceable equipment reported and removed from service.	4.5.9.3 3.1.3.3	✓	✓	✓	✓	
11	Baggage build area organized for planned baggage category segregation.	2.4.2 2.4.3			✓	✓	
12	Baggage sent to correct injection/transfer/arrival points.	2.4.3 2.5.3 2.6.2	✓	✓	✓	✓	
13	Bags injected/delivered/transferred in accordance with segregation requirements (e.g., priority bags before economy, short transfer bags before long transfer).	2.4.3	✓	✓	✓	✓	

NO	ACTION	GOM REF	ARRIVAL – TERMINATING	ARRIVAL – TRANSFER	DEPARTURE – JOINING	DEPARTURE – TRANSFER	REMARKS
14	Staff follow manual handling requirements and, where applicable, use lifting aids.	2.3	✓	✓	✓	✓	
15	Flight details visually checked on all bag tags (flight number, date, destination)	2.4.3		✓	✓	✓	
16	Verify the bag has been confirmed as being on the correct flight (positive passenger-bag match) by visually inspecting the baggage tag and electronically through-scanning by ensuring a confirmed load response is received from the scanner. When the baggage is identified as not being a "positive" passenger-matched bag or loaded onto the incorrect flight/destination, place the baggage to one side for resolution.	2.4.3			✓	✓	
17	Bag tag peel-off portions placed only on bingo cards, where manual reconciliation used.	2.4.3			✓	✓	
18	Baggage is handled in an appropriate manner (e.g., positioned and not thrown).	2.3	✓	✓	✓	✓	
19	Each bag processed individually (i.e., no scanning or removal of tags from multiple bags before loading into ULD/baggage cart).	2.4.3			✓	✓	
20	ULDs/baggage carts correctly utilized (e.g., proper use of available volume, larger/heavier items nearer to the base).	2.4.3		✓	✓	✓	
21	Correct departure baggage category segregation.	2.4.3			✓	✓	
22	Correct handling/loading of fragile, heavy, large and/or oversized items. Handling labels followed and items handled carefully to avoid damage to baggage and injury to personnel.	2.3 2.4.3	✓	✓	✓	✓	
23	Special baggage handled/transferred/delivered in accordance with local procedures and customer airline requirements (e.g., firearms, mobility aids, strollers, oversized items) and in a manner to prevent damage (e.g., no other items placed on top).	2.4 2.7	✓	✓	✓	✓	
24	Final checked-in bag figure reconciled against bags received.	2.6.4			✓	✓	
25	Number of ULDs used reconciled against the baggage plan/flight summary before being released to the aircraft.	2.10.2	✓		✓	✓	
26	Loads secured prior to transportation using appropriate locks, stops, rails, curtains and straps.	2.4.3 2.10.3	✓	✓	✓	✓	
27	Canopies/covers secured before baggage carts dispatched in wet weather.	2.4.1 2.10.4	✓	✓	✓	✓	
28	ULD cards and bulk load cards secured to each ULD/baggage cart before leaving baggage build up area.	2.4.3 2.10.5			✓	✓	

NO	ACTION	IGOM REF	ARRIVAL – TERMINATING	ARRIVAL – TRANSFER	DEPARTURE – JOINING	DEPARTURE – TRANSFER	REMARKS
29	Unloaded ULDs/baggage carts checked to ensure no remaining items inside.		✓	✓			
30	First/last bag times recorded in accordance with local procedures and customer airline requirements.	2.6.3.2 2.6.4	✓	✓			
31	Arrival carousel deactivated and secured upon completion of baggage delivery.		✓	✓			
32	Any damaged baggage segregated and supervisory personnel notified.	2.6.3.2	✓	✓	✓	✓	

7.4.3 Ramp Handling Checklist

NO	ACTION	GOM REF	ARRIVAL	DEPARTURE	REMARKS
1	Pre-flight briefing conducted regarding flight requirement(s) and services, as needed.		✓		
2	Pre-arrival and pre-departure checks that parking position and intended path of aircraft are free of FOD and/or obstacles	4.1.1 4.6.3.1	✓	✓	
3	Personnel are available and wearing PPE. See AHM 462	4.1.1 4.6.2.1	✓	✓	
4	All ground support equipment (GSE) and personnel positioned outside the equipment restraint area (ERA) prior to aircraft arrival and departure unless specifically required by the arrival/departure procedure (e.g., pre-positioned ground power unit (GPU) prior to arrival, personnel and equipment undertaking the departure process).	4.1.1 4.1.3.1 4.6.3.1	✓	✓	
5	Personnel shall check the GSE assigned prior to initial use.	3.1.3.2	✓	✓	
6	Aircraft guidance system is activated and/or marshaller(s)/wing walkers correctly positioned, as applicable.	4.1.1 4.6.3.1	✓	✓	
7	Personnel shall remain outside the ERA while the aircraft anti-collision lights are switched on unless specifically required by the arrival/departure procedure.	4.1.1 4.6.7.1	✓	✓	
8	Aircraft chocked and coned as per requirements.	4.1.2.2 4.6.3.1	✓	✓	
9	An external walkaround check prior to approach of any GSE is performed and as soon as possible after all GSE activities have been completed prior to aircraft departure.	4.1.2.2 4.6.3.1	✓	✓	
10	GSE is correctly positioned to/removed from the aircraft (e.g., use of guide person, safety rails lowered, retracted, no touch policy, platforms lowered, approach/removal speed).	3.1.3.2	✓	✓	
11	PBB and passenger steps are correctly positioned to/removed from the aircraft (e.g., sliding safety rails and canopies retracted, vertical clearance maintained between the platform and passenger access door when in position).	3.1.3.5 3.1.3.6	✓	✓	
12	GSE is correctly configured and operated during aircraft handling and servicing (e.g., speed within the ERA, safety rails raised/extended when in position at aircraft, use of parking brake, seat belts, “no seat-no ride”, vertical clearance maintained between equipment and aircraft/doors).	3.1.3.2	✓	✓	
13	All personnel follow ramp safety procedures (e.g., fuel safety zone, do not walk between ULD or connected equipment, correct manual handling techniques used).	3.1 3.2 4.5	✓	✓	
14	All cargo holds are inspected to check condition and security of loads prior to unloading/after loading (e.g., locks raised, nets secured, no leakage, no loads shifted). **Note:** *All holds shall be opened and inspected even if empty.*	4.5.5	✓	✓	

NO	ACTION	IGOM REF	CHECK-IN	BOARDING	REMARKS
15	Cargo holds are unloaded/loaded in the correct sequence in accordance with the loading instruction report (LIR) and commodities correctly handled as required (e.g., dangerous goods and special loads are correctly handled, segregated, secured and stowed).	4.5.4 4.5.6	✓	✓	
16	Cargo holds are inspected after unloading/prior to loading to check for damage and ensure empty other than documented transit load items. Note: If cargo hold will not be loaded as part of the departure onload, locks/nets shall be raised/secured in accordance with airline requirements.	4.5.5 4.5.6.4	✓	✓	
17	Check ULDs and bulk loads for condition (e.g., damage, leakage) prior to/after transportation and prior to loading.	4.5.4 4.5.6	✓	✓	
18	Aircraft cabin access door operation is performed by an authorized and qualified person.	4.4.2	✓	✓	
19	Passenger walkaways are clear of obstacles and free of undesired contaminated substances.	1.1.7.1	✓	✓	
20	Passenger movement is supervised when passengers walk on the ramp (e.g., between aircraft and bus/terminal).	1.1.7.1	✓	✓	
21	Fueling vehicle is correctly positioned and escape route is not obstructed when fuel tanker/bowser is used.	3.2		✓	
22	Fuel safety zone procedures/restrictions are followed.	3.2.1		✓	
23	Safety precautions for fueling with passengers on board or boarding are adhered to, as applicable.	3.2.3		✓	
24	Person responsible for the loading supervision task is in possession of the latest edition of the LIR prior to commencement of loading.	4.5.6.4		✓	
25	Final load information is communicated/confirmed to load control with all deviations noted.	4.5.6.4		✓	
26	Final load information (e.g., Loadsheet/Notice to Captain – NOTOC) is provided to flight crew, as required.	5.7		✓	
27	Aircraft ground movement preparation activities correctly carried out (e.g., connection of pushback/towing equipment, communication with flight crew established).	4.6		✓	
28	Departure sequence conducted as required (e.g., GPU, air start unit (ASU), pushback, engine start, personnel/equipment positioning).	4.6.6.2		✓	
29	Post-departure activities are conducted as required with appropriate document retention.			✓	

Notes:

1. The numbering of the process does not depict sequence of action.
2. The checklists are examples of elements that require supervision by individuals assigned to oversee ground handling operations. The primary task is to stop all unsafe acts.

7.5 INCIDENT NOTIFICATION AND IMMEDIATE ACTIONS

7.5.1 General

During ground operations, there is a risk of incident, accident or other emergency situations, such as, but not limited to:

a. Fuel and oil spills
b. Dangerous goods events
c. GSE collisions/accidents
d. Situation requiring an aircraft evacuation without passengers
e. Personnel injuries
f. Severe weather emergencies
g. Illicit acts (e.g., security breach)

Depending on the severity and magnitude of the event, the airline and/or airport emergency response procedures might be activated (see AHM 620 for Crisis and Emergency Response at the Airport).

Note:
Some occurrences might be managed locally within the company's emergency response procedures, see **JOINT EMERGENCY RESPONSE PLAN (JOINT ERP).**

Any person carrying out a supervisory function must be familiar with:

1. The emergency response procedures and/or reporting protocol of:
   Their own company or operating airline
   The airport at which they are operating
   Regulatory authorities (e.g., dangerous goods)
2. Immediate actions per type of event, including aircraft evacuation (see **7.5.2 - Immediate Actions** and **7.5.3 - Aircraft Evacuation**).

7.5.1.1 Mandatory Occurrence Reporting

All events, related to the mandatory occurrences, have to be reported (see **12.2 - LIST OF FORMS**). It may include, but are not limited to:

7.5.1.1.1 Aircraft – and obstacle – related occurrences

1. A collision or near collision, on the ground or in the air, between an aircraft and another aircraft, terrain or obstacle (Obstacle includes vehicle).
2. Wildlife strike including bird strike.
3. Taxiway or runway excursion.
4. Actual or potential taxiway or runway incursion.
5. Final Approach and Take-off Area (FATO) incursion or excursion.
6. Aircraft or vehicle failure to follow clearance, instruction or restriction while operating on the movement area of an aerodrome (for example: wrong runway, taxiway or restricted part of an aerodrome).
7. Foreign object on the aerodrome movement area which has or could have endangered the aircraft, its occupants or any other person. (8) Presence of obstacles on the aerodrome or in the vicinity of the aerodrome which are not published in the AIP (Aeronautical Information Publication) or by NOTAM (Notice to Airmen) and/or that are not marked or lighted properly.

8. Push-back, power-back or taxi interference by vehicle, equipment or person.
9. Passengers or unauthorized person left unsupervised on apron.
10. Jet blast, rotor down wash or propeller blast effect.
11. Declaration of an emergency ('Mayday' or 'PAN' call).

7.5.1.1.2 Degradation or total loss of services or functions

1. Loss or failure of communication between:
    i. Aerodrome, vehicle or other ground personnel and air traffic services unit or apron management service unit;
    ii. Apron management service unit and aircraft, vehicle or air traffic services unit.

2. Significant failure, malfunction or defect of aerodrome equipment or system which has or could have endangered the aircraft or its occupants.
3. Significant deficiencies in aerodrome lighting, marking or signs.
4. Failure of the aerodrome emergency alerting system.
5. Rescue and firefighting services not available according to applicable requirements.

7.5.1.1.3 Other occurrences

1. Fire, smoke, explosions in aerodrome facilities, vicinities and equipment which has or could have endangered the aircraft, its occupants or any other person.
2. Aerodrome security related occurrences (for example: unlawful entry, sabotage, bomb threat).
3. Absence of reporting of a significant change in aerodrome operating conditions which has or could have endangered the aircraft, its occupants or any other person.
4. Missing, incorrect or inadequate de-icing/anti-icing treatment.
5. Significant spillage during fueling operations.
6. Loading of contaminated or incorrect type of fuel or other essential fluids (including oxygen, nitrogen, oil and potable water).
7. Failure to handle poor runway surface conditions.
8. Any occurrence where the human performance has directly contributed to or could have contributed to an accident or a serious incident.

7.5.1.1.4 Aircraft- and aerodrome-related occurrences

1. A collision or near collision, on the ground or in the air, between an aircraft and another aircraft, terrain or obstacle (Obstacle includes vehicle).
2. Runway or taxiway incursion.
3. Runway or taxiway excursion.
4. Significant contamination of aircraft structure, systems and equipment arising from the carriage of baggage, mail or cargo.
5. Push-back, power-back or taxi interference by vehicle, equipment or person.
6. Foreign object on the aerodrome movement area which has or could have endangered the aircraft, its occupants or any other person.
7. Passengers or unauthorized person left unsupervised on apron.
8. Fire, smoke, explosions in aerodrome facilities, vicinities and equipment which has or could have endangered the aircraft, its occupants or any other person.
9. Aerodrome security-related occurrences (for example: unlawful entry, sabotage, bomb threat).

7.5.1.1.5 Degradation or total loss of services or functions

1. Loss or failure of communication with aircraft, vehicle, air traffic services unit or apron management service unit.
2. Significant failure, malfunction or defect of aerodrome equipment or system which has or could have endangered the aircraft or its occupants.
3. Significant deficiencies in aerodrome lighting, marking or signs.

7.5.1.1.6 Ground handling specific occurrences

1. Incorrect handling or loading of passengers, baggage, mail or cargo, likely to have a significant effect on aircraft mass and/or balance (including significant errors in loadsheet calculations).
2. Boarding equipment removed leading to endangerment of aircraft occupants.
3. Incorrect stowage or securing of baggage, mail or cargo likely in any way to endanger the aircraft, its equipment or occupants or to impede emergency evacuation.
4. Transport, attempted transport or handling of dangerous goods which resulted or could have resulted in the safety of the operation being endangered or led to an unsafe condition (for example: dangerous goods incident or accident as defined in the ICAO Technical Instructions (The Safe Transport of Dangerous Goods by Air (ICAO — Doc 9284)). Reporting module of Centrik system as described in OMM 8.1 shall be used for Dangerous Goods occurrences.
5. Non-compliance on bagage or Passenger reconciliation.
6. Non-compliance with required aircraft ground handling and servicing procedures, especially in de-icing, refueling or loading procedures, including incorrect positioning or removal of equipment.
7. Significant spillage during fueling operations.
8. Loading of incorrect fuel quantities likely to have a significant effect on aircraft endurance, performance, balance or structural strength.
9. Loading of contaminated or incorrect type of fuel or other essential fluids (including oxygen, nitrogen, oil and potable water).
10. Failure, malfunction or defect of ground equipment used for ground handling, resulting into damage or potential damage to the aircraft (for example: tow-bar or GPU (Ground Power Unit)).
11. Missing, incorrect or inadequate de-icing/anti-icing treatment.
12. Damage to aircraft by ground handling equipment or vehicles including previously unreported damage.
13. Any occurrence where the human performance has directly contributed to or could have contributed to an accident or a serious incident.

7.5.1.1.7 Undisciplined passengers occurrences

Behaviour of undisciplined passengers shall be filed using both following forms:

- Disruptive passenger ground incident report.
- Passenger disturbance report form for authorities.
- Notice of undisciplined and disruptive passenger completed if:
    - The passenger was banned from boarding the flight at the airport in the flight to which he has a ticket;
    - In aircraft if the passenger does not follow members of the crew requirements, after the written notice was served.

If the passenger was denied from the boarding for the aviation security violation, the passenger must be accompanied by the airline passenger carrying rules, passenger baggage must be unloaded from the aircraft, its name is removed from the passenger manifest and warned senior cabin crew on the change in the number of passengers.

Passenger must be escorted by company employees, airport service company or security personnel to the passenger terminal of the restricted area and released or delivered to the police, if security rules violations were serious, the police continue to deal with the passenger's responsibility for the actions taken in accordance with the laws of the country of departure.

In preparing the report must be taken by the crew of the Call-out event witnesses (passengers). The witness's name contact information must be included in the notification form, as well as other additional information, that may help the investigation of the airlines and the police. In case of more serious event, respectively, to be followed by a more detailed report.

7.5.1.1.8 Bomb threat occurrences

The bomb threat report form consists from the questions and answers, which helps in the conversation and to obtain the necessary information about the explosive and the calling person. The essential elements of the conversation must be written on paper or recorded electronically.

7.5.2 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:

a. Stop the activity/process, if applicable to the type of event (e.g., switch off engine/activate emergency stop button).
b. Ensure all passengers and personnel (unless involved in mitigating actions) are moved away from the incident.
c. Immediately notify the relevant parties and any personnel directly involved or impacted by the nature of the incident (e.g., flight crew).
d. 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:
    1. Secure the area of the event.
    2. Ensure compliance with all instructions from emergency services, if applicable.
    3. Report to the airline representative and, as required, to local authorities and be in constant communication.
    4. Complete incident/accident report(s) as required to collect all relevant information regarding the event (see AHM 650).
    5. 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.

Note:
Investigation shall be carried out in accordance with AHM 652 and/or company procedures.

7.5.3 Aircraft Evacuation

Aircraft evacuation without flight crew and passengers on board:

a. Roles and responsibilities for the evacuation.
b. 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.
c. Means of communicating the evacuation (e.g., radios, audible warnings).

Note:
Personnel should be trained in the evacuation procedures, including periodic evacuation drills/practices.

7.5.4 Dangerous Goods

Whenever a suspected damage or leakage involving dangerous goods occurs, the following actions shall be taken (refer to DGR for further guidance):

a. Identify the nature, source and associated hazard of the contamination.
b. Stop the handling activities or reduce them to a minimum in the vicinity of the hazard.
c. Prevent access by unauthorized personnel.
d. Do not walk through, touch, sniff or taste any substance or spilled material.
e. Notify the relevant parties, including crew and any personnel in the vicinity.
f. Restrict/block access to the damaged item using any suitable means.
g. 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.
h. Coordinate the response in conjunction with Dangerous Goods Regulations (DGR) experts or emergency services, for example:
    1. Use the NOTOC (review emergency code as provided) for Load Messages – LDM (e.g., Offloading Instruction, container pallet message (CPM), LIR or similar) to identify the substance.
    2. Follow emergency response procedures as per the DGR category in Section 9.
    3. Verify the ground connection of electrical equipment (e.g., GPU) and remove all possible sources of ignition, if deemed necessary.
    4. Isolate all staff suspected of being contaminated and refer for treatment.
    5. Seek confirmation from emergency services that the area is safe to re-enter.

i. Identify and prevent from transport any other cargo, baggage or transport devices that have become contaminated by the leakage of dangerous goods.

7.6 ADVERSE WEATHER OVERSIGHT PROCEDURES

Oversight of 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 AHM 462 and **4.3 - ADVERSE WEATHER CONDITIONS**).

ACTION	✓	REMARKS
Received notification of adverse weather (a) Thunderstorm, lightning (b) Low visibility (c) Snow/Ice conditions (d) High/strong winds, gusts (e) Heavy rains, flooding (f) Sandstorms (g) Extreme temperature (hot/cold) (h) Other		
Acknowledge notification of adverse weather		
Identify the threat and actions for the following: (a) Personnel and passengers, including PWD/PRM (b) Arriving aircraft (c) Parked aircraft, vehicles and GSE (d) Baggage handling (e) Cabin equipment (f) Catering and ramp handling (g) Departure (h) Exterior cleaning (i) Interior cleaning (j) Load control and flight operations (k) Marshalling (l) Moving of aircraft (m) Passenger services (n) Ramp fueling/defueling operations (o) Ramp services (p) Ramp to flight deck communications (q) Toilet services (r) Towing cargo and baggage (s) ULDs and bulk loading/unloading of baggage and cargo		
Activate the Severe Weather Plan (a) Communicate to all affected parties (b) Meet with ground handling personnel, GSE and maintenance personnel (c) Outline forecast, actions and review resources (d) Notify dispatch, passenger services and planning groups that operations might be interrupted (e) Continue to monitor and communicate the weather situation		
Take actions according to established procedures		
Check staff conduct, behavior and operational practices (e.g., PPE)		
Ensure compliance with local regulations		

8.1 **GENERAL** 8-2

8.1 GENERAL

Heston Airlines De/Anti-icing procedures, see **DE/ANTI-ICING MANUAL (DAM)**.

9.1	**POLICY ON THE TRANSPORT OF DANGEROUS GOODS**	9-4
9.1.1	**Approval for the transport of dangerous goods**	9-4
9.1.1.1	**Definitions**	9-4
9.1.2	**Forbidden dangerous goods**	9-7
9.1.3	**General exceptions**	9-8
9.1.3.1	**Airworthiness and operational items**	9-8
9.1.3.2	**Veterinary aid**	9-8
9.1.3.3	**Medical aid for a patient**	9-9
9.1.3.4	**Excess baggage being sent as cargo**	9-10
9.1.4	**Instructions on the carriage of employees of Heston Airlines**	9-10
9.1.5	**Items that may be carried by passengers and crew**	9-10
9.1.5.1	**Loading of battery powered mobility aids – general requirements**	9-14
9.1.5.2	**Additional requirements for non-spillable wet battery powered mobility aids**	9-14
9.1.5.3	**Additional requirements for spillable battery powered mobility aids**	9-15
9.1.5.4	**Additional requirements lithium-ion batter powered mobility aids**	9-15
9.1.5.5	**The organization for the prohibition of chemical weapons (OPCW) and goverment agencies**	9-15
9.1.6	**Provision of information**	9-16
9.1.6.1	**Provision of information to passengers**	9-16
9.1.6.2	**Special notification requirements in the event of an accident or occurence when dangerous goods are being carried of have been offered for air transport without having been prepared and declared in accordance with the ICAO technical instructions**	9-18
9.1.6.3	**Information to be provided by Heston Airlines in the event of an aircraft accident or serious incident where dangerous goods carried as cargo may be involved**	9-18
9.1.6.4	**Information to be provided by Heston Airlines in the event of an aircraft incident**	9-18
9.1.6.5	**Provision of information at locations where ground handling operations involving the loading of dangerous goods as cargo are conducted**	9-18
9.1.6.6	**Dangerous goods accident, incident, undeclared or mis-declared and occurrences reporting**	9-19
9.1.7	**Marking and labeling of packages**	9-21
9.2	**FUNCTIONS OF ALL PERSONNEL INVOLVED**	9-29
9.2.1	**Functions and Task list**	9-29
9.2.1.1	**Generic competency framework for personnel involved in carriage of dangerous goods**	9-32
9.2.1.2	**Functions 7.3 and Task List Personnel Accepting/Processing Dangerous goods**	9-35
9.2.1.3	**Functions 7.7 and Task List for Flight Crew**	9-36

9.2.1.4	Functions 7.8 and Task List for Operations Personnel	9-37
9.2.1.5	Functions 7.9 and Task List for Cabin Crew	9-38
9.3	GUIDANCE ON THE REQUIREMENTS FOR ACCEPTANCE, HANDLING AND STOWAGE	9-39
9.3.1	Acceptance Check	9-39
9.3.2	Identification/Labelling of Unit Load Devices	9-39
9.3.3	Inspection for damage and leakage	9-40
9.3.4	Prohibition on the Carriage of Dangerous Goods Within a Cabin Occupied by Passengers	9-40
9.3.5	Prohibition on the Carriage of Passengers with 'Cargo Aircraft Only' Dangerous Goods	9-40
9.3.6	Segregation and Separation and ICAO Accessibility	9-40
9.3.7	Loading of Dry Ice	9-43
9.3.8	Loading of magnetised material	9-43
9.3.9	Loading of radioactive material	9-44
9.3.10	Loading of UN 2211, polymeric beads, expandable or UN 3314, plastics moulding compound	9-47
9.3.11	Notification to Captain (NOTOC)	9-47
9.3.12	Availability of NOTOC on the ground for the duration of flight	9-49
9.3.13	Retention of documents	9-49
9.3.14	NOTOC availability	9-49
9.3.15	Dangerous goods transportation limitations	9-49
9.4	RECOGNITION OF UNDECLARED / HIDDEN DANGEROUS GOODS	9-50
9.4.1	''Hidden'' dangerous goods	9-50
9.4.1.1	Identification of dangerous goods through X-Ray screening	9-55
9.4.1.2	Safety data sheets	9-55
9.4.2	GHS consumer labeling (overview)	9-55
9.4.2.1	GHS Labels	9-56
9.5	EMERGENCY SITUATIONS	9-58
9.5.1	Procedures for Responding to Emergency Situations	9-58
9.5.1.1	Procedures for Damaged Shipments	9-58
9.5.1.2	Procedures for Discovery of Dangerous Goods in Passenger Baggage	9-59

9.6	**REMOVAL OF CONTAMINATION**	9-59
9.7	**CONDITIONS UNDER WHICH WEAPONS, MUNITIONS OF WAR AND SPORTING WEAPONS MAY BE CARRIED**	9-61
9.7.1	**Need for Approval to Transport Munitions of war**	9-61
9.7.2	**Stowage Requirements for Munitions of war**	9-61
9.7.3	**Notifying Commander of the Carriage of Munitions of war**	9-61
9.7.4	**Carriage of Sporting Weapons when inaccessible to Passengers during Flight**	9-61
9.8	**DANGEROUS GOODS TRAINING**	9-62
9.8.1	**General requirements applicable to Dangerous Goods Training**	9-62

9.1 POLICY ON THE TRANSPORT OF DANGEROUS GOODS

9.1.1 Approval for the transport of dangerous goods

Dangerous goods can only be carried according to the International Civil Aviation Organization's Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions), irrespective of whether the flight is wholly or partly within or wholly outside the territory of a State. Approval must be granted by the State of Heston Airlines before dangerous goods can be carried on an aircraft, except as identified in **GOM 9.1.3** and **GOM 9.1.5** below. An additional approval or an exemption may be required to permit the transport of some dangerous goods – see **GOM 9.1.2** below.

Heston airlines holds an approval for the transport of dangerous goods by air issued by CAA.

When more restrictive requirements than those specified in the Technical Instructions are adopted, the Heston Airlines will notify ICAO at CSS@icao.int to enable Operator Variations to be published in the Technical Instructions.

Head of Ground Operations is assigned responsibility for the adherence of regulations of carriage of Dangerous goods.

9.1.1.1 Definitions

Terms used in this section have the following meanings:

Acceptance Check List

A document used to assist in carrying out a check on the external appearance of packages of dangerous goods and their associated documents to determine that all appropriate requirements have been met.

Approval

An authorization granted by the appropriate national authority for:

a. the transport of dangerous goods forbidden on passenger and/or cargo aircraft where the Technical Instructions state that such goods may be carried with an approval; or
b. other purposes as provided for in the Technical Instructions.

Note.— In the absence of a specific reference in the Technical Instructions allowing the granting of an approval, an exemption may be sought.

Cargo Aircraft

Cargo aircraft – any aircraft, other than a passenger aircraft, which is carrying goods or property.

A crew member

The Company's employee permitted by, and carried in accordance with, the instructions contained in the Operations manual. An authorized representative of an Authority; or a person with duties in respect of a particular shipment on board.

Dangerous Goods

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 Technical Instructions or which are classified according to those instructions.

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 or environmental damage.

Dangerous Goods Incident

An occurrence, other than a dangerous goods accident, associated with and related to the transport of dangerous goods, not necessarily occurring on board an aircraft, which results in injury to a person, property or environmental damage, fire, breakage, spillage, leakage of fluid or radiation or other evidence that the integrity of the packaging has not been maintained. Any occurrence relating to the transport of dangerous goods which seriously jeopardises the aircraft or its occupants is also deemed to constitute a dangerous goods incident.

Note: A dangerous goods accident or incident may also constitute an aircraft accident or incident as specified in ICAO Annex 13 — Aircraft Accident and Incident Investigation.

Dangerous Goods Kit

This kit is in accordance with ICAO document 9481 (Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods). It can be used for quick removal if suspected contamination has been identified.

The Dangerous Goods Kit contains the following:

- 2 x large polyethylene bags
- 4 x bag ties
- 1 x pair of long rubber gloves

Note: A missing dangerous good kit does not affect the flight as such. In the unlikely event of a spillage a kit can be made from materials on board e.g. oven gloves, fire gloves and plastic bags. Report missing kit so it can be replaced.

Dangerous Goods Transport Document

A document that is specified by the Technical Instructions. It is completed by the person who offers dangerous goods for air transport and contains information about those dangerous goods. The document bears a signed declaration indicating that the dangerous goods are fully and accurately described by their proper shipping names and UN numbers (if assigned) and that they are correctly classified, packed, marked, labelled and in a proper condition for transport.

Exemption

For the purpose of compliance with rules and regulations, an authorization referred to in the Technical Instructions and issued by all the authorities concerned, providing relief from the requirements of the Technical Instructions.

Freight Container

A freight container is an article of transport equipment for radioactive materials, designed to facilitate the transport of such materials, either packaged or unpackaged, by one or more modes of transport.

Note: see Unit Load Device where the dangerous goods are not radioactive materials.

Handling Agent

An agency which performs on behalf of the Company some or all of the latter's functions including receiving, loading, unloading, transferring or other processing of passengers or cargo.

ID number

A temporary identification number for an item of dangerous goods which has not been assigned a UN number.

Overpack

An enclosure used by a single shipper to contain one or more packages and to form one handling unit for convenience of handling and stowage. (**Note**: a unit load device is not included in this definition.)

Package

The complete product of the packing operation consisting of the packaging and its contents prepared for transport.

Packaging

Receptacles and any other components or materials necessary for the receptacle to perform its containment function and to ensure compliance with the packing requirements.

Proper Shipping Name

The name to be used to describe a particular article or substance in all shipping documents and notifications and, where appropriate, on packagings.

Serious Injury

An injury which is sustained by a person in an accident and which:

- Requires hospitalisation for more than 48 hours, commencing within seven days from the date the injury was received; or
- Results in a fracture of any bone (except simple fractures of fingers, toes or nose); or
- Involves lacerations which cause severe haemorrhage, nerve, muscle or tendon damage; or
- Involves injury to any internal organ; or
- Involves second or third degree burns, or any burns affecting more than 5 % of the body surface; or
- Involves verified exposure to infectious substances or injurious radiation.

State of Origin

The Authority in whose territory the dangerous goods were first loaded on an aircraft.

Persons involved in transport of dangerous goods

Personnel include all persons involved in the transport of dangerous goods, whether they are employees of Heston Airlines or not.

Technical Instructions

The latest effective edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284 - AN/905), including the Supplement and any Addendum, approved and published by decision of the Council of the International Civil Aviation Organization.

UN Number

The four-digit number assigned by the United Nations Committee of Experts on the Transport of Dangerous Goods to identify a substance or a particular group of substances.

Unit Load Device

Any type of aircraft container, aircraft pallet with a net, or aircraft pallet with a net over an igloo.

Note: an overpack is not included in this definition; for a container containing radioactive materials see the definition for freight container.

9.1.2 Forbidden dangerous goods

Any article or substance which, as presented for transport, is liable to explode, dangerously react, produce a flame or dangerous evolution of heat or dangerous emission of toxic, corrosive or flammable gases or vapours under conditions normally encountered in transport must not be carried on aircraft under any circumstance.
Certain dangerous goods, which are normally forbidden, may be specifically approved for air transport by the State of Origin and the State of Heston Airlines:

a. to transport dangerous goods forbidden on passenger and/or cargo aircraft where Special Provision A1/A2 applies; or
b. for other purposes as specified in the ICAO Technical Instructions;

provided that in such instances an overall level of safety in transport which is at least equivalent to the level of safety provided for in the Technical Instructions is achieved.

In instances of extreme urgency or when other forms of transport are inappropriate or full compliance with the prescribed requirements is contrary to public interest, the States concerned may grant an exemption from the provisions of the Technical Instructions provided that in such instances an overall level of safety in transport which is at least equivalent to the level of safety provided for in Technical Instructions is achieved. For the purposes of exemptions, “States concerned” are the States of Origin, Heston Airlines, transit, overflight and destination. For the State of overflight, if none of the criteria for granting an exemption are relevant, an exemption may be granted based solely on whether it is believed that an equivalent level of safety in air transport has been achieved.
Additionally, since controls exist for the quantities of some explosives which may be carried to or from specific airfields, Heston Airlines must seek advice from the Civil Aviation Authority as to the suitability of the intended airfield of loading and unloading when Class 1 dangerous goods are being carried under an A2 approval.

Note: Application for approvals shall be submitted to responsible National Authority.
Dangerous goods carried in accordance with an exemption or approval must comply with the conditions on the exemption or approval, as well as those on the permanent approval unless these have been varied by the exemption or further approval.

Note 1: when dangerous goods are carried under a specific exemption or approval, a copy of that document be carried on board the aircraft.

Note 2: Operators holding specific non-expiring approvals or exemptions related to the carriage of dangerous goods shall provide details of these and the conditions of carriage specified therein.

9.1.3 General exceptions

9.1.3.1 Airworthiness and operational items

An approval is not required for dangerous goods which are required to be aboard the aircraft as:

a. items for airworthiness or operating reasons or for the health of passengers or crew, such as batteries, fire extinguishers, first-aid kits, insecticides, air fresheners, life rafts, escape slides, life- saving appliances, portable oxygen supplies, tritium signs, smoke hoods, passenger service units;
b. aerosols, alcoholic beverages, perfumes, colognes, liquefied gas lighters and portable electronic devices containing lithium metal or lithium ion cells or batteries provided that the batteries meet the provisions applicable when carried by passengers and crew) carried aboard an aircraft by Heston Airlines for use or sale on the aircraft during the flight, but excluding non-refillable gas lighters and those lighters liable to leak when exposed to reduced pressure; and
c. dry ice intended for use in food and beverage service aboard the aircraft; and
d. alcohol-based hand sanitizers and alcohol-based cleaning products carried aboard an aircraft by Heston Airlines for use on the aircraft during the flight or series of flights for the purposes of passenger and crew hygiene;
e. electronic devices such as electronic flight bags, personal entertainment devices, credit card readers, containing lithium metal or lithium-ion cells or batteries and spare lithium batteries for such devices carried aboard an aircraft by Heston Airlines for use on the aircraft during the flight, provided that the batteries meet the provisions applicable to the carriage of portable electronic devices containing lithium or lithium-ion cells or batteries by passengers (see the entry for 'Batteries' in the table produced at **GOM 9.1.5**). Spare lithium batteries must be individually protected so as to prevent short circuits when not in use.

Note: Dangerous goods intended as replacements for those referred to in **GOM 9.1.3.1** a, b, c and d above) may not be carried without the approval referred to in **GOM 9.1.1** and unless consigned and accepted for transport in accordance with the ICAO Technical Instructions.

9.1.3.2 Veterinary aid

Approval is not required for dangerous goods that are carried for use in flight as veterinary aid or as a humane killer for an animal. Such dangerous goods must be stowed and secured during take-off and landing and at all other times when deemed necessary by the pilot-in-command. The dangerous goods must be under the control of trained personnel during the time when they are in use on the aircraft.

Dangerous goods may be carried on a flight made by the same aircraft before or after a flight for which they are required as veterinary aid or as a humane killer for an animal, (e.g. training flights and positioning flights prior to or after maintenance), when it is impracticable to load or unload the dangerous goods immediately before or after the flight, subject to the following conditions:

- the dangerous goods must be capable of withstanding the normal conditions of air transport;
- the dangerous goods must be appropriately identified (e.g. by marking or labeling);
- the dangerous goods may only be carried with the approval of Heston Airlines;
- the dangerous goods must be inspected for damage or leakage prior to loading;
- loading must be supervised by Heston Airlines;
- the dangerous goods must be stowed and secured in the aircraft in a manner that will prevent any movement in flight which would change their orientation;
- the pilot-in-command must be notified of the dangerous goods loaded on board the aircraft and their loading location. In the event of a crew change, this information must be passed to the next crew;
- all personnel must be trained commensurate with their responsibilities; and
- the provisions of Dangerous Goods Accident and Incident Reports apply

9.1.3.3 Medical aid for a patient

Approval is not required for dangerous goods which:

a. are placed on board an aircraft with the approval of Heston Airlines; or
b. form part of the permanent equipment of the aircraft when it has been adapted for specialised use, to provide, during flight, medical aid for a patient, such as gas cylinders, drugs, medicines, other medical material (e.g. sterilizing wipes) and wet cell or lithium batteries, providing:

- the gas cylinders have been manufactured specifically for the purpose of containing and transporting that particular gas
- the drugs and medicines and other medical matter are under the control of trained personnel during the time when they are in use
- the equipment containing wet cell batteries is kept, and when necessary secured, in an upright position to prevent spillage of the electrolyte; and
- proper provision is made to stow and secure all the equipment during take-off and landing and at all other times when deemed necessary by the commander in the interests of safety.

These dangerous goods may also be carried on a flight made by the same aircraft to collect a patient or after that patient has been delivered (e.g. training flights and positioning flights prior to or after maintenance), when it is impracticable to load or unload the goods at the time of the flight on which the patient is carried.

Note: The dangerous goods carried may differ from those identified above due to the needs of the patient. These provisions apply both to dedicated air ambulances and to temporarily modified aircraft.

9.1.3.4 Excess baggage being sent as cargo

An approval is not required for dangerous goods contained within items of excess baggage being sent as cargo provided that:

- the excess baggage has been consigned as cargo by or on behalf of a passenger;
- the dangerous goods may only be those that are permitted by and in accordance with **GOM 9.1.5** to be carried in checked baggage; and
- the excess baggage is marked with the words “Excess baggage consigned as cargo”.

With the aim of preventing dangerous goods, which a passenger is not permitted to have, from being taken aboard an aircraft in excess baggage consigned as cargo, any organization or enterprise accepting excess baggage consigned as cargo shall seek confirmation from the passenger, or a person acting on behalf of the passenger, that the excess baggage does not contain dangerous goods that are not permitted and seek further confirmation about the contents of any item where there are suspicions that it may contain dangerous goods that are not permitted.

9.1.4 Instructions on the carriage of employees of Heston Airlines

There is no restriction of the carriage of employees on an aircraft carrying dangerous goods which are permitted on a passenger aircraft, providing the requirements of the Technical Instructions are complied with. When an aircraft is carrying dangerous goods that can only be carried on a cargo aircraft, employees of Heston Airlines can also be carried provided they are in an official capacity. It is intended this be interpreted as meaning they have duties concerned with the preparation or undertaking of a flight or on the ground once the aircraft has landed, although not necessarily in connection with an aircraft. *See also **GOM 9.3.4.***

9.1.5 Items that may be carried by passengers and crew

Approval is not required for those dangerous goods which, according to the ICAO Technical instructions, can be carried by passengers or crew members.
Passengers or crew are forbidden to carry dangerous goods either as or in carry-on baggage, checked baggage or on their person unless the dangerous goods are permitted in accordance with the table below and:

a. carried by passengers or crew for personal use only;
b. contained in baggage that has been separated from its owner during transit (e.g. lost baggage or improperly routed baggage); or
c. contained within items of excess baggage sent as cargo as permitted by **GOM 9.1.3.4.**

The entry in the table that most appropriately describes the item or article must be selected. For instance, electronic cigarettes must meet the requirements of the entry for “Battery-powered portable electronic smoking devices” not the entry for lithium batteries or non-spillable batteries.
An item or article that contains multiple dangerous goods must meet all applicable entries.

Active devices must meet defined standards for electromagnetic radiation to ensure that the operation of the devices does not interfere with aircraft systems.
Where an entry requires compliance with specific UN tests or Special Provisions, if considered necessary (e.g. to grant the Heston Airlines approval for carriage), passengers shall be able to confirm that the applicable requirements have been met. For items such as batteries, the passenger shall be able to obtain confirmation from the manufacturer or distributor of the item.

International standards permit the carriage of the dangerous goods listed below by passengers or crew members either as or in carry-on baggage or checked baggage or on their person. Additional restrictions implemented by countries in the interests of aviation security may, however, limit or forbid the carriage of some of these items.

Certain items listed are permitted only with the Heston Airlines approval. Requirements apply to some items regarding the means by which they are prepared for transport (e.g. wheelchairs and battery-powered mobility devices) or the professional status of the passenger (e.g. Chemical Agent Monitoring Equipment).
An approval is not required for those dangerous goods which, according to the Technical Instructions, can be carried by passengers or crew members as per the following table:

Note: If it is necessary to transfer carry-on baggage to the hold (e.g. due to the size of the baggage preventing proper stowage in the cabin) it is necessary for cabin crew to verify that the baggage contains no dangerous goods that are permitted for carriage in carry-on baggage only (e.g. spare lithium batteries, heat producing articles etc).
Note 1: The following dangerous goods may be commonly carried by passengers on other modes of transport, however, they are prohibited either as or in carry-on baggage or checked baggage:

- personal medical oxygen devices that utilize liquid oxygen;
- electroshock weapons (e.g. tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc.;
- “strike anywhere” matches;
- lighter fuel and lighter refills;
- premixing burner lighter without a means of protection against unintentional activation; and
- battery-powered lighters powered by a lithium ion or lithium metal battery (e.g. laser plasma lighters, tesla coil lighters, flux lighters, arc lighters and double arc lighters) without a safety cap or means of protection against unintentional activation.

Note 2: Exceptions found in the Technical Instructions from the restrictions on carriage by passengers and crew (e.g. by application of a Special Provision) are not reproduced in the tables below. The following dangerous goods are not subject to the Technical Instructions:

- Radio-pharmaceuticals contained within the body of a person as the result of medical treatment; and
- Energy efficient lamps when in retail packaging and intended for personal or home use

Note 3: Air Cylinders for purposes such as scuba diving: if empty or at a pressure less than 200 kPa at 20° (2 Bar or 29 PSI) air cylinders are not classified as dangerous goods so are permitted for carriage by passenger or crew.

Provisions for dangerous good carried by passengers or crew

Dangerous goods must not be carried in or as passengers or crew, checked or carry-on baggage, except as otherwise provided below. Dangerous goods permitted in carry-on baggage are also permitted “on one's person”, except where otherwise specified.

	The pilot-in-command must be informed of the location	Permitted in or as carry-on baggage	Permitted in or as checked baggage	The approval of the operator is required
Alcoholic beverages, when in retail packagings, containing more than 24% but not more than 70% alcohol by volume, in receptacles not exceeding 5 L, with a total net quantity per person of 5 L.	NO	YES	YES	NO
Note: *Alcoholic beverages containing 24% or less alcohol by volume are not subject to any restrictions.*				
Ammunition, securely packaged (in Div. 1.4S, UN 0012 or UN 0014 only), in quantities not exceeding 5 kg gross weight per person for that person's own use. Allowances for more than one person must not be combined into one or more packages.	YES	YES	NO	NO
Avalanche rescue backpack, one (1) per person, containing 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-cigars, e-pipes, other personal vaporizers) containing batteries must be individually protected to prevent accidental activation (see 2.3.5.8.2).	NO	NO	YES	NO
Electro shock weapons (e.g. Tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc. are forbidden in carry-on baggage or checked baggage or on the person.	FORBIDDEN			
Fuel cells containing fuel, powering portable electronic devices (e.g. cameras, cellular phones, laptop computers and camcorders), see 2.3.5.9 for details.	NO	NO	YES	NO
Fuel 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

	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. ***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)).*	NO	ON ONE'S PERSON		NO
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with **non-spillable wet batteries, nickel-metal hydride batteries or dry batteries**, (see 2.3.2.2).	YES	YES	NO	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with **spillable batteries or with lithium ion batteries** (see 2.3.2.3 and 2.3.2.4 for details).	YES	YES	NO	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with **lithium ion batteries** where the design of the mobility aid does not provide adequate protection for the battery(ies) (see 2.3.2.4.3 for details).	YES	NO	YES	YES
Non-radioactive medicinal or toiletry articles (including aerosols) such as hair sprays, perfumes, colognes and medicines containing alcohol; and **Non-flammable, non-toxic (Division 2.2) aerosols**, with no subsidiary 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.	NO	YES	YES	NO
Oxygen or air, gaseous, cylinders required for **medical use**. The cylinder must not exceed 5 kg gross weight. ***Note:*** *Liquid oxygen systems are forbidden for transport.*	YES	YES	YES	YES
Permeation devices, must meet A41 (see 2.3.5.13 for details).	NO	YES	NO	NO
Radioisotopic cardiac pacemakers or other devices, including those powered by lithium batteries, implanted into a person or fitted externally.	NO	ON ONE'S PERSON		NO
Security-type equipment (see 2.3.2.6 for details).	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

9.1.5.1 Loading of battery powered mobility aids – general requirements

A battery-powered mobility aid with installed batteries must be secured, by use of straps, tie-downs or other restraint devices.

The mobility aid, the batteries, electrical cabling and controls must be protected during loading in a manner that prevents movement and damage from baggage, mail or cargo:

a. the battery terminals must be protected from short circuits (e.g. by being enclosed within a battery container); and
b. the battery is either:

- securely attached to the mobility aid and the electrical circuits are isolated following the manufacturer's instructions; or
- removed by the user, if the mobility aid is specifically designed to allow it to be, following the manufacturer's instructions.

Note: To check that electrical circuits are isolated (inactive), place the device into drive mode (i.e. not freewheel mode), see if the mobility aid will power up and if so whether use of the joystick results in the mobility aid moving. It must also be verified that the circuits of supplemental motorised systems such as seating systems have been inhibited to prevent inadvertent operation, e.g. by the separation of cable connectors. If an electric mobility aid has not been made safe for carriage, it must not be loaded.

9.1.5.2 Additional requirements for non-spillable wet battery powered mobility aids

The passenger has to confirm that the battery is:

1. a non-spillable wet battery that complies with Special Provision A67.
2. a dry battery that complies with Special Provision A123; or
3. a nickel-metal hydride battery that complies with Specia Provision A199

- A maximum of one spare battery may be carried per passenger.
- Any battery(ies) removed from the mobility aid and any spare battery must be carried in strong, rigid packaging, protected from short circuit and stowed in the cargo compartment.
- The pilot-in-command must be informed about the location of any mobility aids with installed batteries, removed batteries and spare batteries

9.1.5.3 Additional requirements for spillable battery powered mobility aids

Where feasible, the battery is fitted with spill resistant-vent caps. If the mobility aid cannot be loaded, stowed, secured and unloaded always in an upright position or if the mobility aid does not adequately protect the battery, the batteries must be removed and carried in strong, rigid packagings, as follows:

a. packagings must be leak-tight, impervious to battery fluid and be protected against being overturned by securing them to pallets or by securing them in cargo compartments using appropriate means of securement;
b. batteries must be protected against short circuits, secured upright in these packagings and surrounded by compatible absorbent material sufficient to absorb their total liquid contents; and
c. these packagings must be marked “Battery, wet, with wheelchair” or “Battery, wet, with mobility aid” and be labelled with a “Corrosive” label and with package orientation labels.

The pilot-in-command must be informed about the location of any mobility aids with installed spillable batteries and removed batteries.

9.1.5.4 Additional requirements lithium-ion batter powered mobility aids

Any battery removed from the mobility aid and any spare batteries must be carried in the cabin and protected from damage (e.g., by placing each battery in a protective pouch) and the battery terminals protected from short circuit (by insulating the terminals, e.g. by taping over exposed terminals). A removed battery must not exceed 300 Watt-hours (Wh). In addition, one spare not exceeding 300 Wh or two spares not exceeding 160 Wh are permitted.

The pilot-in-command must be informed about the location of any mobility aids with installed lithium ion batteries, removed batteries and spare batteries.

Note: The calculation used to determine watt hours is: Volts x ampere hour (Ah) = watt hours

9.1.5.5 The organization for the prohibition of chemical weapons (OPCW) and goverment agencies

The Organization for the Prohibition of Chemical Weapons (OPCW) and government agencies listed in the table below may carry specified instruments containing dangerous goods when:

a. carried by staff members on official travel;
b. contained in baggage that has been separated from its owner during transit (e.g. lost baggage or improperly routed baggage); or
c. contained within items of excess baggage sent as cargo as permitted by **GOM 9.1.3.4**. Provisions for instruments carried by OPCW and government agencies

Provisions for instruments carried by OPCW and government agencies

Dangerous goods	Location: Checked baggage	Location: Carry-on baggage	Approval of the operator(s) is required	Restrictions
1) Instruments containing radioactive material (i.e. chemical agent monitor (CAM) and/or rapid alarm and identification device monitor (RAID-M))	Yes	Yes	Yes	a) the instruments must not exceed the activity limits for 'excepted packages; b) must be securely packed; and c) must be carried by staff members of the Organization for the Prohibition of Chemical Weapons (OPCW) on official travel.

Dangerous goods	Location: Checked baggage	Location: Carry-on baggage	Approval of the operator(s) is required	Restrictions
2) A mercurial barometer or mercurial thermometer	No	Yes	Yes	a) must be carried by a representative of a government weather bureau or similar official agency; b) must be packed in a strong outer packaging, having a sealed inner liner or a bag of strong leakproof and puncture-resistant material impervious to mercury, which will prevent the escape of mercury from the package irrespective of its position; and c) the pilot-in-command must be informed of the barometer or thermometer.

9.1.6 Provision of information

9.1.6.1 Provision of information to passengers

Heston Airlines must inform passengers about dangerous goods that passengers are forbidden to transport aboard an aircraft. The notification system must ensure that where the ticket purchase and/or boarding pass issuance can be completed by a passenger without the involvement of another person, the system must include an acknowledgement by the passenger that they have been presented with the information.

The information must be provided to passengers:

- at the point of ticket purchase or, if this is not practical, made available in another manner to passengers prior to boarding pass issuance; and
- at boarding pass issuance, or when no boarding pass is issued, prior to boarding the aircraft. The information may be provided in text or pictorial form, electronically, or verbally.

Heston Airlines or the Heston Airlines handling agent and the airport operator must ensure that information on the types of dangerous goods which they are forbidden to transport aboard an aircraft is communicated effectively to passengers. This information must be presented and displayed at each of the places as follows:

- at an airport:

  a) where tickets and boarding passes are issued;
  b) where passenger baggage is dropped off,
  c) in aircraft boarding areas;
  d) and in the baggage claim areas,

- at any other location:

  a) where tickets and boarding passes are issued;
  b) and where checked baggage is accepted.

This information must include visual examples of dangerous goods forbidden from transport aboard an aircraft.

Heston Airlines has information on those dangerous goods which may be carried by passengers made available prior to the check-in process on their websites or check-in desks and prior to the boarding pass issuance process on their websites or at the gate.

Heston Airlines describe the means of promulgating information to passengers. The operations manual include information on how passengers are notified and acknowledge, when required, of the restriction on the carriage of dangerous goods before, during, and after ticketing/booking, boarding pass issuance and check-in processes.

Heston Airlines provisions:

1. At locations where passenger check in and/or boarding operations are conducted, the handling agent shall have a current edition of IATA DGR or equivalent documentation accessible.
2. Notices are displayed to warn passengers of the type of dangerous goods forbidden for transport aboard an aircraft. Such notices shall include visual examples and are displayed:

   - Prominently and in sufficient number at each of the places at an airport where passengers are processed, to include ticket issue, passenger check-in and aircraft boarding areas;
   - Clearly at any other location where passengers are checked in
   - Prominently displayed in sufficient numbers at the baggage claim areas;

3. When the check-in process takes place completely remotely (e.g. via internet), passengers are provided with the information on the types of dangerous goods which a passenger is forbidden to transport aboard an aircraft. Information may be in text or pictorial form but it is presented in such way that the check-in process cannot be completed until the passenger or person acting on their behalf acknowledge, that they have understood presented information about their restrictions on dangerous goods in baggage.

4. When provision is made for the check-in process to be at the airport by a passenger without the involvement of any other person, the information on the types of dangerous goods which a passenger is forbidden to transport aboard an aircraft are presented to passengers. Information may be in text or pictorial form but it is presented in such way that the check-in process cannot be completed until the passenger or person acting on their behalf acknowledge, that they have understood presented information about their restrictions on dangerous goods in baggage.
5. The notices provided at acceptance points for cargo giving information about the transport of dangerous goods.

9.1.6.2 Special notification requirements in the event of an accident or occurence when dangerous goods are being carried of have been offered for air transport without having been prepared and declared in accordance with the ICAO technical instructions

9.1.6.2.1 Information to be provided by the pilot in-command in the event of an in-flight emergency

If an in-flight emergency occurs and the situation permits, the commander must inform the appropriate Air Traffic Services Unit of any dangerous goods on board. This information shall include the proper shipping name, class/division, identified subsidiary risk(s), compatibility group for explosives, quantity and location on board.

9.1.6.3 Information to be provided by Heston Airlines in the event of an aircraft accident or serious incident where dangerous goods carried as cargo may be involved

If an aircraft carrying dangerous goods as cargo is involved in an accident or serious incident where the dangerous goods may be involved, Heston Airlines must provide information, without delay, to emergency services responding to the accident or serious incident about the dangerous goods on board, as shown on the copy of the information to the pilot-in-command (NOTOC). The information must be sufficient to enable any hazards created by the dangerous goods to be minimized and include the proper shipping name, UN number, class/division, any identified subsidiary risks, the compatibility group for explosives, the quantity and the location on board the aircraft. As soon as possible, Heston Airlines must also provide this information to the Transport Competence Agency (CAA) and the appropriate authority of the State in which the accident or serious incident occurred.

9.1.6.4 Information to be provided by Heston Airlines in the event of an aircraft incident

In the event of an aircraft incident, Heston Airlines of an aircraft carrying dangerous goods as cargo must, if requested to do so, provide information without delay to the emergency services responding to the incident and to the appropriate authority of the State in which the incident occurred, about the dangerous goods on board, as shown on the copy of the information to the pilot-in-command (NOTOC).

9.1.6.5 Provision of information at locations where ground handling operations involving the loading of dangerous goods as cargo are conducted

A current edition of the IATA Dangerous Goods Regulations (DGR), the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions) or equivalent documentation shall be accessible at each location where ground handling operations involving the loading of dangerous goods as cargo are conducted. Where the acceptance of cargo is outsourced to a ground handling services provider, the provider is responsible for ensuring that at locations where cargo shipments are accepted, notices providing information about dangerous goods transportation are prominently displayed and contain visual examples of dangerous goods, including batteries. However, ultimate responsibility for the safe transportation of dangerous goods, whether cargo is accepted by Heston Airlines or a ground services provider, always remains with Heston Airlines.

9.1.6.6 Dangerous goods accident, incident, undeclared or mis-declared and occurrences reporting

Heston Airlines must report dangerous goods accidents and incidents to the appropriate authorities of the State of Heston Airlines and the State in which the accident or incident occurred in accordance with the reporting requirements of those appropriate authorities.
Note: This includes incidents involving dangerous goods that are not subject to all or part of the ICAO Technical Instructions through the application of an exception or of a special provision (e.g. an incident involving the short circuiting of a dry cell battery that is required to meet short-circuit prevention conditions in a special provision of TI 3;3).

Heston Airlines must report to the State of Heston Airlines and the State of Origin any occasion when:

a. dangerous goods are discovered to have been carried when not correctly loaded, segregated, separated or secured.
b. dangerous goods are discovered to have been carried without information having been provided to the Commander (when required) or the information is inadequate.

Heston Airlines must report any occasion when undeclared or mis-declared dangerous goods are discovered in cargo or mail. Such a report must be made to the appropriate authorities of the State of Heston Airlines and the State in which this occurred.
Heston Airlines must report any occasion when dangerous goods that are not permitted are discovered by Heston Airlines (or Heston Airlines is advised by the entity that discovers the dangerous goods) either in the baggage or on the person of passengers (after check-in) or crew members. Such a report must be made to the appropriate authorities of the State of Heston Airlines and the State in which this occurred.
In addition to the requirements of the ICAO Technical Instructions for the reporting of dangerous goods occurrences (above), ORO.GEN.160 requires that any incident which endangers or which, if not corrected, would endanger an aircraft, its occupants or any other person is reported to Civil aviation authority. Dangerous goods occurrences reportable under the Mandatory Occurrence reporting Scheme include:

- Dangerous goods found not to have been secured to prevent movement
- Damage to packages of dangerous goods
- NOTOC errors where dangerous goods have not been stowed in accordance with loading instructions
- Failure to prepare electric wheelchairs in order to prevent accidental activation
- Electric wheelchairs found not to have been stowed and secured correctly
- Leakage of dangerous goods from passenger baggage

Note: Dangerous goods occurrences meeting the criteria of ORO.GEN.160 also meet the definition of a dangerous goods accident or incident (above), reportable in accordance with CAT.GEN.MPA.200(e). Accordingly, the report must be made to CAA within 72 hours, unless exceptional circumstances prevent this.

A dangerous goods accident or dangerous goods incident not meeting the criteria of ORO.GEN.160 must be reported to the CAA within 72 hours, unless exceptional circumstances prevent this. If necessary, a subsequent report shall be made as soon as possible giving all the details that were not known at the time the first report was sent. If a report has been made verbally, written confirmation shall be sent as soon as possible. Any type of accident or incident must be reported irrespective of whether the dangerous goods are in cargo, mail, stores, passengers' baggage or crew baggage.

The first and any subsequent report shall be as precise as possible and contain such of the following data that are relevant:

- Date of the incident or accident or the finding of undeclared or miss declared dangerous goods.
- Location, the flight number and flight date.
- Description of the goods and the reference number of the air waybill, pouch, baggage tag, ticket, etc.
- Proper shipping name (including the technical name, if appropriate) and UN/ID number, when known.
- Class or division and any subsidiary risk.
- Type of packaging, and the packaging specification marking on it.
- Quantity of dangerous goods.
- Name and address of the shipper, passenger, etc.
- Any other relevant details.
- Suspected cause of the incident or accident.
- Action taken.
- Any other reporting action taken.
- Name, title, address and telephone number of the person making the report.

Copies of relevant documents and any photographs taken shall be attached to a report.
Note: If safe to do so, the dangerous good involved in the accident or incident shall be pending CAA investigation.

9.1.7 Marking and labeling of packages

Articles and substances meeting the dangerous goods classification criteria are assigned a 'UN Number' under the United Nations classification system. This consists a four-digit number preceded by the capital letters 'UN'. Packages of dangerous goods must be marked with the UN Number(s) applicable to their contents.

Packages containing dangerous goods can also be identified by labels indicating the hazard of the goods by their class or division or by the presence of certain handling labels/marks.

Note: When dangerous goods marks or labels are seen on items not declared as dangerous goods, it is often an indication that they do contain such goods. Undeclared dangerous goods must not be loaded on an aircraft and reporting procedures must be implemented.

During the course of air transport, including storage, dangerous goods marks and labels must not be covered or obscured by any part of or attachment to the packaging or any other label or marking.

When it is discovered that labels have become lost, detached or illegible they must be replaced in accordance with the information provided on the 'Shipper's Declaration for Dangerous Goods'. This requirement does not apply where the labels are found to be missing or illegible at the time of acceptance. Cargo handling agents are responsible for ensuring that they maintain a complete supply of dangerous goods handling labels in the warehouse for use as replacements in the event of damage/loss following acceptance. In case when labels are missing or illegible.

CLASS 1 – EXPLOSIVE

Class 1 (with exploding bomb symbol) – explosives generally not permitted on an aircraft.



* Division and compatibility group

Class 1 (without exploding bomb symbol):
Divisions 1.4B, 1.4F, 1.5 and 1.6 - explosives not permitted on an aircraft in normal circumstances.



** Compatibility group

CLASS 2 – GASES

Flammable gas (Division 2.1)



Non-flammable, non-toxic gas (Division 2.2)



Toxic gas (Division 2.3)



CLASS 3 – FLAMMABLE LIQUID



CLASS 4 – FLAMMABLE SOLIDS; SUBSTANCES LIABLE TO SPONTANEOUS COMBUSTION; SUBSTANCES WHICH, IN CONTACT WITH WATER, EMIT FLAMMABLE GASES

Flammable solid (Division 4.1)



Substance liable to spontaneous combustion (Division 4.2)



Substance which, in contact with water, emits flammable gas (Division 4.3)



CLASS 5 – OXIDISING SUBSTANCES AND ORGANIC PEROXIDES

Oxidising substance (Division 5.1)



Organic peroxide (Division 5.2) (flame may be black or white)





CLASS 6 – TOXIC AND INFECTIOUS SUBSTANCES

Toxic substance (Division 6.1)



Infectious substance (Division 6.2)



The bottom part of the label should bear the inscription:

"INFECTIOUS SUBSTANCE — In case of damage or leakage immediately notify public health authority".

CLASS 7 – RADIOACTIVE MATERIAL

Category I



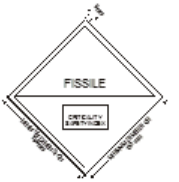
Category II



Category III



Criticality safety index label





CLASS 8 – CORROSIVE



CLASS 9 – MISCELLANEOUS



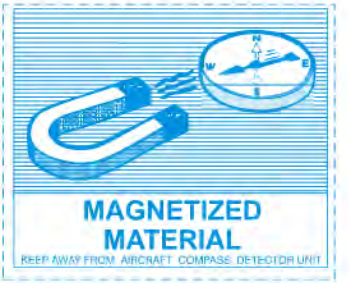
Class 9 label for Section I, IA and IB lithium battery shipments



HANDLING LABELS

Packages of dangerous goods may also bear labels providing handling information; these are:

Magnetized material



Cargo aircraft only



Cryogenic liquid label



Package orientation

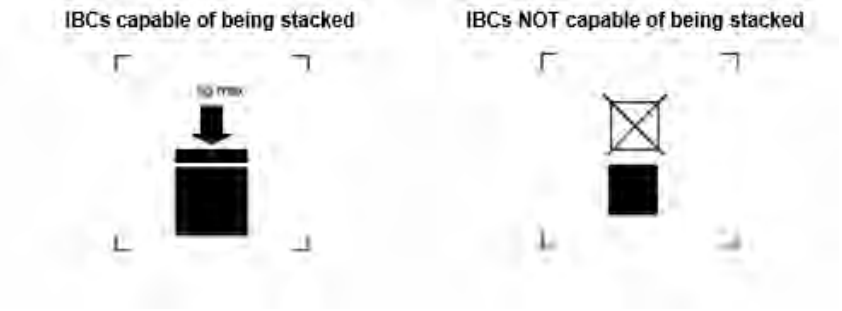


(red or black)

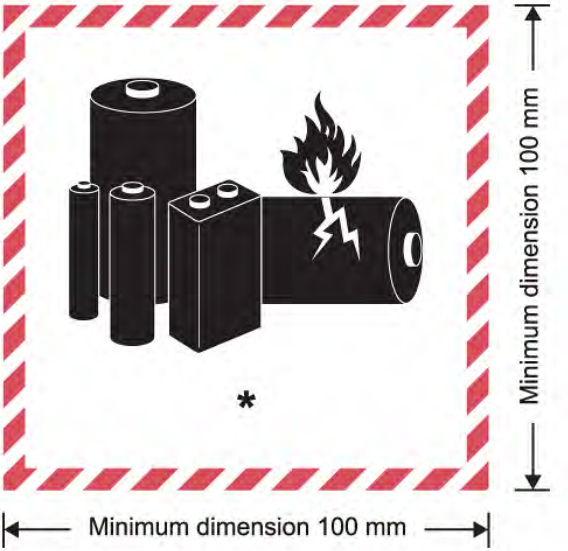
Keep away from heat



Intermediate Bulk Containers (IBCs) are only permitted for the transport of UN 3077 Environmentally hazardous substance, solid, n.o.s. The maximum permitted stacking load applicable when the IBC is in use must be displayed on a symbol as follows:



Lithium Battery Mark:



*Place for UN number(s)

EXCEPTED QUANTITIES MARK

Packages containing excepted quantities of dangerous goods can be identified from the following:



Hatching and symbol of the same colour, black or red, on white or suitable contrasting background.

* Place for class or, when assigned, the division number(s).

** Place for name of shipper or consignee, if not shown elsewhere on the package.

LIMITED QUANTITIES MARK

Packages containing limited quantities of dangerous goods can be identified from the following:



Many dangerous goods when in reasonably limited quantities present a reduced hazard during transport and can safely be carried in good quality packagings that have not been tested and marked as is required for UN Specification packagings required for larger quantities of dangerous goods. Packages containing limited quantities of dangerous goods must be marked with a diamond shaped mark. When presented for carriage by air, the mark must additionally include a "Y" which indicates compliance with the provisions of the ICAO Technical Instructions, some of which are more stringent than those of the UN Model Regulations and of other modes of transport.

Note: The mark depicted here but without the 'Y' indicates that the package contains dangerous goods in limited quantities as permitted by surface transport regulations (ADR/IMDG) which may not be acceptable for air transport. A package so marked and offered for transport in the absence of a dangerous goods transport document must be reported to the appropriate authority where the goods are discovered as a discovery of undeclared dangerous goods (the CAA if discovered within the UK).

ENVIRONMENTALLY HAZARDOUS SUBSTANCES MARK



Packages containing environmentally hazardous substances (UN Nos. 3077 and 3082) must be durably marked with the environmentally hazardous substance mark with the exception of packages containing a net quantity per single or inner packaging of 5 L or less for liquids or having a net mass per single or inner packaging of 5 kg or less for solids.

9.2 FUNCTIONS OF ALL PERSONNEL INVOLVED

9.2.1 Functions and Task list

Heston Airlines define the job functions that related to dangerous goods, establish task list(s) with the competency factors associated with the job functions and determine various requirements, such as operational, technical, regulatory and organizational requirements.

Defined job functions:

Job title	Responsibilities	Functions according IATA DGR
Personnel Preparing Dangerous goods	• Oversight and control of the carriage of dangerous goods. • Ensuring all necessary permissions, approvals and exemptions are held. • Generation (or acceptance) of relevant procedures. • Responding to queries regarding the carriage of dangerous goods. • Arrangement of the carriage of dangerous goods only in accordance with Heston Airlines stated policies.	7.1
General Cargo Acceptance Personnel	• Recognition of undeclared dangerous goods. • Acceptance procedures for dangerous goods are carried out as required by the Technical Instructions. • If there is a dangerous goods incident or accident, or if undeclared dangerous goods are detected, a report is made to the appropriate Authority (see **OM-A 11.5.5**).	7.2
Personnel Accepting/Processing Dangerous goods including Auditors and Nominated Person Ground Operations	• Recognition of undeclared dangerous goods. • Acceptance procedures for dangerous goods are carried out as required by the Technical Instructions. • If there is a dangerous goods incident or accident, or if undeclared dangerous goods are detected, a report is made to the appropriate Authority (see **OM-A 11.5.5**). • Dealing with dangerous goods that are found damaged or leaking during processing for transport. • Inspection procedures during the processing of dangerous goods for transport are carried out as required by the Technical Instructions. • Dealing with dangerous goods that are found damaged or leaking during processing for transport.	7.3

Ramp, baggage handling and Warehouse Personnel	• Dangerous goods are loaded, segregated, stowed and secured on an aircraft in accordance with the Technical Instructions. • Generation of written information to the commander (NOTOC). • Provision of written information about dangerous goods loaded on board to the commander for signature. • Retention of documentation on the ground. • Recognition of undeclared dangerous goods. • If there is a dangerous goods incident or accident, or if undeclared dangerous goods are detected, a report is made to the appropriate Authority (see **OM-A 11.5.5**). • Ensuring that activities are monitored for compliance with dangerous goods requirements and that these activities are carried out properly under the supervision of the relevant head of functional area. • Ensuring the initiation and follow-up of internal occurrence / accident investigations.	7.4
Passenger Handling Personnel	• Ensuring that the provisions concerning passengers and dangerous goods are complied with. • Ensuring that notices are displayed in sufficient number and prominence at each of the places at an airport where tickets are issued, passengers checked in and aircraft boarding areas maintained, and at any other location where passengers are checked in. • With the aim of preventing dangerous goods which passengers are not permitted to have from being taken on board an aircraft in their baggage, seeking confirmation from a passenger about the contents of any item where there are suspicions that it may contain dangerous goods. • When baggage intended as carry-on is taken by Heston Airlines and placed into the cargo compartment for carriage, seeking confirmation from the passenger that dangerous goods which are only permitted in carry-on baggage (e.g. lithium batteries, including power banks) have been removed. • Ensuring that the discovery of prohibited dangerous goods (after a passenger has checked in) is reported to the appropriate Authority (see **OM-A 11.5.5**).	7.5
Load Planners	• Dangerous goods are loaded, segregated, stowed and secured on an aircraft in accordance with the Technical Instructions. • Generation of written information to the commander (NOTOC). • Provision of written information about dangerous goods loaded on board to the commander for signature. • Retention of documentation on the ground. • Recognition of undeclared dangerous goods.	7.6

Flight Crew	• Recognition of undeclared dangerous goods. • Signature of NOTOC to indicate receipt of information. • If an in-flight emergency occurs, as soon as the situation permits, passage of details of dangerous goods on board to the appropriate Air Traffic Services Unit. • Responding to a dangerous goods incident or accident in the cabin (if operation does not have cabin crew). • If there is a dangerous goods incident or accident, or if undeclared dangerous goods are detected a report is made to the appropriate Authority (see **OM-A 11.5.5**).	7.7
Operational Personnel	• If there is an aircraft incident or accident, information is passed to emergency services and state Authorities as required by the Technical Instructions (see **OM-A 11.5.5**). • If there is a dangerous goods incident or accident, or if undeclared dangerous goods are detected a report is made to the appropriate Authority (see **OM-A 11.5.5**).	7.8
Cabin Crew	• Ensuring that the provisions concerning passengers and dangerous goods are complied with. • When baggage intended as carry-on is taken by Heston Airlines and placed into the cargo compartment for carriage, seeking confirmation from the passenger that dangerous goods which are only permitted in carry-on baggage (e.g. lithium batteries, including power banks) have been removed. • Responding to a dangerous goods incident or accident in the cabin. • Ensuring that a dangerous goods incident or accident in the cabin, or the discovery of prohibited dangerous goods (after a passenger has boarded), is reported to the appropriate Authority (see **OM-A 11.5.5**).	7.9
Security Screening personnel	• Recognition of undeclared dangerous goods. • If there is a dangerous goods incident or accident, or if undeclared dangerous goods are detected, a report is made to the appropriate Authority (see **OM-A 11.5.5**).	7.10

In accordance to specified functions and different tasks different level of knowledge, skills and attitude require. Depending on the complexity of specific task and the operational environment different levels of proficiency developed.

Levels of proficiency:

* **- Introductory:** covers general knowledge or understanding of basic concepts and techniques;

** **- Basic:** delivers competency that is sufficient for an individual to carry out simple work activities, most of it routine and predictable. Guidance or assistance from an expert may be required from time to time.

*** **- Intermediate:** comprises of complex or critical activities, in a non-routine context, which enables person to work autonomously and solve problems without special assistance.

**** **- Advanced:** covers complex technical and professional activities in a wide variety of contexts, which allows the personnel to provide advice. Dangerous goods training course instructors should have acquired this level of proficiency on the tasks or functions that they will instruct prior to delivering such course(s).

9.2.1.1 Generic competency framework for personnel involved in carriage of dangerous goods

This chapter contains a generic ICAO competency framework for dangerous goods personnel. Employers implementing competency-based training and assessment shall adapt the framework into an adapted competency model based on their specific requirements.

The adapted competency model shall include the elements listed in table presented below:

Generic competency	*Description*	*Observable behavior*	*Functions 7.3*	*Functions 7.7*	*Functions 7.8*	*Functions 7.9*
Application of procedures and compliance with regulations	Identifies and applies appropriate procedures in accordance with published operating instructions and in compliance with applicable regulations	Identifies where to find procedures and regulations	X	X	X	X
		Follows relevant procedures in a timely manner	X	X	X	X
		Complies with applicable regulations	X	X	X	X
		Applies relevant procedural knowledge	X			
Communication	Communicates through appropriate means in the work environment, in both normal and non-normal situations	Ensures the recipient is ready and able to receive information	X	X	X	
		Selects appropriately what, when, how and with whom to communicate	X	X	X	
		Conveys messages clearly, accurately and concisely	X	X	X	X
		Confirms that the recipient correctly understands important information	X	X	X	X
		Listens actively and demonstrates understanding when receiving information	X	X	X	
		Asks relevant and effective questions	X	X	X	X
		Completes accurate reports as required by operating procedures	X	X		
		Announces deviations from normal or intended conditions	X	X		X
		Correctly uses and interprets non-verbal communication				
Leadership, teamwork and self-management	Demonstrates effective leadership, teamwork and self-management	Encourages team participation and open communication	X			
		Demonstrates initiative and provides direction when required	X			
		Engages others in planning	X			
		Considers inputs from others	X			
		Gives and receives feedback constructively	X			
		Addresses and resolves conflicts and disagreements in a constructive manner	X			
		Exercises decisive leadership	X			
		Admits mistakes and takes responsibility for own performance, detecting and resolving own errors	X	X		X
		Carries out instructions when directed and applies effective intervention strategies when necessary	X	X	X	X
		Confidently intervenes when important for safety	X	X	X	X
		Self-evaluates the effectiveness of actions	X	X	X	X

Problem-solving and decision-making	Identifies problem precursors and resolves actual problems using decision-making techniques, in a timely manner	Seeks accurate and adequate information from appropriate sources	X			
		Identifies and verifies what and why things have gone wrong	X	X	X	X
		Employs proper problem-solving strategies	X			
		Perseveres in working through problems while prioritizing safety	X			
		Uses appropriate and timely decision-making techniques	X			
		Sets priorities appropriately	X			
		Identifies and considers options as appropriate	X			
		Monitors, reviews and adapts decisions as required	X			
		Identifies, assesses and manages risks and threats to safety effectively	X			
		Adapts when faced with situations where no guidance or procedure exists	X			
		When an event conducive to startle is encountered, recognizes and manages the situation	X	X	X	X
Workload management	Maintains available workload capacity by prioritizing and distributing tasks using appropriate resources	Exercises self-control in all situations	X	X	X	X
		Plans, prioritizes and schedules tasks effectively	X			
		Manages time efficiently when carrying out tasks	X			
		Offers and gives assistance, delegates when necessary	X			
		Seeks and accepts assistance, when appropriate	X			
		Monitors, reviews and cross-checks actions conscientiously	X	X	X	
		Verifies that tasks are completed to the expected outcome	X	X	X	X
		Manages and recovers from interruptions, distractions, variations and failures effectively while performing tasks	X	X	X	X

9.2.1.2 Functions 7.3 and Task List Personnel Accepting/Processing Dangerous goods

Personnel responsible for processing or accepting dangerous goods consignments must be competent to perform tasks aimed at verifying and validating that the dangerous goods being offered for transport comply with the applicable provisions of the Regulations and are in a suitable condition for air transport. They may work for freight forwarders, ground handling agents or operators. Personnel would need to have relevant knowledge to competently perform these tasks. The following are tasks that these personnel typically perform and for which training and assessment would therefore be required.

Functions 7.3				Proficiency level	YES/NO
0	Understanding the basics of dangerous goods				
	0.1	Recognizing dangerous goods applicability		*	YES
		0.1.1	Understand the definition	*	YES
		0.1.2	Recognize the legal framework (global, national)	*	YES
		0.1.3	Identify the application and scope	*	YES
		0.1.4	Differentiate hazard and risk	*	YES
	0.2	Understanding the general limitations		*	YES
		0.2.1	Develop a sense of forbidden dangerous goods	*	YES
		0.2.2	Recognize potential hidden dangerous goods	*	YES
		0.2.3	Familiarise with passenger pro- visions	*	YES
	0.3	Identifying roles and responsibilities		*	YES
		0.3.1	Clarify the individual and collective role of the supply chain stake- holders	*	YES
		0.3.2	Understand the passenger's responsibilities	*	YES
		0.3.3	Recognise the impact of State & operator variations	*	YES
	0.4	Understanding the importance of classification & packaging		*	YES
		0.4.1	Identify the general information about classes, divisions	*	YES
		0.4.2	Understand general principles of Packing Groups	*	YES
		0.4.3	Consider multiple hazards	*	YES
	0.5	Understanding hazard communication		*	YES
		0.5.1	Recognise the basic marking requirements	*	YES
		0.5.2	Recognise the basic labelling requirements	*	YES
		0.5.3	Identify the required documentation	*	YES
	0.6	Familiarising with basic emergency response		*	YES
		0.6.1	Create awareness about general emergency procedures	*	YES
		0.6.2	Understand the employer's emergency response requirements	*	YES
	3.1	Review documentation		***	YES
		3.1.1	Verify Shipper's Declaration	***	YES
		3.1.2	Verify other transport documents (e.g. air waybill)	***	YES
		3.1.3	Verify other documents (exemptions, approvals, etc.)	***	YES
		3.1.4	Verify State/operator variations	***	YES
	3.2	Review package(s)		***	YES
		3.2.1	Verify marks	***	YES
		3.2.2	Verify labels	***	YES
		3.2.3	Verify packaging type	***	YES
		3.2.4	Verify package conditions	***	YES
		3.2.5	Verify State/operator variations	***	YES
	3.3	Complete acceptance procedures		***	YES
		3.3.1	Complete acceptance checklist	***	YES
		3.3.2	Provide shipment information for load planning	***	YES
		3.3.3	Retain documents	***	YES

7	Collecting safety data				YES
	7.1	Report dangerous goods accidents		**	YES
	7.2	Report dangerous goods incidents		**	YES
	7.3	Report undeclared/mis-declared dangerous goods		**	YES
	7.4	Report dangerous goods occurrences		**	YES

9.2.1.3 Functions 7.7 and Task List for Flight Crew

The following are tasks that flight crew would typically perform and for which training and assessment will be performed.

Functions 7.7				Proficiency level	YES/NO
0	Understanding the basics of dangerous goods				
	0.1	Recognizing dangerous goods applicability		*	YES
		0.1.1	Understand the definition	*	YES
		0.1.2	Recognize the legal framework (global, national)	*	YES
		0.1.3	Identify the application and scope	*	YES
		0.1.4	Differentiate hazard and risk	*	YES
	0.2	Understanding the general limitations		*	YES
		0.2.1	Develop a sense of forbidden dangerous goods	*	YES
		0.2.2	Recognize potential hidden dangerous goods	*	YES
		0.2.3	Familiarise with passenger pro- visions	*	YES
	0.3	Identifying roles and responsibilities		*	YES
		0.3.1	Clarify the individual and collective role of the supply chain stake-holders	*	YES
		0.3.2	Understand the passenger's responsibilities	*	YES
		0.3.3	Recognise the impact of State & operator variations	*	YES
	0.4	Understanding the importance of classification & packaging		*	YES
		0.4.1	Identify the general information about classes, divisions	*	YES
		0.4.2	Understand general principles of Packing Groups	*	YES
		0.4.3	Consider multiple hazards	*	YES
	0.5	Understanding hazard communication		*	YES
		0.5.1	Recognise the basic marking requirements	*	YES
		0.5.2	Recognise the basic labelling requirements	*	YES
		0.5.3	Identify the required documentation	*	YES
	0.6	Familiarising with basic emergency response		*	YES
		0.6.1	Create awareness about general emergency procedures	*	YES
		0.6.2	Understand the employer's emerg- ency response requirements	*	YES
	6.2	Manage dangerous goods pre and during flight		***	YES
		6.2.1	Address dangerous goods not permitted in baggage	***	YES
		6.2.2	Interpret NOTOC	***	YES
		6.2.3	Apply procedures in the event of an emergency	***	YES
		6.2.4	Inform flight operations officer/flight dispatcher/air traffic control in the event of an emergency	***	YES
		6.2.5	Inform emergency services of the dangerous goods on the NOTOC in the event of an emergency	***	YES

7	Collecting safety data			
	7.1	Report dangerous goods accidents	**	YES
	7.2	Report dangerous goods incidents	**	YES
	7.3	Report undeclared/mis-declared dangerous goods	**	YES
	7.4	Report dangerous goods occurrences	**	YES

9.2.1.4 Functions 7.8 and Task List for Operations Personnel

The following are tasks that flight operations personnel would typically perform and for which training and assessment will be performed.

Functions 7.8				Proficiency level	YES/NO
0	Understanding the basics of dangerous goods				
	0.1	Recognizing dangerous goods applicability		*	YES
		0.1.1	Understand the definition	*	YES
		0.1.2	Recognize the legal framework (global, national)	*	YES
		0.1.3	Identify the application and scope	*	YES
		0.1.4	Differentiate hazard and risk	*	YES
	0.2	Understanding the general limitations		*	YES
		0.2.1	Develop a sense of forbidden dangerous goods	*	YES
		0.2.2	Recognize potential hidden dangerous goods	*	YES
		0.2.3	Familiarise with passenger pro- visions	*	YES
	0.3	Identifying roles and responsibilities		*	YES
		0.3.1	Clarify the individual and collective role of the supply chain stake- holders	*	YES
		0.3.2	Understand the passenger's responsibilities	*	YES
		0.3.3	Recognise the impact of State & operator variations	*	YES
	0.4	Understanding the importance of classification & packaging		*	YES
		0.4.1	Identify the general information about classes, divisions	*	YES
		0.4.2	Understand general principles of Packing Groups	*	YES
		0.4.3	Consider multiple hazards	*	YES
	0.5	Understanding hazard communication		*	YES
		0.5.1	Recognise the basic marking requirements	*	YES
		0.5.2	Recognise the basic labelling requirements	*	YES
		0.5.3	Identify the required documentation	*	YES
	0.6	Familiarising with basic emergency response		*	YES
		0.6.1	Create awareness about general emergency procedures	*	YES
		0.6.2	Understand the employer's emerg- ency response requirements	*	YES
6		6.2.1	Address dangerous goods not permitted in baggage	***	YES
		6.2.2	Interpret NOTOC	***	YES
		6.2.3	Apply procedures in the event of an emergency	***	YES
		6.2.4	Inform flight operations officer/flight dispatcher/air traffic control in the event of an emergency	***	YES
		6.2.5	Inform emergency services of the dangerous goods on the NOTOC in the event of an emergency	***	YES

9.2.1.5 Functions 7.9 and Task List for Cabin Crew

The following are tasks that cabin crew would typically perform and for which training, and assessment will be performed.

Functions 7.9				Proficiency level	YES/NO
0	Understanding the basics of dangerous goods				
	0.1	Recognizing dangerous goods applicability		*	YES
		0.1.1	Understand the definition	*	YES
		0.1.2	Recognize the legal framework (global, national)	*	YES
		0.1.3	Identify the application and scope	*	YES
		0.1.4	Differentiate hazard and risk	*	YES
	0.2	Understanding the general limitations		*	YES
		0.2.1	Develop a sense of forbidden dangerous goods	*	YES
		0.2.2	Recognize potential hidden dangerous goods	*	YES
		0.2.3	Familiarise with passenger pro- visions	*	YES
	0.3	Identifying roles and responsibilities		*	YES
		0.3.1	Clarify the individual and collective role of the supply chain stake-holders	*	YES
		0.3.2	Understand the passenger's responsibilities	*	YES
		0.3.3	Recognise the impact of State & operator variations	*	YES
	0.4	Understanding the importance of classification & packaging		*	YES
		0.4.1	Identify the general information about classes, divisions	*	YES
	0.5	Understanding hazard communication		*	YES
		0.5.1	Recognise the basic marking requirements	*	YES
		0.5.2	Recognise the basic labelling requirements	*	YES
		0.5.3	Identify the required documentation	*	YES
	0.6	Familiarising with basic emergency response		*	YES
		0.6.1	Create awareness about general emergency procedures	*	YES
		0.6.2	Understand the employer's emergency response requirements	*	YES
	5.2	Accept baggage		***	YES
		5.2.1	Apply operator requirements	***	YES
		5.2.2	Verify passenger baggage requirements	***	YES
	6.2	Manage dangerous goods pre and during flight		***	YES
		6.2.1	Address dangerous goods not permitted in baggage	***	YES
		6.2.3	Apply procedures in the event of an emergency	***	YES
7	Collecting safety data				
	7.1	Report dangerous goods accidents		*	YES
	7.2	Report dangerous goods incidents		*	YES
	7.3	Report undeclared/mis-declared dangerous goods		*	YES
	7.4	Report dangerous goods occurrences		*	YES

9.3 GUIDANCE ON THE REQUIREMENTS FOR ACCEPTANCE, HANDLING AND STOWAGE

9.3.1 Acceptance Check

Before a consignment consisting of a package or overpack containing dangerous goods, a freight container containing radioactive material or a unit load device containing dangerous goods is first accepted for carriage by air, Heston Airlines must, by use of acceptance checklist, verify the following:

a. Heston Airlines will not accept dangerous goods unless they are accompanied by two copies of a dangerous goods transport document or the information applicable to the consignment is provided in electronic form, except when otherwise specified in the Technical Instructions;
b. Heston Airlines will not accept dangerous goods unless the English language in addition to any other language is used for:
    1. package marking and labelling; and
    2. the dangerous goods transport document;

c. the quantity of dangerous goods stated on the dangerous goods transport document is within the limits per package on a passenger or cargo aircraft as appropriate;
d. the package, overpack or freight container marks accord with the details stated on the accompanying dangerous goods transport document and is clearly visible;
e. where required, the letter in the packaging specification marking designating the packing group for which the design type has been successfully tested is appropriate for the dangerous goods contained within. This does not apply to overpacks where the specification marking is not visible;
f. proper shipping names, UN numbers, labels, and special handling instructions appearing on the interior package(s) are clearly visible or reproduced on the outside of an overpack;
g. the labeling of the package, overpack or freight container is as required for the consignment;
h. the outer packaging of a combination package or the single packaging is permitted by the applicable packing instruction, and when visible is of the type stated on the accompanying dangerous goods transport h) the package or overpack does not contain different dangerous goods which require segregation from each other; and
i. the package, overpack, freight container or Unit Load Device (ULD) is not leaking and there is no indication that its integrity has been compromised.

Heston Airlines must be able to identify the person who performed the acceptance check.
Note 1: An acceptance check is not required for dangerous goods in excepted quantities, radioactive material in excepted packages and lithium batteries consigned in accordance with Section II of the applicable packing instruction.
Note 2: Persons conducting dangerous goods acceptance checks must have received dangerous goods training commensurate with this responsibility.

Note 3: Heston Airlines handling agents uses the latest release of IATA DGR acceptance checklist for Non-Radioactive, Radioactive and Dry Ice cargo shipments.

9.3.2 Identification/Labelling of Unit Load Devices

ULD containing dangerous goods, which require a hazard label, is identified with a dangerous goods tag that:

- Contains information that is visible and legible and, if placed in a protective tag holder, such information remains visible and legible;
- Is marked with the class or division number(s) of such dangerous goods;
- If a ULD contains packages bearing a “Cargo Aircraft Only” label, indicates the ULD can only be loaded onto a cargo aircraft.

9.3.3 Inspection for damage and leakage

A package or overpack containing dangerous goods must not be loaded onto an aircraft or into a ULD unless it has been inspected immediately prior to loading and found free from evidence of leakage or damage. Any package, which appears to be damaged or leaking, must be removed from the ULD and safe disposal arranged. In the case of leakage, Heston Airlines ensures that the remainder of the consignment is undamaged and that no other package, baggage or cargo has been contaminated.

Packages or overpacks containing dangerous goods must be inspected for signs of damage or leakage upon unloading from the aircraft or ULD.

9.3.4 Prohibition on the Carriage of Dangerous Goods Within a Cabin Occupied by Passengers

Dangerous goods must not be carried in the cabin of an aircraft occupied by passengers or on the flight deck, except as provided for in the Technical Instructions and **9.1.5 - Items that may be carried by passengers and crew**.

9.3.5 Prohibition on the Carriage of Passengers with ‘Cargo Aircraft Only’ Dangerous Goods

Dangerous goods identified as suitable for transport only on a cargo aircraft must not be carried on an aircraft on which passengers are being carried. In this context “passenger” excludes a crew member, Heston Airlines employee (see **GOM 9.1.4** above), an authorized representative of an Authority and a person with duties in respect of a particular shipment of dangerous goods or other cargo on board.

9.3.6 Segregation and Separation and ICAO Accessibility

Dangerous goods must be transported to/from the aircraft in a way to ensure that:

- Prevents damage to the packages and container
- Provides separation and segregation between dangerous Goods that could react together in the event of leakage or incidents during transport
- Prevents any undesirable movements of the load during transportation.

Dangerous goods must be loaded, stowed and secured on an aircraft as required by the Technical Instructions. This includes segregating packages from each other when they contain incompatible dangerous goods, the separation of explosives of different division numbers and compatibility groups (when required), securing packages in a manner that will prevent any movement. Dangerous goods must also be protected in a such way that they cannot be damaged by the movement of baggage, mail, stores or other cargo.

With certain exceptions (see Note 1) packages or overpacks of dangerous goods bearing the “Cargo aircraft only” label must be loaded for carriage by a cargo aircraft (see **GOM 9.3.4**) in accordance with one of the following provisions:

a. in a Class C aircraft cargo compartment; or
b. in a unit load device equipped with a fire detection/suppression system equivalent to that required by the certification requirements of a Class C aircraft cargo compartment as determined by the appropriate national authority (a ULD that is determined by the appropriate national authority to meet the Class C aircraft cargo compartment standards must include “Class C compartment” on the ULD tag); or
c. in such a manner that in the event of an emergency involving such packages or overpacks, a crew member or other authorized person can access those packages or overpacks, and can handle and, where size and mass permit, separate such packages or overpacks from other cargo.

Note 1: the requirements of **GOM 9.3.5** do not apply to:

- flammable liquids (Class 3), Packing Group III, other than those with a subsidiary hazard of Class 8 or UN 3528, Engine, internal combustion, flammable liquid powered or Engine, fuel cell, flammable liquid powered or Machinery, internal combustion, flammable liquid powered or Machinery, fuel cell, flammable liquid powered;
- toxic substances (Division 6.1) with no subsidiary hazard other than Class 3;
- infectious substances (Division 6.2);
- radioactive materials (Class 7);
- miscellaneous dangerous goods (Class 9);
- UN 3529 — Engine, internal combustion, flammable gas powered or Engine, fuel cell, flammable gas powered or Machinery, internal combustion, flammable gas powered or Machinery, fuel cell, flammable gas powered.

Segregation of incompatible dangerous goods

Hazard Label	1 excl. 1.4S	2.1	2.2, 2.3	3	4.1	4.2	4.3	5.1	5.2	8	9 (see Note 3)
1 excluding 1.4S	See Note 9	x	x	x	x	x	x	x	x	x	x
2.1	x	—	—	—	—	—	—	—	—	—	x
2.2 2.3	x	—	—	—	—	—	—	—	—	—	—
3	x	—	—	—	—	—	—	x	—	—	x
4.1	x	—	—	—	—	—	—	—	—	—	x
4.2	x	—	—	—	—	—	—	x	—	—	—
4.3	x	—	—	—	—	—	—	—	—	x	—
5.1	x	—	—	x	—	x	—	—	—	—	x
5.2	x	—	—	—	—	—	—	—	—	—	—
8	x	—	—	—	—	—	x	—	—	—	—
9 (see Note 3)	x	x	—	x	x	—	—	x	—	—	—

Table source from the IATA Dangerous Goods Regulations (Edition 65)

1. An “x” at the intersection of a row and a column indicates that packages containing these classes/divisions of dangerous goods must be segregated. A “—” at the intersection of a row and a column indicates that packages containing these classes/divisions of dangerous goods do not require segregation.
2. Divisions 1.4S and Classes 6, 7 and 9 (other than lithium batteries, see note 1) are not included in Table 9.3.A as they do not require segregation from other classes of dangerous goods.

Note 2: Packages containing dangerous goods with multiple hazards where the class or division of the primary and subsidiary hazards require segregation in accordance with Table 9.3.A need not be segregated from other packages bearing the same UN number, e.g. UN 3129, Water reactive liquid, corrosive, n.o.s.

Note 3: Packages and overpacks containing UN 3480 - lithium ion batteries prepared in accordance with Section IA or Section IB of PI 965 and packages and overpacks containing UN 3090 - lithium metal batteries prepared in accordance with Section IA or Section IB of PI 968 must not be stowed on an aircraft next to, or in a position that would allow interaction in the event of damage/fire with packages or overpacks containing dangerous goods which bear a Class 1, other than Division 1.4S, Division 2.1, Class 3, Division 4.1 or Division 5.1 hazard label. To maintain acceptable segregation between packages and overpacks, the segregation requirements shown in Table 9.3.A must be observed. The segregation requirements apply based on all hazard labels applied on the package or overpack, irrespective of whether the hazard is the primary or subsidiary hazard.

Note 4: UN 3528, Engines, internal combustion, flammable liquid powered, Engines, fuel cell, flammable liquid powered, Machinery internal combustion, flammable liquid powered and Machinery, fuel cell, flammable liquid powered need not be segregated from packages containing dangerous goods in Division 5.1.

Separation of explosives substances and articles

Note: 5: Only explosives in Division 1.4, compatibility group S, are permitted to be transported on passenger aircraft. Only the following explosives may be transported on a cargo aircraft:

- Division 1.3 Compatibility groups C, G;
- Division 1.4 Compatibility groups B, C, D, E, G, S.

Note 6: The extent to which explosives may be stowed together in an aircraft is determined by their “compatibility”. Explosives are considered to be compatible if they can be stowed together without significantly increasing either the probability of an accident or, for a given quantity, the magnitude of the effects of such an accident.

Note 7: Explosives in Compatibility Group S may be stowed with explosives in all compatibility groups.

Note 8: Except as provided for in Note 9 explosives of different compatibility groups may be stowed together, whether or not they belong to the same division.

Note 9: Explosives of Division 1.4B must not be loaded with other explosives except for Division 1.4S. When loaded on the same aircraft with explosives other than Division 1.4S, Division 1.4B explosives must be loaded into separate unit load devices and when stowed aboard the aircraft, the unit load devices must be separated by other cargo with a minimum separation distance of 2 m. When not loaded in a unit load device Division 1.4B and other explosives must be loaded into different, non-adjacent loading positions and separated by other cargo with a minimum separation distance of 2 m.

9.3.7 Loading of Dry Ice

Dry ice (Carbon dioxide, solid; UN1845) may be carried onboard aircraft to keep food (galley or cargo) and medicine or biological materials (as cargo) in a frozen or chilled condition. Carbon dioxide gas produced by the sublimation of dry ice is an asphyxiant and will reduce the amount of available oxygen to breathe. Dry ice sublimation producing excess CO2 gas may be dangerous in confined spaces where there is an absence of ventilation or ventilation rates are low. The signs and symptoms of CO2 poisoning are similar to those that precede lack of oxygen, namely headache, dizziness, muscular weakness, drowsiness, and ringing in the ears. CO2 poisoning does have a greater effect on breathing than simple lack of oxygen, causing a significant increase in the rate and depth of breathing as an early symptom. 10% carbon dioxide in air can be endured for only a few minutes whereas 12% to 15% would cause unconsciousness.

Ground staff must be informed that dry ice is being loaded or is onboard the aircraft.

The sublimation of dry ice (converting from solid state to gaseous state), may result in significant concentrations of gaseous CO2 in aircraft. High concentrations of CO2 may affect the breathing of passengers and crew. For this reason, carriage limits are established.

On Heston airlines A320 family fleet DRY ICE (ICE) max. permitted weights are 135 kgs in FWD cargo holds and 225 kgs in AFT cargo holds.

Note: Animals shall never be loaded in same compartment with dry ice.

9.3.8 Loading of magnetised material

Packing Instruction 953 allows the carriage of such material when the magnetic field strength at a distance of 4.6 m causes a compass deflection of not more than 2 degrees (equivalent to 0.418 A/m or 0.00525 Gauss measured at a distance of 4.6 m). Material with a magnetic field strength exceeding these limits may only be carried with the prior approval of the State of Origin and the State of Heston Airlines.

Magnetized material must be loaded so headings of aircraft compasses are maintained within the tolerances prescribed by the applicable aircraft airworthiness requirements and, where practical, in locations minimizing possible effects on compasses.

Note: Masses of ferromagnetic metals such as automobiles, automobile parts, metal fencing, piping and metal construction material, even if not meeting the definition of magnetized materials, may affect aircraft compasses. As may packages or items of material which individually does not meet the definition of magnetized material, but cumulatively may have a magnetic field strength of a magnetized material.

9.3.9 Loading of radioactive material

Radioactive materials are articles or substances which spontaneously and continuously emit ionizing radiation, which can be harmful to the health of humans and animals and can affect photographic or X-Ray film. Whilst packagings used for the transport of radioactive material must provide protection from radiation, there is likely to be residual activity from packages offered for air transport.

A Transport Index (TI) is a number which represents the level of radiation at a distance of 1 meter, assigned to a single package, overpack or freight container. The TI is used to provide control over radiation exposure, to determine categories of radioactive material for the purposes of labeling, declaration, etc., to determine whether transport under exclusive use is required and to determine spacing requirements during storage and transport. The TI for each overpack or freight container must be determined as either the sum of the transport indices of all the packages contained, or by direct measurement of dose rate.

Separation From Persons

Categories II — Yellow and III — Yellow packages, overpacks or freight containers must be separated from persons. The minimum separation distances in the following table that are to be applied are based upon the sum of TIs and these distances are from the surface of the packages, overpacks or freight containers to the nearest inside surface of the passenger cabin or flight deck partitions or floors, irrespective of the duration of the carriage of the radioactive material. If the packages, overpacks or freight containers are separated into groups, the minimum distance from the nearest inside surface of the passenger cabin or flight deck partitions or floors to each group is the distance applicable to the sum of the TIs within the individual groups, provided that each group is separated from each other group by at least three times the distance applicable to the one that has the larger sum of TIs. Alternative separation distances apply when radioactive material is being carried by a cargo aircraft and in those circumstances the minimum distances must be applied as above and also to any other areas occupied by persons. Whether carried on a passenger or cargo aircraft, in accordance with the practice of keeping exposure to radiation as low as reasonably achievable, separation distances shall be extended whenever feasible.

Passenger or Cargo Aircraft		Cargo Aircraft Only	
Total sum of transport indexes	Minimum distance (metres)	Total sum of transport indexes	Minimum distance (metres)
0.1 – 1.0	0.30	50.1 – 60.0	4.65
1.1 – 2.0	0.50	60.1 – 70.0	5.05
2.1 – 3.0	0.70	70.1 – 80.0	5.45
3.1 – 4.0	0.85	80.1 – 90.0	5.80
4.1 – 5.0	1.00	90.1 – 100.0	6.10
5.1 – 6.0	1.15	100.1 – 110.0	6.45
6.1 – 7.0	1.30	110.1 – 120.0	6.70
7.1 – 8.0	1.45	120.1 – 130.0	7.00
8.1 – 9.0	1.55	130.1 – 140.0	7.30
9.1 – 10.0	1.65	140.1 – 150.0	7.55
10.1 – 11.0	1.75	150.1 – 160.0	7.80
11.1 – 12.0	1.85	160.1 – 170.0	8.05
12.1 – 13.0	1.95	170.1 – 180.0	8.30
13.1 – 14.0	2.05	180.1 – 190.0	8.55
14.1 – 15.0	2.15	190.1 – 200.0	8.75
15.1 – 16.0	2.25	200.1 – 210.0	9.00
16.1 – 17.0	2.35	210.1 – 220.0	9.20
17.1 – 18.0	2.45	220.1 – 230.0	9.40
18.1 – 20.0	2.60	230.1 – 240.0	9.65
20.1 – 25.0	2.90	240.1 – 250.0	9.85
25.1 – 30.0	3.20	250.1 – 260.0	10.05
30.1 – 35.0	3.50	260.1 – 270.0	10.25
35.1 – 40.0	3.75	270.1 – 280.0	10.40
40.1 – 45.0	4.00	280.1 – 290.0	10.60
45.1 – 50.0	4.25	290.1 – 300.0	10.80

Separation From Live Animals

Categories II — Yellow and III — Yellow packages, overpacks or freight containers must be separated from live animals by a distance of at least 0.5 metres for journeys not exceeding 24 hours, and by a distance of at least 1.0 metres for journeys longer than 24 hours.

Separation From Undeveloped Photographic Film

Categories II — Yellow and III — Yellow packages, overpacks or freight containers must be separated from undeveloped photographic films or plates. The minimum separation distances to be applied from the surface of the packages, overpacks or freight containers to the surface of the packages of undeveloped photographic films or plates are as follows:

Total sum of transport indexes	Duration of carriage					
	2 hours or less	2-4 hours	4-8 hours	8-12 hours	12-24 hours	24-48 hours
1	0.4	0.6	0.9	1.1	1.5	2.2
2	0.6	0.8	1.2	1.5	2.2	3.1
3	0.7	1.0	1.5	1.8	2.6	3.8
4	0.8	1.2	1.7	2.2	3.1	4.4
5	0.8	1.3	1.9	2.4	3.4	4.8
10	1.4	2.0	2.8	3.5	4.9	6.9
20	2.0	2.8	4.0	4.9	6.9	10.0
30	2.4	3.5	4.9	6.0	8.6	12.0
40	2.9	4.0	5.7	6.9	10.0	14.0
50	3.2	4.5	6.3	7.9	11.0	16.0

Note: The above table is calculated so that the radiation dose received by the films does not exceed 0.1 mSv (10 mrem).

Means of Securing

The means of securing packages or overpacks must adequately ensure that minimum separation distances are maintained at all times.

An aircraft and equipment used regularly (with frequency 10 and more flights per 30 days) for the transport of radioactive material must be checked after every 10 flights to determine the level of contamination.

9.3.10 Loading of UN 2211, polymeric beads, expandable or UN 3314, plastics moulding compound

A total of not more than 100 kg net mass of expandable polymeric beads (or granules), or plastic moulding materials, referenced to Packing Instruction 957, may be carried in any inaccessible cargo compartment on any aircraft.

9.3.11 Notification to Captain (NOTOC)

For each flight in which Dangerous Goods or special load are transported, as early as possible prior to departure, but in no case later than when the aircraft moves under its own power the Commander is to be given accurate and legible written information pertaining to dangerous goods onboard the aircraft to be transported as cargo. Such information is typically presented to the Commander in a notification called the NOTOC. The NOTOC shall be signed by the Commander and be readily accessible to the airports of last departure and next scheduled arrival until the flight has arrived at the destination airport.
The NOTOC shall be completed in the English language and shall include dangerous goods that have been loaded on the aircraft at a previous departure point and that are to be carried on a subsequent flight.

In case the volume of information provided to the pilot-in-command/commander by the Heston Airlines Ground handler or Load Master is such that in-flight radiotelephony transmission would be impracticable in an emergency situation, a summary of the information should also be provided by the Ground Handler or Load Master, containing at least the quantities and class or division of the dangerous goods in each cargo compartment.
NOTOC information must include the following:

a) The date of the flight
b) If applicable, Air Waybill number;
c) The proper shipping name (the technical name(s) shown on the dangerous goods transport document is not required) and UN Number or ID number;
d) The class or division, and subsidiary hazard (s) corresponding to the subsidiary hazard label(s) applied, by numerals, and (in the case of Class 1) the compatibility group;
e) If applicable, the packing group shown on the dangerous goods transport document;
f) For non-radioactive material, number of packages, exact loading location and, as applicable, net quantity or gross weight of each package, except:
    I. **For UN 1845 Carbon dioxide, solid (dry ice), the information detailed above may be replaced by the UN number, proper shipping name, class, total quantity in each cargo compartment on the aircraft and the aerodrome at which the package(s) is to be unloaded.**
    II. **For UN 3480 (Lithium ion batteries) and UN 3090 (Lithium metal batteries), the information detailed only by the UN number, proper shipping name, class, total quantity at each specific loading location, whether the package must be carried on cargo aircraft only. When such batteries are carried under a State exemption must meet all of the requirements of e) and f).**

g) For radioactive material, number and category of packages, overpacks or freight containers, exact loading location and, as applicable, transport index and dimensions for each package;
h) Any restriction for transport on cargo aircraft only;
i) The aerodrome at which the package(s) is to be unloaded;
j) Where applicable, an indication that the dangerous goods are being carried under a State exemption;
k) 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.

Note 1: For UN 1845 Carbon dioxide, solid (dry ice), the information detailed above may be replaced by the UN number, proper shipping name, class, total quantity in each cargo compartment on the aircraft and the aerodrome at which the package(s) is to be unloaded.

Note 2: If the volume of information provided to the pilot-in-command/commander is such that it would be impracticable to transmit it in the event of an in-flight emergency, an additional summary of the information should also be provided, containing at least the quantities and class or division of the dangerous goods in each cargo compartment.

The following dangerous goods need not appear on the NOTOC:

UN Number	Item	Reference
n/a	Dangerous goods packed in excepted quantities	2.6.1
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
UN 3245	Genetically modified micro-organisms or Genetically modified organisms	Packing Instruction 959
UN 3481	Lithium ion batteries contained in equipment (including lithium ion polymer batteries) when meeting the requirements of Packing Instruction 967, Section II	Packing Instruction 967, Section II
UN 3481	Lithium ion batteries packed with equipment (including lithium ion polymer batteries) when meeting the requirements of Packing Instruction 966, Section II	Packing Instruction 966, Section II
UN 3091	Lithium metal batteries contained in equipment (including lithium alloy batteries) when meeting the requirements of Packing Instruction 970, Section II	Packing Instruction 970, Section II
UN 3091	Lithium metal batteries packed with equipment (including lithium alloy batteries) when meeting the requirements of Packing Instruction 969, Section II	Packing Instruction 969, Section II
UN 2807	Magnetized material with field strength causing a compass deflection of not more than 2 at a distance of 4.6 m.	Packing Instruction 953
UN 2909	Radioactive material, excepted package – articles manufactured from depleted uranium or natural thorium or natural uranium	10.5.8
UN 2908	Radioactive material, excepted package – empty package	10.5.8
UN 2911	Radioactive material, excepted package – instruments or articles	10.5.8
UN 2910	Radioactive material, excepted package – limited quantity or material	10.5.8

9.3.12 Availability of NOTOC on the ground for the duration of flight

A legible copy of the information to the pilot-in command must be retained on the ground. This copy must have an indication on it, or with it, that the pilot-in-command has received the information.

9.3.13 Retention of documents

At least one copy of the documents appropriate to the transport by air of a consignment of dangerous goods (including consignments that fail their acceptance check) must be retained for a minimum period of three months, or such other period as specified by the States concerned, after the flight on which the dangerous goods were transported. As a minimum, the documents which must be retained are the dangerous goods transport document (Shipper's Declaration), the completed acceptance checklist (when this is in a form which requires completion) including identification of the person who completed it, and the NOTOC (if the goods were carried).

Note: The signed NOTOC must be retained in the flight file.

9.3.14 NOTOC availability

In order to ensure NOTOC is readily available on the ground in the event of an emergency, one copy of the NOTOC shall be stored in the loading station´s file, additionally one copy of the NOTOC shall be sent to Heston Airlines FOA on duty, preferably by email, as early as practicable prior to departure of the aircraft, but in no case later than when the aircraft moves under its own power.

9.3.15 Dangerous goods transportation limitations

For cargo operations in passenger compartment, Dangerous Goods limitations as per passenger aircraft remains.

Please note following limitations for the transportation of Dangerous Goods on Heston Airlines aircraft:

- Cargo Aircraft Only (CAO):

Cargo Aircraft Only (CAO) shipments cannot be carried onboard Heston Airlines aircraft under no circumstances, not in the cargo compartment nor in the cabin.

Transportation cargo in the cabin:

Transportation of the following cargo is prohibited in the cabin, but it can be carried in the cargo compartment in accordance with limitations, applicable to the passenger aircraft:

- Dangerous goods;
- Mail;
- Batteries, including batteries contained in, or packed with, equipment;
- Cargo of a piercing, dense, rigid, or penetrating nature, or cargo with sharp edges or corners, such as rods, pipes, extrusions, or beams, that could become a projectile hazard during flight operations;
- Live animals;
- Corrosive materials;
- Dry Ice

Note: transportation of dry ice in passenger cabin is not provisioned. Otherwise, additional compliance (as instructed by National Aviation Authority's) shall be in accordance to EASA "Transportation of vaccines using dry ice" guidelines & Airbus ISI 25.50.00011 (and/or other latest approved TC Holder guidance). Furthermore, appropriate insulation between dry ice and aircraft structure must be ensured.

The cargo must be transported in enclosed containers (boxes, bags or wrapped together with foil).

9.4 *RECOGNITION OF UNDECLARED / HIDDEN DANGEROUS GOODS*

(CAT.GEN.MPA.200(E))

9.4.1 *''Hidden" dangerous goods*

Personnel must be alert to indications that undeclared dangerous goods are present within cargo, mail or stores. Personnel interfacing with passengers must be alert to indications that prohibited dangerous goods are carried by passengers or within their baggage.
Note: The discovery of undeclared or miss-declared dangerous good or the discovery of dangerous goods forbidden for carriage by passengers (discovered after the check-in process) must be reported to the CAA

The following is a list of general descriptions that are often used for items in cargo or in passengers' baggage and the types of dangerous goods that may be included in any item bearing that description.

Aircraft on ground (AOG) spares — may contain explosives (flares or other pyrotechnics), chemical oxygen generators, unserviceable tire assemblies, cylinders of compressed gas (oxygen, carbon dioxide or fire extinguishers), fuel in equipment, wet or lithium batteries, matches.

Automobile parts/supplies (car, motor, motorcycle) — may include engines (including fuel cell engines), carburettors or fuel tanks that contain or have contained fuel, wet or lithium batteries, compressed gases in tire inflation devices and fire extinguishers, airbags, flammable adhesives, paints, sealants and solvents, etc.

Battery-powered devices/equipment — may contain wet or lithium batteries.

Breathing apparatus — may indicate cylinders of compressed air or oxygen, chemical oxygen generators or refrigerated liquefied oxygen.

Camping equipment — may contain flammable gases (butane, propane, etc.), flammable liquids (kerosene, gasoline, etc.) or flammable solids (hexamine, matches, etc.).

Cars, car parts — see automobile parts, etc.

Chemicals — may contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances.

Consolidated consignments (groupages) — may contain any of the defined classes of dangerous goods.

Cryogenic (liquid) — indicates refrigerated liquefied gases such as argon, helium, neon, nitrogen, etc.

Cylinders — may contain compressed or liquefied gas.

Dental apparatus — may contain flammable resins or solvents, compressed or liquefied gas, mercury and radioactive material.

Diagnostic specimens — may contain infectious substances.

Diving equipment — may contain cylinders of compressed gas (e.g. air or oxygen). May also contain high intensity diving lamps that can generate extreme heat when operated in air. In order to be carried safely, the bulb or battery shall be disconnected.

Drilling and mining equipment — may contain explosive(s) and/or other dangerous goods.

Dry shipper (vapour shipper) — may contain free liquid nitrogen. Dry shippers are only not subject to these Instructions when they do not permit the release of any free liquid nitrogen irrespective of the orientation of the packaging.

Electrical/electronic equipment — may contain magnetized materials, mercury in switch gear, electron tubes, wet or lithium batteries or fuel cells or fuel cell cartridges that contain or have contained fuel.

Electrically-powered apparatus (wheelchairs, lawn mowers, golf carts, etc.) — may contain wet or lithium batteries or fuel cells or fuel cell cartridges that contain or have contained fuel.

Expeditionary equipment — may contain explosives (flares), flammable liquids (gasoline), flammable gas (camping gas) or other dangerous goods.

Film crew and media equipment — may contain explosive pyrotechnic devices, generators incorporating internal combustion engines, wet or lithium batteries, fuel, heat-producing items, etc.

Frozen embryos — may be packed in refrigerated liquefied gas or dry ice (solid carbon dioxide).

Frozen fruit, vegetables, etc. — may be packed in dry ice.

Fuel control units — may contain flammable liquids.

Hot-air balloon — may contain cylinders with flammable gas, fire extinguishers, engines (internal combustion), batteries, etc.

Household goods — may contain items meeting any of the criteria for dangerous goods. Examples include flammable liquids such as solvent-based paint, adhesives, polishes, aerosols (for passengers, those not permitted under ICAO Technical Instructions 8;1.1.2), bleach, corrosive oven or drain cleaners, ammunition, matches, etc.
Instruments — may conceal barometers, manometers, mercury switches, rectifier tubes, thermometers, etc. containing mercury.

Laboratory/testing equipment — may contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances, lithium batteries, cylinders of compressed gas, etc.

Machinery parts — may contain flammable adhesives, paints, sealants and solvents, wet and lithium batteries, mercury, cylinders of compressed or liquefied gas, etc.

Magnets and other items of similar material — may individually or cumulatively meet the definition of magnetised material.

Medical supplies/equipment — may contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances, lithium batteries.

Metal construction material — may contain ferro-magnetic material which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments.

Metal fencing — may contain ferro-magnetic material which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments.

Metal piping — may contain ferro-magnetic material which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments.

Pharmaceuticals — may contain items meeting any of the criteria for dangerous goods, particularly radioactive material, flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances.

Photographic supplies/equipment — may contain items meeting any of the criteria for dangerous goods, particularly heat-producing devices, flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances, lithium batteries.

Racing car or motorcycle team equipment — may contain engines (including fuel cell engines), carburettors or fuel tanks that contain fuel or residual fuel, wet and lithium batteries, flammable aerosols, nitromethane or other gasoline additives, cylinders of compressed gases, etc.

Refrigerators — may contain liquefied gases or an ammonia solution.

Repair kits — may contain organic peroxides and flammable adhesives, solvent-based paints, resins, etc.

Samples for testing — may contain items meeting any of the criteria for dangerous goods, particularly infectious substances, flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances.

Semen — may be packed with dry ice or refrigerated liquefied gas (see also dry shipper).

Sporting goods/sports team equipment — may contain cylinders of compressed or liquefied gas (air, carbon dioxide, etc.), lithium batteries, propane torches, first aid kits, flammable adhesives, aerosols, etc.

Swimming pool chemicals — may contain oxidising or corrosive substances.
Switches in electrical equipment or instruments — may contain mercury.

Tool boxes — may contain explosives (power rivets), compressed gases or aerosols, flammable gases (Butane cylinders or torches), flammable adhesives or paints, corrosive liquids, lithium batteries, etc.

Torches — micro torches and utility lighters may contain flammable gas and be equipped with an electronic starter. Larger torches may consist of a torch head (often with a self-igniting switch) attached to a container or cylinder of flammable gas.

Unaccompanied passengers' baggage/personal effects — may contain items meeting any of the criteria for dangerous goods not permitted for carriage by passengers and crew.
Note: Excess baggage carried as cargo may contain certain dangerous goods (see **GOM 9.1.3.4**).
Vaccines — may be packed in dry ice.

9.4.1.1 Identification of dangerous goods through X-Ray screening

Persons conducting security screening of cargo shall be alert to the presence of dangerous goods within packages that are not marked and labeled as dangerous goods and/or not accompanied by a Shipper's Declaration. In particular, items such as aerosols, ammunition, gas cylinders (camping gas, cylinders attached to life-jackets, etc.), cigarette lighters and wet acid batteries can be readily identified from x-ray images. Information provided on an air waybill or marked on a package often indicates that a consignment contains no dangerous goods. In the absence of such annotation by the shipper, if any suspicions are raised by the size and shape of the contents of a package, consideration shall be given to opening and hand-searching the consignment to verify that no undeclared dangerous goods are present. Consignments of dangerous goods that have been properly marked, labeled and declared to Heston Airlines (where approved for carriage) are commonly processed separately from general freight.

If consignments bearing UN numbers, proper shipping names or hazard labels be discovered within general freight, when separate arrangements exist, this shall be queried. It may be that no shipper's declaration accompanies the consignment; as such the consignment of dangerous goods would be considered 'undeclared'.

9.4.1.2 Safety data sheets

REACH (Registration, Evaluation, Authorization & restriction of CHemicals) is a European Union regulation controlling chemicals in Europe. REACH requires for many substances and mixtures, a Safety Data Sheet (SDS) to be provided either before or at the time of first delivery. Section 14 of the EU format SDS provides basic classification information, i.e. UN number, proper shipping name, Class/Division and Packing Group.

9.4.2 GHS consumer labeling (overview)

Some everyday household items bear consumer warning labels which may or may not indicate they are classified as dangerous goods in air transport. All over the world there are different laws on how to identify the hazardous properties of chemicals (called 'classification') and how information about these hazards is then passed to users (through consumer supply labels and safety data sheets for workers). This can be confusing because the same chemical can have different hazard descriptions in different countries. For example, a chemical could be labeled for supply as 'toxic' in one country, but not in another. For this reason, the UN brought together experts from different countries to create the Globally Harmonized System of Classification and Labeling of Chemicals (GHS).
The GHS has been implemented within Europe by the Regulation on Classification, Labeling and Packaging of Substances and Mixtures (known as the CLP Regulation).

9.4.2.1 GHS Labels

Products bearing the following GHS labels ARE classified as dangerous goods:
Note: A product bearing the GHS corrosive label (depicted far right above) is NOT classified as dangerous goods if the signal word ‘Danger’ and hazard statement ‘causes serious eye damage’ applies.









Products bearing the following GHS labels (and none of the above) **are NOT classified as dangerous goods:**





9.5 EMERGENCY SITUATIONS

9.5.1 Procedures for Responding to Emergency Situations

For those dangerous goods for which a dangerous goods transport document is required, the Commander of an aircraft carrying such goods must refer to the ´Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods´ (Doc 9481), which is published by the International Civil Aviation Organisation and available on board of aircraft.

9.5.1.1 Procedures for Damaged Shipments

Subcontracted ground and cargo handling agents shall have procedures and training programs according the local emergency response program pertaining to leakage or spillage of damaged shipments and act accordingly. This includes the correct contact for removal and safe disposal of spillage. The local emergency response program shall be followed.
In the absence of local procedures, in case of a damage or leakage from dangerous goods, or suspected dangerous goods packages being loaded, unloaded or already loaded be noticed by any person, or the best course of action is:

- Remain calm.
- Initially protect your person by not remaining in close vicinity to leakage and avoiding contact with spillage. Be aware of possibility of fumes in closed areas.
- Secure the area to prevent other persons from possible contamination.
- Inform the responsible ramp agent, who will perform steps below. If the responsible ramp agent is not immediately available, proceed with below.
- The responsible ramp agent shall:
- Protect himself.
- Inform local emergency response team and/or his Operational Control as applicable, who in turn immediately informs Heston airlines. Depending on nature of the spill, the following shall be undertaken:
- Inspect the secured area as far as practicable.
- If possible, separate the undamaged packages from the damaged package.
- Organize removal of damaged package.
- Perform evaluation and to identify and prevent from transport any baggage, cargo, transport devices or other items that may have become contaminated.
- Arrange for safe disposal of damaged shipment and contaminated items in agreement with emergency response team and relevant authority.
- Complete a report and forward it to Heston Airlines

Note: Follow the procedures as stipulated for the aerodrome concerned.

9.5.1.2 Procedures for Discovery of Dangerous Goods in Passenger Baggage

Subcontracted ground handling agents shall have procedures and training programs on how to deal with a situation where it is suspected that item in passenger baggage (both hold and cabin baggage) contains dangerous goods. In the absence of local procedures in case personnel discover items containing forbidden dangerous goods in passenger baggage (both hold and cabin baggage as well as personal belongings) the best course of action is the following:

- Locate passenger.
- Explain your concern regarding the particular item.
- Confirm that the item contains forbidden dangerous goods, preferably through expert knowledge at airport.

If it is established that item is forbidden for transport as passenger intends, proceed according to the options below.

1. If possible, have passenger move item to approved method of carriage (from cabin to hold baggage).
2. Have passenger leave item behind.
3. In case passenger refuses to leave item behind, proceed to deny boarding and off load any hold baggage belonging to passenger – **Report incident to Heston Airlines**

9.6 REMOVAL OF CONTAMINATION

In the event of a spillage or leakage of dangerous goods within an aircraft, the position where the dangerous goods or ULD was stowed on the aircraft must be inspected for damage or contamination and any hazardous contamination removed. The hazard of the dangerous goods within packages concerned may be established by checking the entry on the NOTOC for that loading position or from hazard labels applied to the packages. The hazard classes and divisions of dangerous goods within a ULD may also be identified from the NOTOC or otherwise, if package labels not be visible, from the ULD tag bearing red hatchings applied to the outside of the ULD. Persons responding in the event of damage to or leakage of dangerous goods from packages must:

- identify the hazards and wear appropriate protective clothing;
- avoid handling the package or keep handling to a minimum;
- inspect adjacent packages for contamination and put aside any that may have been contaminated;
- arrange for decontamination of the aircraft and equipment; and
- in the case of infectious material, inform the appropriate public health authority or veterinary authority, and provide information to any other countries of transit where persons may have been exposed to danger; and notify the shipper and/or the consignee.

If it is evident that a package containing radioactive material is damaged or leaking, or if it is suspected that the package may have leaked or been damaged, access to the package must be restricted and a qualified person must, as soon as possible, assess the extent of contamination and the resultant dose rate of the package.

The scope of the assessment must include the package, the aircraft, the adjacent loading and unloading areas and, if necessary, all other material which has been carried in the aircraft. When necessary, additional steps for the protection of persons, property and the environment must be taken in accordance with provisions established by the relevant competent authority, to overcome and minimize the consequences of such leakage or damage.

An airplane which has been contaminated by radioactive materials must be immediately taken out of service and not returned until the dose rate at any accessible surface and the non-fixed contamination are not more than the values specified in the Technical Instructions. In the event of non-compliance with any limit in the Technical Instructions applicable to dose rate or contamination, Heston Airlines must ensure the shipper is informed if the non-compliance is identified during transport; take immediate steps to mitigate the consequences of the non-compliance; and communicate the non-compliance to the shipper and relevant competent Authority(ies), respectively, as soon as practicable and immediately whenever an emergency situation has developed or is developing.

9.7 CONDITIONS UNDER WHICH WEAPONS, MUNITIONS OF WAR AND SPORTING WEAPONS MAY BE CARRIED

9.7.1 Need for Approval to Transport Munitions of war

Weapons of war and munitions of war can only be carried provided an approval to do so has been granted by all the States concerned before a flight. They must be carried in the aircraft in a place which is inaccessible to passengers during flight and, in the case of firearms, unloaded, except as specified in **GOM 9.7.2**.
Where weapons of war or munitions of war are also dangerous goods (e.g. torpedoes, bombs, etc.), CAT.GEN.MPA.200 Transport of dangerous goods also applies.

9.7.2 Stowage Requirements for Munitions of war

(EC Regulation 300/2008)

In exceptional circumstances, weapons of war and munitions of war may be carried other than in an inaccessible place on the aircraft and may be loaded, provided an approval to do so has been granted by all the States concerned before a flight. These exceptional circumstances are intended primarily to permit the carriage of law enforcement officers, protection officers, etc.

9.7.3 Notifying Commander of the Carriage of Munitions of war

The commander must be notified before a flight if weapons of war or munitions of war are to be carried on the aircraft.

9.7.4 Carriage of Sporting Weapons when inaccessible to Passengers during Flight

Sporting weapons and ammunition for such weapons may be carried without an approval from an Authority, provided they are stowed in a place on the aircraft, which is inaccessible to passengers during flight and, in the case of firearms, unloaded.
Heston Airlines will take all reasonable measures such as provision of information to passengers at check-in and boarding areas in order to ensure that any sporting weapons intended to be carried by air are reported to the Heston Airlines. The information may be provided in text or pictorial form, electronically, or verbally.

The pilot-in-command must be notified by the use of a NOTOC of any sporting weapons and ammunition travelling.

Note 1: Ammunition is subject to the conditions set out in **GOM 9.1.5**.
Note 2: The passenger and Heston Airlines (or his agent) must observe all regulations applicable to the export, import and transit of weapons and ammunition, applicable in the country of departure, transit and destination.

9.8 DANGEROUS GOODS TRAINING

9.8.1 General requirements applicable to Dangerous Goods Training

Heston Airlines develop training program to ensure that personnel must be trained to competently perform the function for which they are responsible. These responsibilities are determined by the specific functions in accordance tables presented in **OMA 9.2.1 - Functions and Task list .**

Heston Airlines ensure that personnel are competent to perform any function for which they are responsible prior to performing any of these functions. This achieved through training and assessment commensurate with the functions for which they are responsible. Dangerous Goods Training includes the following sections:

a. personnel trained to be familiar with the general provisions;
b. personnel trained to competently perform the function for which they are responsible;
c. personnel trained on how to recognize the hazards presented by dangerous goods, on the safe handling of dangerous goods and on emergency response procedures.

Personnel who have received training but who are assigned to new functions must be assessed to determine their competence in respect of their new function. If competency is not demonstrated, appropriate additional training must be provided.

To ensure that everyone involved is aware of their responsibilities in the transport of dangerous goods, no matter whether such goods are carried as cargo or are in the possession of passengers, training must be given so that an awareness is gained of the hazards associated with dangerous goods and how they shall be dealt with in air transport.

Recurrent training must be provided within 24 months of previous training in addition to the remainder of the month of completion to ensure knowledge is current. If recurrent training is completed within the final three months of validity of previous training, the period of validity extends from the month of completion, until 24 months from the expiry month of that previous training.

Detailed training program see **OMD Ch. 2.4.1.**

10.1	PASSENGERS, CREW MEMBERS, SUPERNUMERARIES AND THEIR CABIN BAGGAGE	10-4
10.1.0.1	Relevant Security related information transferring to other manuals	10-5
10.1.1	Access to security restricted areas	10-5
10.2	SCREENING OF PASSENGERS, CREW MEMBERS AND SUPERNUMERARIES	10-7
10.2.1	Screening methods	10-7
10.2.1.1	Security scanners with a human reviewer	10-8
10.2.1.2	Special passenger categories	10-9
10.2.2	Screening exemptions	10-10
10.2.2.1	National exemptions	10-10
10.2.2.2	Transfer and transit passengers, crew member, supernumeraries	10-10
10.3	SCREENING OF CABIN BAGGAGE	10-12
10.3.1	SCREENING METHODS	10-12
10.3.2	Screening of large electrical devices	10-13
10.3.2.1	Screening of liquids, aerosols and gels (LAGs)	10-13
10.4	PROTECTION OF PASSENGERS AND CABIN BAGGAGE	10-15
10.4.1	Protection of transit and transfer passengers, supernumeraries, crew members and their cabin baggage	10-15
10.4.1.1	PROTECTION EXEMPTIONS OF TRANSIT AND TRANSFER PASSENGERS, CREW MEMBERS AND SUPERNUMERARIES AND THEIR CABIN BAGGAGE	10-16
10.5	TRANSPORTATION OF POTENTIALLY DISRUPTIVE PASSENGERS	10-16
10.5.1	Notification about planning to embark a potentially disruptive passenger	10-18
10.5.2	Persons in lawful custody	10-19

10.5.3	Deportees	10-21
10.5.4	Inadmissible persons	10-24
10.5.5	Special procedures	10-25
10.6	PROHIBITED ARTICLES	10-25
10.7	HOLD BAGGAGE	10-26
10.8	SCREENING OF HOLD BAGGAGE	10-26
10.8.1	Screening methods	10-27
10.9	PROTECTION OF HOLD BAGGAGE	10-27
10.10	BAGGAGE RECONCILIATION	10-29
10.10.1	Bag tags	10-29
10.10.2	Automated reconciliation	10-29
10.10.3	Manual reconciliation	10-30
10.10.3.1	Hold baggage identification by passenger	10-30
10.10.4	Number of passengers	10-32
10.10.5	Cabin baggage is taken from the passenger and loaded to the hold baggage compartment	10-34
10.10.6	Unaccompanied hold baggage	10-34
10.11	PROHIBITED ARTICLES	10-36
10.12	TRANSFER BAGGAGE	10-36
10.13	WEAPONS AND AMMUNITION	10-37
10.13.1	Departure measures	10-37
10.13.2	TRANSIT MEASURES	10-38
10.13.3	Arrival measures	10-39
10.13.4	Armed military troop, police officer, bodyguard transportation	10-39
10.14	AIRCRAFT PROTECTION	10-40
10.14.1	General	10-40
10.14.2	Aircraft parked in a critical part of security restricted area	10-41
10.14.3	Aircraft parked in a non-critical part of security restricted area	10-42
10.14.3.1	Aircraft sealing	10-43
10.15	IN-FLIGHT SUPPLIES	10-46
10.15.1	Airport supplies within EU airports	10-46

10.15.2	Airport supplies outside EU airports	10-46
10.15.2.1	Secure environment	10-47
10.16	REGULATED AND KNOWN SUPPLIERS	10-47
10.17	SECURITY CONTROL	10-48
10.17.1	Screening of in-flight supplies	10-48
10.17.2	Protection of in-flight supplies	10-49
10.18	COMPANY MAIL AND MATERIALS	10-49
10.18.1	Company mail and materials to be loaded onto an aircraft	10-49
10.19	CARGO AND MAIL GENERAL	10-51
10.20	LOADING OF REGULATED ENTITY'S CARGOS AND MAIL TO AIRCRAFT AT THE AIRPORTS OF THE MEMBER STATES AND THE THIRD COUNTRIES	10-52
10.20.1	EU Aviation Security validation for ACC3	10-53
10.20.1.1	Security controls for cargo and mail arriving from a third country	10-54
10.21	Pre-Loading Advance Cargo Information (PLACI)	10-56
10.21.1	GENERAL RULES	10-56
10.21.2	ADDITIONAL MEASURES	10-57
10.22	HIGH RISK CARGO OR MAIL (HRCM)	10-59
10.23	Unruly passenger classification	10-60
10.23.0.1	Ground procedures	10-61
10.23.1	Unruly intoxicated passenger handling	10-62
10.24	Contingency planning	10-63
10.25	METHODOLOGY – ASSESSMENT CRITERIA, INFORMATION GATHERING AND VALIDATION	10-64
10.25.1	The specificity and credibility matrix	10-65
10.25.2	Decision tree for operational threat assessment	10-65
10.25.3	THREAT LEVELS AND POSSIBLE ENHANCED SECURITY MEASURES	10-66
10.26	BOMB THREAT, ACTIONS FOLLOWING A BOMB THREAT	10-68
10.26.1	Airport	10-68
10.26.2	Aircraft (on ground)	10-68
10.26.2.1	A detailed aircraft security search	10-70
10.26.2.2	Suspicious item is found	10-70
10.26.3	Aircraft (in the air)	10-71

10.1 PASSENGERS, CREW MEMBERS, SUPERNUMERARIES AND THEIR CABIN BAGGAGE

All security measures of this chapter apply to :

- Passengers;
- Crew members;
- Supernumeraries;
- Cabin baggage and personal belongings of all listed above (Passengers, Crew Members, Supernumeraries).

which are carried on the aircraft operated by Heston Airlines on domestic or international flights.

Persons other than passengers are not permitted to carry into security restricted areas the articles listed in Annex ASP 3.

It is the responsibility of the handling agent appointed by Heston Airlines to ensure that:

- all passengers are informed of articles that are not permitted in cabin baggage, listed in Annex ASP 3, before the passenger has completed the check-in procedure;
- all passengers are issued with a valid boarding pass or equivalent before the flight;
- all passengers who checked-in baggage for that particular flight, board the aircraft;
- all arriving and departing passengers are supervised during embarkation and disembarkation between aircraft and the terminal building.

Detailed passenger check-in and boarding procedures are documented in Heston Airlines Ground Operations Manual.

All departing on domestic or international flights passengers, crew members, supernumeraries, cabin baggage's as well as transfer and transit passengers, their cabin baggage (including personal belongings) must be screened and protected from unauthorised interference from the point at which they are screened until the departure of the aircraft on which they are carried in order to prevent any prohibited articles from getting to security restricted areas of the airport and the aircraft.

Unless otherwise stated, all security measures of this chapter in respect of passengers, crew members, supernumeraries, cabin baggage are applied by the authorities or/and airport operators or/and ground service providers in the Member States and the Third Countries.

Passengers, crew members, supernumeraries who refuse to be screened as per requirements documented in this chapter must not be allowed to board an aircraft operated by Heston Airlines. Police or other respective officials must be informed about such person in order to take actions according to particular State requirements.

A list of the Third Countries and the Member States, where the applicable security standards have been recognized as equivalents to the common basic standards applicable to passengers and cabin baggage, is provided in the **Annex** ASP **1**.

10.1.0.1 Relevant Security related information transferring to other manuals

When some changes in the ASP have been made and all relevant Aviation Security information shall be, depending on the contents, transferred/mirrored to other manuals Aviation Security related chapters.
Chapters from ASP that have to be mirrored to GOM and OMA chapter 10 – *Security*, after any changes are completed:

4 – PASSENGERS, CREW MEMBERS, SUPERNUMERARIES AND THEIR CABIN BAGGAGE.
5 – HOLD BAGGAGE. (only to GOM);
7 - BAGGAGE RECONCILIATION;
8.1 - AIRCRAFT PROTECTION;
9 - IN-FLIGHT SUPPLIES (only to GOM);
11 - CARGO AND MAIL;
14 – CONTINGENCY PLANNING.

Mirrored to GOM chapter 12.2 LIST OF FORMS:
18.2 - LIST OF FORMS Form ASP-02 Aircraft sealing form.
Mirrored to GOM chapter 12.3 LIST OF ANNEXES:
18.4 - LIST OF ANNEXES including ANNEX 1, ANNEX 3, ANNEX 4, ANNEX 5, ANNEX 6.

10.1.1 Access to security restricted areas

In order to be granted access to security restricted areas, including aircraft of Heston Airlines, a person shall present one of the following authorizations:

- a valid boarding card or equivalent; or
- a valid crew identification card; or
- a valid airport identification card; or
- a valid national appropriate authority identification card; or
- a valid compliance authority identification card recognized by the national appropriate authority.

The crew identification card of Heston Airlines (CREW ID) is issued to the flight and cabin crew members of Heston Airlines after an enhanced background check is completed and the theoretical training is completed in accordance with ASP - restricted document **ASP**. Other employees of Heston Airlines and subcontractors who have an operational need and have successfully completed an enhanced background check may be issued with crew identification cards.

CREW ID holders, other than those holding a valid identification card of the particular airport, must be escorted by a valid airport identification (AIRPORT ID) holder all times when in the security restricted areas other than:

- areas where passengers may be present;
- areas in the immediate proximity of the aircraft on which they have arrived or will arrive;
- areas designated for the crew;
- distances between the terminal or access point and the aircraft on which crew members have arrived or will depart.

Crew identification card of Heston Airlines contains the following elements:

- the name and photograph of the holder;
- the name of the air carrier;
- the word ‘crew’ in English;
- the expiry date



Crew member identification card must be worn in a visible place at least whenever the holder is in security restricted areas. Operating Crew members of Heston Airlines should not wear their CREW IDs on board Heston Airlines aircraft due to safety and identity security reasons.
Before issuing a crew identification card of Heston Airlines entitling the person to gain unescorted access to a security restricted area, a background check is made covering at least five recent years. Repeated background checks are made on a regular basis (ref. to ASP ch.).

A crew identification card of Heston Airlines is issued to a person for a period of 3 years.

Crew identification card of Heston Airlines must be immediately returned to Heston Airlines, if:

- Heston Airlines requested to return the crew identification card of Heston Airlines;
- the ID holders employment has been terminated;
- the employer has changed;
- upon change of the need to have access to areas for which an authorization has been given;
- upon expiry of the card;
- upon withdrawal of the card;
- lost crew member certificate of Heston Airlines has been found;
- the ID holder has taken a maternity/paternity leave;
- the ID holder's background check has expired.

10.2 SCREENING OF PASSENGERS, CREW MEMBERS AND SUPERNUMERARIES

All on domestic or international flights passengers, crew members, supernumeraries, cabin baggage's as well as transfer and transit passengers, their cabin baggage (including personal belongings) must be screened prior to boarding a passenger aircraft or it was screened to an appropriate level at the point of origin and subsequently protected from unauthorized interference from the point of screening at the originating airport to the departing aircraft at the transfer or transit airport.

Before being screened by a security scanner, the passenger, crew member, supernumerary must be informed of the technology used, the conditions associated to its use and the possibility to opt out from a security scanner. In this case the passenger shall be screened by an alternative screening method including at least a hand search.

Before screening, outer wear shall be taken off and shall be screened as cabin baggage, unless the concept of operations of equipment allows for outer wear to be kept on. The screener may request the passenger to undertake further divesting as appropriate.

10.2.1 Screening methods

Passengers, Crew Members, Supernumeraries must be screened by using at least one of the following methods:

- Hand Search;
- walk-through metal detector (WTMD);
- security scanner which do not use ionizing radiation;
- ETD equipment combined with hand-held metal detection equipment;
- Explosive Detection Dogs;
- Explosive Trace Detection equipment (ETD);
- Hand-held (HHMD);

Following methods may be used ONLY as a supplementary means of screening:

- shoe metal detection (SMD) equipment;
- shoe explosive detection (SED) equipment.

Where the screener cannot determine whether or not the passenger, crew member, supernumerary is carrying prohibited articles, the access to security restricted areas and/or aircraft of Heston Airlines is denied until passenger, crew member, supernumerary is rescreened to the screener's satisfaction.

If a live animal is permitted to be carried in the cabin of an aircraft as per Heston Airlines Ground Operations Manual, it shall be screened either as a passenger or as cabin baggage.

10.2.1.1 Security scanners with a human reviewer

When a security scanner with a human reviewer is used for screening of passengers, crew members, supernumeraries all of the following minimum conditions must be complied with:

1. security scanners shall not store, retain, copy, print or retrieve images. However, any image generated during the screening can be kept for the time needed for the human reviewer to analyse it and shall be deleted as soon as the passenger is cleared. Any unauthorised access and use of the image is prohibited and shall be prevented;
2. the human reviewer analysing the image shall be in a separate location so that he/she cannot see the screened passenger;
3. any technical devices capable of storing, copying or photographing or otherwise recording images shall not be allowed into the separate location where the image is analysed;
4. the image shall not be linked to any data concerning the screened person and his/her identity shall be kept anonymous;
5. a passenger may request that the image of his/her body is analysed by a human reviewer of the gender of his/her choice;
6. the image shall be blurred or obscured to prevent the identification of the face of the passenger.

NOTE: The requirements specified in paragraphs (a) and (d) shall also apply to security scanners with automatic threat detection.

10.2.1.2 Special passenger categories

The appropriate authority may create categories of passengers that, for objective reasons, shall be subject to special screening procedures or may be exempted from screening.

Specific screening procedures shall be established at each Station (depending on the local regulations) for any passenger needing special care, for example such as:

- babies in strollers and children (requires consent of an adult);
- passengers with disabilities;
- pregnant women;
- passengers with religious reasons that prevent the hand search of them or their baggage;
- other special local criteria.

These additional measures shall, in any way, ensure a comparable degree of security protection.

Passengers with disabilities

Passengers with disabilities shall be subject to screening in such a way as to ensure that no prohibited articles are carried along with the passenger. The screening shall be carried out as extensive as the nature of the passenger's disability allows.

If a wheelchair or stretcher is being used, those items shall also be subject to a security screening as far as practicable. If possible, the wheel-chair, crutch, stick or stretcher which is being used by the passenger shall be screened as cabin baggage.

Diplomats

Diplomats and their personal baggage, except diplomatic courier bags, shall be subject to a full security screening as other passengers.

In accordance with the Vienna Convention, diplomatic pouches of embassies or consulates marked as diplomatic courier baggage shall not be inspected, opened, or delayed in any form.

Such courier baggage may be transported in the aircraft cabin under the following conditions:

- The courier baggage must be accompanied by a diplomatic or official government courier;
- The courier has to identify himself by an official government courier permit or a respective annotation in his"Government Official Passport";
- The courier furthermore has to present an official document indicating the exact number of courier bags to be transported.

If there is suspicion that diplomatic baggage may contain items for other than legal official use, denial of carriage may be exercised.

10.2.2 Screening exemptions

10.2.2.1 National exemptions

Respective authorities of every country are entitled to define categories of passengers, who are subjected to special search procedures or who may be exempted from search, based on objective reasons. In the Republic of Lithuania aviation security screening procedures are not applicable to the people, as well as their cabin baggage and hold baggage, listed below:

Officials of the Republic of Lithuania:

1. President of the Republic of Lithuania.
2. Speaker of the Parliament of the Republic of Lithuania and his/her Deputies.
3. Prime Minister of the Republic of Lithuania.
4. Minister of Foreign Affairs of the Republic of Lithuania.
5. President of the Constitutional Court of the Republic of Lithuania.
6. Former Presidents of the Republic of Lithuania, Chairman of the Supreme Council – Restoration Seimas (Parliament) of the Republic of Lithuania.
7. Spouses of the officials listed in points 1 to 6 when travelling together with respective officials.

Officials of foreign countries, international organisations and other passengers:

1. Monarchs and members of the royal families of foreign countries.
2. Leaders of foreign countries and their deputies.
3. Speakers of the Parliaments of foreign countries.
4. Foreign Government leaders and their deputies.
5. Ministers of foreign affairs of foreign countries.
6. President of the European Council.
7. President of the European Commission and members of the Commission.
8. President of the European Parliament.
9. Secretary General of the Council of European Union.
10. Spouses of the officials listed above when travelling together with respective officials.

10.2.2.2 Transfer and transit passengers, crew member, supernumeraries

One-stop Security. A concept whereby a passengers, crew members, supernumeraries and their accompanied baggage arriving into European Union from the Third Countries, listed in the Annex ASP 1, are subjected to only one security check during departure and do not need to be subjected again to security controls when transferring at EU airports, even if the journey involves multiple transfers.

10.2.2.2.1 Transfer passengers, crew members, supernumeraries

Transfer Passenger, Crew Member, Supernumerary - who have a transit stop at any point between the departure airport and the arrival airport, and who continue their travel with a different flight with Heston Airlines or different company. Transfer passengers, crew members, and supernumeraries are always being disembarked from the aircraft before their next flight.

In accordance with the above **transfer** passengers, crew members, supernumeraries and their cabin baggage may be exempted from screening in EU if:

- they arrive from a Member State listed in the **Annex ASP 1** (unless the European Commission or that Member State has provided information that those passengers and their cabin baggage cannot be considered as having been screened to the common basic standards of EU);
- they arrive from a third country listed in the Annex ASP 1 ;

NOTE: where transfer passengers have access to hold baggage, baggage collections areas or have a contact with other screened passengers procedures described in points **10.4.1** and **10.4.1.1** of this chapter must be applied.

10.2.2.2.2 Transit passengers, crew members, supernumeraries

Transit Passenger, Crew Member, Supernumerary - who land to a point between the departure airport and the arrival airport and continue their travel with the same flight. Transit passengers, crew members, supernumeraries can be either be disembarked (e.g. aircraft is changed) or stay on board (e.g. refuelling stop) before their next flight.

Transit passengers and their cabin baggage may be exempted from screening, if:

- they remain on board of the aircraft;
- they are separated from screened departing passengers, except for those, who board on the same aircraft;
- they arrive from a Member State listed in the **Annex ASP 1**, unless the European Commission or that Member State has provided information that those passengers and their cabin baggage cannot be considered as having been screened to the common basic standards of EU;
- they arrive from a Third Country listed in **Annex ASP 1.**

NOTE: Passengers, crew members, supernumeraries and their cabin baggage arriving from a Member State, listed in **Annex ASP 1** , where the aircraft arrived in transit from the Third Country not included in the list specified in the **Annex ASP 1** , shall be deemed as passengers and cabin baggage arriving from the third country and screening procedures documented in this chapter must be applied to them, except for cases when a confirmation is received that these people and their cabin baggage have been screened in that Member State.

NOTE: when transit passengers are disembarked and have access to hold baggage, baggage collections areas or have a contact with other screened passengers procedures described in points **10.4.1** and **10.4.1.1** of this ASP must be applied.

10.3 SCREENING OF CABIN BAGGAGE

All departing on domestic or international flights passengers, crew members, supernumeraries, cabin baggage's as well as transfer and transit passengers, their cabin baggage (including personal belongings) must be screened prior to boarding a passenger aircraft or it was screened to an appropriate level at the point of origin and subsequently protected from unauthorized interference from the point of screening at the originating airport to the departing aircraft at the transfer or transit airport.

Before screening, portable computers and other large electrical items shall be removed from cabin baggage and shall be screened separately (unless the cabin baggage is to be screened with Explosive Detection Systems (EDS) equipment meeting standard C2 or higher). Detailed procedures for screening Cabin Baggage/LAG's/STEBS by using the methods mentioned in this chapter shall be established in each airport aviation security program.

10.3.1 SCREENING METHODS

Cabin baggage must be screened by using at least one of the following methods:

(a) a hand search;

(b) x-ray equipment;

(c) explosive detection systems (EDS) equipment;

(d) automated prohibited items detection (APID) software in combination with point (c);

(e) explosive detection dogs in combination with point (a);

(f) ETD equipment.

Where the screener cannot determine whether or not the cabin baggage contains any prohibited articles, it shall be rejected or rescreened to the screener's satisfaction.

Detailed procedures for screening cabin baggage by using the aforementioned methods are established in aviation security programmes of airports.

The screening of cabin baggage shall also be subject to the additional provisions laid down in Commission Implementing Decision C(2015) 8005.

10.3.2 Screening of large electrical devices

If a large electrical device is found in any bag, this device must be removed from the bag and the bag is screened repeatedly whereas the large electrical device itself is screened separately, unless the cabin baggage has been screened by using EDS of class C2 or a higher standard.

10.3.2.1 Screening of liquids, aerosols and gels (LAGs)

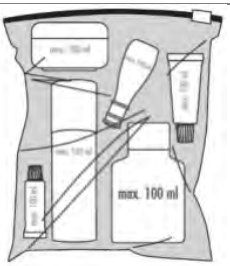
These requirements are applicable at airports of EU or airports of the third countries implementing the requirements regarding prohibition of liquids. Appropriate authorities and airports shall provide appropriate information to passengers in respect of the screening of LAG's at their airports.

LAG's are allowed to be brought into airport security restricted areas and on board of an aircraft of Heston Airlines, if they:

- have been screened in compliance with the requirements established by implementing rules in accordance with Part 3 of Article 4 of Regulation (EC) No. 300/2008;
- or if an exception is applicable to screening LAG's based on these requirements.

Before screening, LAG's are removed from cabin baggage and screened separately from other items of cabin baggage, unless the equipment used for the screening of cabin baggage is also capable of screening multiple closed LAG's containers inside baggage.

LAGs shall be carried by passengers as follows:

(a) all LAG's in individual containers with a capacity not greater than 100 millilitres or equivalent in one transparent resealable plastic bag of a capacity not exceeding 1 litre. **NOTE:** the contents of the plastic bag must fit comfortably and the bag must be completely closed.	LAG bag example 
(b) all other LAGs, including Security Tamper-evident Bags (STEB's) containing LAGs.	STEB bag example 

NOTE: tamper evident bag must:

- be clearly identifiable as a STEB of that airport;
- display inside proof of purchase or resealing at that airport;
- be subjected to a visual check by the screener to ascertain that it is sealed, unopened and does not show any signs of tampering, before entering the Security Restricted Area (SRA);

Exemptions of screening liquids, aerosols and gels (lag's)

LAGs carried by passengers may be exempted from screening with Liquid Explosives Detection System (LEDS) equipment upon entry to the SRA if the LAG is in individual containers with a capacity not greater than 100 millilitres or equivalent in one transparent resealable plastic bag of a capacity not exceeding 1 litre, whereby the contents of the plastic bag fit comfortably and the bag is completely closed.

10.4 PROTECTION OF PASSENGERS AND CABIN BAGGAGE

Heston Airlines has described the process below to ensure passengers and their cabin baggage, which have already been subjected to screening, are:

- Protected from unauthorized interference from the point of screening until they board a passenger aircraft;
- Subjected to re-screening if the potential for unauthorized interference has been determined to exist.

Screened departing passengers and their cabin baggage must not come in contact or mix with arriving passengers, except for cases when:

- the passengers arrive from a Member State;

NOTE: if European Commission or that Member State has not provided information that those arriving passengers and their cabin baggage cannot be considered as having been screened to the common basic standards of Member States.

- the passengers arrive from a Third Country listed in Annex ASP 1.

When the design of the airport permits, to ensure separation from departing passengers who have been subjected to screening, arriving passengers disembark from an aircraft in accordance with any of the following:

- on a level different from the departure boarding area;
- through an area isolated from the departure boarding area;
- into an area of the airport dedicated to arriving passengers only.

NOTE: If physical means to avoid contact between departing and arriving passengers is not possible, passenger mix may be prevented by restricting access to the departure lounge until all arriving passengers have cleared the area.

10.4.1 Protection of transit and transfer passengers, supernumeraries, crew members and their cabin baggage

Re-screening of passengers is necessary before re-boarding where/when:

- transit or transfer passengers (in accordance with 10.2.2.2 of this chapter) have access to hold baggage or baggage collection areas;
- transit or transfer passengers (in accordance with 10.2.2.2 of this chapter) having any contact with other screened passengers.

In the event of detected or suspected mixing of screened departing passengers, crew members, supernumeraries and unscreened persons, the following action must be taken:

- those parts where mixing was detected or suspected must be cleared (all persons must be transferred to other isolated area) and then a search must be carried out to reasonably ensure that no prohibited articles have been introduced to those parts;
- departing passengers, crew members, supernumeraries and their cabin baggage present in areas where mixing was detected or suspected must be re-screened before being allowed to board the aircraft

- If any departing passengers, crew members, supernumeraries have had access to an aircraft after the occurrence of the accidental mix, the aircraft concerned shall be subjected to an aircraft security search.

Airport buses and other airport vehicles that are used for the conveyance of passengers arriving from Third Countries shall be examined by the driver, immediately after passengers enter the Arrivals Area. Relevant companies shall ensure that their drivers receive adequate security training to enable them to perform the coach/vehicle examinations.

10.4.1.1 PROTECTION EXEMPTIONS OF TRANSIT AND TRANSFER PASSENGERS, CREW MEMBERS AND SUPERNUMERARIES AND THEIR CABIN BAGGAGE

Point 4.4.1 shall not apply if contact or mixing took place due factors beyond the passengers' control and in respect of screened passengers mixing with:

- the crew of the aircraft upon which they are departing;
- transit passengers departing on the same aircraft;
- other persons formally exempted from screening by the appropriate national authority.

10.5 TRANSPORTATION OF POTENTIALLY DISRUPTIVE PASSENGERS

"Potentially disruptive passenger" means a passenger who is either a:

- a person in lawful custody;
- deportee;
- an inadmissible person (deemed to be inadmissible for immigration reasons);

Potentially disruptive passengers could jeopardize aviation security during the flight (commit an unlawful act) and the safety of the flight, therefore aviation security screening and transportation procedures must be carried out with particular care in respect of them.

The relevant Competent Authority/entity planning to embark a person in lawful custody, deportee, or inadmissible person on board of Heston Airlines aircraft must notify Heston Airlines as soon in advance as possible, containing information in table **10.5.1 - Notification about planning to embark a potentially disruptive passenger**. Each embarkation of Person in Lawful Custody and/or Deportee is confirmed by the Head of Aviation Security of Heston Airlines. Each embarkation of Inadmissible Persons is confirmed by the Commander, in such cases, the Commander or OCC must notify the Head of Aviation Security of Heston Airlines as soon as possible. Transportation of Potentially Disruptive Passengers on Heston Airlines aircraft is prohibited without the consent of Heston Airlines. Heston Airlines / Commander may refuse to transport a Potentially Disruptive Passenger onboard an aircraft when reasonable concerns relating to the safety and/or security of the flight exists.

Standard actions required prior transportation of Potentially Disruptive Passengers are structured in the table below:

Actions required prior transportation of Potentially Disruptive Passengers			
ACTION / REQUIREMENT	Person in Lawful Custody	Deportee	Inadmissible Person
Notification to Heston Airlines / Head of Aviation Security			✔
Confirmation of Heston Airlines / Head of Aviation Security	✔	✔	
Notification to the Commander (prior to passengers boarding)	✔	✔	✔
Commander confirmation	✔	✔	✔ ✔
Seating arrangement	✔ (see point 10.5.2 of this MANUAL)	✔ (see point 10.5.3 of this MANUAL)	Not required
Escort	✔ (see point 10.5.2 of this MANUAL)	✔ (see point 10.5.3 of this MANUAL)	Not required
A minimum number of escort officers is required unless Competent authority is defined otherwise.	1 or 2 (see point 10.5.2 of this MANUAL)	1 (see point 10.5.3 of this MANUAL)	Not required
Maximum number of this type of potentially disruptive passengers on board	2	4 (see point 10.5.3 of this MANUAL)	Not limited
NOTE: When the request to transport more than the standard maximum allowed number or two or more different type potentially disruptive passengers on the same flight is received, the maximum number of each type potentially disruptive passengers, escort officers, and their seating details on board is determined by the Head of Aviation Security of Heston Airlines under the special procedures described in point 4.5.5 of this manual.			

10.5.1 Notification about planning to embark a potentially disruptive passenger

<table>
<tr><td colspan="2">The notification about planning to embark a Potentially Disruptive Passenger must contain the following details:</td></tr>
<tr><td colspan="2">(a) identity (name, surname, citizenship) and gender of the person;</td></tr>
<tr><td colspan="2">(b) reason for transportation;</td></tr>
<tr><td colspan="2">(c) name, surname and job title of escorts, if provided;</td></tr>
<tr><td>(d) risk assessment by the competent authority, including reasons to escort or not;</td><td>• person’s willingness or unwillingness to travel by air;
• whether the person has attempted to escape custody;
• whether the person has any history of violence or committing another grave infringement;
• if he/she is wanted by the police in his/her country;
• if he/she must be guarded at the transit airport;
• whether the person has a history of self-harm;
• whether the person is likely to be the target of harm during the transportation;
• the mental and/or physical state of the person;</td></tr>
<tr><td colspan="2">(e) prior seating arrangement, if required;</td></tr>
<tr><td colspan="2">(f) the nature of the available travel documents (e.g. Passport, ID card);</td></tr>
<tr><td colspan="2">(g) Inbound (in case of Inadmissible person) flight and planned flight numbers, destination and transfer (if any) airports;</td></tr>
<tr><td colspan="2">(h) any other significant information related to the passenger which would help Heston Airlines to assess the risk of endangering the security and safety of the flight;</td></tr>
<tr><td colspan="2">NOTE: Heston Airlines makes this information (directly by Head of Aviation Security or via OCC) available to the Commander prior to passengers boarding the aircraft.
NOTE: When a potentially disruptive passenger is intended to be transported a relevant authority must provide information, in accordance with requirements described in this table, in advance, to:
• relevant authority of the country where the potentially disruptive passenger will be transported;
• relevant authorities of all transit countries where the aircraft transporting a potentially disruptive passenger will land;
• all air carriers (including Heston Airlines) providing their aircraft for transportation of a potentially disruptive passenger.

NOTE: When the notification about the Potentially Disruptive Passenger is received from the relevant authority/entity, Heston Airlines notifies the relevant authority/entity by sending official written agreement/disagreement (including reasons of refusal to transport or any additional security measures required to be implemented in order to agree to transport) no later than 5 hours prior to the planned boarding of passengers.
NOTE: If an inadmissible person has no travel documents, a relevant authority is required to submit a written assignment that the crew of the aircraft could deliver to the representatives of a relevant authority of another country.</td></tr>
</table>

10.5.2 Persons in lawful custody

A Person in Lawful Custody means a person, who has been convicted or legally arrested (detained) by courts of law and being transported to another country because of legal reasons.

The competent authority shall ensure that persons in lawful custody are always escorted.

Number of Persons in Lawful Custody on board.

- Maximum two (2) persons in lawful custody could be transported over the course of one flight of Heston Airlines.
- If person in lawful custody is considered dangerous by the escorting authority or the carrier, maximum one (1) person could be transported over the course of one flight of Heston Airlines.

Escort:

- The number of escort officers. A person in lawful custody must be escorted by at least one (1) law enforcement officer if a person in lawful custody is not considered dangerous. If the relevant authority or Heston Airlines believes that the person in lawful custody is dangerous, the person in lawful custody must be escorted by at least two (2) law enforcement officers or, if required escort service can't be provided, the person must not be transported on a passenger aircraft.

Escort officers:

- must make sure that person in lawful custody is not in possession of any prohibited articles (list of prohibited articles can be found in Annex ASP 3);
- are prohibited from carrying aerosols, tear or paralyzing gas devices on board of an aircraft;
- must introduce themselves and show their credentials to the employees/officers in charge at that airport, employees of the company providing ground services to Heston Airlines and Heston Airlines crew members operating;
- may have measures used for restriction of movement (e.g. handcuffs), which could be used in case of necessity.

Screening:

- A person in lawful custody and the escort, as well as their cabin baggage, must be thoroughly screened by using the methods established in the aviation security programme of the airport. A person in lawful custody must be screened particularly thoroughly by hand in order to make sure that the person has no prohibited or foreign articles, which could be used for damaging the aircraft, causing fire, or injuring another person.

Important! Any lighters, matches, pens and other not prohibited objects in cabin baggage found during the screening must be handed over to the escorting person for the duration of the flight.

- Aviation security screening procedures regarding a person in lawful custody must be performed at the passenger departure terminal or a separate site designated for this purpose (aviation security screening procedures regarding a person in lawful custody are recommended to be performed in an area separated from other departing passengers).

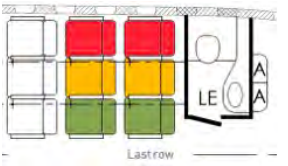
Boarding:

- before boarding passengers to the aircraft, ground handling company providing ground services (a passenger service agent) to Heston Airlines must notify the Commander about a person in lawful custody by providing information on a person in lawful custody and escorting officers seats (numbers) on the aircraft;

- Commander informs the officers escorting a person in lawful custody that, without a permission/command of the Commander, they must not take any actions that could pose threat to security and safety of the passengers and (or) the aircraft;
- Commander confirms that the person in lawful custody will be allowed to be transported on board of Heston Airlines aircraft;

NOTE: At any time, Commander has a right to refuse to transport a person in lawful custody on board of Heston Airlines aircraft, if the Commander believes that such passenger could jeopardize the safety and/or security of the flight.

Seating:



RED colour seats – ONLY for Person in Lawful Custody or must be left unoccupied;

YELLOW colour seats – for escort officer (if Person in Lawful Custody sits at RED seat) or for Person in Lawful Custody (if escort officer sits at GREEN seat);

GREEN colour seats – for escort officers (if Person in Lawful Custody sits at YELLOW seat and RED seat is left unoccupied) or for other passenger (if escort officer sits at YELLOW seat and Person in Lawful Custody sits at RED seat).

When a Person in Lawful Custody is being transported, it is prohibited to seat other (regular) passengers at RED seats.

A person in lawful custody is prohibited to be seated next to unaccompanied minors, passengers with babies, disabled passengers as well as passengers with disabilities, next to the exits/emergency exits;

If any vacant seats are available on the aircraft, it is recommended to leave the row next to a person in lawful custody vacant.

- Person in Lawful Custody are being boarded first and the last one getting off the aircraft after the flight;
- Person's in Lawful Custody and escorting officer's hold baggage are being loaded on board the last

- a Person in Lawful Custody must not be seated at the last row of the cabin, not on isle seats. Escorting officers must be seated next to him/her at nearby seats at the same row. At least one escorting officer must be seated between a Person in Lawful Custody and the aisle/other passengers at the same row. Seating guidance for Person in Lawful Custody and escort officers can be found below:

While on board:

- if it is considered by escorting officer/Commander or other crew members of Heston Airlines that Person in Lawful Custody actions/ behaviour could threaten safety or security of the flight he/she shall be restrained by using handcuffs; If Person in Lawful Custody is restrained the Commander must be notified about it;
- a Person in Lawful Custody must be observed by the escort officers at all times, including accompanying him/ her to the toilet. Toilet door must not be locked and the escort must be positioned near the toilet door;
- it is prohibited to serve (offer) alcoholic drinks to a person in lawful custody and escort officers;
- at the discretion of escort officers a Person in Lawful Custody may be offered food and non-alcoholic drinks but must not be allowed to use metal utensils (dishes and tools) or knives of any material;
- sedatives and other medications may be administrated to a Person in Lawful Custody only if it has been made sure that it was necessary;

10.5.3 Deportees

A deportee means:	NOTES
• a person, who entered the country unlawfully; a person, who entered the country illegally in violation of immigration regulations.	Respective authorities may order Heston Airlines, having transported illegal immigrants into the country, to take them away or to make arrangements for an alternative option of deportation.
• a person not entitled to enter the country; a person, who is not entitled to enter the country based on a decision passed by an authority or who has been refused entry into the country.	Usually such individuals are sent back on an aircraft operated by the air carrier having brought them into the country.
• a person, who previously came into the country legally, but violated legislation of the country at a later time	Respective authorities organize deportation of such individuals from the country
The following codes are used in case of transportation of Deportees (potentially disruptive passengers):	
DEPO	a deportee
DEPA	a deportee accompanied by authorized escort
DEPU	a deportee not accompanied by authorized escort

Number of Deportees on board.

Maximum four (4) deportees may be transported over the course of one flight of Heston Airlines.

Escort:

As per point 10.5.1 of this manual, the relevant authority must inform Heston Airlines, whether the deportee would be escorted or would fly alone. If a deportee will be escorted, it is required to specify names, surnames and job titles of the accompanying persons;

The number of escort officers. A Deportee must be considered as DEPA and escorted by at least one (1) law enforcement officer if ground handling company, Heston Airlines, the Commander or the Competent Authority (which organizes Deportee transportation) suspects that the Deportees actions or behaviour could jeopardize flight safety and security and pose danger to other passengers, crew members. The Commander has the authority to decide if the escort is required.

A Deportee must be escorted if:

- it is suspected that the Deportees actions or behaviour could jeopardize flight safety and security and pose danger to other passengers, crew members;
- Deportee makes efforts or threaten to escape;
- the political conditions in the country of Deportee's deportation are unfavourable;
- Deportee is suspected or accused of committing a crime or committing another grave infringement;
- Deportee has been exempted from serving the rest of his/her sentence or he/she has served his/her sentence;
- Deportee must be escorted based on the deportation order;
- Deportee must be escorted based on the requirement of the country of his/her deportation;
- Deportee must be escorted at the transit airports;
- Deportee's mental state is unstable or he/she is addicted to psychotropic substances.

Escort officers:

- must make sure that Deportee is not in possession of any prohibited articles (list of prohibited articles can be found in Annex ASP 3);
- are prohibited from carrying aerosols, tear or paralyzing gas devices on board of an aircraft;
- must introduce themselves and show their credentials to the employees/officers in charge at that airport, employees of the company providing ground services to Heston Airlines and Heston Airlines crew members operating;
- may have measures used for restriction of movement (e.g. handcuff), which could be used in case of necessity.

Screening:

A Deportee and the escort, as well as their cabin baggage, must be thoroughly screened by using the methods established in the aviation security programme of the airport. A Deportee must be screened particularly thoroughly by hand in order to make sure that the person has no prohibited or foreign articles, which could be used for damaging the aircraft, causing fire or injuring another person.

Important! any lighters, matches, pens and other not prohibited objects in cabin baggage found during the screening of DEPA must be handed over to the escorting person.

Aviation security screening procedures regarding a Deportee must be performed at passenger departure terminal or a separate site designated for this purpose (aviation security screening procedures regarding Deportees are recommended to be performed in an area separated from other departing passengers).

NOTE: officers of the relevant authority are required accompany all Deportees without an escort until all formalities involving deportation and registration at the airport are arranged and Deportees completes aviation security screening and/or border inspection procedures. Officers of the relevant authority having accompanied the Deportees without an escort must remain at the airport until the aircraft takes off;

Boarding:

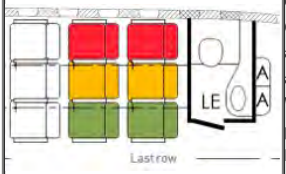
- before boarding passengers to the aircraft, ground handling company providing ground services (a passenger service agent) to Heston Airlines must notify the Commander about Deportees by providing information on a Deportee's and escorting officer's seats (numbers) on the aircraft;
- The Commander confirms the information received and share information about Deportee's and escorting officer's seats with senior cabin crew which later notifies other cabin crew members;
- Escorting officers introduce themselves to the Commander before the flight;
- The Commander informs the officers escorting a Deportee that, without a permission/command of the Commander, they must not take any actions that could pose threat to security and safety of the passengers and (or) the aircraft;
- The Commander confirms that the Deportee will be allowed to be transported on board of Heston Airlines aircraft;

NOTE: At any time the Commander has a right to refuse to transport a Deportee on board of Heston Airlines aircraft if the Commander believes that such passenger could jeopardize the safety and/or security of the flight.

- Deportees are being boarded first and the last ones getting off the aircraft after the flight;
- Deportees and escorting officers hold baggage shall be loaded onboard the last.

Seating:

- A Deportee is prohibited to be seated next to unaccompanied minors, passengers with babies, disabled passengers as well as passengers with disabilities, next to the exits/emergency exits. Deportee must not be seated on aisle seats. Escorting officers (if any) must be seated next to him/her at nearby seats at the same row. At least one escorting officer (if any) must be seated between a Person in Lawful Custody and the aisle/other passengers at the same row. Seating guidance for Deportees and escort officers can be found below:

	**RED** colour seats – ONLY for Deportees or must be left unoccupied; **YELLOW** colour seats – for escort officer (if Deportee sits at RED seat), for Deportees (if escort officer sits at GREEN seat) or for other passenger when deportee is unescorted; **GREEN** colour seats – for escort officers (if Deportee sits at YELLOW seat and RED seat is left unoccupied) or for other passenger (if escort officer sits at YELLOW seat and Deportee sits at RED seat or deportee is unescorted) When a Deportee is being transported, it is prohibited to seat other (regular) passengers at RED seats. Deportee is prohibited to be seated next to unaccompanied minors, passengers with babies, disabled passengers as well as passengers with disabilities, next to the exits/emergency exits. If any vacant seats are available on the aircraft, it is recommended to leave the row next to a Deportee vacant.

While on board:

- if it is considered by escorting officer/the Commander or other crew members of Heston Airlines that Deportee's actions/ behaviour could threaten safety or security of the flight he/she shall be restrained by using handcuffs; If Deportee is restrained Heston Airlines must be notified about it;
- if escorted, Deportee must be observed by the escort officers at all times, including accompanying him/ her to the toilet. Toilet door must not be locked and the escort must be positioned near toilet door;
- it is prohibited to serve (offer) alcoholic drinks to Deportees and escort officers;
- Deportees may be offered food and non-alcoholic drinks but must not be allowed to use metal utensils (dishes and tools) or knives of any material;
- sedatives and other medications may be administrated to the Deportees only if it has been made sure that it was necessary;

10.5.4 Inadmissible persons

An Inadmissible Person means:	NOTES
a passenger who's admission to a State is denied by its authorities	Passengers admission to State can be denied by its authorities or denied onward carriage by a State authority at a transfer point. Admission can be denied due to documentation (e.g. VISA or ID expired), criminal conduct, health concerns and other reasons accepted by each state.
The following code is used in case of transportation of Inadmissible Persons (potentially disruptive passengers):	
INAD	an inadmissible person

The number of Inadmissible Persons on board:

The number of Inadmissible Persons (INAD) onboard is not limited.

Escort:

If an Inadmissible Person is not considered as Person in Lawful Custody or Deportee the escort is not required.

Screening:

For Inadmissible persons standard passenger screening procedures shall be applied.

Boarding:

- before boarding passengers to the aircraft, ground handling company providing ground services (a passenger service agent) to Heston Airlines must notify the Commander about Inadmissible Person by providing information on an Inadmissible Person's seat (number) on the aircraft;
- The Commander confirms the information received and share information about the Inadmissible Person's seat with senior cabin crew member which later notifies other cabin crew members;
- The Commander confirms that the Inadmissible Person will be allowed to be transported onboard Heston Airlines aircraft;

NOTE: At any time the Commander has a right to refuse to transport an Inadmissible Person on board Heston Airlines aircraft if the Commander believes that such passenger could jeopardize the safety and/or security of the flight.

Seating:

An Inadmissible Person may be seated in any seat, but cabin crew must know the exact location where an inadmissible person is seated.

While onboard:

- it is prohibited to serve (offer) alcoholic drinks to Inadmissible Persons;
- Inadmissible Persons may be offered food and non-alcoholic drinks but must not be allowed to use metal utensils (dishes and tools) or knives of any material;

10.5.5 Special procedures

Potentially disruptive passengers, VIP's, government officials, and other special passengers can be transported in accordance with special security procedures which may differ from maximum numbers of persons on board, the minimum number of escort officers required boarding and seating procedures stated in points 10.5 – 10.5.4 of this Manual. Such flights, when special procedures are being applied, are considered as high-risk.

Prior notification and arrangements with Heston Airlines must be done regarding types and numbers of special passengers and escort officers.

If intended to transport Persons in Lawful Custody, Deportees, Inadmissible Persons prior arrangement application must be sent to Heston Airlines based on notification regarding each potentially disruptive passenger in accordance with point **10.5.1 - Notification about planning to embark a potentially disruptive passenger** of this manual.

Such high-risk flights, including the maximum allowed number of particular type passengers and escort officers on board, their seating details, and carriage of weapons and ammunition (taking into account requirements of point **10.13 - WEAPONS AND AMMUNITION** of this manual) are organized in accordance with Heston Airlines Head of Aviation Security's performed in-flight security risk assessment.

NOTE: when the notification about the special passengers is received, Heston Airlines notifies the relevant entity by sending an official written agreement/disagreement (including reasons of refusal to transport or any additional security measures required to be implemented in order to agree to transport) no later than 5 hours prior to the planned boarding of passengers.

10.6 PROHIBITED ARTICLES

Articles prohibited to be carried as cabin baggage by Passengers, Crew Members, and Supernumeraries are listed in Annex ASP 3.

Heston Airlines through the company providing ground services informs the passengers about the articles prohibited for carriage on board of an aircraft at passenger registration desks before the end of the registration.

Upon finding an item prohibited for carriage in the cabin during the screening of passengers, crew members, supernumeraries, and their cabin baggage, the aviation security personnel:

- suggests the passenger, crew member, supernumerary to discard the item;
- suggests the passenger, crew member, supernumerary to carry the item as hold baggage, provided that this item is not prohibited for carriage as hold baggage and it is not contrary to regulations applicable to dangerous goods or other security and safety requirements;
- suggests the passenger to pass the item to people accompanying him/her (which not entering the security restricted area).

10.7 HOLD BAGGAGE

All security measures of this chapter applies to hold baggage which are carried on the aircraft operated by Heston Airlines on domestic or international flights.

Unless otherwise stated, security measures in respect of hold baggage on aircraft operated by Heston Airlines are applied by airports and ground service providers in the Member States and the Third Countries.

Hold baggage which is not screened as per requirements documented in this chapter must not be allowed to be loaded on an aircraft operated by Heston Airlines.

A list of the Third Countries and the Member States, where the applicable security standards have been recognized as equivalents to the common basic standards applicable to hold baggage, is provided in **Annex ASP 1**.

Hold baggage brought from a Member State where the aircraft arrived in transit from the Third Country not included in the list specified in **Annex ASP 1** is deemed as hold baggage brought from the Third Country and must be screened as per procedures described in this chapter, except for cases when an official authority confirmation is received that this hold baggage has been screened in that Member State.

10.8 SCREENING OF HOLD BAGGAGE

All hold baggage, including courier baggage, carried on domestic or international flights as well in transfer or transit must be screened prior to loading into an aircraft in order to detect and prevent any prohibited articles, explosives and explosive devices from getting to security-restricted areas of the airport and the aircraft.

Transfer hold baggage may be exempted from screening if:

- it arrives from a Member State unless the European Commission or that Member State has provided information that this hold baggage cannot be considered as having been screened to the common basic standards;
- it arrives from a Third Country listed in Annex ASP 1.

NOTE: where transfer passengers have access to hold baggage, baggage collections areas – such hold baggage must be rescreened as per procedures described in this chapter also procedures described in subchapter **10.9 - PROTECTION OF HOLD BAGGAGE** of this manual must be applied.

Transit hold baggage may be exempted from screening if it remains on board the aircraft.

NOTE: when transit passengers are disembarked and have access to hold baggage, baggage collections areas - such hold baggage must be rescreened as per procedures described in this chapter also procedures described in subchapter **10.4 - PROTECTION OF PASSENGERS AND CABIN BAGGAGE** of this manual must be applied.

NOTE: if the transit passenger fails to return to the aircraft his/her hold baggage must be unloaded before the aircraft takes off.

10.8.1 Screening methods

The following individual or combined methods may be applied for screening hold baggage:

- Hand search;
- X-ray equipment;
- explosive detection systems (EDS) equipment;
- explosive trace detection (ETD) equipment;
- explosive detection dogs (EDD);

The methods listed above must be used to screen all hold baggage types described in this chapter.

Where the screener cannot determine whether or not the hold baggage contains any prohibited articles, it shall be rejected or rescreened to the screener's satisfaction. The baggage must not be let through and loaded on aircraft of Heston Airlines before the screener is convinced that the hold baggage contains no prohibited articles.

Hold baggage may be screened off-airport or at landside provided that immediately after screening it becomes secured baggage.

Detailed procedures for screening hold baggage by using the aforementioned methods must be established in aviation security programs of airports.

10.9 PROTECTION OF HOLD BAGGAGE

For the purpose of this Chapter, "secured baggage" means screened departing hold baggage that is physically protected so as to prevent the introduction of any objects.

Hold baggage, including courier baggage, to be carried on an aircraft must be protected from unauthorized interference from the point at which it is screened or accepted into the care of the air carrier, whichever is earlier, until the departure of the aircraft on which it is to be carried.

The same degree of security protection from unauthorized interference, as being exercised in the screening process, is also required for its storage, transportation and loading into the aircraft. Bag storage and baggage make-up areas shall be controlled to prevent unauthorized access and unlawful interference.

Hold baggage protection shall include:

- Secure baggage handling systems;
- Secure storage facilities;
- Secure baggage make-up area;
- Secure baggage transfer area;
- Secure ramp area;
- Secure transportation from point of acceptance to the aircraft.

Hold baggage that is in a critical part of the airport security restricted area of the of Member States or Third Countries listed in the Annex ASP 1 is considered as protected from unauthorized interference (secured), thus do not require additional security measures such as physical protection.

Hold baggage that is in a part other than a critical part is considered as protected from unauthorized interference if:

- it is secured baggage;
- it is not left unattended at airports where no more than 60 persons hold airport identification cards giving access to security restricted areas.

Baggage Make-Up and Storage Areas.

Access to baggage make-up and storage areas shall be limited to those employees that have an operational requirement to enter the area. This includes personnel responsible for loading, unloading and protection of hold baggage and other persons specifically authorized (by the appropriate authority). There shall be an adequate supervision of baggage make-up and storage areas at all times. It are designed in an open plan layout and be well-illuminated, avoiding any unsighted corners. Additional surveillance by closed-circuit television (CCTV) is highly recommended.

If possible, baggage are loaded into containers and then moved directly to the aircraft for loading. In case that baggage must be stored before loading, it are stored in a secured area e.g. iron-barred boxes or sealed containers.

NOTE: All the staff shall be screened prior to entering these SRAs. At airports where baggage handling staff screening is not implemented, the airport authority shall at least ensure that baggage will be kept under constant surveillance from the time of screening and until loaded in the aircraft and hold doors are closed.

Passengers may not be allowed access to screened hold baggage, unless it is their own baggage and they are supervised by authorized persons to ensure that:

- no prohibited articles as listed in Annex ASP 4 are introduced into the hold baggage;
- no prohibited articles as listed in Annex ASP 3 are removed from the hold baggage and introduced into the security restricted areas or on board an aircraft.

Hold baggage that has not been protected from unauthorized interference shall be rescreened.

10.10 BAGGAGE RECONCILIATION

During check-in procedures the ground handling service provider is providing to each passenger a valid boarding pass corresponding to the hold baggage that was checked in.

The contracted handling company shall also operate a system that records all hold baggage screening, protection and loading details. Furthermore, the contracted handling company shall ensure a procedure that will identify hold baggage of passengers who did not board (or left) the aircraft before departure. Such a procedure may be based on either an automated or manual system.

If the passenger is not on board the aircraft when boarding procedure is done, the corresponding hold baggage shall be considered as unaccompanied. The contracted handling company guarantees that each item of unaccompanied hold baggage is clearly identifiable and authorized for transport by air according to the measures described in this chapter.

10.10.1 Bag tags

Automated baggage tags shall only be printed via the check-in system used by the contracted handling company. Bag tags shall be attached to the piece of luggage only by authorized check-in staff, they shall not be handed to passengers nor the public (exceptions may be possible only for expressly authorized special ops, for example group check-in). Wherever blank baggage tags (to be filled in manually) are stored, these shall be constantly secured to prevent unauthorized access, misuse and unlawful interference.

10.10.2 Automated reconciliation

At most airports an automated passenger/baggage reconciliation system is used. Upon check-in, each hold

baggage is registered in the handler's system under the specific passenger and a bag tag is printed. The tag is attached to the piece of hold baggage by the check-in staff. The automated system shall record, for each passenger, the number of checked-in baggage and the relative bag tag numbers, as well as booking details. This information shall be available at any time of the passenger's journey, thus available for consultation in the event of no-show at the gate, or successive disembarkation before flight departure.

10.10.3 Manual reconciliation

A manual passenger/baggage reconciliation procedure shall be used whenever the automated system is unavailable or inoperable. Upon check-in, every passenger is issued with a progressive numbered boarding card showing the flight number, destination and boarding number. In addition to the bag tag (manual or printed) a coloured progressive numbered control tag will be attached to each baggage. Each passenger’s boarding and baggage control tag numbers will be noted in a check-in list. After passenger counting, in case of disparity between the total of checked-in and boarded passengers, the boarding number of the missing passenger can be determined by verifying which boarding number is missing, thus the baggage control numbers are found in the check-in list. Bags are then identified by the control numbers of the coloured tags and offloaded for further investigation.

Whichever manual system is used, it shall guarantee that only baggage of passengers boarded (and authorized and secured unaccompanied baggage, if any) will be on-board for the flight.

10.10.3.1 Hold baggage identification by passenger

If there is no automated baggage reconciliation system available, or in case it was not possible to unquestionably identify the baggage of a no-show passenger with the automated or manual system, or in case of doubt, a passenger identification must be carried out to all the hold baggage. The following shall be applied whenever a passenger baggage identification is required:

- passengers must be divided into small groups and asked to identify their piece(s) of hold baggage before loading/reloading the baggage into the aircraft;
- passengers must not be allowed to access/open their baggage during the identification process;
- Baggage shall be lined up in an open area and the identification process shall be supervised as to prevent the possibility of substitution of cabin baggage with hold baggage, or taking hold baggage into the cabin, or removing items from hold baggage;
- Passengers shall be monitored by the authorized persons in order to make sure that they are re-embarked after the identification process;
- Any leftover baggage shall not be loaded in the aircraft and will be sent to local security authorities for investigation and further processing.

NOTE: When baggage identification by the passengers is required, this is to be carried out according to local procedures, however, the aforementioned concepts or equivalent methodology shall be guaranteed.

a. General

1. Checked/hold baggage is:
    i. Taken custody by the operator who issues, validates or updates a baggage tag.
    ii. Carried in the hold of the aircraft on which the passenger is traveling, but remains inaccessible to the passenger during the flight.

2. The operator may refuse to carry checked/hold baggage that is likely:
    i. Likely to endanger the aircraft or persons/property on board the aircraft.
    ii. Inadequately packed.
    iii. Unsuitable for air carriage due to its weight, size and/or nature.
    iv. Forbidden by law, regulations, security standards or safety standards of any state to be flown from, to or over.

3. Every piece of checked/hold baggage shall have a baggage tag attached showing the tag number, flight number and the passenger's name.
4. Heston Airline procedures may specify a maximum single item weight, if applicable.

b. Standard Baggage Acceptance

The Check-in Agent should only accept checked/hold baggage that is appropriately packaged and has a passenger identification label.

1. Ensure dangerous goods notifications are on display and verify with the passenger that the checked baggage does not contain any forbidden dangerous goods.
2. Review weight and number of pieces information for recording in the DCS and for applying appropriate fees.
3. If applicable or required according to Heston Airlines procedures, ask the passenger security-related questions.
4. Be aware of items, that due to their nature, may contain dangerous goods. Refer to the IATA DGR and Heston Airlines procedures.
5. Ensure the number and weight of each piece of checked baggage has been transferred automatically or manually to the load control process. When special baggage is accepted, ensure the person in charge of the weight and balance calculation task is informed accordingly.
6. Attach an appropriate baggage tag for the journey.
7. Passengers who have used a self-service check-in facility may drop their checked baggage at a baggage drop-off. If applicable as per Heston Airlines procedures:
    i. Review the boarding pass and pull up the passenger data in the check-in system.
    ii. Verify identity and travel document, assess carry-on baggage, and accept checked baggage.
    iii. Update baggage information and any SSR in the DCS, if required, and apply any related fees.

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, observe the following:

1. Follow Heston Airlines procedures or Service Level Agreements (SLA) for the number of staff undertaking assistance and supervision activities at each machine.
2. Proactively guide passengers to self-service options to manage waiting times.

Heston Airlines procedures:

Security related questions:

1. Is this your baggage?
2. Did you pack the contents of your baggage yourself?
3. Can you confirm that nobody has interfered with your baggage after you packed it?
4. Can you confirm that you have not been given anything to take onboard your flight by other person?
5. Can you confirm that there are no dangerous goods in your baggage?
6. Can you confirm that there are no lithium batteries or equipment containing batteries in your checked baggage?
7. Can you confirm that you have not packed any sharp items or dangerous items not allowed in your cabin baggage?

All below mentioned articles shall be refused for transportation except a prior permission is given by Heston Airlines:

1. Unaccompanied baggage (except rush baggage, transported according to Heston Airlines procedures).
2. Articles unsuitable for carriage due to their size, weight and characteristics.
3. Any other type of article which is likely to endanger the aircraft or property, which will probably be damaged by air transportation.

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

The above questions are asked at check-in counters.

Name and contacts of entities providing such services differs in the airports of ground handling services provider.

10.10.4 Number of passengers

Before boarding aircraft, the employees of the ground service provider or the crew members make sure that the boarding passenger presents a valid boarding pass or an equivalent document corresponding to the registered hold baggage.

After boarding of passengers and when the baggage loading into the aircraft is completed, the cabin crew requests the ground handling agent to submit the passenger and baggage manifest.

The cabin crew counts the passengers on board and checks whether their number corresponds to the number of passengers specified on the passenger and baggage manifest:

- if the number of passengers on board exceeds the number of passengers specified on the list of passengers and baggage, the cabin crew asks the passengers to prepare their boarding passes for screening, finds the passengers in seats specified as vacant on the lists, asks these passengers to present their boarding passes, and checks whether a respective flight number and date are specified on the passes. If different flight numbers or dates are specified on the boarding passes, the cabin crew notifies the surnames of the passengers to the representative of the ground service provider;
- if the number of passengers on board is less than the number of passengers specified on the list of passengers and baggage, the cabin crew finds empty seats, which are not taken, and surnames of passengers. The cabin crew notifies the surnames of the passengers to the representative of the ground service provider;

When an extra or missing passenger is identified, the cabin crew checks the list of passengers and baggage, whether this passenger had hold baggage. If such baggage has been loaded to the aircraft, the ground service provider must make sure that such baggage is unloaded from the aircraft.

Whenever the surnames of passengers boarded by mistake or not boarded at all are known, the cabin crew reviews the list of passengers and baggage and checks, whether this passenger had hold baggage on board. If the passenger has baggage, the cabin crew makes sure that the employees of the ground service provider unloaded the baggage from the aircraft.

If a passenger has boarded an aircraft decides not to fly:

If a passenger has boarded an aircraft and decides not to fly any further or if a passenger claims to have boarded the wrong aircraft following procedure must be performed:

- Senior Cabin Crew informs the Commander about such a passenger;
- The Commander informs the airport security;

Cabin crew:

- At least one cabin crew member must be positioned next to the aircraft boarding door (whichever are open) to monitor and control passengers disembarking until the door will be closed;
- informs the ground service company about such a passenger and requests to offload his/her hold baggage (if any);
- supervises and makes sure that Ground handling company staff offloaded all passenger's hold baggage (if any);
- supervises and makes sure that disembarking passenger has taken his/her all cabin luggage and belongings with him/her when disembarking;
- makes a relevant announcement informing passengers that:
    - a cabin check must be performed;
    - passengers must remove their personal belongings from the overhead compartments;
    - passengers shall sit back to their seats, stay seated and hold their cabin baggage and belongings in the vicinity;

NOTE: passengers must be under supervision in order to prevent movement through the aircraft when the search is being performed.

- passengers shall inform cabin crew if any suspicious (not their personal item) items are detected;
- checks all overhead compartments, seat pockets from the last row towards the first row. NOTE: Special attention must be given to the areas where the disembarking passenger was sitting or areas he/she had access to.

- supervises and makes sure that the passengers, who left their “Delivery at the aircraft” luggage by the aircraft's steps before boarding the aircraft identified their luggage on the ramp.
- informs the senior cabin crew about completed inspection, including if any unclaimed items were found.

NOTE: if any of the cabin, “Delivery at the aircraft” luggage or other items are left unidentified it must be reported to the Commander and offloaded.

- Senior Cabin Crew notifies the Commander that all the above security procedures have been completed.

If a passenger is no longer on board the aircraft, the hold baggage corresponding to the passenger’s boarding pass or an equivalent document is classified as unaccompanied hold baggage.

10.10.5 Cabin baggage is taken from the passenger and loaded to the hold baggage compartment

If the cabin crew takes screened cabin baggage from the passenger at the aircraft and loads it to the hold baggage compartment of the aircraft due to flight safety/security requirements (e.g. because the cabin baggage is too big or the number of bags comprising it exceeds the number of bags allowed for carriage by a single person), the ground service provider must:

- attach a card to the baggage containing an inscription “Delivery at the aircraft” and load it to hold baggage compartment;
    - or

- register it as hold baggage, assign a baggage number, record it on passenger and cargo manifest (or a respective document associating the baggage number and the passenger) and load it to hold baggage compartment.

Unscreened baggage with a card containing the inscription “Delivery at aircraft” is returned to the passenger at the aircraft at the destination airport. The registered baggage is returned to the passenger at the passenger terminal at the destination airport with all other registered hold baggage.

If screened cabin baggage is loaded to the hold baggage compartment during boarding because of lack of space onboard, it is classified as cabin baggage.

10.10.6 Unaccompanied hold baggage

For the purposes of the transport of unaccompanied hold baggage, the following are considered as factors beyond the passenger’s control:

- the passenger was denied boarding and he/she did not volunteer to give up his seat;
- the passenger and/or his/her baggage was re-routed onto another flight and it was not at his/her request;
- the baggage failed to transfer between two flights due to unforeseen reasons, causing it to miss the departing flight;
- there was a malfunction of the baggage system, causing the baggage to miss the departing flight;
- the baggage was loaded onto an aircraft other than that for which it was checked in;
- Heston Airlines decides not to load or unload a bag for operational reasons and the passenger has not influenced the decision by changing his travel itinerary.

Exceptions from rescreening

As an exception to point 5.3.3.2 of the Annex to Implementing Regulation (EU) 2015/1998, hold baggage that becomes unaccompanied baggage may be exempted from rescreening, provided that:

(a) an appropriate risk assessment is carried out by the air carrier; and either

(b) the air carrier establishes that the baggage has already been screened with standard 3.2 EDS equipment or higher; or

(c) the air carrier establishes that the baggage has already been screened at least with EDS equipment and the images of the screened baggage are re-examined:

(1) by two different screeners, independently, in case standard 2 EDS equipment was used; or

(2) by a single screener in all other cases.

Screening methods

If one of the before-mentioned circumstances exists - Heston Airlines establishes that the passenger did travel the flight on which he/she was checked in. In all other cases the baggage must be unloaded from the aircraft and subjected to the re-screening by using at least one of the following methods:

- hand search supplemented by the use of ETD equipment;
- multi-view X-ray equipment if multi-view X-ray equipment is not available, unaccompanied baggage shall be screened by using x-ray and examined by the same screener from two different angles with 60° and no more than 90° rotation.
- EDS equipment (at least Standard 2).

The contracted handling company shall ensure that re-screening performed on unaccompanied baggage is recorded through appropriate identification techniques. Records shall contain, at least, the following information: Date of additional screening, Programmed rerouting flight, Passenger data, The screener's name. Records shall be maintained for at least one year.

The unloaded/offloaded unaccompanied hold baggage can be re-screened immediately and stored in secure storage until forwarded, claimed, disposed of. Secure storage areas shall be established where mishandled passenger baggage may be held until forwarded, claimed or disposed of in accordance with local laws. Storage areas shall be accessible only to authorized staff and shall be locked when left unattended. Access key control must be properly supervised. If the baggage is held in unsecured (e.g. locked lost and found storage) until forwarded, the baggage must be re-screened by using one of the aforementioned methods before loading into an aircraft of Heston Airlines.

Unaccompanied bag tags. Unaccompanied baggage must be identified, screened, handled, and tagged as one of the following:

- **REROUTED**, i.e. baggage which has not followed the passenger on the same flight due to operational reasons attributable to the air operator and which is rerouted to the destination station with the first practicable flight. For this type of baggage an administrative check to determine the causes of the problem is to be made;
- **RUSH/EXPEDITE**, i.e. baggage for which the Lost & Found procedure has been undertaken.

The departure date must be shown on the bag tag (printed or handwritten) of the unaccompanied baggage. Baggage tags (including RUSH labels) must be stored, by the contracted handling company, in a secure manner to prevent unauthorized access. Unused printed/written baggage tags must be clearly voided before disposal.

The various airports may require different control procedures (use of different labels, lead seals, etc.), however, these do not exempt the Station from the complete application of and compliance with the security regulations in force. Any unaccompanied baggage is to be shown in the baggage manifest and clearly marked as such.

10.11 PROHIBITED ARTICLES

Articles prohibited to be carried as hold baggage are listed in Annex ASP 4.

Heston Airlines through the company providing ground services informs the passengers about the articles prohibited for carriage on board of an aircraft at passenger registration desks before the end of check-in.

10.12 TRANSFER BAGGAGE

Transfer baggage shall follow the same provisions described in this chapter. In addition:

- Transfer baggage must be identified and kept separate from baggage that has been checked-in locally;
- It must only be loaded after the passenger has checked in for the connecting flight and each baggage tag number has been associated with the passenger's data;
- Transfer baggage shall be screened, unless previously screened in an airport of a Member State or a Third Country, listed in Annex ASP 1 , and subsequently protected from unauthorized interference from the point of screening (originating airport) and until loaded in the departing aircraft (transfer airport).

10.13 WEAPONS AND AMMUNITION

Under the International Convention on Civil Aviation, member States have the right to control the air transport of munitions of war through their territory. However, unlike the transport of dangerous goods, there are currently no internationally agreed standards and it has been left to each individual State to develop its own requirements depending on circumstances and national needs.

There is no internationally agreed definition of munitions of war. It is intended that it include the following:

- weapons and ammunition carried for personal protection from attack by other persons, except where the calibre of the weapon is such that it is only effective at close range e.g. .22 hand gun;
- weapons and ammunition carried by someone giving official protection from attack to another person;
- weapons and ammunition used by police forces, paramilitary, military or armed forces.

"Weapons and ammunition" includes component parts and accessories.

Any firearm which is not a munition of war must be treated as a sporting weapon for the purposes of its carriage on an aircraft. A firearm is any gun, rifle or pistol which fires a projectile. In the absence of a specific definition the following firearms are generally regarded as being sporting weapons:

- those designed for shooting game, birds and other animals;
- those used for target shooting, clay pigeon shooting and competition shooting, providing the weapons are not those on standard issue to military forces;
- airguns, dart guns, starting pistols, etc.

Weapons and ammunition are carried by Heston Airlines in accordance with General Commissioner of the Lithuanian Police order “Regarding the approval of requirements for storage, storage and temporary storage of weapons, weapon accessories, ammunition, and their parts” of 2011 March 3.

Passengers, who bring or carry away weapons and ammunition to/ from the Republic of Lithuania, must declare them to officers performing customs inspection at the customs office in writing and submit mandatory documents required for filing the declaration, weapons, and an original copy of the license to bring (carry away) them.

On regular flights, when civil passengers are being carried, Heston Airlines transports weapons and ammunition as hold baggage inaccessible to any unauthorized person during the flight. It is prohibited to transport weapons and ammunition in Heston Airlines aircraft flight deck and cabin on regular flights unless conditions in ASP **10.13.4 - Armed military troop, police officer, bodyguard transportation** are adhered. Heston Airlines does not carry any military weapons and ammunition unless respective licenses are obtained from all concerned parties. Such transportation of military weapons may be subject to the application of different safety and aviation security regulations than the civil aviation regulations.

A passenger wishing to transport weapons and ammunition on an aircraft operated by Heston Airlines must make prior arrangements with Heston Airlines regarding conditions applicable to their transportation.

Weapons (including military) may be carried in the cabin of Heston Airlines aircraft only in accordance with exemptions and special procedures described in point ASP **10.13.4 - Armed military troop, police officer, bodyguard transportation** and approved by Head of Aviation Security of Heston Airlines.

10.13.1 Departure measures

If the weapon is a firearm or capable of discharging a projectile and ammunition, must be inspected by an authorized and duly trained person to verify that arms are not loaded and that arms and ammunition are suitably packed into appropriate secure containers. Normally this

inspection is performed by police officers or equivalent.

Prior to acceptance, the check-in agent shall verify that all States involved (including origin, transit/transfer, and destination) legally permit the carriage of the concerned weapons and ammunition, as well as that the documents are complete and valid for the aforementioned Countries.

Firearm containers are transported from the check-in to the aircraft through hold baggage screening or passengers security screening points, both ways these must be escorted to the aircraft by a security agent.

In addition, the following shall be applied and guaranteed for departure:

- The Commander must be notified in NOTOC about the weapon (ammunition) being transported on the aircraft prior the commencment of the flight;
- The maximum quantity of ammunition must not exceed 5 kg gross weight (including casing) per person for that person's own use. Allowances for more than one person must not be combined into one or more packages;
- The maximum quantity of ammunition on one aircraft must not exceed 25 kg gross weight (including casing);
- Air transport of ammunition consisting of incendiary or explosive bullets is prohibited, in any quantity;
- Ammunition and/or cartridges shall be packaged separately from firearms and properly protected against shock and sudden movement in metal, wood, or plastic containers (specific or approved for air-travel), fitted with a safety lock and which are resistant to shock and fire;
- The passenger must present the required and complete documentation for the transport of weapons and ammunitions/cartridges under the laws of the States of embarkation, transit, and disembarkation,
- The containers must be labeled with a special sticker containing an inscription “Firearm” or “Weapon” in English;
- The containers must be labeled with a label filled in with the passenger's details;
- Data relevant to the embarked weapons and ammunition must be recorded in the load-sheet and Loading Instruction Report (LIR) (as well as other relevant operational messages) with code "WAM", this will inform the Commander and downline stations (transit and final destination);
- Firearms and ammunition are to be escorted and kept under custody, by authorized security personnel (as established by local procedures), from the moment of check-in and until loaded into the aircraft and the holds are closed for departure and the aircraft leaves the parking position;
- Weapon and ammunition containers are to be positioned on top of other baggage present in the hold, as to be immediately be identified and taken in custody at the arrival station
- The handling company of the departure airport must duly inform, with standard operational messages, all the stations concerned (transit/transfer and destination) whenever firearms and ammunition are loaded in an aircraft.
- Ammunition must be loaded according to dangerous goods regulations.

10.13.2 TRANSIT MEASURES

Before landing, the contracted handling company at the transit station must inform the local security department and/or police officer (whichever is applicable) that firearms will be transiting on an arriving flight.

Security personnel and/or police officers must be present when the aircraft parks in the apron. Contracted loading staff shall not open the hold door (where the arms and ammunition are stored) until the authorized security personnel is present in-site.

The approved security personnel must supervise offloading and loading operations and will make sure that arms and ammunition containers are not interfered with and remain in the hold. This supervision must be maintained until the hold door is closed for departure and the aircraft leaves the parking position.

10.13.3 Arrival measures

Before landing, the contracted handling company at the destination station must inform the local security department and/or police officer (whichever is applicable) that firearms will be arriving on the flight.

Security personnel and/or police officers must be present when the aircraft parks in the apron. Contracted loading staff shall not open the hold door (where the arms and ammunition are stored) until the authorized security personnel is present on-site.

The approved security personnel must supervise the offloading of the documented arms and ammunition and will then escort these until handover to the local authority.

Weapons and ammunition shall be returned to the passenger only after completion of all document formalities by the competent authority and only in the landside area of the terminal (not in the SRA).

Arms and ammunition must all the time be in the custody of authorized security personnel and shall not be returned to the passenger until cleared by the local authority.

10.13.4 Armed military troop, police officer, bodyguard transportation

If Heston Airlines performs a charter flight - weapons may be allowed, by the exemption, to be carried in the cabin of Heston Airlines aircraft. Prior to such flight an organisation/person intending to carry weapons in the cabin/hold of Heston Airlines aircraft must receive an official written Heston Airlines Head of Aviation Security's authorization regarding military/police/bodyguarded delegation handling of weapons and ammunition on board Heston Airlines aircraft. Such flight must not carry any regular passengers (any other than bodyguarded delegation, members of the military/police group, staff members of the HA).

Prior to the flight the following must be ensured:

- The Commander must be informed, by the Head of Aviation Security of Heston Airlines directly or via OCC (NOTOC – Notification to Captain), about the exclusive flight details (including (if available at that time) the number and seat locations of authorized armed persons on board the aircraft);
- Before passenger embarkation, the person in charge of the operation (e.g. delegation highest rank military or police officer, bodyguard) must introduce himself/herself to the Commander by presenting an identification document and Heston Airlines' Head of Aviation Security's written authorization in order to coordinate seating (number and seat locations of authorized armed persons)/security/safety matters with the crew;
- Firearms must be unloaded;
- Ammunition must be securely boxed and loaded into cargo compartment as hold baggage.

NOTE: It is the responsibility of the organisation/person who is intending to carry weapons/ammunition to ensure that all States involved (including origin, transit/transfer and destination) legally permits the carriage of the concerned weapons and ammunition, as well as that the documents are complete and valid for the aforementioned Countries.

10.14 AIRCRAFT PROTECTION

10.14.1 General

The aircraft of Heston Airlines must be kept in a well-lit airside, preferably in the inner part of the airport perimeter as further away from public access areas as possible. An aircraft must be kept at the airside in a manner that none of its parts are outside the perimeter or above/under public access areas (parking aircraft away from fences or buildings that might provide easier access). Aircraft protection procedures described in this chapter are also applicable to secure the aircraft prior to and during overnight or layover parking.

When an area is no longer considered to be a critical part because of a change of security status then the airport will inform Heston Airlines or Commander of the flight that are affected.

The first line of defense against unauthorised access to the aircraft of Heston Airlines is the safeguarding of the landside/airside boundary and the accountability of such measures is obliged to the airport operator. Nonetheless, Heston Airlines in order to ensure the security of its aircraft implements security measures described in this chapter which are applied by:

- Crew members;
- Maintenance staff;
- Entities contracted and entitled by Heston Airlines regarding the application of respective security measures.

Aircraft security protection measures may be applied only by those employees, who have completed “Training Courses for Person Implementing Aircraft Protection” and successfully passed an examination given by an instructor.

Training consists of following competencies in accordance with point 11.2.3.7 of EU regulation 2015/1998:

(a) knowledge of how to protect and prevent unauthorised access to aircraft and of elements contributing to the establishment of a robust and resilient security culture in the workplace and in the aviation domain, including, inter alia, insider threat and radicalisation;
(b) knowledge of procedures for sealing aircraft, if applicable for the person to be trained;
(c) knowledge of identification card systems used at the airport;
(d) knowledge of procedures for challenging persons and of circumstances in which persons should be challenged or reported; and
(e) knowledge of emergency response procedures.
"Illegitimate access" means any person not having an operational task and/or not displaying an authorised ID card;
„Authorized ID card/vehicle pass“ means: CREW ID of Heston Airlines, Airport ID, vehicle pass (of the airport where the aircraft of Heston Airlines is parked), local Civil Aviation Authority inspector ID (of the country where the aircraft of Heston Airlines is parked);

"Immediately detected" means within 3 minutes of entry in the area;

"Sufficient distance" means at least several meters away from the aircraft;

„Attended“ means that the authorized person is in the immediate vicinity of the aircraft carrying out his/her normal duties – all persons approaching and/or entering the aircraft of Heston Airlines must be challenged and their credentials (ID card) checked before access is permitted.

“Aircraft service panels and hatches” means aircraft external access points and compartments that have external handles or external clip-down panels and are routinely used for providing aircraft ground handling services.

If operating crew cannot determine whether or not the aircraft is in critical or non-critical part – Commander shall request the information via ATC, if it is not determined, it shall be handled as in a non-critical part.

10.14.2 Aircraft parked in a critical part of security restricted area

When the aircraft is parked in the critical part of the security restricted area of the airport (Member States and Third countries listed in Annex ASP 1), each of the aircraft external doors shall be protected against unauthorised access by:

- Having the external door closed (when the aircraft is left unattended),
    - where the aircraft is in a critical part of a Member State or Third Country listed in Annex ASP 1 airport, external doors that are not accessible by a person from the ground are *considered closed* if access aids (towable passenger/maintenance stairs, passenger boarding bridges), including all vehicles, have been removed and placed at a "sufficient distance" from the aircraft as to reasonably prevent access by a person.

- Ensuring that persons seeking to gain "illegitimate access" are "immediately detected" and challenged promptly by crew members or other staff (when Heston Airlines crew/other authorized staff is in the vicinity of Heston Airlines aircraft)
    - Crew members must be positioned at all opened aircraft doors in order to check the identities (ID cards) of the persons getting on board Heston Airlines aircraft. Any person or vehicle not in possession of a valid „Authorized ID card“ or boarding pass (applicable for passengers) must be denied access to the aircraft of Heston Airlines or aircraft parking stand,

- Having electronic means which will immediately detect unauthorised access;
- Having an electronic airport identification card access system at all doors leading directly to the passenger boarding bridge, adjacent to an open aircraft door, which only allows access for persons that are trained in accordance with point 11.2.3.7 of EU regulation 2015/1998. Such persons must ensure that unauthorised access is prevented, during their use of the door.
- By checking authorized ID cards crew member must check that ID card:
    - Belongs to that person (photo check);
    - Is not expired (In some airports electronic validity of ID card can be used).

If an unauthorized person or vehicle is detected in the vicinity of Heston Airlines aircraft, the Commander, Senior Cabin Crew and Airport security must be notified and Security Report in CENTRIK must be submitted. In all cases, it is recommended to keep only one aircraft door open at a time, except for cases when food, in-flight supplies are being delivered, at the time when passengers are getting off/ boarding the aircraft.

The above does not apply when the aircraft is parked in a hangar that is locked or otherwise protected from unauthorized access.

Where external doors are closed/locked, only authorized persons with an operational need are able to open these doors.

The public is not generally admitted to the airside of an airport for the purpose of viewing an aircraft. An exception may be made for a public relations and/or sales promotion visit authorised by the Head of Aviation Security of Heston Airlines in conjunction with the Commander, if appropriate. Visitors must be issued with temporary identification cards and must be accompanied at all times by a permanent identification card holder.

10.14.3 Aircraft parked in a non-critical part of security restricted area

It is deemed that aircraft is parked in a non-critical part of security restricted area if:

- it is not clear, which part of the airport (including airport of the Member States and Third Countries listed in Annex ASP 1) is used for parking of aircraft;
- the aircraft is parked in any part of the airport of the Third Country not listed in Annex ASP 1.
- a Commander shall request via ATC whether or not its aircraft is arriving in a critical part. When this is not clear, it shall be assumed that the aircraft is in a part other than a critical part.

When the aircraft is parked in the Non-Critical part of the security restricted area of the airport (the Member States and Third countries listed in Annex ASP 1), each of the aircraft external doors shall be protected against unauthorised access by:

- Ensuring that persons seeking to gain "illegitimate access" are "immediately detected" and challenged promptly by crew members or other staff (when Heston Airlines crew/other authorized staff is in the vicinity of Heston Airlines aircraft);
    - Crew members must be positioned at all opened aircraft doors in order to check the identities (ID cards) of the persons getting on board Heston Airlines aircraft. Any person or vehicle not in possession of a valid „Authorized ID card“ or boarding pass (applicable for passengers) must be denied access to Heston Airlines aircraft or aircraft parking stand;

- By checking authorized ID cards crew member must check that ID card:
    - Belongs to that person (photo check);
    - Is not expired (In some airports electronic validity of ID card can be used).

- Having all access aids removed to a "sufficient distance" as to reasonably prevent access (when the aircraft is left unattended) and having the external door closed (when the aircraft is left unattended);
- Sealing aircraft doors (when the aircraft is left unattended);

Where timings are such that inbound and outbound crews do not overlap, access shall be controlled by authorised ground staff by closing/locking the doors and removing steps/bridge.

Where external doors are closed/locked, only authorized staff members of Heston Airlines and prior authorised ground staff with an operational need is able to open these doors. A list of authorized contractors shall be published before the start of operations to/from a particular airport. If the contractor is not included in to list of authorized contractors, this means that the staff of such contractor is not authorized to open the door and enter the aircraft of Heston Airlines unsupervised by the staff of Heston Airlines.

Where external doors are sealed, only authorized staff members of Heston Airlines with an operational need is able to unseal these doors.

If an unauthorized person or vehicle is detected in the vicinity of Heston Airlines aircraft, the Commander, Senior Cabin Crew and Airport security must be notified and Security Report in CENTRIK must be submitted.

10.14.3.1 Aircraft sealing

Heston Airlines tamper-evident security seal sample



Leaving the aircraft

Whenever the aircraft of Heston Airlines is intended to be left unattended in a non-critical part of the airport this may be done in one of two ways:

Sealing procedure

- After the flight, the crew must inform any authorized person (e.g. other staff members of Heston Airlines who are trained to carry out sealing procedures) at the aircraft that the crew is leaving and hand over responsibility for the aircraft to an authorized person before leaving it. The authorized person must confirm handing over the responsibility for aircraft and later seal it; or
- The crew must seal the aircraft upon leaving it.
- Aircraft sealing designated locations are listed in the “Aircraft sealing form” (form ASP-02).
- Sealing of the aircraft doors/hatches/panels must be performed by attaching the larger seal part to the designated locations while the smaller part of the seal attaching to the matching location in the form ASP-02.
- Sealing must be started from the first designated location (as per form ASP-02) and finished with the last location (FWD Entry door).
- When sealing the last locations (Flight deck door/FWD Entry Door):
    - Send the photo of form ASP-02 to security@heston.aero.
    - Attach a larger part of the seal on the FWD entry Door;
    - Disembark from the aircraft and close FWD Entry door from the outside;
    - Close flight deck door from outside the flight deck;
    - Leave form ASP-02 (with all smaller seal parts attached) in the cockpit (on the left pilot seat);
    - Take a photo of form ASP-02 (to show all smaller seal parts attached);
    - Attach the smaller parts of the seals to the form ASP-02;

Filled form with seal numbers must be kept on ground (photo sent to Heston Airlines Security department) and in the designated area at the flight deck for at least 24 hours or the duration of the flight, whichever is longer.

“Aircraft sealing forms” (ASP-02) and security seals are stored in tubes marked with attached security seal on it. Security seal tube is located in each aircraft cockpit documentation box. It is stored in the flight deck in order to be protected against unauthorized access.

Ordered new security seals are kept in Heston Airlines office, in separate locked room. Key is controlled by IT department. Seals are distributed into different aircrafts by its number and marked in Security seals document, managed by Head of Aviation Security. Filled ASP-02 forms are stored in separate security department-shared folder, being kept for 3 months.

Arriving at the aircraft/opening procedure

- When the crew arrives at the aircraft it is considered aircraft secure provided either:
  - authorized personnel are conducting activities in or around the aircraft (stairs, air bridges may be attached); or
  - no ground personnel present (stairs, air bridges removed from the aircraft);

- In case of option (a) crew hands over the responsibility for aircraft from authorized person.
- In case of option (b), before entering the aircraft, crew checks whether the seal on forward entry door is not tempered, unseals the FWD Entry and Flight deck Door seals and checks whether the seal numbers comply with the seal number in form ASP-02, then checks if all other seals and seal numbers are intact.

- the Aircraft sealing form must be left in the designated area at the flight deck for at least 24 hours or during the entire flight duration, if it exceeds 24 hours.

If only FWD Entry and Flight deck doors are opened (e.g. by the technical staff of Heston Airlines for maintenance purposes) and then it is sealed again, the same form ASP-02, by remarking all sealing/unsealing actions can be reused up to 3 times. Every time after sealing/unsealing form ASP-02 is used, photo copy of the filled-in form must be sent to security@heston.aero.

When the aircraft is sealed and the then it is transferred to the critical part of security restricted area, aircraft opening requirements are applicable in the critical part of security restricted area as well. Before opening the aircraft authorized staff have to consider measures provided below:

There are no discrepancy in seal numbers or no evidence of tampering.

If signs of tampering are evident and/or there is a discrepancy with the seal numbers, the relevant parts of the aircraft shall be subjected to a detailed aircraft security search (exterior and/or interior of the aircraft to ensure that no suspicious objects, weapons, explosives or other dangerous devices have been concealed. In case of seal tampering detailed security search shall be performed by Heston Airlines staff. Ground handling service company and the airport aviation security shall be informed about the found or suspected breach of the aircraft.

All incidents related to sealing/unsealing must be reported via CENTRIK as Security reports.

10.15 IN-FLIGHT SUPPLIES

For the purpose of this Chapter:

"In-flight supplies" means all items intended to be taken on board an aircraft for use, consumption or purchase by passengers or crew during a flight, other than:

- cabin baggage; and
- items carried by persons other than passengers (e.g. crew members); and
- air carrier mail and air carrier materials.

"Regulated supplier of in-flight supplies" means a supplier whose procedures meet common security rules and standards sufficient to allow delivery of in-flight supplies *directly to Heston Airlines aircraft*.

"Known supplier of in-flight supplies" means a supplier whose procedures meet common security rules and standards sufficient to allow delivery of in-flight supplies to an air carrier or regulated supplier, but *not directly to Heston Airlines aircraft*.

Supplies are considered as in-flight supplies from the time that they are identifiable as supplies to be taken on board an aircraft for use, consumption or purchase by passengers or crew during a flight.

“LAGs” means liquids and gels and includes pastes, lotions, liquid/solid mixtures and the contents of pressurized containers, such as toothpaste, hair gel, drinks, soups, syrups, perfume, shaving foam and other items with similar consistencies.

The list of prohibited articles in in-flight supplies is the same as the one set out in Annex ASP 3.

Supplies delivered by a company not complying with the measures contained in this chapter may not be taken aboard an aircraft of Heston Airlines.

In the Member States and the Third Countries, all security measures in respect of in-flight supplies transported by Heston Airlines aircraft are applied by Heston Airlines itself or regulated supplier of in-flight supplies appointed by Heston Airlines.

10.15.1 Airport supplies within EU airports

When Heston Airlines operates to airports within the EU, in-flight supplies shall be received from providers that are certified regulated agents having the approval and authorisation from the appropriate local civil aviation authority. Regulated suppliers shall implement all security requirements and procedures in accordance with EU regulations and appropriate local civil aviation authorities. Heston Airlines monitors the implementation of the appropriate security controls in accordance with OMM Chapter 11.

10.15.2 Airport supplies outside EU airports

When Heston Airlines operates to airports outside EU where the security requirements and procedures are not in accordance with EU regulations, the provider shall apply and conform to the security requirements in chapters 10.15.2.1 - Secure environment and chapter **10.17 - SECURITY CONTROL** of this manual. Heston Airlines monitors the implementation of the appropriate security controls in accordance with OMM Chapter 11.

10.15.2.1 Secure environment

Responsible Person

The catering company appoints a manager or senior supervisor to ensure appropriate security measures are applied consistently, in accordance with the Security Programme of Heston Airlines.

Physical Security

The catering premises have a secure fence that is at least 2 meters high with a minimum number of access points for personnel and vehicles. The aim is to ensure that access to the premises cannot be gained, except through an authorised entry point. Unauthorised people must not gain access to food storage, preparation and loading areas.

Access Control

At the authorised access points, controls must be in place to ensure only people with proper authority are allowed to pass. Control points may either be manned or make use of electronically operated barriers, doors, turnstiles etc.

Staff Training

Staff carrying out security functions listed in this chapter has security awareness training appropriate to their responsibilities as per requirements of EU regulations and the local Civil Aviation Authority.

Supervision of Staff

Staff engaged in the preparation of food and other items for loading onto an aircraft are supervised to deter them from including any prohibited items. Supervision is particularly important for temporary or agency staff. Personnel responsible for staff supervision shall prevent unauthorised access to its premises and in-flight supplies; and reasonably ensure that no prohibited articles are concealed in in-flight supplies.

10.16 REGULATED AND KNOWN SUPPLIERS

Regulated suppliers

Regulated suppliers must be approved by the appropriate local civil aviation authority. The approval as a regulated supplier shall be site specific. A regulated supplier shall be re-validated at regular intervals not exceeding 5 years.

Known suppliers

Any entity (‘the supplier’) that ensures the security controls as described in chapter below **10.17 - SECURITY CONTROL** of this manual and delivers in-flight supplies, but not directly to aircraft, may be designated as a known supplier by the operator or the entity to whom it delivers (‘the designating entity’). This does not apply to a regulated supplier.

All known suppliers must be designated on the basis of validations of:

- the relevance and completeness of the security programme;
- the implementation of the security programme without deficiencies.

Validations must be recorded and must take place before designation and repeated every 2 years thereafter.

10.17 SECURITY CONTROL

Heston Airlines and a regulated supplier of in-flight supplies, before loading in-flight supplies to the aircraft of Heston Airlines, must:

(a) screen in-flight supplies when receiving supplies from a company that is not a regulated supplier or known supplier in accordance with chapter **10.17.1 - Screening of in-flight supplies** of this manual; and

(b) ensure that persons with access to in-flight supplies are subjected to enhanced background check (in accordance with point 11.1 of the Annex to Implementing Regulation (EU) 2015/1998); and

(c) ensure that persons implementing, or responsible for implementing, security controls are recruited, trained and certified in accordance with Chapter 11 of Implementing Regulation (EU) 2015/1998.

In-flight supplies that arrive in the security restricted area of EU airports on board an aircraft may be exempted from security controls.

10.17.1 Screening of in-flight supplies

In-flight supplies shall be screened before being taken into a SRA, unless:

- The required security controls have been applied to the supplies by the air carrier (Heston Airlines) that delivers these to its own aircraft and the supplies have been protected from unauthorised interference from the time that those controls were applied until delivery at the aircraft, or
- The required security controls have been applied to the supplies by a "regulated supplier" and these have been protected from unauthorised interference from the time that those controls were applied until arrival in the SRA or, where applicable, until delivery to the air carrier or another regulated supplier, or
- The required security controls have been applied to the supplies by a "known supplier" and the supplies have been protected from unauthorised interference from the time that those controls were applied until delivery to the air carrier or regulated supplier.

Where there is any reason to believe that in-flight supplies to which security controls have been applied have been tampered with or have not been protected from unauthorised interference from the time that those controls were applied, they must be screened before being allowed into security restricted areas.

The following means or methods of screening, either individually or in combination, shall be applied:

a) visual check;

(b) hand search;

(c) x-ray equipment;

(d) EDS equipment;

(e) ETD equipment in combination with point (a);

(f) explosive detection dogs in combination with point (a);

(g) EVD equipment applied in accordance with the relevant provisions contained in Attachment 6-J of Commission Implementing Decision C(2015) 8005 and in combination with point (a);

Where the screener cannot determine whether or not the item contains any prohibited articles, it shall be rejected or rescreened to the screener's satisfaction.

10.17.2 Protection of in-flight supplies

Heston Airlines and a regulated supplier of in-flight supplies must ensure that in-flight supplies which have been subjected to the security measures under point **10.17.1 - Screening of in-flight supplies** and are protected from unauthorised interference from the time that those controls were applied until delivery to the aircraft of Heston Airlines.

In-flight supplies that are in a critical part are considered as protected from unauthorised interference.

In-flight supplies that are in a part other than a critical part are considered as protected from unauthorised interference if:

- they are physically protected so as to prevent the introduction of objects;
- they are not left unattended and access is limited to persons involved in the protection and loading of in-flight supplies onto aircraft of Heston Airlines.

Acceptance on board

The catering company provides Heston Airlines with a signed declaration certifying that the consignment has been prepared in accordance with agreed security procedures and that it does not contain any prohibited articles. When in-flight supplies are delivered on board by Heston Airlines or Regulated supplier (catering company), Crew members must check all seals of the delivered containers and make sure that all seals are intact (not tampered and match to in-flight supply delivery documentation). If seal is tampered, missing or do not match with delivery documentation such container must be carefully searched by opening and checking all items inside the container by hand. If any prohibited items have been found, airport aviation security must be informed about it immediately. In case of any incident related to in-flight supplies security report via CENTRIK must be submitted.

10.18 COMPANY MAIL AND MATERIALS

Heston Airlines is responsible for the implementation of the required security measures. The screening company or regulated agent is responsible for the screening of the mail and materials of Heston Airlines transported as cabin baggage, hold baggage or cargo. Heston Airlines and regulated agents are responsible for the protection of mail and materials of Heston Airlines, as appropriate.

10.18.1 Company mail and materials to be loaded onto an aircraft

Mail and materials of Heston Airlines shall be subjected to security controls and thereafter protected until loaded onto the aircraft in order to prevent prohibited articles from being introduced on board an aircraft.

Before being loaded into the hold of an aircraft, mail and materials of Heston Airlines shall either be screened and protected in accordance with Chapter 4, Chapter 5 or Chapter 11 of ASP, more information can be requested to Head of Aviation Security.

Before being loaded into any part of an aircraft other than the hold, mail and materials of Heston Airlines shall be screened and protected in accordance with the provisions on cabin baggage in **10.3 - SCREENING OF CABIN BAGGAGE**.

All company mail and materials must be marked with a sticker „COMAT/COMAIL“ before loading. COMAT/COMAIL packages shall remain openable or if sealed it must be unsealed in order to be inspected from the inside in accordance with the aircraft security search procedure (chapter Flight deck security of ASP). After security search procedure is finished COMAT/COMAIL packages may be re-sealed if necessary.

Heston Airlines's mail and materials which originate in critical parts of EU airports may be exempted from these security controls. Spare parts for aircraft, transported as materials of Heston Airlines, may be exempted from these security controls provided that they are accompanied by documentation attesting airworthiness conformity with applicable EU requirements.

The documentation shall be checked before loading the spare parts onto an aircraft and kept at a point not on the aircraft for the duration of the flight or for 24 hours, whichever is longer.

Heston Airlines's materials which are used for the purposes of passenger and baggage processing and which could be used to compromise aviation security shall be protected or kept under surveillance in order to prevent unauthorised access. Self check-in and applicable Internet options allowed for use by passengers shall be considered as authorised access to such materials.

Heston Airlines shall ensure that discarded materials that could be used to facilitate unauthorised access or move baggage into the security restricted area or onto aircraft is destroyed or invalidated.

Heston Airlines shall ensure that the departure control systems and check-in systems are managed in such a manner so as to prevent unauthorised access. Self check-in allowed for use by passengers shall be considered as authorised access to such systems.

COMAT/COMAIL Must be protected and not be left unattended at any time.

10.19 CARGO AND MAIL GENERAL

All cargo (including transfer cargo) and mail shall be subjected to security controls by a regulated agent prior to being loaded onto Heston Airlines aircraft.

All cargo (including transfer cargo) accepted to transport on any flight is protected from unauthorized interference from the point of acceptance after screening or security controls have been applied until departure of the aircraft.

Transfer cargo and transfer mail may be subjected to alternative security controls to be detailed in an implementing act. Transit cargo and transit mail may be exempted from security controls if it remains on board the aircraft.

There are no need to be designated as an “Air cargo or Mail carrier operating into the Union from a third country airport“ (ACC3), in order to carry cargo or mail from:

- any Member State to any Member State;
- any third country listed in Appendix 6-Fi and 6-Fii to the Annex to Implementing Regulation (EU) No. 2015/1998 to any Member State;
- any third country listed in Appendix 6-Fi and 6-Fii to the Annex to Implementing Regulation (EU) No. 2015/1998 to any third country listed in Appendix 6-Fi and 6-Fii to the Annex to Implementing Regulation (EU) No. 2015/1998;
- any third country not listed in Appendix 6-Fi and 6-Fii to the Annex to Implementing Regulation (EU) No. 2015/1998 to any third country listed in Appendix 6-Fi and 6-Fii to the Annex to Implementing Regulation (EU) No. 2015/1998;
- any third country not listed in Appendix 6-Fi and 6-Fii to the Annex to Implementing Regulation (EU) No. 2015/1998 to any third country not listed in Appendix 6-Fi and 6-Fii to the Annex to Implementing Regulation (EU) No. 2015/1998.

For Appendix 6-Fi to the Annex to Implementing Regulation (EU) No. 2015/1998 refer to Annex ASP 5.

Appendix 6-Fii to the Annex to Implementing Regulation (EU) No. 2015/1998 refer to Annex ASP 6.

Third countries, as well as other countries and territories that are recognized as applying security standards equivalent to the common basic standards on civil aviation security (based on Appendix 6-Fi and 6-Fii to the Annex to Implementing Regulation (EU) No. 2015/1998).

Union database on supply chain security – **https://ksda.ec.europa.eu/public/screen/home**

In order to carry cargo or mail from an airport in a third country not listed in Appendix 6-Fi and 6-Fii to the Annex to Implementing Regulation (EU) No. 2015/1998 for transfer, transit or unloading at any Member State airport, Heston Airlines must be designated as an “Air Cargo or Mail Carrier operating into the Union from a Third Country Airport” (ACC3) by TCA or shall perform ad hoc flight.

Heston Airlines transports cargo/ mail only on passenger aircraft or the aircraft converted to transport cargo in passenger cabin.

Assembled explosive and incendiary devices that are not carried in accordance with the applicable safety rules shall be considered as prohibited articles in consignments of cargo and mail.

Dangerous goods are transported by air transport only as cargo in accordance with the requirements specified in ICAO’s Document No. 9284-AN/905 “Technical Instructions for Safe Transport of Dangerous Goods by Air” or IATA’s “Regulations of Dangerous Goods”.

10.20 LOADING OF REGULATED ENTITY'S CARGOS AND MAIL TO AIRCRAFT AT THE AIRPORTS OF THE MEMBER STATES AND THE THIRD COUNTRIES

All cargo and mail shall be screened by a regulated agent before being loaded on to an aircraft, unless:

- the required security controls have been applied to the consignment by a regulated agent and the consignment has been protected from unauthorised interference from the time that those security controls were applied and until loading; or
- the required security controls have been applied to the consignment by a known consignor and the consignment has been protected from unauthorised interference from the time that those security controls were applied and until loading; or
- the consignment is exempt from screening and has been protected from unauthorised interference from the time that it became identifiable air cargo or identifiable air mail and until loading.

Where there is any reason to believe that a consignment to which security controls have been applied has been tampered with or has not been protected from unauthorised interference from the time that those controls were applied, it shall be screened by a regulated agent before being loaded on to an aircraft.

NOTE: Heston Airlines does not have security restricted areas under its control, however the access to such areas is controlled by the airport authorities or government agencies and requires a screening of persons and vehicles.

When screening cargo or mail:

- the means or method most likely to detect prohibited articles shall be employed, taking into consideration the nature of the consignment; and
- the means or method employed shall be of a standard sufficient to reasonably ensure that no prohibited articles are concealed in the consignment.

Cargo and mail shall be screened by at least one of the following methods:

- hand search (PHS);
- x-ray equipment (XRY);
- EDS equipment (EDS);
- explosive detection dogs (EDD);
- ETD equipment (ETD);
- visual check (VCK);
- metal detection equipment (MDE).
- EVD equipment (EVD);

Where the screener cannot determine whether the cargo or mail contains any prohibited articles, it shall be rejected or rescreened to the screener's satisfaction. All cargo (including transfer cargo) accepted to transport on any flight is protected from unauthorized interference from the point of acceptance after screening or security controls have been applied until departure of the aircraft.

The crew allows the ground service provider to load a cargo to a passenger aircraft, if the cargo documents contain an entry "SPX" or "SHR" at the airports of the Member States and the third countries listed in Appendix 6-Fi to the Annex to Implementing Regulation (EU) 2015/1998.

The crew allows the ground service provider to load a cargo to a passenger aircraft, if the cargo documents contain a statement of cargo security with entry "SPX" and "SHR" at the airports of the third countries listed in Appendix 6-Fii to the Annex to Implementing Regulation (EU) 2015/1998, from where Heston Airlines transports cargos/ mail not to the European Union airports.

The crew allows the ground service provider to load a cargo to a passenger aircraft, if the cargo documents contain a statement of cargo security with entry “SHR” at the airports of the third countries listed in Appendix 6-I to the Annex to Implementing Regulation (EU) 2015/1998, from where Heston Airlines transports cargos/ mail not to the European Union airports.

In the third-country listed in Appendices 6-Fi, 6-Fii to the Annex to Implementing Regulation (EU) No. 2015/1998 ground service providers are allowed to load cargo to a passenger aircraft.

The crew allows the ground service provider to load a cargo to a passenger aircraft, if the cargo documents contain a statement of cargo security with entry “SHR” at the airports of the third countries not listed in Appendices 6-Fi, 6-Fii to the Annex to Implementing Regulation (EU) 2015/1998, from where Heston Airlines transports cargos/ mail not to the European Union airports.

10.20.1 EU Aviation Security validation for ACC3

The EU aviation security validation in respect of an air carrier's relevant cargo operations shall consist of:
(a) an examination of the air carrier's security programme ensuring its relevance and completeness in respect of all points set out in Attachment 6-G of Commission Implementing Regulation (EU) 2015/1998; and
(b) verification of the implementation of aviation security measures in respect of the relevant cargo operations by using the checklist set out in Attachment 6-C3 of Commission Implementing Regulation (EU) 2015/1998.
The EU aviation security validation's verification of the implementation shall be on-site, to one of the following degrees:

(1) At the airport from which the air carrier has relevant cargo operations before ACC3 designation can be granted for that airport.

If the EU aviation security validation thereupon establishes the non-implementation of one or more of the objectives listed in the checklist set out in Attachment 6-C3 of Commission Implementing Regulation (EU) 2015/1998, the appropriate authority shall not designate the air carrier as ACC3 for the relevant cargo operations without proof of the implementation of measures by the air carrier rectifying the deficiency identified.

The appropriate authority may accept the EU aviation security validation report of a third country entity, or of another ACC3, for ACC3 designation in cases where that entity or ACC3 carries out the entire cargo operation, including loading into the hold of the aircraft, on behalf of the applicant ACC3 and the EU aviation security validation report covers all these activities.

The EU aviation security validation shall be recorded in a validation report consisting at least of the declaration of commitments as set out in Attachment 6-H1 of Commission Implementing Regulation (EU) 2015/1998, the checklist set out in Attachment 6-C3 of Commission Implementing Regulation (EU) 2015/1998 and a declaration by the EU aviation security validator as set out in Attachment 11-A of Commission Implementing Regulation (EU) 2015/1998.
The EU aviation security validator shall submit the validation report to the appropriate authority and provide the validated air carrier with a copy.

The EU aviation security validation's verification of the implementation shall be on-site, to one of the following degrees:

(1) At the airport from which the air carrier has relevant cargo operations before ACC3 designation can be granted for that airport.

If the EU aviation security validation thereupon establishes the non-implementation of one or more of the objectives listed in the checklist set out in Attachment 6-C3 of Commission Implementing Regulation (EU) 2015/1998, the appropriate authority shall not designate the air carrier as ACC3 for the relevant cargo operations without proof of the implementation of measures by the air carrier rectifying the deficiency identified.

The appropriate authority may accept the EU aviation security validation report of a third country entity, or of another ACC3, for ACC3 designation in cases where that entity or ACC3 carries out the entire cargo operation, including loading into the hold of the aircraft, on behalf of the applicant ACC3 and the EU aviation security validation report covers all these activities.

The EU aviation security validation shall be recorded in a validation report consisting at least of the declaration of commitments as set out in Attachment 6-H1 of Commission Implementing Regulation (EU) 2015/1998, the checklist set out in Attachment 6-C3 of Commission Implementing Regulation (EU) 2015/1998 and a declaration by the EU aviation security validator as set out in Attachment 11-A of Commission Implementing Regulation (EU) 2015/1998. The EU aviation security validator shall submit the validation report to the appropriate authority and provide the validated air carrier with a copy.

10.20.1.1 Security controls for cargo and mail arriving from a third country

The ACC3 shall ensure that all cargo and mail carried for transfer, transit or unloading at a Union airport is screened, unless:

(a) the required security controls have been applied to the consignment by an EU aviation security validated regulated agent (RA3) and the consignment has been protected from unauthorised interference from the time that those security controls were applied and until loading; or

(b) the required security controls have been applied to the consignment by an EU aviation security validated known consignor (KC3) and the consignment has been protected from unauthorised interference from the time that those security controls were applied and until loading; or

(c) the consignment is exempted from screening in accordance with point (d) of point 6.1.1 of EU 2015/1998 and protected from unauthorised interference from the time that it became identifiable air cargo or identifiable air mail and until loading.

Cargo and mail carried into the Union shall be screened by one of the means and methods listed in point **10.3.1 - Screening methods** of this manual to a standard sufficient to reasonably ensure that it contains no prohibited articles.

The ACC3 shall ensure in respect of:

(a) transfer and transit cargo or mail that screening in accordance with chapter **10.20 - LOADING OF REGULATED ENTITY'S CARGOS** of this manual and is screened to a standard sufficient to reasonably ensure that it contains no prohibited articles or security controls have been applied by itself or by an EU aviation security validated entity at the point of origin or elsewhere in the supply chain and such consignments have been protected from unauthorised interference from the time that those security controls were applied and until loading; and

When tendering consignments to which it has applied the required security controls to another ACC3 or RA3, the ACC3, RA3, or KC3 shall indicate in the accompanying documentation the unique alphanumeric identifier received from the designating appropriate authority.

When accepting any consignments, an ACC3 or RA3 shall establish whether the air carrier or the entity from which it receives the consignments is another ACC3, RA3, or KC3 by the following means of:

(a) verifying whether or not the unique alphanumeric identifier of the entity delivering the consignments is indicated on the accompanying documentation; and

(b) confirming that the air carrier or entity delivering the consignment is listed as active in the Union database on supply chain security for the specified airport or site, as appropriate.

If there is no indication on the accompanying documentation of the identifier, or if the air carrier or entity delivering the consignments is not listed as active in the Union database on supply chain security, it shall be deemed that no security controls have previously been applied, and the consignments shall be screened by the ACC3 or by another EU aviation security validated RA3 before being loaded onto the aircraft.

After the security controls referred to in points 6.8.3.1 to 6.8.3.5 have been implemented, the ACC3 or the EU aviation security validated regulated agent (RA3) responsible for the application of the security controls, shall ensure that the accompanying documentation, in the form of an air waybill, an equivalent postal documentation or in a separate declaration, provided in an electronic format or in writing, includes at least the following information:

(a) the unique alphanumeric identifier of the ACC3;

(b) the security status of the consignment referred to in point (d) of point 6.3.2.6 and issued by the ACC3 or by the EU aviation security validated regulated agent (RA3), as appropriate;

(c) the unique identifier of the consignment, such as the number of the house or master air waybill, where applicable;

(d) the content of the consignment, or indication of consolidation where applicable;

(e) the reasons for issuing the security status, including the means or method of screening used or the grounds for exempting the consignment from screening, using the standards adopted in the ICAO Consignment Security Declaration scheme.

In the case of consolidations, the ACC3 or the EU aviation security validated regulated agent (RA3) who has performed the consolidation shall retain the information set out in points (a) to (e) of the first paragraph for each individual consignment at least until the estimated time of arrival of the consignments at the first airport in the Union or for 24 hours, whichever period is longer.

Any air carrier arriving from a third country listed in Attachment 6-F shall ensure compliance with the applicable points laid down in point 6.8.3.6 in respect of cargo and mail transported on board. The accompanying documentation regarding such consignments shall at least comply with the ICAO Consignment Security Declaration scheme or with an alternative scheme providing the required information in an equivalent manner.

Transit or transfer consignments arriving from a third country listed in Attachment 6-I whose accompanying documentation does not comply with point 6.8.3.6 shall be treated in accordance with Chapter 6.7 before the subsequent flight.

Transit or transfer consignments arriving from a third country not referred to in point 6.8.3.8 the accompanying documentation of which does not comply with point 6.8.3.6, shall be treated in accordance with point 6.2 before the subsequent flight.

List of apporoved ACC3 stations is published in Annex 7 of the ASP.

10.21 PRE-LOADING ADVANCE CARGO INFORMATION (PLACI)

10.21.1 GENERAL RULES

Heston Airlines in a third country other than those listed in Attachment 6-F and Iceland, shall, upon receipt of a notification from the customs office of first entry requiring a consignment to be treated as high risk cargo or mail (HRCM):

(a) implement in respect of the specific consignment, the security controls listed in points 6.7.3 and 6.7.4 of the Annex to Implementing Decision C(2015) 8005, in case of an ACC3 or an RA3 approved for the performance of such security controls;

(b) ensure that an ACC3 or an RA3 approved for the performance of such security controls complies with the provisions laid down in point (a). Information to the customs office of first entry shall be provided in case the consignment is to be tendered or it has been tendered to another operator, entity or authority for the application of the security controls. Such other operator, entity or authority shall ensure the implementation of the security controls referred to in point (a) and confirm to the air carrier, operator, entity or person from which the consignment was received, both the implementation of such security controls and the results thereof;

(c) confirm to the customs office of first entry both the implementation of the security controls referred to in point (a) and the results thereof.

Points (a) and (b) of the first paragraph shall not apply in case the requested security controls have been previously implemented. However, should there be specific threat information that has only become available after the implementation of the previous security controls, the air carrier, operator, entity or person may be requested to repeat the security controls by using specific means and methods, and provide confirmation as set out in point (c) of the first paragraph. The air carrier, operator, entity or person may be made aware of any element and information necessary in order to effectively meet the security objective.

10.21.2 ADDITIONAL MEASURES

Heston Airlines in a third country listed in Attachment 6-F or in Iceland, that receive a notification from the customs office of first entry requiring a consignment to be treated as high risk cargo or mail (HRCM) shall:

(a) implement, in respect of the specific consignment, at least the security controls established by ICAO Annex 17 for High Risk Cargo or Mail;

(b) ensure that the requirements of point (a) are fulfilled by an operator, entity or authority approved by the relevant appropriate authority in the third country for the performance of such security controls. Information to the customs office of first entry shall be provided in case the consignment is to be tendered or it has been tendered to another operator, entity or authority for the application of the security controls. Such other operator, entity or authority shall ensure the implementation of the security controls referred to in point (a) and confirm to the air carrier, operator, entity or person from which the consignment was received, both the implementation of such security controls and the results thereof;

(c) confirm to the customs office of first entry both the implementation of the security controls referred to in point (a) and the results thereof.

Points (a) and (b) of the first paragraph shall not apply in case the requested security controls have been previously implemented. However, should there be specific threat information that has only become available after the implementation of the previous security controls, the air carrier, operator, entity or person may be requested to repeat the security controls by using specific means and methods, and provide confirmation as set out in point (c) of the first paragraph. The air carrier, operator, entity or person may be made aware of any element and information necessary in order to effectively meet the security objective.

In the course of the PLACI and where there are reasonable grounds for the customs office of first entry to suspect that a consignment entering the customs territory of the Union by air poses a serious threat to security, leading it to issue a do not load notification, that consignment shall not be loaded on board of an aircraft, or off-loaded, as applicable unless the required measures as set out in points **10.21.1 - GENERAL RULES** and **10.21.2 - ADDITIONAL MEASURES** as applicable, have been implemented satisfactorily.

Heston Airlines in a third country that receives a notification from the customs office of first entry requiring a consignment not to be loaded on board of an aircraft shall:

(a) ensure that the consignment in its possession is not loaded on board an aircraft, or it is immediately off-loaded in case the consignment is already on board the aircraft;

(b) provide confirmation that it has fulfilled the request to the customs office of first entry in the customs territory of the Union;

(c) cooperate with the relevant authorities of the Member State of the customs office of first entry;

(d) inform the appropriate authority for civil aviation security of the State where the air carrier, operator, entity or person receiving the notification is located and of the third country where the consignment is currently located, if

different.

Should the consignment be already with another air carrier, operator or entity along the supply chain, the air carrier, operator, entity or person receiving the do not load notification laid down in point 6.8.7.5 shall immediately inform such other air carrier, operator, entity or person that it shall:

(a) ensure compliance with the provisions of points (a), (c) and (d) of point 6.8.7.6;

(b) confirm the application of point (b) of point 6.8.7.6 to the air carrier, operator, entity or person that received the notification laid down in point 6.8.7.5.

Should the aircraft be already airborne with a consignment on board for which the customs office of first entry had notified, pursuant to point 6.8.7.5, that a consignment must not be loaded, the air carrier, operator, entity or person receiving the notification shall immediately inform:

(a) the relevant authorities of the Member State referred to in point (c) of point 6.8.7.6 for the purpose of informing and liaising with the relevant authorities of the Member State of first overflight in the Union;

(b) the appropriate authority for civil aviation security of the third country where the air carrier, operator, entity or person receiving the notification is located and of the third country from which the flight has departed, if different.

Heston Airlines in a third country that receives a notification issued by the customs authority of a third country implementing a Pre-Loading Advance Cargo Information scheme in adherence to the principles set out by the World Customs Organisation's SAFE Framework of Standards, shall ensure the implementation of the requirements laid down in points 6.8.7.3 and 6.8.7.4 and in points 6.8.7.6, 6.8.7.7, 6.8.7.8.

This point applies only in respect of consignments of cargo or mail fulfilling any of the criteria below:

(a) they are carried for transit or transfer at a Union airport before reaching the final destination at an airport based in the third country of the notifying customs authority;
(b) they are carried for transit or transfer at a Union airport before having another transit or transfer at an airport based in the third country of the notifying customs authority.
For the purposes of the requirements set out in points 6.8.7.6(c) and 6.8.7.8(a), the air carrier, operator, entity or person receiving the notification in a third country, shall immediately inform the relevant authorities of the Member State of first landing in the Union.

Should the aircraft be already airborne, the information shall be provided to the relevant authorities of the Member State of first overflight in the Union that shall ensure the implementation of the actions referred to in point 6.8.7.9, in coordination with the relevant authorities of the Member State of first landing in the Union.

The relevant authorities of both the Member State of first overflight in the Union and of the Member State of first landing in the Union shall inform the respective customs authority.

10.22 HIGH RISK CARGO OR MAIL (HRCM)

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

HRCM shall be all cargo and mail consignments:

(a) listed in Attachment 6-I which shall be provided to the ACC3; or

(b) which appear to have been subjected to significant tampering to a degree which could have allowed the introduction of a prohibited article, or which are otherwise suspect; or

(c) notified by the appropriate authority, a law enforcement authority or an intelligence service as posing a risk to aviation security.

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

i. Explosive detection systems (EDS equipment);

ii. A combination of two or more screening methods, with at least one of the non-explosive trace detection methods as set out in point 6.2.1.5 of the Annex to Implementing Regulation (EU) 2015/1998 and one of the following:

- explosive detection dogs (EDD); or
- explosive trace detection (ETD).

ii. For mail and cargo below 500g, unless exempted in accordance with point 6.2.1, dual view x-ray equipment or single view x-ray equipment provided every item is examined from at least two different angles with at least 60° and no more than 90° rotation by the same screener.

The security controls employed shall be of a standard sufficient to reasonably ensure that no prohibited articles are concealed in the consignment. Where the screener cannot be reasonably sure that no prohibited articles are contained in the consignment, the consignment shall be rejected or be rescreened to his satisfaction.

In the case, such articles are discovered cargo agents should prepare a contingency plan for dealing with the discovery of prohibited articles during the searching of cargo. In drawing up such plans, the Heston Airlines and the Police should be consulted as appropriate.

Contingency plans shall be checked and audited during the annual Audit Plan by the Compliance Monitoring, Safety and Security Department.

10.23 UNRULY PASSENGER CLASSIFICATION

In taking actions against the unruly passengers the following 4 level classification of unruly behaviour shall be applied as a recommendation enabling members of the crew and ground services readily and without additional explanations to understand the present situation and the danger level in the aircraft:

Level	Description of unruly behavior	Behavioral indicators
Level 1	The passenger does not follow instructions, behaves suspiciously, or uses threatening words;	This level of behavior usually includes but is not limited to: • The use of unacceptable or profane language; • Unacceptable behavior towards a crew member: • communicating displeasure through voice tone or rude gesture; • provoking an argument or making unreasonable demands (e.g. refusal to give up on a denied request); • A display of suspicious behavior (e.g. agitated or numb; distant and unresponsive behavior); • Not following crew instructions or challenging authority; • Violation of safety regulation.
Level 2	The passenger uses physical force against others, himself, equipment etc.;	This level of behavior usually includes but is not limited to: • All behavior indicated and listed as level 1; • Physically abusive behavior towards other persons (passengers, crew members): openly or aggressively hostile action that includes physical act or contact; • Obscene or lewd behavior towards other person: actions of an overtly sexual, lecherous, or lascivious nature; • Verbal threats: threatening other persons with physical violence or bodily harm onboard or while about to board aircraft, or making threats in an attempt to board aircraft; • Tampering with any emergency or safety equipment onboard the aircraft; • Deliberately damaging any part of the aircraft or any property on board the aircraft.

Level 3	The passenger poses threat to life;	This level of behavior usually includes but is not limited to: • All behavior indicated and listed as level 1 and level 2; • The display, use or threaten use of a weapon; • Injuring himself/herself or other person; • Violent, argumentative, threatening, intimidating or disorderly behaviour, including harassment and physical or sexual assault with intent to injure.

Level 4	The passenger attempts to force his/ her way or forces his/ her way into the flight deck;	This level of behavior usually includes but is not limited to: • All behavior indicated and listed as level 1, level 2 and level 3; • An attempted or unauthorized intrusion into the flight deck; • A credible threat of death or serious bodily injury in an attempt to gain control of the aircraft; • The display or use of a weapon to breach flight deck; • The sabotage of, or the attempt to sabotage, an aircraft that renders it incapable of flight or that is likely to endanger its safety in flight — this would include tampering with on board safety or emergency equipment and voluntarily damaging parts or aircraft property found on board; • Any attempt to unlawfully seize control of the aircraft.

To decide whether or not a person is to be considered unruly is always a matter of judgement. Wherever possible, it is advisable to discuss the behavior demonstrated by the passenger with colleagues and consider their opinions when making your assessment.

If detected a potentially unruly passenger, the crew members, personnel of the ground handling company must inform the Commander about such passenger, and the Commander must take a decision and is responsible for the decision taken to carry or refuse to carry such passenger. Upon taking the decision to refuse to carry the passenger, the Commander must immediately inform the operational control center of Heston Airlines.

10.23.0.1 Ground procedures

During boarding the passengers shall be observed by the cabin crew members with a goal to identify the disruptive passengers. The cabin crew note passengers who are extremely nervous, loud or belligerent, distant and numb, intoxicated or appear suspicious. The first step would be for cabin crew members to attempt speaking with the passenger. Often this contact is all that is required to defuse the behavior and gain the passenger's cooperation. If not, then the cabin crew handles the situation as per the level of unruly behavior.

If the unruly behaviour is observed at the airport while the aircraft is on the ground:	
Level 1	**Level 1** behaviour passenger/s shall be taken by ground handling staff or crew members aside to explain the unruly passenger policy of Heston Airlines and to ask to comply with the rules. In all cases Commander must be informed about such passenger/s in order to decide to transport or refuse to transport him/her/them. Airport police or security services may be called at any stage if appropriate.

Level 2 Level 3 Level 4	**Level 2, 3, 4** behaviour passenger/s must be denied to continue check-in or boarding, if already on board, such passenger/s must be disembarked from Heston Airlines aircraft. Airport police or security services are called at any stage if appropriate.

On completion of the boarding, physically strong persons on board (including passengers) traveling by this flight and capable of helping the crew in the case of danger shall be preselected.

10.23.1 Unruly intoxicated passenger handling

An intoxicated passenger can become a danger to themselves and others on board the aircraft. In the event of an abnormal or emergency situation, the intoxicated passenger would likely be less able to comprehend, cooperate, respond, follow instructions or evacuate the aircraft.

Drunken behaviour at check-in, at the gate, in sales offices, in lounges or on board the aircraft conflicts with the goal of Heston Airlines to be a safe and secure Heston Airlines and lowers the category of customer satisfaction experienced by other passengers. It also places additional and often unacceptable burdens on crew members and ground staff.

Boarding

Heston Airlines does not permit any person to enter an aircraft under the influence of alcohol or drugs. Ground staff and crew members are authorized to deny boarding to passengers where there are reasonable grounds to believe that their faculties are impaired by alcohol/drugs to an extent that will present a hazard to the aircraft, to other persons or to the passengers themselves.

10.24 CONTINGENCY PLANNING

The primary objective of a contingency plan is the protection of life and property and the resumption of normal operations. The safety of the passengers and crew should be the overriding consideration of those involved in reaching any decision, and full weight should be given to all relevant circumstances, as well as to the views of the aircraft operator. The secondary objective is investigation to determine if the crisis was an accident or a crime; the latter typically requires those found responsible to be taken into custody.

The process described in this chapter is created to ensure the implementation of appropriate security measures in response to:

- Security threats directed against Heston Airlines,
- Threat level issued by applicable aviation security authorities.

A threat may be issued, received or discovered in several ways by different entities within or connected with the aviation industry. Typical examples include, but are not exclusive to, the following:

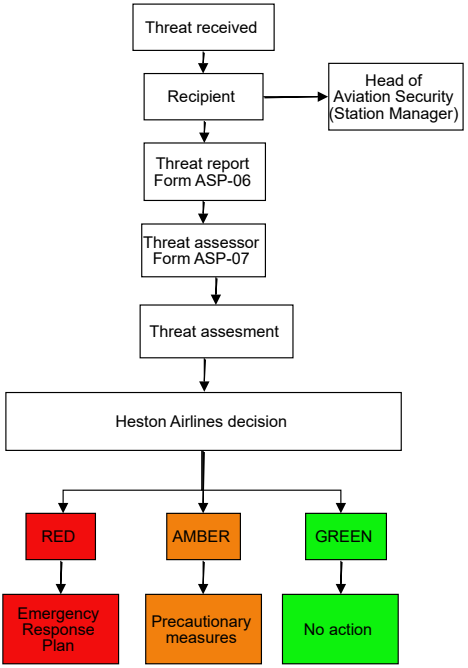
- Phone calls
- Direct (face to face) communication
- Email or hardcopy letter (in writing)
- Social media
- Written notes left on board the aircraft or at the airport facility
- Writings on the aircraft fuselage or interior (e.g. in the hold)

If threats are received by any employee of Heston Airlines by phone call, the recipient seeks to ascertain as much information as possible, if possible, by filling ASP-06 form. The telephone conversation must take as long as possible so that the location of the caller, his/ her ID could be determined. Questions must be asked again by rephrasing them and asking them in a way preventing short unambiguous answers.

The employee of Heston Airlines who has received the threat by any ways listed above shall report it as accurately as possible without delay directly to the Head fo Aviation Security of Heston Airlines or deputy Head of Aviation Security. The best way to report is to send filled form ASP-06 directly to Head of Aviation Security. In case it is not possible to do so threat can be reported by the most practical means (e.g. to Head of Aviation Security via OCC or Station Manager).

Operational risk assessment methodology and possible enhanced security measures described below are also used in the event of increased threat level indicated by national intelligence.
All the staff of Heston Airlines that are likely to receive a threat (e.g. OCC officers) or discover a threat (e.g. Flight and Cabin crew members) are cognizant of the subject prior to taking on their duties. When the Head of Aviation Security of Heston Airlines receives a threat report a threat assessment is carried out in accordance with scheme provided below.

Threat reporting/assessment process



NOTE: In case of any threats identified as "RED" Heston Airlines Emergency Response Plan all entities and appropriate authorities of the states included shall be notified.

10.25 METHODOLOGY – ASSESSMENT CRITERIA, INFORMATION GATHERING AND VALIDATION

The main criteria used in making a determination include the specificity and credibility of threat:

- Specifity – Refers to the details or characteristics of both a threat (e.g. terminal, aircraft) and an attack methodology (i.e., threat item, concealment, construction);
- A specific threat contains factors as:
    - The individual reveals his/hers identity or organisation
    - Heston Airlines is identified

- The flight/origin/destination is specified
- The date and/or time is specified
- High profile passengers at airport/on flight
- The individual reveals an intimate knowledge of Company or aerodrome facilities/routines normally not open to the public.

Credibility Refers to the confidence or believability of a threat and includes whether the information gathered on the threat can be verified or not. This may not always be possible, especially given time pressures. It is still possible to confirm some of the information and discredit other information (e.g., an attack time may have already passed). Information are distinguished between publicly available and privileged.

In the next step, the specificity and credibility is looked at from the perspective of applicable security measures and referred to the mitigation and vulnerabilities that would reduce or increase the likelihood of a successful attack.

10.25.1 The specificity and credibility matrix



10.25.2 Decision tree for operational threat assessment

The three assessment strands can be brought together in a decision tree to provide a suggested course of action.

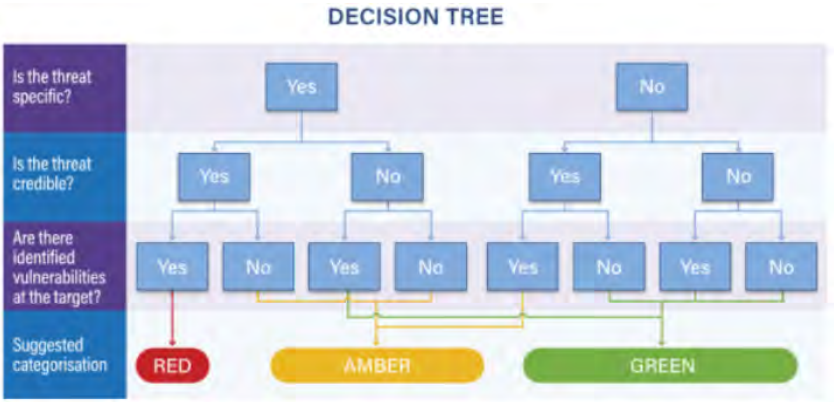
The flow chart provides indicative results only and is intended as a guide. In case one arrives at a different result with the same combination of answers, it may be reflective of the overriding importance of one piece of information or may reflect the current risk appetite/level of Heston Airlines. Conclusion and their reasoning behind is evidenced and recorded in form ASP-07.

When threat assessment is completed, filled forms shall be sent to the Head of Aviation Security department of TKA.

Threat assessment should only be conducted by staff, who successfully passed Threat assessor course. When threat assessment is needed to conduct, at least two persons shall be contacted by phone in the order as per list below:

1. Head of Aviation Security.
2. Deputy Head of Aviation Security.
3. Head of Flight Operations.

Two contacted persons conduct threat assessment using ASP-07 form, match the results and grading. Further proceeding as per chapter below.



10.25.3 THREAT LEVELS AND POSSIBLE ENHANCED SECURITY MEASURES

THREAT LEVEL	DESCRIPTION	POSSIBLE ENHANCED SECURITY MEASURES
GREEN ----- **Level 1**	A received threat assessed as non-specific and non-credible. ---------- No intelligence indication that any aircraft operator or airport has been targeted for attack	Standard security measures detailed in the Aviation Security Programme of Heston Airlines. No additional preventive measures are required.
AMBER ----- **Level 2**	A received threat credibility is doubtful. ---------- Intelligence indicates the probability that the aircraft of Heston Airlines have been targeted for attack.	Additional protective measures may be applied if seems necessary. Potential enhanced security measures: **CREW** - warned to be extra vigilant, instructed on peculiarities and potential threats in the regions of origin and destination points. **AIRCRAFT** – standard security search and protection procedures as per ASP. **PASSENGERS** – additionally to standard screening search 20% of passengers by hand (or by approved imaging technology equipment) at the departure gate. **CABIN BAGGAGE** – additionally to standard screening search 20% of cabin baggage by hand (or by approved advanced technology equipment) at the departure gate. **HOLD BAGGAGE** – standard screening and protection procedures as per ASP. **CARGO AND MAIL** – 100% of items to be subjected to security controls by Heston Airlines. **IN-FLIGHT SUPPLIES** – a reasonable proportion of in-flight supplies must be additionally searched before loading.

RED --- **Level 3**	A received threat is credible and specific. --- Intelligence indicates that Heston Airlines aircraft has been specifically targeted for attack, security measures shall be enhanced to manage the increased risk.	The Commander of the aircraft during the flight or the airport, in respect of which the threats were directed to, must be notified immediately. As per threat type other additional protective measures must be applied (e.g. Emergency Response Plan activation) to reduce the level of danger to people, property, or commercial activities. Potential enhanced security measures: **CREW** - warned to be extra vigilant, instructed on peculiarities and potential threats in the regions of origin and destination points. Closely observes/supervises passenger boarding, baggage, cargo/mail, in-flight supplies loading. Crew members may leave the aircraft only upon handing it over to the security staff - leaving the aircraft unattended is forbidden. **NOTE:** If anything suspicious was observed, the Commander must stop boarding of passengers, loading of cargos and mail to the aircraft and report this to the airport aviation security services and the Head of Aviation Security of Heston Airlines. Boarding and loading may be resumed only upon making sure that the suspicions were unjustified or upon elimination of any observed defects. **AIRCRAFT** – Security staff guarding aircraft all the time while on ground. A detailed aircraft security search must be performed before each first flight as per point **10.27.2.1 - A detailed aircraft security search**. Security staff escorts passengers from sterile zone to the aircraft, strictly controls each aircraft door in use, searches by hand 100% (ID, person, items carried) of staff seeking access to aircraft. Airport security staff gets away from the aircraft only after it moves towards the runway. **PASSENGERS** – additionally to standard screening search 20% of passengers by hand (or by approved imaging technology equipment) at the departure gate or/and repeat the screening upon boarding the aircraft. **CABIN BAGGAGE** – additionally to standard screening search 100% of cabin baggage by hand (or by approved advanced technology equipment (e.g. x-ray)) at the departure gate. **HOLD BAGGAGE** – Screen 100% of originating and transfer hold baggage prior to loading to aircraft. Screening, escort from sorting area to aircraft and loading is supervised by Heston Airlines. **CARGO AND MAIL** – 100% of items to be subjected to security controls by the HA, protection and supervision is ensured when screening, delivering and loading to aircraft. As per Heston Airlines Head of Aviation Security's or Commander's decision cargo and mail transportation can be temporary stopped for particular flights or until further notice. **IN-FLIGHT SUPPLIES** – 100% of in-flight supplies to be prepared and escorted under the direct security supervision of Heston Airlines and searched before loading.

10.26 BOMB THREAT, ACTIONS FOLLOWING A BOMB THREAT

A bomb threat means that information on that an explosive device could be planted on board of aircraft during the flight or on the ground, at the airport, or another civil aviation site jeopardizing security of people, tangible and intangible assets was received in any form (written, oral, electronic), regardless if it was said as a joke.

The local Police shall be informed when threats are received at or against the Company's office.

Further, if the threat is specific (e.g. target is specific airport, aircraft) the Police related to specific location, where the aircraft is intended to land or stands, appropriate state authorities and handling agents shall be informed. If the threat can be associated with a particular route/flight, the Commander shall be informed immediately.

Head of Aviation Security, deputy Head of Aviation Security or Head of Flight Operations shall always be informed, when any threat is received, object similar to explosive device or other dangerous item found. Threat assessment shall be completed as per procedures described in Contingency planning chapter.

If none can be reached, Accountable Manager of Heston Airlines shall be informed.

10.26.1 Airport

If the staff member of Heston Airlines received a bomb at the airside/landside threat notice he/she must report this to the airport aviation security services or the local police.

If the staff member of Heston Airlines have found an explosive device, an item similar to an explosive device or other potentially dangerous item/ material (e.g. suspicious box, explosives, a detonator, an item that the staff member is not familiar with) at the airside/landside must:

- Do not touch, move, open the item, cut or disconnect any wires;
- If possible, mark the item (by placing some bright item, e.g., a vest, hat, etc. next to it);
- Report this to the airport aviation security services or the police;
- Move away from the suspicious item at a safe distance (not less than 200 meters) and not allow other people to enter the dangerous area;
- Meet the police officers/ aviation security staff and tell them a specific location of the item.

10.26.2 Aircraft (on ground)

If a bomb threat is received, Heston Airlines staff members must:

- If aircraft is parked, disembark passengers and crew without their cabin baggage.
- As per QRH – EMER EVAC procedure, it is left for the flight crew choice to carry out an evacuation or disembarkation, as required. The emergency evacuation remains on the captain decision building and depends on the encountered operational situation/circumstances (refer to FCTM - PR-AEP-MISC EMER EVAC - Decision Making for more information).
- If aircraft is taxing, continue to area advised by the ground control and disembark crew and passengers without their cabin baggage.
- Judge the situation and inform the passengers in a calm and reassuring manner. If not informing the passengers why the disembarkation has to take place, they are informed after the disembarkation.

- The passengers and all other personnel shall be assembled at least 200 m away from the aircraft in an upwind direction.
- Aircraft should be parked in the isolated parking position which should be located at the maximum distance practicable and in any case never less than 200 m from other parking positions, buildings or public areas, etc.
- Thereafter, if required, it is preferable to taxi the aircraft to an area advised by airport authorities, but do not allowing the aircraft to pressurise during start-up and taxing.

10.26.2.1 A detailed aircraft security search

The further procedures shall be left to a local police and/or airport authorities and/or bomb squad, with the possible assistance of aircraft Engineers, or at least aforementioned entities supervises and support the process. If no aforementioned entities are in place, the crew members of Heston Airlines shall follow recommended procedures below:

- If available, perform initial aircraft search both internal and external with special trained and protected personnel with bomb search dog.
- Have voluntary personnel to unload all cabin and hold baggage, cargo, in-flight supplies.
- Re-screen cabin baggage, hold baggage, cargo, in-flight supplies, passengers and crew members.
- Let all passengers and crew members identify and check their cabin baggage one by one.
- Search the aircraft both external and internal through all hatches, openings, compartments, containers, bays and all accessible rooms for suspect devices, use “DETAILED AIRCRAFT SECURITY SEARCH CHECKLIST” (form ASP-05).
- If no suspicious object is found and all baggage being identified and checked by passengers - cabin, hold baggage, cargo and in-flight supplies can be reloaded on board and the flight may continue. However, before re-boarding passengers must first be informed that all necessary measures have been taken and that the flight is completely safe.

10.26.2.2 Suspicious item is found

If a suspicious item, similar to an explosive device or other dangerous item is found, Heston Airlines crew members must:

- Do not touch, move, open the item, cut or disconnect any wires;
- if possible, mark the item (by placing some bright item, e.g., a vest, hat, etc. next to it), remember location to be able to report it to responsible persons later on (e.g. row, seat number, exact overhead, galley locker, flight deck area).
- If aircraft is parked, disembark passengers and crew without their cabin baggage.
- If aircraft is taxing, continue to area advised by the ground control and disembark crew and passengers without their cabin baggage.
- Judge the situation and inform the passengers in a calm and reassuring manner. If not informing the passengers why the disembarkation has to take place, the passengers must be informed after the disembarkation.
- The passengers and all other personnel shall be assembled at least 200 m away from the aircraft.
- Thereafter, if required, taxi the aircraft to an area advised by airport authorities, but do not allow the aircraft to pressurise during start-up and taxing.
- Report and ask for the services of the local airport aviation security services or the police or bomb squad. Report to the Head of Aviation Security of Heston Airlines;

Aviation security services/Police/Bomb squad shall act as per their internal procedures.

- Cooperate with qualified personnel which shall remove explosives from the aircraft/remove and screen suspicious item and confirm that it is not dangerous.

NOTE: the flight may be continued only if:

- cabin baggage, hold baggage, cargo, in-flight supplies, passengers and crew members were re-screened;
- all cabin and hold baggage were identified and checked by passengers/crew members one by one;

- external and internal detailed aircraft security search was performed in accordance with “DETAILED AIRCRAFT SECURITY SEARCH CHECKLIST” (form ASP-05).
- the aircraft has been released by the appropriate police/airport authority, bomb squad.

10.26.3 Aircraft (in the air)

10.26.3.1 Detailed aircraft security search

If a bomb threat is received, Heston Airlines crew members must:

- Inform ATC and descend to minimum altitude or the altitude giving as less differential pressure as possible, to preclude activation of a pressured triggered bomb.
- Inform the passengers in a reassuring and calm way to avoid panic.
- Search the aircraft interior, use “DETAILED AIRCRAFT SECURITY SEARCH CHECKLIST” (form ASP-05).
- Start the search at the back and front of the aircraft by walking towards the centre.
- No matter if the suspicious item is found on board or no, divert aircraft to the nearest airport suggested by the ATC.
- After diversion and landing proceed as per point **10.27.2 - Aircraft (on ground)**.
- If the landing can be achieved within 30 minutes, the priority is given to the landing to save time and land immediately to rapidly get the passengers and the crew away from the danger.
- If it is not possible to land and evacuate the aircraft within 30 min, the flight crew must go through the QRH - BOMB ON BOARD procedure.

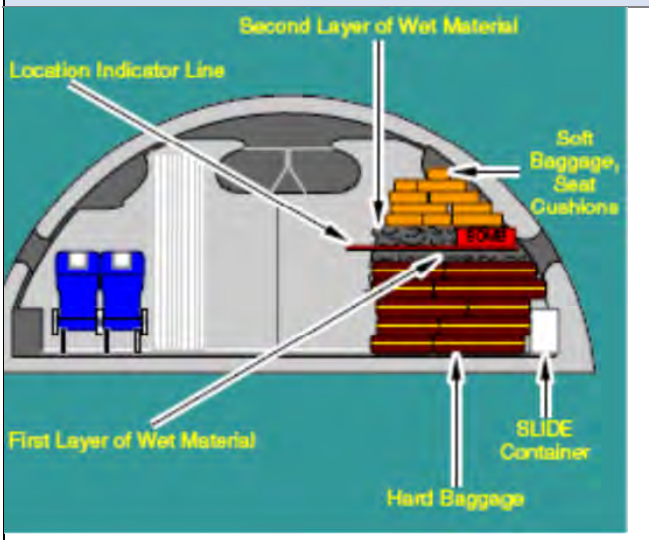
10.26.3.2 Suspicious item is found (Least Risk Bomb Location)

If a suspicious item, similar to an explosive device or other dangerous item is found while flying, the Heston Airlines crew members must:

- If the suspicious item was found accidently (not after detailed aircraft security search), leave it where it is found until further procedures will be performed. Proceed as per point **10.27.3.1 - Detailed aircraft security search**.
- When detailed aircraft security search is performed as per point **10.27.3.1 - Detailed aircraft security search** and it is considered that all suspicious items were found (there might be more than one item on board) either leave it there where it is found, or move it the most careful way to the least risk bomb location (LRBL) (A320 R/H aft cabin door).
- Do not open, do not cut wires, secure against slipping, avoid shocks.

NOTE: decision maker/s must evaluate all circumstances (e.g. number of items, the exterior/type of the item and detonation possibility, aircraft cabin locations where the items are placed) and decide if it is safer to collect and move the item/s to the LRA or leave it where it is found.

If decided to move items to LRBL:



- Lead passengers away from bomb;

NOTE: as far as balance permits (at least 4 seat rows away) it from the bomb area and instruct them remain seated with seatbelts on and, if possible, to keep their heads below the top of the seatbacks. Seat backs and tray tables must be in their upright position. Service items may need to be collected in order to secure tray tables.

- Evacuate crew rest areas;

NOTE: for aircraft equipped with crew rest areas.

- disarm R/H aft cabin door slide/slide raft before following further instructions;
- remove portable oxygen, fire extinguishers, bottles of alcohol and other easy flamable items from LRBL and locate in alternate location;
- prepare LRBL: build up a platform of solid baggage against the door up to about 25 cm below the middle of the door. On top of this, build up at least 25 cm of wetted material such as blankets and pillows. Place a single thin sheet of plastic (e.g) trash bag) on top of the wetted materials. This prevents any possible short circuit.

- **Check the items/bomb regarding ANTI-LIFT device;**

NOTE: To check for and anti-lift switch or lever, slide a string or stiff card (such as the emergency information card) under the bomb, without disturbing the bomb. If the string or card cannot be slipped under the bomb, it may indicate that an anti-lift switch or lever is present and that the bomb cannot be moved. If a card is used and can be slid under the bomb, leave it under the bomb and move together with the bomb.

- **Position a bomb indication line;**

NOTE: a bomb location indicator line is a 6- to 8- foot (1.8 to 2.4 m) line (e.g. neckties, headset cord, or belts connected together) prefereably of contrasting color, that helps the responding bomb squad find the precise location of the suspect device within the LRBL stach once constructed. Position the bomb indication line from the location on the platform where you will place the suspect device, EXTENDING outward into the isle.

- **Move the susipicious item/bomb to LRBL;**

NOTE: Carefully carry in the attitude found and place on top of the wetted materials in the same attititude and as close to the door structure as possible. Ensure that the suspect device, when placed on the stack against the door, is above the slide pack but not against the door handle, and if possible, avoid placement in the view port.

- **Complete LRBL;**

NOTE: place an additional single thin sheet of plastic over the bomb. The idea is to build up a protective surrounding of the bomb so that the explosive force is directed in the only unprotected area into the door structure. Fill the area around the bomb with seat cushions and other soft materials such as hand luggage (saturated with water or any other nonflammable liguid) upt to the cabin ceiling, compressing as much as possible. Secure the LRBL stack in place using belt, ties or other appropriate materials. The more material stacked around the bomb, the less the damage will be.

NOTE: Use only soft material. Avoid using materials containing inflammable liquid and any metal objects which could become dangerous projectiles.

- **Notify flight crew regarding actions performed, that bomb is secured at the LRBL.**

Either the item is moved to LRBL or not:

- remove portable oxygen, fire extinguishers, bottles of alcohol and other easy flamable items located close the suspicious item.
- consider to cover the device with a sheet of plastic to protect it from being soaked, and then cover it with cabin baggage, wet blankets, pillows and seat cushions and clothes, as similar per example below as possible, to absorb blast energy and reduce risk of fire.
- Re-seat passengers as far as balance permits it from the bomb area and instruct them instruct them remain seated with seatbelts on and, if possible, to keep their heads below the top of the seatbacks. Seat backs and tray tables must be in their upright position. Service items may need to be collected in order to secure tray tables.

Flight crew puts on oxygen masks.

- Restrict manoeuvring to minimum and try to make a soft landing.
- Land at nearest suitable airport.
- Evacuate through normal and emergency exits on the opposite side of the bomb location. Do not use the door just opposite the “bomb”. Use all available airport facilities to disembark without delay.
- After diversion, landing and evacuation proceed as per point **10.27.2 - Aircraft (on ground)** and **10.27.3 - Aircraft (in the air)** of this chapter.

10.27 HIJACKING THREAT, ACTIONS FOLLOWING AN AIRCRAFT HIJACK

If a threat of hijacking is received, Heston Airlines crew members shall take the following recommended actions:

Before boarding

- Report threat to the airport aviation security services or the police and the Head of Aviation Security of Heston Airlines, stay reachable by phone and wait for further instructions.

NOTE: when a threat report is received the Head of Aviation Security of Heston Airlines or his deputy, immediately performs a threat risk assessment based on which it is decided on further additional security measures/actions required or not.

After boarding

- If required, return to ramp and disembark passengers. Give the passengers a technical reason as both the real reason or no explanation at all may provoke a potential hijacker to take action.
- Report threat to the airport aviation security services or the police and the Head of Aviation Security of Heston Airlines or his deputy, stay reachable by phone and wait for further instructions.

In the air

- Continue the flight as planned and take no actions which may provoke a potential hijacker into unpremeditated action.
- Use turbulence as an excuse to keep seat belts fastened.
- Use video surveillance system and/or peephole to monitor cabin.
- Keep flight deck door closed until all passengers will disembark after landing or hijack threat will decrease otherwise (e.g. after Heston Airlines Head of Aviation Security's risk assessment results, additional local security service/police actions).
- Use technical or operational reason as an excuse to land earlier if convenient coordinate with the station of arrival of actions to be taken after landing.
- Report threat to the airport aviation security services or the police and the Head of Aviation Security of Heston Airlines or his deputy, stay reachable by phone and wait for further instructions.

10.27.1 Actual hijacking

10.27.1.1 General attitude

Persons threatening the safety of the aircraft are not necessary desperate mentally deranged persons, but cold-blooded persons willing to give every sacrifice possible to obtain their objectives. Recent events have shown that in instead of using the hijack itself as a tool for publicity, blackmail or exchange of hostages, the hijack has had as purpose to use the aircraft as a massive destruction weapon. It is therefore utmost imperative to deny suspicious persons admittance to the flight deck, and the flight crew – PiC, must be warned by cabin crew as soon as possible.

However, if an intruder get an access to the flight deck, it is recommended to follow the orders of such persons until the flight crew is in a position to safely take other action.

The safety and care of the passengers shall always be a main concern, and the main policy of Heston Airlines will be to co-operate with the hijacker(s) as long as this is within the capability of the aircraft like range, runway requirements etc.

10.27.1.2 General guidelines

No definite rules can be laid down for how to behave in a hijack situation and each action must be carefully weighed by each Crew Member in the individual case. Following guidelines can be used:

- Try to warn the flight deck and other crew members as soon as possible, a hijack code determined during the pre-flight briefing shall be used.
- Use every mean to deny unwanted persons admittance to the flight deck.
- Try to stay calm and be an example to both passengers and hijacker(s).
- Obtain sleep when possible - exhaustion is our main weapon towards the hijacker(s).
- Be a neutral, but avoid being mentally aligned with the hijacker(s).
- Try to avoid arguing on political or religious matters.
- Do not appear to be smarter or refer to insanity or mental disorder.
- Do not serve alcohol to passengers and hijacker(s) unless forced (argue that alcohol makes people sleepy) and try to ration food and water.
- Try to persuade hijacker(s) to land and release passengers or at least some of the passengers like children, mothers, sick, disabled or old people.
- Try to persuade hijacker(s) to let people visit the toilet.
- Do not make any sudden moves and explain actions.
- Reduce anxiety, try to calm down both nervous passengers and hijacker(s).
- Do not negotiate - remember Crew Members are only messengers.
- On ground request toilet services, food and water supply (for a long duration).
- Keep the cabin as clean and tidy as the circumstances permits.
- Do not reveal private addresses and family relationship of your own or crew colleagues – the hijacker(s) may use a threat to the crew member's family's as a weapon as well.
- Don't accept to select hostages to be executed – you may live with that decision afterwards.
- If seems reasonable, select and initiate cooperation with the passengers.

Try to determine number of hijacker(s), weapons and types of weapon, and if possible, forward this information to flight deck, other crew members, other passengers if cooperated.

- If the situation becomes desperate, use the possible weapons you have, like fire extinguishers, wine bottles etc. to try to neutralize the hijacker(s). Ask for your passenger's assistance – a commanding voice may be enough to make otherwise paralyzed people react!
- When you first react, don't hesitate – use the moment of surprise to your benefit!
- If able to neutralize the hijacker(s), use handcuffs if available, or other means like ropes, belts to prevent further opposition. Inform ATC and land as soon as possible.

10.27.1.3 Communication / Signals

- The Cabin Crew shall, if informing the Flight Crew – PiC via the intercom that a hijack is in progress or taking place, use the secret security word/phrase agreed during pre-flight briefing, when addressing the flight deck.
- If the Flight Deck Emergency Access Code is used, select "DENY" on the Flight Deck Door Control Selector, and evaluate the situation by using the intercom/door viewer.
- Maintain ATC communication giving as much information as possible.
- Keep loudspeakers off as long as possible.
- Squawk A 7500 as soon as the hijacking is evident. When a Pilot has selected A 7500 and is requested by ATC to confirm the code, he/she shall either confirm this or if circumstances dictate not reply at all which will considered as a confirmation by ATC.
- Squawk A 7700 if the situation is so dangerous that immediate action is required.

10.27.1.4 Crew actions if the aircraft is stormed

Storming an aircraft by special forces is by most nations considered as a last resort due to the high risk, i.e. this is a procedure that will not be used before it is evident that hostages are or will be executed.

Storming will if possible take place in darkness - usually late at night. Normally several doors/emergency exits will be blown open by small explosives simultaneously followed by shock grenades. The intention of the shock grenades is not to kill, but to paralyze and blind for a few seconds, allowing the troops to enter the aircraft.

The troops will normally be armed with small firearms for use inside an aircraft. Any person making any movement that can be misunderstood bears the risk of being shot.

The safest action to take if an aircraft is stormed is to bend down as low as possible with your hands folded over your neck and stay down in this position until ordered to rise.

When it can be predicted that an aircraft will be stormed, crew members shall brief passengers secretly from hijacker/s (if possible) regarding the above information, to make passengers prepared as much as possible.

10.28 ACTIONS FOLLOWING SECURITY EQUIPMENT FAILURE

In case of failure of aviation security equipment, the passengers, crew members, cabin baggage, registered baggage, cargo and mail, in-flight supplies transported by Heston Airlines must be screened manually before loading them to an aircraft operated by Heston Airlines.

Security equipment failure must be reported to the Head of Aviation Security of Heston Airlines.

10.29 HIGH-RISK FLIGHT SECURITY MEASURES

Flight implementation from/to high-risk regions by Heston Airlines is associated with increased probability of acts of unlawful interference, therefore these flights require more attention from the airport services, the crew, technical and aviation security services as well as additional security measures. “High-risk flight” status is determined and additional security measures when needed are chosen based on advices/requirements of intelligence, aviation security authority (including all respective countries where Heston Airlines operates) also performance of Heston Airlines risk assessment documented in this chapter. Additionally to standard security measures documented in this manual enhanced security measures of point **10.30.1 - Risk rating changes** of this chapter may be implemented to mitigate threats and decrease flight security level to acceptable.

10.29.1 Risk rating changes in Osprey FS during operations in conflict zones or any unforeseen events

In case there is ad-hoc flight request after office working hours: FOA on duty have to check airspace risk level for the route above FL260 in Osprey FS system:

If the airspace or airport is rated as moderate (green), low (blue/green) by Osprey FS – a flight can be performed without further risk assessment.

1. Ad-hoc flight procedure risk evaluation.

a) If risk rated as high (yellow), the route or airport shall be avoided, if not possible – Head of Aviation Security or deputy Head of Aviation Security shall be contacted. If both persons cannot be reached, Head of Flight Operations or his deputy shall be contacted;
b) Before operating to high/extreme risk airspace or airport evaluated by Osprey FS, risk assessment has to be completed by all relevant departments.

2. Risk rating change for already confirmed projects or ad-hoc flights.

a) For already confirmed projects or ad-hoc flights, when an alert is received or noticed from Osprey FS and the risk has changed to high or extreme due to conflicts or other security related events, such airspaces and/or airports shall be avoided.
b) In case rerouting is not possible - Head of Flight Operations or his deputy shall be contacted for operations and route approval. At the same time, the Head of Aviation Security, or his deputy shall be contacted. Approval by both Head of Flight Operations and Head of Aviation Security shall be received to continue operations.
c) In case risk rating have not changed, but NOTAM or information received containing additional security measures, instructions, point 1. a) shall be completed.

Additional notes:
In case above mentioned persons cannot be contacted, Accountable Manager/COO shall be contacted.
In case no person from the mentioned above can be contacted, and rerouting not possible, then flight shall not be performed until further notice.

Routes outside EU airspace

It is essential for FOA personnel to conduct thorough checks on all flight plans, with particular emphasis on those that involve filled flight plan with route outside the European Union (EU). Especially in cases where the planned flight route comes in close proximity to airspace or countries that is prohibited for overflight or conflict zones.

10.30 CREW MEMBER PERSONAL SECURITY MEASURES

In general Heston Airlines has the attitude and willingness to learn about and respect different cultures, religions, laws and promote this attitude to the employees of Heston Airlines. Such attitude is very closely connected to personal security aspects and measures evaluated and used by Heston Airlines and which are being promoted during aviation security training also included to base briefings and etc. Following generic personal security measures can be used as recommendations while on duty abroad.

Before booking hotels in certain bases, security risk assessment is conducted for these hotels, where high external risks to crew members are observed from open intelligence sources such as Osprey Flight Solutions, and where long term project is signed. In moderate risk level countries, separate hotel security risk assessment is not mandatory. All assessments can be found in Centrik.

While staying at a hotel:

- do not leave suitcases unattended;
- do not give out your room number to strangers;
- upon entering a room without closing the door to the room check all premises in the room (bathroom, behind the curtains, closet, under the bed), if possible, do it together with another crew member;
- check the location of the nearest emergency exit;
- check, whether it possible to escape the room through the window;
- before sleeping lock the door to the room, additionally use a door chain;
- check, whether the peephole on the door is functional and open the door only after looking through the peephole on the door;
- use a safe box in the room for keeping valuable items (passport, money, CREW ID);

When taking a walk or travelling:

- before traveling/taking a walk, talk with locals (e.g. hotel staff, station manager), identify and avoid higher danger parts of the city, country, identify and use secure transport (e.g. taxi recommended by hotel reception);
- wear the appropriate clothes (e.g. covering your arms and legs with loose clothing is always advised when you are in public in Muslim countries);
- do not walk/travel alone;
- always notify other crew members where are you going and when you are planning to return;
- do not wear expensive bijouterie, jewellery;
- do not carry around large sums of cash;
- carry a valid photographic identification (passport copy), address, telephone number of the hotel with you at all times;
- carry a mobile phone;
- avoid accepting drinks from strangers, not to leave drinks and valuables unattended;
- avoid crowded places, especially religious sites.
- do not drive by yourself.
- do not take photography‘s in governmental and religious places without prior permission, in public places evaluate situation;
- Follow the news on television and radio closely, and take advices from the authorities, hotels, Aviation security department of Heston Airlines;

10.31 REVIEW OF THE LEVEL AND NATURE OF SECURITY AND CYBERSECURITY THREATS TO CIVIL AVIATION

To maintaining a constant review of the level and nature of security and cybersecurity threats to civil aviation, and for identifying direct or potential threats against Heston Airlines and/or its aircraft operations, Heston Airlines has subscribed for Osprey Flight Solutions security intelligence database. Constant review and update is ensured via the email alerts of the worldwide security events.

Osprey Flight Solutions account is also assigned to the OCC for FOA on duty, VP Flight Operations, Accountable Manager for monitoring.

For threats that have been identified:

1. An assessment of associated risks and vulnerabilities is conducted in accordance with **OMM 7.3**;
2. Development of appropriate response measures in accordance with **OMM 7.3.2**.
3. An assessment of observed associated risks during non-working hours is conducted in accordance with **10.30.1 of this manual**.

If the threat is received, then this manual **10.27 - BOMB THREAT, ACTIONS FOLLOWING A BOMB THREAT** process shall be activated.

10.32 RISK MANAGEMENT

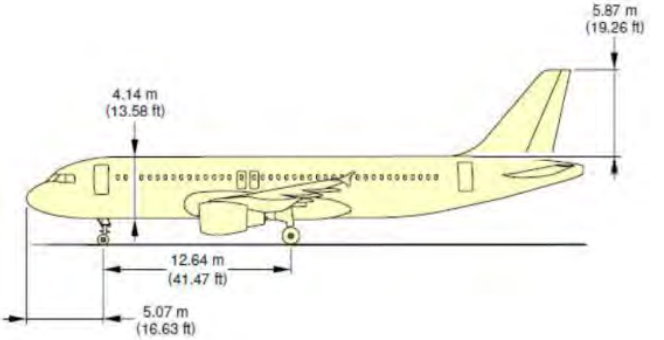
Refer to **OMM 7.3**.

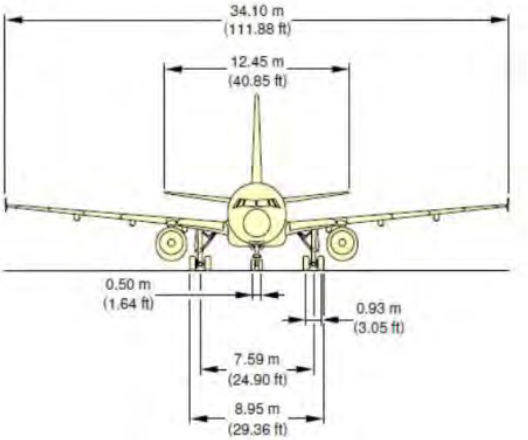
11.1	**AIRBUS A320 CHARACTERISTICS**	11-2
11.1.1	**AIRCRAFT DIMENSIONS**	11-2
11.1.1.1	**AIRBUS A320 Exterior dimensions and ground clearances**	11-2
11.1.2	**AIRCRAFT DOORS**	11-5
11.1.2.1	**AIRBUS A320 Cabin doors and hold doors**	11-5
11.1.3	**EMERGENCY EXITS**	11-8
11.1.4	**DANGER AREAS**	11-9
11.1.4.1	**CFM56 series engine ground idle speed**	11-9
11.1.4.2	**IAE V2500 series engine. Ground idle power**	11-10
11.1.4.3	**Wheel brake overheat hazard areas**	11-11
11.1.5	**ESCAPE AREAS**	11-12
11.1.6	**AIRCRAFT SERVICING ARRANGEMENTS**	11-13
11.1.6.1	**Ground service connections**	11-13
11.1.6.2	**Positioning of ground servicing equipment**	11-14
11.1.7	**LOADING**	11-15
11.1.7.1	**Compartment layout**	11-15
11.1.7.2	**Weight limitations**	11-15
11.1.7.3	**Height limitations**	11-15
11.1.7.4	**Cargo hold dimensions**	11-16
11.1.7.5	**Maximum dimensions of bulk load**	11-17
11.1.7.6	**Load securing A320**	11-20
11.1.7.7	**Loading of live animals**	11-20
11.1.7.8	**Precautions against tipping**	11-21
11.1.8	**AIRCRAFT WEIGHTS AND CG DATA**	11-21

11.1 AIRBUS A320 CHARACTERISTICS

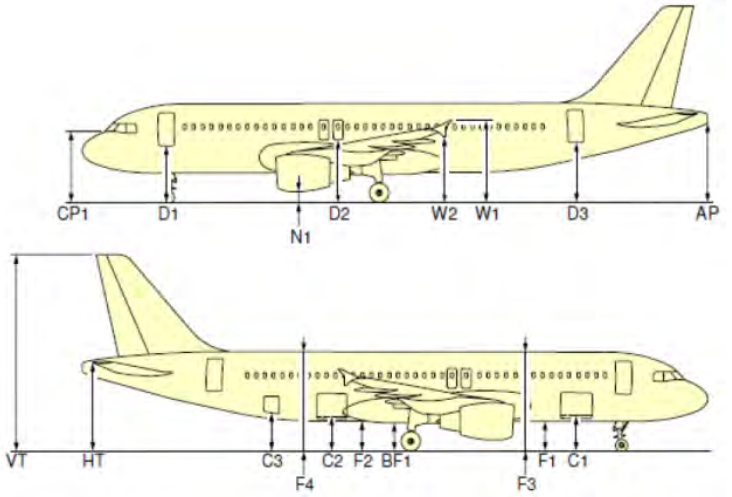
11.1.1 AIRCRAFT DIMENSIONS

11.1.1.1 AIRBUS A320 Exterior dimensions and ground clearances





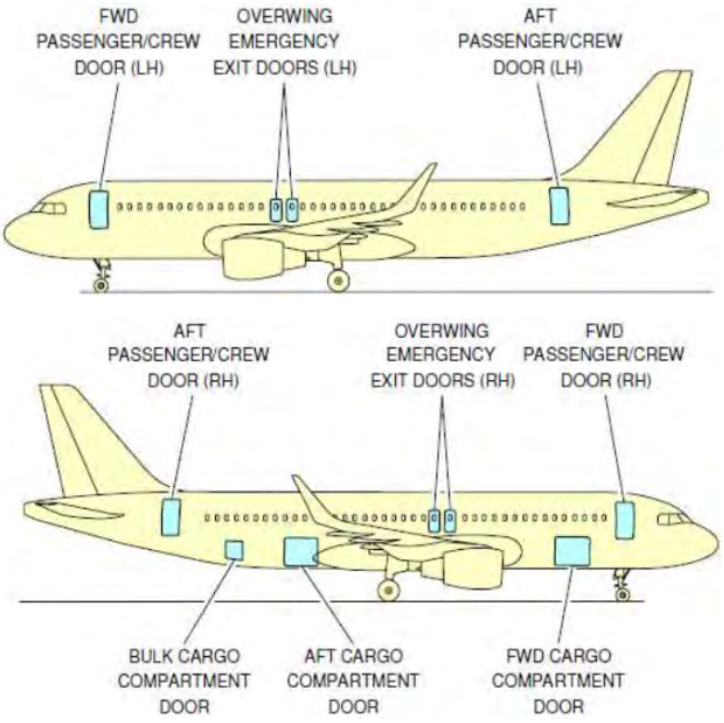

37.57 m
(123.27 ft)
6.07 m
(19.91 ft)
5.75 m
(18.86 ft)
3.95 m
(12.96 ft)
1.24 m
(4.07 ft)
3.31 m
(10.86 ft)
8.30 m
(27.23 ft)
11.91 m
(39.07 ft)
4.87 m
(15.98 ft)
CFM56
11.19 m
(36.71 ft)
V2500
11.12 m
(36.48 ft)
1.50 m
(4.92 ft)
0.76 m
(2.49 ft)
1.82 m
(5.97 ft)
22.40 m
(73.49 ft)



A/C CONFIGURATION		MRW				41 000 kg (90 389 lb)		A/C JACKED FDL = 4.60 m (15.09 ft)	
		FWD CG (17%)		AFT CG (36.8%)		CG (26.5%)			
		m	ft	m	ft	m	ft	m	ft
DOORS	D1	3.38	11.09	3.45	11.32	3.48	11.42	4.13	13.55
	D2	3.87	12.70	3.88	12.73	3.98	13.06	4.54	14.89
	D3	3.60	11.81	3.50	11.48	3.70	12.14	4.13	13.55
	C1	1.98	6.50	2.04	6.69	2.09	6.86	2.71	8.89
	C2	2.12	6.96	2.07	6.79	2.22	7.28	2.71	8.89
	C3	2.19	7.19	2.11	6.92	2.29	7.51	2.75	9.02
FUSELAGE	F1	1.72	5.64	1.76	5.77	1.82	5.97	2.43	7.97
	F2	1.84	6.04	1.79	5.87	1.95	6.40	2.43	7.97
	F3	5.86	19.23	5.90	19.36	5.97	19.59	6.58	21.59
	F4	5.99	19.65	5.93	19.46	6.09	19.98	6.58	21.59
	BF1	1.62	5.31	1.60	5.25	1.72	5.64	2.26	7.41
	CP1	4.17	13.68	4.27	14.01	4.28	14.04	4.96	16.27
WINGS	W1	4.76	15.62	4.71	15.45	4.86	15.94	5.35	17.55
	W2	3.78	12.40	3.74	12.27	3.89	12.76	4.38	14.37
TAILPLANE	HT	5.46	17.91	5.32	17.45	5.56	18.24	5.93	19.46
	AP	4.74	15.55	4.59	15.06	4.84	15.88	5.20	17.06
	VT	11.98	39.30	11.83	38.81	12.08	39.63	12.45	40.85
ENGINE/ NACELLE	N1 (CFM)	0.57	1.87	0.58	1.90	0.67	2.20	1.24	4.07
	N1 (IAE)	0.75	2.46	0.76	2.49	0.85	2.79	1.42	4.66

11.1.2 AIRCRAFT DOORS

11.1.2.1 AIRBUS A320 Cabin doors and hold doors



Door	Height (m)	Width (m)
L1, R1	1.85	0.81
L2, R2,L3.R3 (twin emergency exits)	0.90	0.50
L4, R4	1.85	0.81

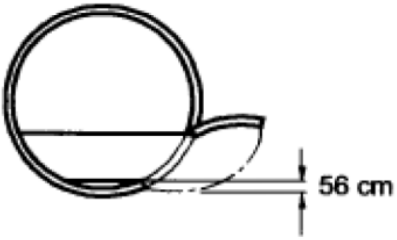
CAUTION:

A MINIMUM CLEARANCE OF 197 CM (78 INCHES) TO THE FUSELAGE SIDE HAS TO BE RESPECTED BEFORE DOORS ARE OPERATED.

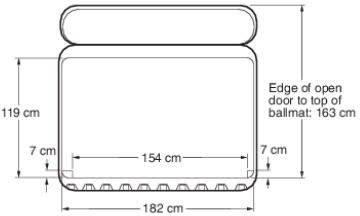
Cargo door clearances

The ground clearance for the lower edge for both the cargo doors is approximately 200 cm (79 inches). It is dependent on aircraft weight, aircraft CG position, landing gear wheels and tire sizes.

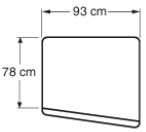
During opening and closing, the forward and aft hold doors swing about 56 cm below the door sill level. The doors can be damaged or may damage load. Keep the door swing area clear and open the doors carefully.



Forward and aft hold door

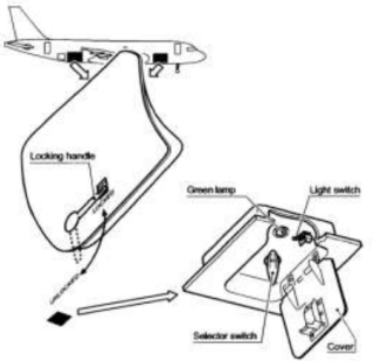


Bulk compartment door



In case of power failure the hold doors can be operated manually. Only the station engineer is authorized to do this.

Opening:

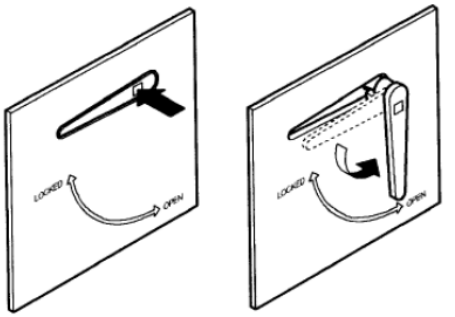


- Pull the locking handle in the door fully out and turn it by 90° to UNLOCKED
- Open the cover of the door operation panel under the aircraft.
- Turn the selector switch to OPEN and hold it until the door is open and the green light comes on.

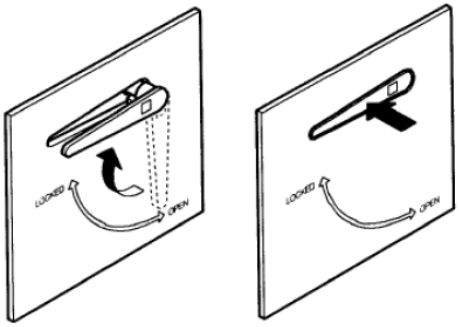
Closing

- Turn the selector switch to CLOSE and hold it until the door is closed and the green light goes off.
- Close the cover.
- Turn the locking handle in the door to LOCKED and push it on a level with the aircraft surface.

11.1.2.1.1 Bulk compartment door



- Press the button in the door handle until the handle springs out.
- Turn the door handle to OPEN.
- Push the door inward and turn the door handle to LOCKED without closing the door again.
- Open the door until it locks at the compartment ceiling.

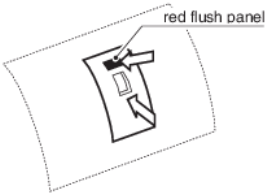


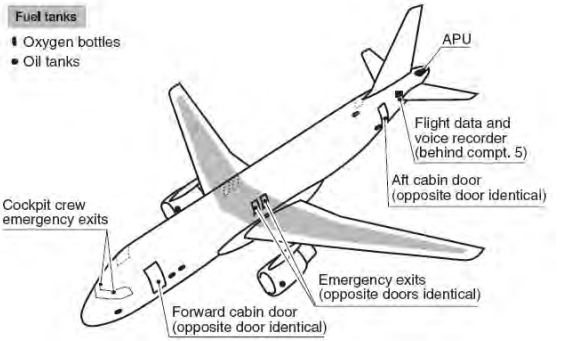
- Turn the door handle to OPEN.
- Pull the door down until it is closed.
- Turn the door handle to LOCKED and push the door handle on a level with the cabin surface.

11.1.3 EMERGENCY EXITS

To open the emergency exits from outside:

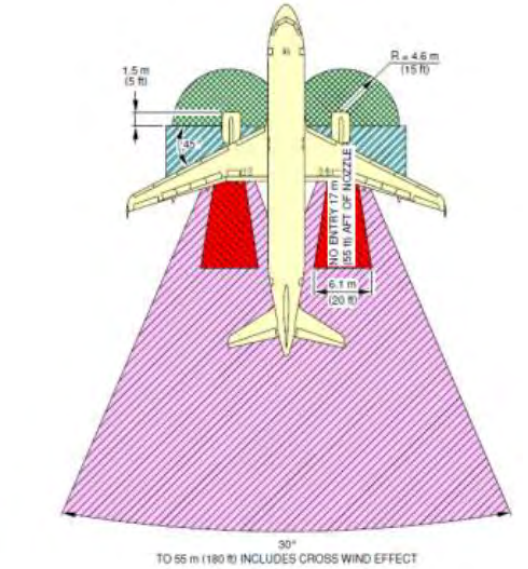
Push the red flush panel inwards and then push the door inwards into the cabin.





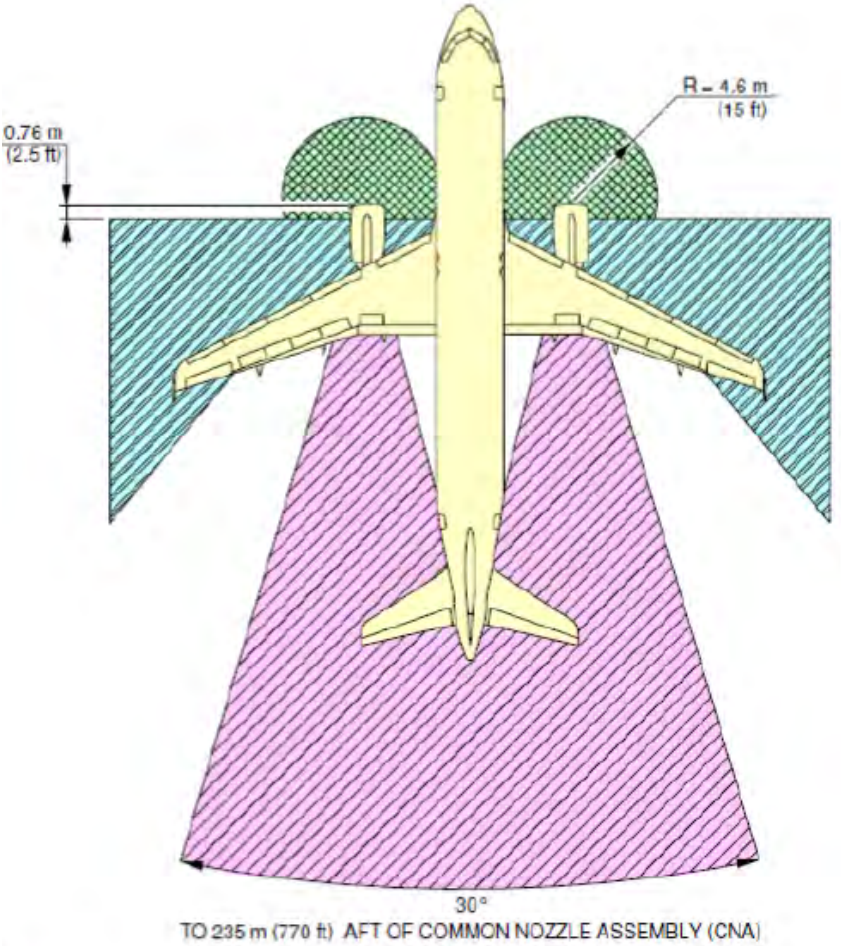
11.1.4 DANGER AREAS

11.1.4.1 CFM56 series engine ground idle speed





11.1.4.2 IAE V2500 series engine. Ground idle power



NOTE:

INTAKE SUCTION DANGER AREA MINIMUM IDLE POWER

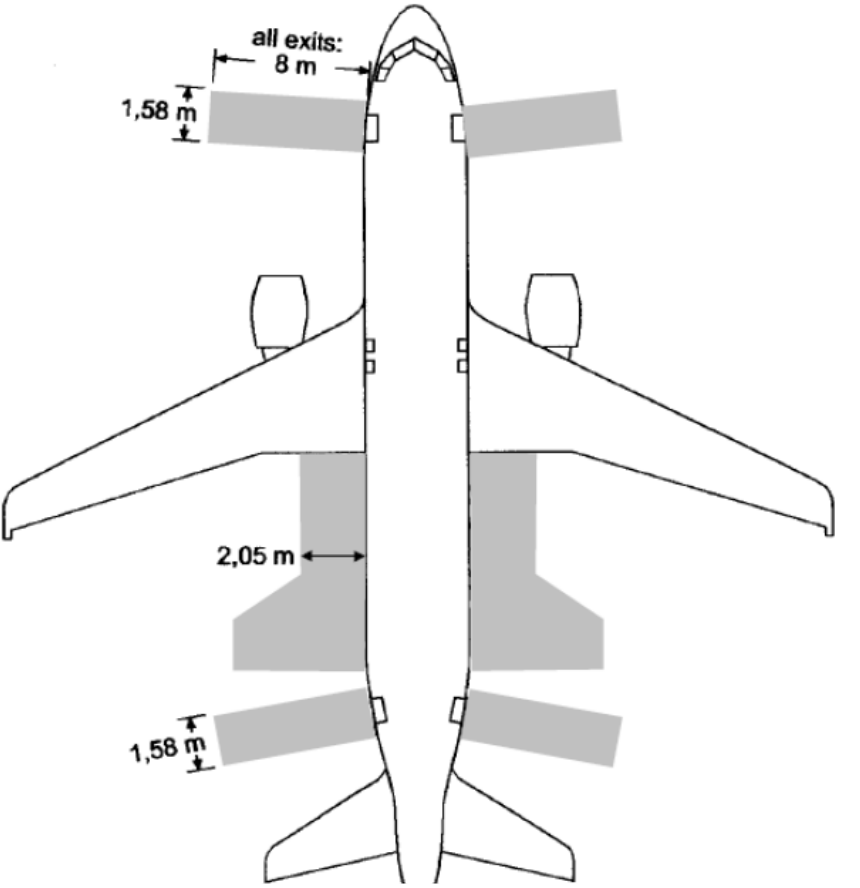
ENTRY CORRIDOR

EXHAUST DANGER AREA

11.1.4.3 Wheel brake overheat hazard areas



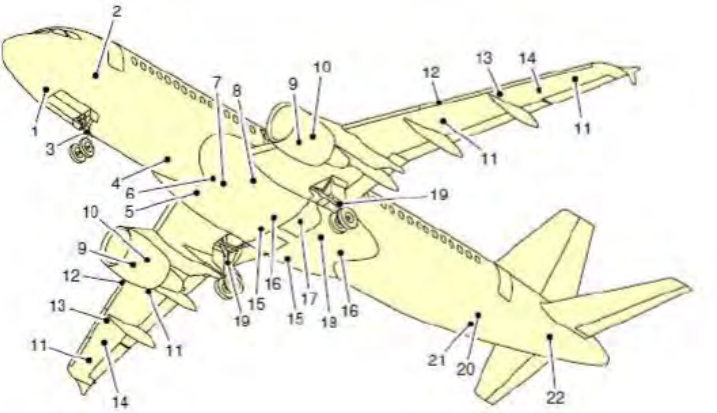
11.1.5 ESCAPE AREAS



11.1.6 AIRCRAFT SERVICING ARRANGEMENTS

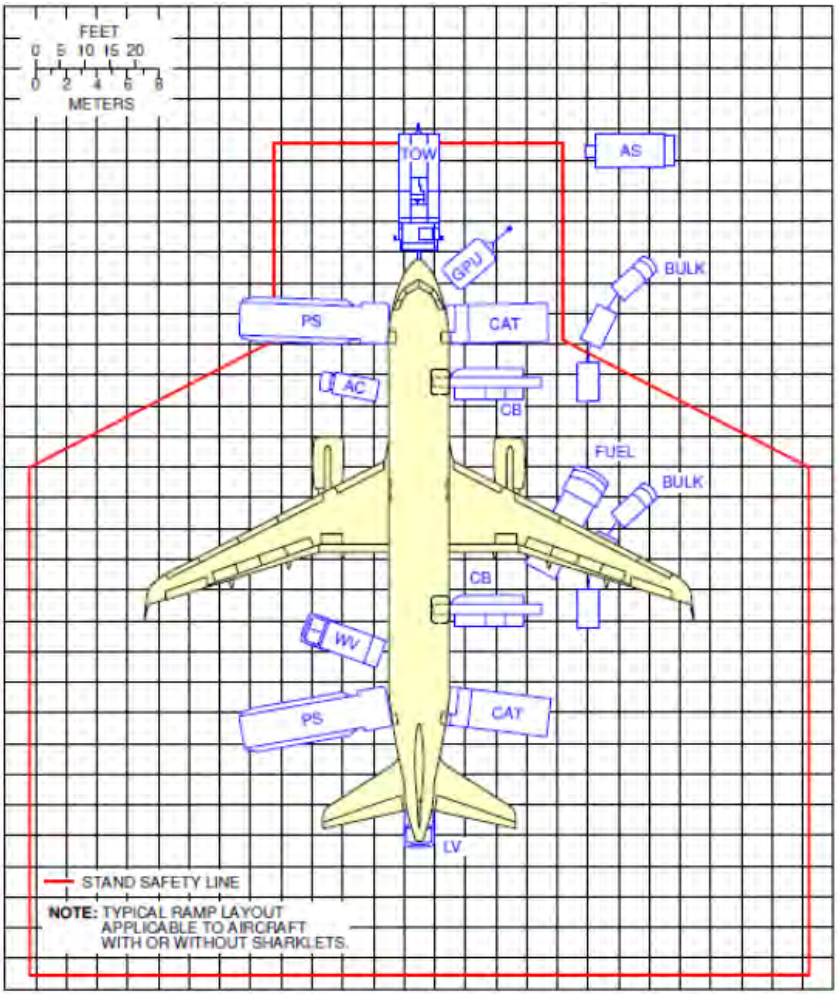
11.1.6.1 Ground service connections

A320:



1 – GROUND ELECTRICAL POWER CONNECTOR
2 – OXYGEN SYSTEM
3 – NLG GROUNDING (EARTHING) POINT
4 – POTABLE WATER DRAIN PANEL (OPTIONAL)
5 – POTABLE WATER DRAIN PANEL
6 – LOW PRESSURE AIR PRE-CONDITIONING
7 – HIGH PRESSURE AIR PRE-CONDITIONING
8 – REFUEL/DEFUEL INTEGRATED PANEL
9 – IDG/STARTER OIL SERVICING
10 – ENGINE OIL SERVICING
11 – OVERPRESSURE PROTECTOR
12 – REFUEL/DEFUEL COUPLINGS (OPTIONAL–LH WING)
13 – OVERWING REFUEL (IF INSTALLED)
14 – NACA VENT INTAKE
15 – YELLOW HYDRAULIC–SYSTEM SERVICE PANEL
16 – BLUE HYDRAULIC–SYSTEM SERVICE PANEL
17 – ACCUMULATOR CHARGING (GREEN SYSTEM) AND RESERVOIR DRAIN (GREEN SYSTEM)
18 – GREEN HYDRAULIC–SYSTEM SERVICE PANEL
19 – MLG GROUNDING (EARTHING) POINT
20 – WASTE WATER SERVICE PANEL
21 – POTABLE WATER SERVICE PANEL
22 – APU OIL SERVICING

11.1.6.2 Positioning of ground servicing equipment



11.1.7 LOADING

11.1.7.1 Compartment layout

Aft hold					Forward hold		
Compartment 5	Compartment 4		Compartment 3		Compartment 1		
	42	41	32	31	13	12	11
Bulk door		AFT door					FWD door

11.1.7.2 Weight limitations

All weight limitations are based on structural limitations and must never be exceeded.

Compt.	Net Section	Max. Load per Net Section (kg)	Max. Load per Compt. (kg)	Max. Running Load (kg/m)	Max. Floor Load (kg/m²)	Usable Volume (m³)
1	11	1045	3402	588	732	4.0
	12	1225		765		4.7
	13	1132		765		4.4
3	31	1301	2426	741		5.4
	32	1125		703		4.3
4	41	928	2110	580		3.6
	42	1182		738		4.8
5			1497	460		5.8

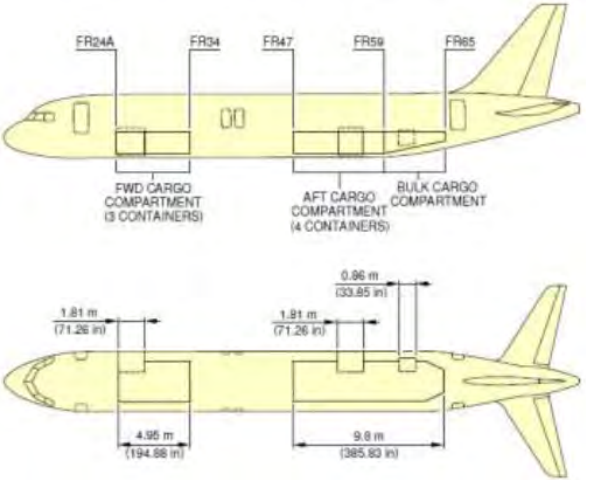
11.1.7.3 Height limitations

Blow-out panels are installed in the compartment ceiling which will be released in case of pressure differences between cabin and lower deck holds.

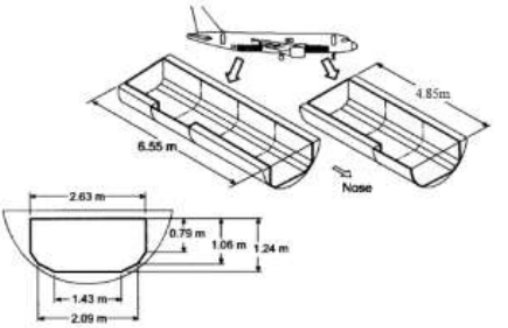
In order to keep these blow-out panels functioning:

Make sure that a minimum distance of **5 cm** between the top of the load and the ceiling is kept at any time.

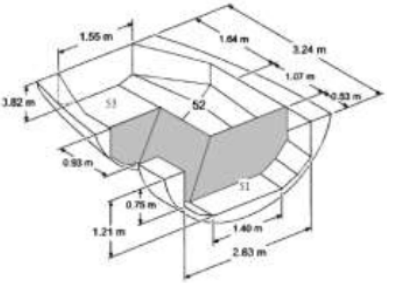
11.1.7.4 Cargo hold dimensions



Compartments 1, 3 and 4:



Compartment 5:



11.1.7.5 Maximum dimensions of bulk load

The load ability of bulky items into the compartments can be determined by using the max. dimension tables below. The indicated package sizes are approximate reference figures.

Compartment 1:

Light packages (max. 50 kg) where tilted loading is allowed / possible:

Maximum length	Maximum width	Maximum height
up to 4.89 m	0.75 m	0.75 m
up to 4.93 m	0.50 m	0.50 m
up to 5.00 m	0.25 m	0.25 m

All packages which must be loaded in an upright position:

Maximum length	Maximum width	Maximum height
1.64m	1.49m	1.18m

Heavy packages (HEA up to max. 500 kg):

Minimum length	Minimum width	Minimum height
0.80 m	0.40 m	0.40 m
Maximum length	Maximum width	Maximum height
1.64m	1.49m	1.18m

Compartment 3 and 4:

Light packages (max. 50 kg) where tilted loading is allowed / possible:

Maximum length	Maximum width	Maximum height
up to 4.91 m	0.75 m	0.75 m
up to 5.14 m	0.50m	0.50m
up to 5.30 m	0.25 m	0.25 m

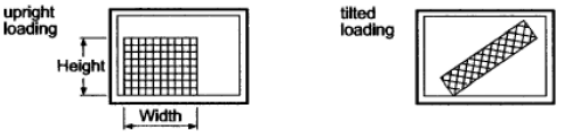
All packages which must be loaded in an upright position:

Maximum length	Maximum width	Maximum height
1.71m	1.49m	1.18m

Heavy packages (HEA up to max. 500 kg):

Minimum length	Minimum width	Minimum height
0.80 m	0.40 m	0.40 m
Maximum length	Maximum width	Maximum height
1.71m	1.49m	1.18m

Compartment 5



Light packages (max. 50 kg) which must be loaded in an upright position:

(m) Height / Width	0,10	0,20	0,33	0,40	0,50	0,60	0,70	0,80	0,85
0,10	3,23	3,23	32,1	3,18	3,16	3,10	3,03	2,77	2,68
0,20	3,23	3,23	3,21	3,18	31,5	3,07	2,96	2,73	2,65
0,30	3,23	3,21	3,17	3,14	3,04	2,95	2,78	2,60	2,54
0,40	3,19	3,15	3,11	3,01	2,90	2,82	2,62	2,48	2,43
0,50	3,11	3,09	2,91	2,81	2,71	2,57	2,42	2,31	2,28
0,60	2,90	2,73	2,59	2,47	2,34	2,24	2,17	2,11	2,08
0,65	2,70	2,54	2,41	2,29	2,17	2,08	2,02	1,98	1,93
	Length (m)								

All packages which must be loaded in an upright position

(m) Height / Width	0,10	0,20	0,33	0,40	0,50	0,60	0,70	0,80	0,85
0,10	2,82	2,67	2,44	2,25	2,05	1,86	1,65	1,48	1,41
0,20	2,82	2,67	2,44	2,25	2,05	1,86	1,65	1,48	1,41
0,30	2,82	2,67	2,44	2,25	2,05	1,86	1,65	1,48	1,41
0,40	2,82	2,67	2,44	2,25	2,05	1,86	1,65	1,48	1,41
0,50	2,82	2,67	2,44	2,25	2,05	1,86	1,65	1,48	1,41
0,60	2,82	2,67	2,44	2,25	2,05	1,86	1,65	1,48	1,41
0,65	2,82	2,67	2,44	2,25	2,05	1,86	1,65	1,48	1,41
	Length (m)								

Heavy packages (HEA up to max. 500 kg):

(m) Height / Width	0,40	0,50	0,60	0,70	0,80	0,85
0,30	2,25	2,05	1,86	1,65	1,48	1,41
0,40	2,25	2,05	1,86	1,65	1,48	1,41
0,50	2,25	2,05	1,86	1,65	1,48	1,41
0,60	2,25	2,05	1,86	1,65	1,48	1,41
0,65	2,25	2,05	1,86	1,65	1,48	1,41
	Length (m)					

11.1.7.6 Load securing A320

The divider and door net in each compartment must be closed at any time. Additional tiedown is normally not required except for individual items of load which by their nature, shape or density may constitute a hazard. They must be restrained, which can be achieved by filling the cargo hold or net section volumetrically, or by tie-down.

When filled up to 80% of height, the cargo hold or net section is considered to be volumetrically full. Packages weighing more than 150kg shall be restraint or individually tied down. Single packages should be tied-down. Tie-down of loads to aircraft structure is achieved by straps or nets connected to the tie-down points located on the cargo hold floor.

Each tie-down point is designed to an ultimate load of 906kg, in any direction.

Cargo compartments are marked with max loading height markers, in case marking is not visible, a minimum clearance of 5 cm must be kept between any load and compartment hold ceiling.

Beginning behind the AFT, each section has to be filled up to at least 80% of its volume, before the next section can be loaded. If a net section in CMPT 3 or CMPT 4 is not filled up to at least 80% of its volume, the BULK (CMPT 5) is restricted to a maximum of 250kg in total.

11.1.7.7 Loading of live animals

Heston Airlines carry domestic pet only (dogs, cats etc.) in the cargo hold. AVIH can be transported as cargo or as passenger baggage.

- AVIH is must be securely lashed.
- Pilot-in-command should be notified via NOTOC.

The optimum pet location is in the hold that is empty or least loaded (i.e. hold 5 if empty or hold 1 if loaded less than half). Ground handler must respect the OAT for live animal acceptance described in IATA LAR and notify PIC if OAT is close to LAR limits for this particular load. AVIH must be loaded into cargo holds last and offloaded first. AVIH can be loaded in cargo compartment 1 and cargo compartment 5 only. If planned flight duration exceeds 5 hours and OAT at destination and departure airports are close to AVIH acceptance temperatures described in IATA LAR, PIC should contact Heston Airlines OCC to get individual calculation on particular aircraft configuration.

11.1.7.8 Precautions against tipping

In order to avoid the possibility of the aircraft tipping, during loading or unloading, the following procedure must be followed:

- Loading, load forward compartment first, partially loading compartment 11 to allow access to 12 and 13, ensure passenger boarding has commenced before loading compartment 5.
- Offloading, off-load rear compartments first, starting with compartment 5 whenever possible.

Caution:

Indiscriminate loading or unloading of baggage and cargo simultaneously with the movement of passengers embarking or disembarking may produce unacceptably large shifts in the aircraft CG position or ground standing attitude.

11.1.8 AIRCRAFT WEIGHTS AND CG DATA

Refer to Heston Airlines AHM560.

12.1 GENERAL 12-2
12.2 LIST OF FORMS 12-2
12.3 LIST OF ANNEXES 12-18

12.1 GENERAL

All related forms and annexes to the manual can be found in this chapter.

IATA standard forms (MEDIF, FREMEC, NOTOC, Ground Incident Damage Report) can be used as alternative to Heston Airlines forms.

Aircraft Sealing Form – only Heston Airlines form can be used.

For all remaining forms alternative options provided by Ground Handlers or partner airlines can be used, if containing same information.

12.2 LIST OF FORMS

FORM NO.	TITLE	REV. NO. /DATE
ASP-02	AIRCRAFT SEALING FORM	Rev 2 / 25-SEP-2023
GOM-F1	Trip File	Rev 0 / 11-APR-2023
GOM-F2	Ground Incident Damage Report	Rev 1 / 28-APR-2023
GOM-F3	Loadsheet Report Form (LIR)	Rev 2 / 23-AUG-2022
GOM-F5	MEDIF (IATA standard)	Rev 0 / 03-AUG-2022
GOM-F6	FREMEC (IATA standard)	Rev 0 / 03-AUG-2022
GOM-F7	Property Irregularity Report	Rev 0 / 03-AUG-2022
GOM-F8	UM Handling Advice	Rev 0 / 03-AUG-2022
GOM-F9	PETC/AVIH Handling Advice	Rev 0 / 03-AUG-2022
GOM-F10	PETC Checklist	Rev 0 / 03-AUG-2022
GOM-F11	NOTOC (IATA standard)	Rev 0 / 03-AUG-2022

HESTON AIRLINES

FORM ASP-02
Revision 2 / 25-SEP-2023

AIRCRAFT SEALING FORM

A/C Reg.		A/C type		Parking Stand		Airport	

	Person (who sealed) Name/Surname	Signature	Date	Time (UTC)	Numbers of used seals

NOTE: Every time after sealing/unsealing when form ASP-02 is used, photo copy of the filled-in form must be sent to security@heston.aero

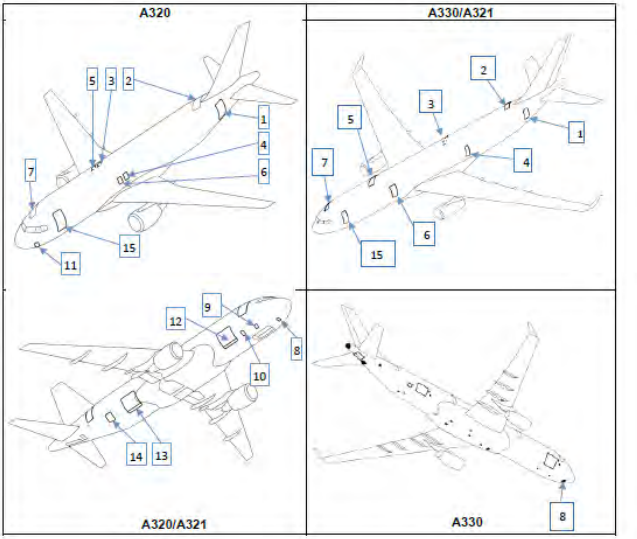
Designated aircraft locations to be sealed		Smaller part of the seal		
N°	Internal	Sealing 1	Sealing 2	Sealing 3
1.	AFT Entry Door			
2.	AFT Service Door			
3.	A320: Right Overwing Emergency Exit No. 1 A330: R3 Service Door A321: R1 Emergency Exit			
4.	A320: Left Overwing Emergency Exit No. 1 A330: L3 Emergency Exit A321: L1 Emergency Exit			
5.	A320: Right Overwing Emergency Exit No. 2 A330: R2 Service Door A321: R2 Emergency Exit			
6.	A320: Left Overwing Emergency Exit No. 2 A330: L2 Entry Door A321: L2 Emergency Exit			
7.	FWD Service Door			
N°	External			
8.	Service compartment door No. 1			
9.	Service compartment door No. 2 *N/A for: A330*			
10.	Service compartment door No. 3 *N/A for: A330*			
11.	Service compartment door No. 4 *N/A for: A330*			
12.	FWD Cargo Compartment Door *N/A for: A330*			
13.	AFT Cargo Compartment Door *N/A for: A330*			
14.	Bulk cargo compartment door *N/A for: A330*			
15.	FWD Entry Door			

	Person (who unsealed) Name/Surname	Signature	Date	Time (UTC)	Numbers of removed seals
Unsealing 1					
Unsealing 2					
Unsealing 3					

Page 1 of 2

NOTE #1: Every time after sealing/unsealing when form ASP-02 is used, photo copy of the filled-in form must be sent to security@heston.aero.

NOTE #2: This form with seal numbers must be kept in in the designated area at the flight deck for at least 24 hours or the duration of the flight, whichever is longer.



FORM ASP-02

Page 2 of 2

GOM-F1 / Page 1 of 1

HESTON AIRLINES

Rev. 0/ 11 APR 2023

TRIP FILE

Date	
Flight Number	
A/C Registration	
A/C Type	

STA	**ATA**
STD	**ATD**
Delay (Code/Duration)	
Ramp Agent	

CHECKS	
GH equipment serviceability check	☐
Pre-arrival FOD check performed	☐
Safety cones and wheel chocks positioned	☐
Arrival walkaround performed	☐
Cargo nets in place and correctly secured upon arrival	☐
Cargo nets in place and correctly secured upon departure	☐
Departure walkaround performed	☐
All doors and hatches closed	☐
POST FLIGHT DOCUMENTS	
Loadsheet Report Form	☐
Technical Log Slip	☐
Fuel Slip	☐
Incoming/Outgoing LDM/MVT/PSM/CPM Printouts	☐
LIR (if applicable)	☐
NOTOC (if applicable)	☐
AWB/Cargo Manifest (if applicable)	☐
De/Anti-icing Report (if applicable)	☐
Security Search Check-list (if applicable)	☐
Sealing Log (if applicable)	☐
General Declaration (if applicable)	☐

Remarks:

GOM-F2 / Page 1 of 2

AIRLINE

AIRPORT

GROUND INCIDENT/ACCIDENT/DAMAGE REPORT

Title:
One line statement of the main features of the incident/accident

Part 1. DAMAGE BY (√)

Other Aircraft ☐
Ramp Equipment ☐
Vehicle ☐
Foreign Object ☐
Jet Blast ☐
Unknown (Previously Unreported) ☐
Other (specify) _____

Date
Time of Occurrence
Phase of Operation
Area (Stand, etc.)
Aircraft Reg.
Aircraft Type
Flight Nr.
Scheduled Ground Time
Flight Delay hrs. min.
Flight Cancelled YES/NO (delete as appropriate)

Part 2. DETAILS OF DAMAGE

Part 3. NUMBER OF CASUALTIES

	Fatalities	Non Fatal
Employees		
Passengers		
Others		

Part 4. VEHICLE/RAMP EQUIPMENT DETAILS AND CONDITION REPORT

	Serviceable (√)	Faulty (√)
Tyres	☐	☐
Brakes	☐	☐
Steering	☐	☐
Lights	☐	☐
Wipers	☐	☐
Protection	☐	☐
Warning Devices	☐	☐
Stabilisers	☐	☐
Tow Hitch	☐	☐
Field of vision from driving position	☐	☐

Remarks

Serial Fleet Nr.
Type
Owner
Area (Stand, etc.)
Age of Vehicle/Ramp Eq.
Last Overhaul

Part 5. DETAILS OF PERSONNEL INVOLVED

1	2	3
Name	Name	Name
Job Title	Job Title	Job Title
Company	Company	Company
Staff Nr.	Staff Nr.	Staff Nr.
Licence	Licence	Licence

Part 6. CONDITIONS

Weather

Use of official met. report

Visibility ---------- **m** --------- **km**
Wind/gust ---------- **/ kt** **s**
Temperature ---------- **c**

rain ☐
snow ☐
sleet ☐
hail ☐
fog ☐

Surface

dry ☐
wet ☐
snow ☐
slush ☐
ice ☐
contamination ☐

Lighting

Good ☐
Poor ☐
Day ☐
Night ☐
Twilight ☐

Part 7. CONTRIBUTORY FACTORS

Identify by code from the checklist factors which in your opinion contributed to the incident/accident by major factor

Other factors (specify)
Which of these contributory factors are normal practice? ☐ ☐ ☐ ☐ ☐ ☐ ☐

GOM-F2 / Page 2 of 2

Part 8. SKETCH	
Part 9. NARRATIVE Give a description of what happened. Include details of relevant contributory factors identified.	
Part 10. INITIAL FINDINGS	**Part 11. INITIAL ACTION TAKEN**
Part 12. CLOSING ACTION	
Part 13. PREPARED BY	Name (Block Capitals)
Signature	Status

PAGE 2 OF 2

GOM-F3 / Page 1 of 1

LOADSHEET REPORT FORM

HESTON AIRLINES

Issue/Rev: 1/2; Date: 2022-08-23

DATE	A/C REG	FLT No	FROM	TO	CREW	PANTRY

MALE/ADULT	FEMALE	CHILDREN	INFANT	TOB

PASSENGER SEATING ZONES		
OA	OB	OC

COMMENTS

		CPT 1	CPT 2	CPT 3	CPT 4	CPT 5
BAGS	PCS					
	KG					
MAIL	KG					
CARGO	KG					
TOTAL	KG					

LOAD/ TRIM INFO			
ZFW	kg	CG	%
TOW	kg	CG	%
LW	kg	CG	%

REVISED LOAD/ TRIM INFO			
ZFW	kg	CG	%
TOW	kg	CG	%
LW	kg	CG	%

LMC			
SPECIFICATIONS	LOCATION	+/-	WEIGHT
	LMC TOTAL		

COMMANDER	LOADING SUPERVISOR
Name, surname, signature	This aircraft has been loaded and load secured (including DGR) in accordance with these instructions including the deviations shown on the report and in accordance with company procedures. Name, surname, signature

GOM-F5 / Page 1 of 3

HESTON AIRLINES

MEDIF–Attachment A

InformationSheet for Passengers RequiringSpecial Assistance

1. **Last name /First name /Title**
2. **Passenger namerecord (PNR)**
3. **Proposed itinerary**
   - Airline(s), flight number(s)
   - Class(es), date(s), segment(s)
4. **Nature of disability**
5. **Stretcher needed onboard?** ☐ Yes ☐ No
6. **Intended escorts** ☐ Yes ☐ No
   - Name Title Age
   - PNR if different
   - Medical qualification ☐ Yes ☐ No Language spoken
7. **Wheelchair needed** ☐ Yes ☐ No
   - Wheelchair categories Own wheelchair ☐ Yes ☐ No
   - Collapsible WCOB ☐ Yes ☐ No Wheelchair type
8. **Ambulance needed (to be arranged by the passenger or his/herrepresentative)** ☐ Yes ☐ No
   - If yes, specify name of ambulance company
   - Name and Telephone numberof contact person
9. **Meet and assist** ☐ Yes ☐ No
   - If designated person, specify contact
10. **Other ground arrangements needed** ☐ Yes ☐ No
    - If yes, specify
    - Departure airport Transit airport Arrival airport
11. **Specialinflightarrangements needed** ☐ Yes ☐ No
    - If yes, specify type of arrangements (special meal,extra seat, leg rest, special seating)
    - Specify equipment (respirator,incubator,oxygen,etc)
    - Specify arrangingcompany and at whose expense
12. **Frequent traveler medical card (FREMEC)** ☐ Yes ☐ No
    - If yes, specify FREMEC number,issued by,expirydate

REV0/03AUG2022

GOM-F5 / Page 2 of 3

HESTON AIRLINES

MEDIF–Attachment B, Part 1

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

1. **Patient's name**
   Date of Birth (DD / MM / YYYY) Gender Height Weight
2. **Attending physician**
   E-mail Telephone (mobile preferred), indicate country and area code Fax
3. **Diagnosis (including date of onset of current illness, episode or accident and treatment, specify if contagious)**
   Nature and date of any recent and/or relevant surgery
4. **Current symptoms and severity**
5. **Will a 25% to 30% reduction in the ambient partial pressure of oxygen (relative hypoxia) affect the passenger's medical condition?**
   (Cabin pressure to be the equivalent of a fast trip to a mountain elevation of 2400 meters (8000 feet) above sea level)
   ☐ Yes ☐ No ☐ Not sure
6. **Additional clinical information**
   a. Anemia ☐ Yes ☐ No If yes, give recent result in grams of hemoglobin
   b. Psychiatric and seizure disorder ☐ Yes ☐ No If yes, see Part 2
   c. Cardiac condition ☐ Yes ☐ No If yes, see Part 2
   d. Normal bladder control ☐ Yes ☐ No If no, give mode of control
   e. Normal bowel control ☐ Yes ☐ No
   f. Respiratory condition ☐ Yes ☐ No If yes, see Part 2
   g. Does the patient use oxygen at home? ☐ Yes ☐ No If yes, specify how much
   h. Oxygen needed in flight? ☐ Yes ☐ No If yes, specify how ☐ 2LM ☐ 4LM ☐ Other
7. **Escort**
   a. Is the patient fit to travel unaccompanied? ☐ Yes ☐ No
   b. If no, would a meet-and-assist (provided by the airline to embark and disembark) be sufficient? ☐ Yes ☐ No
   c. If no, will the patient have a private escort to take care of his/her needs onboard? ☐ Yes ☐ No
   d. If yes, who should escort the passenger? ☐ Doctor ☐ Nurse ☐ Other
   e. If other, is the escort fully capable to attend to all the above needs? ☐ Yes ☐ No
8. **Mobility**
   a. Able to walk without assistance ☐ Yes ☐ No b. Wheelchair required for boarding ☐ to aircraft ☐ to seat
9. **Medication list**
10. **Other medical information**

REV0/03AUG2022 1 of 2

GOM-F5 / Page 3 of 3

HESTON AIRLINES

MEDIF–Attachment B, Part 2

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

1. Cardiac condition

a. Angina ☐ Yes ☐ No When was last episode? _____
- Is the condition stable? ☐ Yes ☐ No
- Functional class of the patient?
  ☐ No symptoms ☐ Angina with strenuous efforts ☐ Angina with light efforts ☐ Angina at rest
- Can the patient walk 50 meters at a normal pace or climb 10-12 stairs without symptoms? ☐ Yes ☐ No

b. Myocardial infarction ☐ Yes ☐ No Date _____
- Complications? ☐ Yes ☐ No If yes, give details _____
- Stress EKG done? ☐ Yes ☐ No If yes, what was the result? _____ Metz
- If angioplasty or coronary bypass, can the patient walk 50 meters at normal pace or climb 10–12 stairs without symptoms? ☐ Yes ☐ No

c. Cardiac failure ☐ Yes ☐ No When was last episode? _____
- Is the patient controlled with medication? ☐ Yes ☐ No
- Functional class of the patient? ☐ No symptoms ☐ Shortness of breath with strenuous efforts ☐ Shortness of breath with light efforts ☐ Shortness of breath at rest

d. Syncope ☐ Yes ☐ No Last episode _____
Investigations? ☐ Yes ☐ No If yes, state results _____

2. Chronic pulmonary condition ☐ Yes ☐ No
- a. Has the patient had recent arterial gases? ☐ Yes ☐ No
- b. Blood gases were taken on: Room air Oxygen _____ LPM
  If yes, what were the results _____ pCO_2 _____ pO_2
  Saturation _____ Date of exam _____
- c. Does the patient retain CO_2 ? ☐ Yes ☐ No
- d. Has his/her condition deteriorated recently? ☐ Yes ☐ No
- e. Can the patient walk 50 meters at a normal pace or climb 10-12 stairs without symptoms? ☐ Yes ☐ No
- f. Has the patient ever taken a commercial aircraft in these same conditions? ☐ Yes ☐ No
  - If yes when? _____
  - Did the patient have any problems? _____

3. Psychiatric Conditions ☐ Yes ☐ No
- a. Is there a possibility that the patient will become agitated during flight ☐ Yes ☐ No
- b. Has he/she taken a commercial aircraft before ☐ Yes ☐ No
  - If yes, date of travel? _____ Did the patient travel ☐ alone ☐ escorted?

4. Seizure ☐ Yes ☐ No
- a. What type of seizures? _____ b. Frequency of the seizures _____
- c. When was the last seizure? _____ d. Are the seizures controlled by medication? ☐ Yes ☐ No

5. Prognosis for the trip ☐ Good ☐ Poor

Physician Signature _____ Date _____

Note: Cabin crew are not authorized to give special assistance (e.g. lifting) to particular passengers, to the detriment of their service to other passengers. Additionally, they are trained only in first aid and are not permitted to administer any injection, or to give medication.
Important: Fees, if any, relevant to the provision of the above information and for carrier-provided special equipment are to be paid by the passenger concerned.

2 of 2

GOM-F6 / Page 1 of 1

HESTON AIRLINES

MEDIF–Attachment B, Part 2

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

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

The holder of this Card

Surname _____ Initial ____ Title _____ Sex _____ Age _____

Permanent Address _____ Phone _____
Indicate country and area code

has the following permanent/chronic incapacitation

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

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

(Insert limitations, including any permanent dietary requirements)

CONDITIONS OF ISSUE

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

Date and Place of Issue

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

REVD/03AUG2022

GOM-F7 / Page 1 of 1

HESTON AIRLINES

Property Irregularity Report (PIR) form

Important information about making your claim:

All missing checked baggage must be reported to Heston Airlines (or our ground handlers) within the baggage reclaim area and a PIR obtained. If after 21 days we have been unable to locate your baggage we will declare it "irretrievably lost", after which you may make a claim in writing using this claim form. We respectfully remind all customers making a claim that details of their bag(s) and contents, including description, date, place and cost of purchase, along with purchase receipts (clear and legible copies), must be sent to us with this signed(print) claim form before any settlement is considered. Claims will be assessed in line with our conditions of carriage and depreciation will be applied.
Claim settlements are issued by electronic bank transfer to the passenger whose name appears on the baggage tag.

Reference Number: | | | | | | | | | | Station: _____ Date: dd / mm / yyyy

Type of Claim: ☐ Missing ☐ Damage ☐ Stolen items _____
(State the missing item(s))

Section 1 –Customers' information

Full name _____ Telephone | | | | | | | | | | |

Permanent Address _____

Temporary Address _____

Until(Date) dd / mm / yyyy Email Address _____

Section 2 –Flight Details

Flight Number _____ Date dd / mm / yyyy From _____ To _____

Booking reference _____ Number of baggage checked in _____ Total Weight _____ kg

Number of baggage missing /Damaged _____ Total Weight _____ kg

Section 3

Is your baggage insured? ☐ Yes ☐ No Name of Insurance Company _____

Address _____

Have you already notified an HST agent about the mishandling of your baggage? ☐ Yes ☐ No

If yes, name _____ Place _____ Date dd / mm / yyyy

Have you already submitted a claim previously with another airline in reference to this irregularity? Yes / No

If yes, name _____ Place _____ Date dd / mm / yyyy

Was your baggage rechecked & new tags issued? ☐ Yes ☐ No Was your baggage identified at transfer point(s)? ☐ Yes ☐ No

If yes, Airline _____ Place _____ Date dd / mm / yyyy

If no, Where & when was the baggage last seen? _____

Section 4 –Items to Attach

1. Boarding pass 2. Excess baggage receipt (if applicable) 3. Baggage tag(s) 4. Pictures of the baggage 5. Receipt

Section 5 –Additional Information

REV0/03AUG2022

GOM-F8 / Page 1 of 1

HESTON AIRLINES

HANDLING ADVICE FOR UNACCOMPANIED MINOR

Personal data of minor			Flight information		
Surname			Final destination		
Given name			**Flight/date**	**From**	**To**
Permanent address					
City	Country				
Language	Sex	Age			

FOR AIRLINE USE ONLY

Details of ground staff/cabin crew taking custody of child at each stop

Station origin	Name(s) / employee number
1st flight Number/date	Name / crew / Number
1st transfer station	Name(s) / employee number
2nd flight Number/date	Name / crew / Number
2nd transfer station	Name(s) / employee number
3rd flight Number/date	Name / crew / Number
Final destination	Name(s) / employee number

Only valid with signature of parent/guardian

Declaration of parent/guardian

1. I confirm that I have arranged for the above mentioned minor to be accompanied to the airport on departure and to be met at stop over point and on arrival by the persons named. These persons will remain at the airport until the flight had departed and/or be available at the airport at the scheduled time of arrival of the flight.
2. Should the minor not be met at stopover point or destination, I authorize the carrier(s) to take whatever action they consider necessary to ensure the minor's safe custody including return of minor to the airport of departure, and I agree to indemnify and reimburse the carrier(s) for the necessary and reasonable costs and expenses incurred by them in taking such action.
3. I certify that the minor is in possession of all travel documents (passport, visa, health certificate, etc.) required by applicable laws.
4. I, the undersigned parent or guardian of the above mentioned minor, agree to and request the unaccompanied carriage of the minor named above and certify that the information provided is accurate.

Date _____

Signature _____

Person seeing off on departure			Person authorized to meet child at final destination		
Surname			Surname		
Given name(s)			Given name(s)		
Address			Address		
City	Country		City	Country	
Cellphone	Phone home		Cellphone	Phone home	
Signature	An identity document with photo must be presented.		Signature	An identity document with photo must be presented.	

Print form - Not less than 4 copies of filled form must be prepared

REV0/03AUG2022

GOM-F9 / Page 1 of 1

HESTON AIRLINES

(Original: For file at station of Departure)

Certificate for transportation of Animals -passenger

Name:			
Permanent address:			
Type of animal:			
Route No.	Date	From	To

I hereby certify that all necessary governmental, customs and health formalities for transportation of the above animal have been complied with, and agree to indemnify Heston Airlines in all respects with regard to any costs or delays arising from non adherence to such regulations.
Unless otherwise stated in the Montréal convention Heston Airlines is not responsible for injury to or loss, sickness or death of the above animal, unless Heston Airlines has been negligent. For further information see Heston Airlines Conditions of Carriage.

Date	Signature

HESTON AIRLINES

(Copy: Attach to Excess Baggage Ticket)

Certificate for transportation of Animals -passenger

Name:			
Permanent address:			
Type of animal:			
Route No.	Date	From	To

I hereby certify that all necessary governmental, customs and health formalities for transportation of the above animal have been complied with, and agree to indemnify Heston Airlines in all respects with regard to any costs or delays arising from non adherence to such regulations.
Unless otherwise stated in the Montréal convention Heston Airlines is not responsible for injury to or loss, sickness or death of the above animal, unless Heston Airlines has been negligent. For further information see Heston Airlines Conditions of Carriage.

Date	Signature

REV0/03AUG2022

GOM-F10 / Page 1 of 1

HESTON AIRLINES

In-Cabin Live Animal Acceptance Checklist (Cabin/Excess Baggage)

An example of the Live Animal Acceptance Checklist for animals traveling in cabin is shown hereafter. For all requirements related to the Checklist see section 10.1 of these Regulations.

	YES	NO*	N/A
1. Information on the flight:			
Flight details:			
Ticket number:			
Date:			
Flight Origin:			
Destination:			
If the shipment is part of an interline agreement has the passenger/shipper confirmed that all arrangements are in place for interline sector?			
2. Information on the owner:			
Name:			
24-hour contact number:			
3. Questions to consider:			
Is species of animal provided?			
Is all necessary documentation provided (e.g. health certificate)?			
Is animal clean and does it appear to be fit to travel?			
Has the owner confirmed the animal is not sedated?			
Is documentation available proving that the animal is at least 8 weeks old?			
4. Questions on the container to consider:			
Is the size of the container suitable for the animal?			
Does the consignment weight/size comply with the carrier's policy?			
For cats and dogs:			
· Can the animal sit, stand, turn around and lie down in natural position?			
· Does the container have at at least 16% ventilation of the 4 sides?			
· Does the container have ventilation on all 4 sides?			
Is the container leak and escape proof?			
Is the container clearly labelled with a live animal label?			
Does the container fully comply with IATA LAR standards?			

Date: _____

Submitted by (passenger/shipper): _____

Print name _____ **Signature:** _____

Received by (acceptance agent): _____

Print name _____ **Signature:** _____

*** IF ANY QUESTION IS AN ANSWER WITH "NO", DO NOT ACCEPT SHIPMENT**

REV0/03AUG2022

GOM-F11 / Page 1 of 1

HESTON AIRLINES

SPECIAL LOAD - NOTIFICATION TO CAPTAIN

Station Of Loading	Flight Number	Date	Aircraft Registration	Prepared by (name, surname, signature)

DANGEROUS GOODS

Station Of Unloading	Air Waybill Number	Proper Shipping Name	Class or Division For Class 1 compat. grp.	UN or ID number	Sub Risk	Number of Packages	Net quantity or Transp. Ind. per package	Radio-active Mat. Categ.	Packing Group	Code (see reverse)	CAO (X)	Loaded	
												ULD ID	POSITION

There is no evidence that any damaged or leaking packages containing dangerous goods have been loaded on the aircraft

OTHER SPECIAL LOAD

Stat. of Unload	Air Waybill Number	Contents and Description	Number of Packages	Quantity	Supplementary Information	Code (reverse)	Loaded	
							ULD ID	POSITION

Loading Supervisor's Signature	Captain's Signature	Other Information

REV1/08AUG2024

12.3 LIST OF ANNEXES

List of annexes for mirroring from ASP to GOM, OMA.

ANNEX NO.	TITLE	REV. NO. / DATE
Annex ASP 1	STATES, TERRITORIES AND COUNTRIES RECOGNIZED AS APPLYING SECURITY STANDARDS EQUIVALENT TO THE COMMON BASIC STANDARDS ON CIVIL AVIATION SECURITY	Rev 4 08-JUL-2024
Annex ASP 3	LIST OF ARTICLES PROHIBITED FOR PASSENGERS, CREW MEMBERS, SUPERNUMERARIES FROM CARRYING AS CABIN BAGGAGE	Rev 1 30-AUG-2022
Annex ASP 4	LIST OF ARTICLES PROHIBITED FROM CARRYING AS HOLD BAGGAGE	Rev 0 13-NOV-2020
Annex ASP 5	THIRD COUNTRIES, AS WELL AS OTHER COUNTRIES AND TERRITORIES TO WHICH, IN ACCORDANCE WITH ARTICLE 355 OF THE TREATY ON THE FUNCTIONING OF THE EUROPEAN UNION, TITLE VI OF PART THREE OF THAT TREATY DOES NOT APPLY, THAT ARE RECOGNISED AS APPLYING SECURITY STANDARDS EQUIVALENT TO THE COMMON BASIC STANDARDS ON CIVIL AVIATION SECURITY	Rev 1 07-JUL-2022
Annex ASP 6	THIRD COUNTRIES, AS WELL AS OTHER COUNTRIES AND TERRITORIES TO WHICH, IN ACCORDANCE WITH ARTICLE 355 OF THE TREATY ON THE FUNCTIONING OF THE EUROPEAN UNION, TITLE VI OF PART THREE OF THAT TREATY DOES NOT APPLY, FOR WHICH ACC3 DESIGNATION IS NOT REQUIRED	Rev 0 08-NOV-2021

Annex ASP 1 EU an NON-EU States, Territories and Countries applying security standards equivalent to the common basic standards

HESTON AIRLINES

Annex ASP 1
Revision 5 / 08-JUL-2024

STATES, TERRITORIES AND COUNTRIES RECOGNIZED AS APPLYING SECURITY STANDARDS EQUIVIVALENT TO THE COMMON BASIC STANDARDS ON CIVIL AVIATION SECURITY

EU/EEA Member States	Third countries (Non-EU/EEA Member States)			
Austria	As regards *hold baggage*, the 5-A third countries, as well as other countries and territories that are recognised as applying security standards equivalent to the common basic standards on civil aviation security.			
Belgium				
Bulgaria				
Cyprus	As regards *passengers and cabin baggage*, the 4-B third countries, as well as other countries and territories that are recognised as applying security standards equivalent to the common basic standards on civil aviation security.			
Croatia				
Czech Republic				
Denmark	As regards *aircraft security*, the 3-B third countries, as well as other countries and territories that are recognised as applying security standards equivalent to the common basic standards on civil aviation security.			
Estonia				
Finland				
France				
Germany	Canada	YES	YES	YES
Greece	Faroe Islands (only in regard to Vagar airport)	YES	YES	YES
Hungary	Greenland (only in regard to Kangerlussuaq airport)	YES	YES	YES
Iceland	Guernsey	YES	YES	YES
Ireland	Isle of Man	YES	YES	YES
Italy	Jersey	YES	YES	YES
Latvia	Kingdom of Norway, in regard to Svalbard Airport	YES	YES	YES
Lichtenstein	Montenegro	YES	YES	YES
Lithuania	Republic of Serbia (only in regard to Belgrade Nikola Tesla Airport)	YES	YES	YES
Luxembourg	Republic of Singapore (only in regard to Changi Airport)	YES	YES	YES
Malta	State of Israel (only in regard to Ben Gurion International Airport)	NO	NO	NO
Norway	United Kingdom of Great Britain and Northern Ireland	YES	YES	YES
Poland	United States of America	YES	YES	YES
Portugal				
Romania				
Slovakia				
Slovenia				
Spain				
Sweden				
Switzerland				
The Netherlands				

Page 1 of 1

Annex ASP 2 Requirements for a hand search

HESTON AIRLINES	Annex ASP 2 Revision 0 / 13-NOV-2020

REQUIREMENTS FOR A HAND SEARCH

A hand search shall consist of an examination of the body and clothing by running the hands over the body and clothing in a systematic manner, back and front. A hand search shall, where applicable, include a physical examination of:

- Headgear;
- upper body and clothing (back, collar, lapels, shoulders, pockets, arms, tie or scarf, blouse, shirt, sweater or cardigan, including pockets);
- lower body and clothing (trousers or skirts, inner and outer waistband, belt, pockets, turn-ups, hemlines).

It shall, where appropriate, include a physical or visual examination of:

- hair;
- footwear.

In addition, unusual or suspicious bulges should be further examined. When performing a hand search, special attention shall be paid to the possibility of concealed objects hidden behind collars, waistbands and belts, as well as within footwear. A search by explosive trace detection (ETD) equipment in combination with hand held metal detection (HHMD) equipment may replace the hand search of those parts of the person (passengers with reduced mobility) where the screener considers the hand search to be inefficient and/or undesirable. For passengers with reduced mobility the nature of the passenger's disability shall be taken into account when choosing the method of screening. If a wheelchair, crutch, stick or stretcher is being used by the passenger, it shall, if possible, be screened as cabin baggage.

Page 1 of 1

HESTON AIRLINES	Annex ASP 3 Revision 0 / 30-AUG-2022

LIST OF ARTICLES PROHIBITED FOR PASSENGERS, CREW MEMBERS, SUPERNUMERARIES FROM CARRYING AS CABIN BAGGAGE

(based on Attachments 1-A/4-C to the Annex to Implementing Regulation (EU) No. 2015/1998)

1. Guns, firearms and other devices that discharge projectiles — devices capable, or appearing capable, of being used to cause serious injury by discharging a projectile, including:	**Prohibited for:** • Passengers • Crew Members • Supernumeraries • In-flight supplies
• firearms of all types, such as pistols, revolvers, rifles, shotguns, • toy guns, replicas and imitation firearms capable of being mistaken for real weapons, • component parts of firearms, excluding telescopic sights, • compressed air and CO2 guns, such as pistols, pellet guns, rifles and ball bearing guns, • signal flare pistols and starter pistols, • bows, cross bows and arrows, • harpoon guns and spear guns, • slingshots and catapults;	
2. Stunning devices – devices designed specifically to stun or immobilise, including:	**Prohibited for:** • Passengers • Crew Members • Supernumeraries • In-flight supplies
• devices for shocking, such as stun guns, tasers and stun batons, • animal stunners and animal killers, • disabling and incapacitating chemicals, gases and sprays, such as mace, pepper sprays, capsicum sprays, tear gas, acid sprays and animal repellent sprays;	
3. Explosives and incendiary substances and devices – explosives and incendiary substances and devices capable, or appearing capable, of being used to cause serious injury or to pose a threat to the safety of aircraft, including:	**Prohibited for:** • Passengers • Crew Members • Supernumeraries • In-flight supplies
• ammunition, • blasting caps, • detonators and fuses, • replica or imitation explosive devices, • mines, grenades and other explosive military stores, • fireworks and other pyrotechnics, • smoke-generating canisters and smoke-generating cartridges, • dynamite, gunpowder and plastic explosives.	
4. Any other article capable of being used to cause serious injury and which is not commonly used in security restricted areas, e.g. martial arts equipment, swords, sabres, etc.	**Prohibited for:** • Passengers • Crew Members • Supernumeraries • In-flight supplies

5. Objects with a sharp point or sharp edge - objects with a sharp point or sharp edge capable of being used to cause serious injury, including: • items designed for chopping, such as axes, hatchets and cleavers, • ice axes and ice picks, • razor blades, • box cutters, • knives with blades of more than 6 cm, • scissors with blades of more than 6 cm as measured from the fulcrum, • martial arts equipment with a sharp point or sharp edge, • swords and sabres;	**Prohibited for:** • Passengers
6. Workmen's tools — tools capable of being used either to cause serious injury or to threaten the safety of aircraft, including: • crowbars, • drills and drill bits, including cordless portable power drills, • tools with a blade or a shaft of more than 6 cm capable of use as a weapon, such as screwdrivers and chisels, • saws, including cordless portable power saws, • blowtorches, • bolt guns and nail guns;	**Prohibited for:** • Passengers
7. blunt instruments objects capable of being used to cause serious injury when used to hit, including: • baseball and softball bats, • clubs and batons, such as billy clubs, blackjacks and night sticks, • martial arts equipment;	**Prohibited for:** • Passengers

NOTE1: An exemption to points 1-4 may be granted on condition that the person is authorised to carry prohibited articles into security restricted areas in order to undertake tasks that are essential for the operation of airport facilities or of aircraft, or for performing in-flight duties.
In order to allow reconciliation of the person authorised to carry one or more articles as listed in Attachment 1-A with the article carried: (a) the person shall have an authorisation and shall carry it. The authorisation shall either be indicated on the identification card that grants access to security restricted areas or on a separate declaration in writing. The authorisation shall indicate the article(s) that may be carried, either as a category or as a specific article. If the authorisation is indicated on the identification card, then it shall be recognisable on a need-to-know basis; or (b) a system shall be in place at the security checkpoint indicating which persons are authorised to carry which article(s), either as a category or as a specific article.
NOTE2: Articles as listed in points 1-4 may be stored in security restricted areas provided they are kept in secure conditions. Articles as listed in points 5, 6 and 7 may be stored in security restricted areas provided they are not accessible to passengers.
NOTE3: An exemption to point NOTE2 may be granted on condition that: the appropriate authority has given consent that the article may be carried; and the air carrier has been informed about the passenger and the article that he is carrying prior to passengers boarding the aircraft; and the applicable safety rules are complied with. These articles shall then be placed in secure conditions on board aircraft.

Page 2 of 2

Annex ASP 4 Articles prohibited to be carried as hold baggage

HESTON AIRLINES	**Annex ASP 4** **Revision 0 / 13-NOV-2020**

LIST OF ARTICLES PROHIBITED FROM CARRYING AS HOLD BAGGAGE
(based on Attachment 5-B to the Annex to Implementing Regulation (EU) No. 2015/1998)

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

• Ammunition;	• fireworks and other pyrotechnics;
• blasting caps;	• smoke-generating canisters and smoke-generating cartridges;
• detonators and fuses;	• dynamite, gunpowder and plastic explosives;
• mines, grenades and other explosive military stores.	

Page 1 of 1

Annex ASP 5 Third countries, as well as other countries and territories to which, in accordance with Article 355 of the treaty on the functioning of the European Union, title VI of Part Three of that treaty does not apply, that are recognised as applying security standards equivalent to the common basic standards on civil aviation security

HESTON AIRLINES	**Annex ASP 5** **Revision 1 / 07-JUL-2022**

THIRD COUNTRIES, AS WELL AS OTHER COUNTRIES AND TERRITORIES TO WHICH, IN ACCORDANCE WITH ARTICLE 355 OF THE TREATY ON THE FUNCTIONING OF THE EUROPEAN UNION, TITLE VI OF PART THREE OF THAT TREATY DOES NOT APPLY, THAT ARE RECOGNISED AS APPLYING SECURITY STANDARDS EQUIVALENT TO THE COMMON BASIC STANDARDS ON CIVIL AVIATION SECURITY

As regards cargo and mail, the following third countries have been recognised as applying security standards equivalent to the common basic standards on civil aviation security:

- **Montenegro**
- **United Kingdom of Great Britain and Northern Ireland**
- **Republic of Serbia**

The Commission shall notify without delay the appropriate authorities of the Member States if it has information indicating that security standards applied by the third country or other country or territory concerned with a significant impact on overall levels of aviation security in the Union are no longer equivalent to the common basic standards of the Union.

The appropriate authorities of the Member States shall be notified without delay when the Commission has information about actions, including compensatory measures, confirming that the equivalency of relevant security standards applied by the third country or other country or territory concerned is re-established.

Page 1 of 1

Annex ASP 6 Third countries, as well as other countries and territories to which, in accordance with Article 355 of the Treaty on the functioning of the European Union, title VI of Part Three of that treaty does not apply, for which ACC3 designation is not required

HESTON AIRLINES

Annex ASP 6
Revision 0 / 08-NOV-2021

THIRD COUNTRIES, AS WELL AS OTHER COUNTRIES AND TERRITORIES TO WHICH, IN ACCORDANCE WITH ARTICLE 355 OF THE TREATY ON THE FUNCTIONING OF THE EUROPEAN UNION, TITLE VI OF PART THREE OF THAT TREATY DOES NOT APPLY, FOR WHICH ACC3 DESIGNATION IS NOT REQUIRED

- **Argentine Republic**
- **Canada**
- **Commonwealth of Australia**
- **Federative Republic of Brazil**
- **Guernsey (United Kingdom)**
- **Hong Kong, Special Administrative Region of the People's Republic of China**
- **Isle of Man (United Kingdom)**
- **Japan**
- **Jersey (United Kingdom)**
- **New Zealand**
- **People's Republic of China**
- **Republic of Chile**
- **Republic of Korea**
- **Republic of Singapore**
- **Republic of South Africa**
- **State of Israel**
- **Taiwan**
- **United States of America**
- **Faroe Islands**
- **Greenland**
- **French Polynesia**
- **New Caledonia**
- **Saint-Barthélemy**
- **Saint-Pierre-et-Miquelon**
- **Wallis and Futuna**

Page 1 of 1