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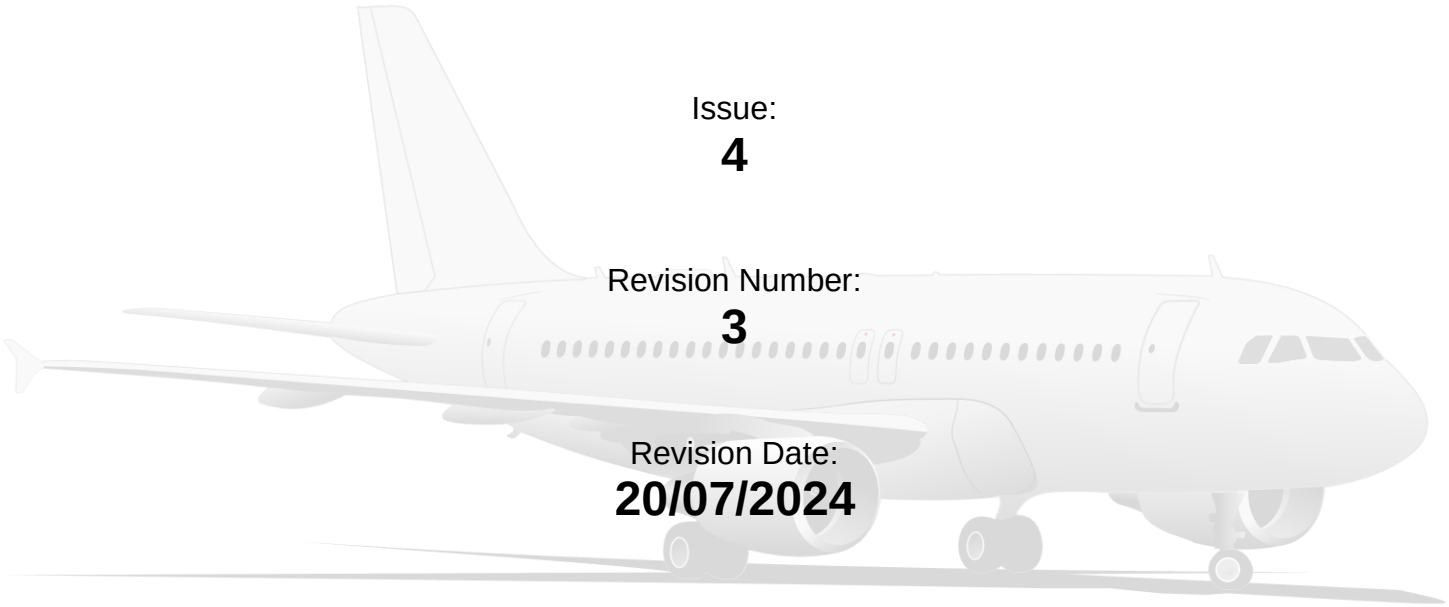

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0. ADMINISTRATION AND CONTROL

0.1. INTRODUCTION

GRH 1.5.3; CGO 1.5.3

The instructions contained in this Ground Operations Manual are issued by FLY2SKY Ground Operations Department with the intention of providing guidelines to FLY2SKY Ground handling and Cargo agents involved with the handling of FLY2SKY passengers, baggage, cargo, aircraft and crew.

Ground Operations Manual contains legible regulations, guidelines and data for passengers, baggage and cargo handling, security and emergency. Its content is based on company policies as well as on regulations and requirements issued by aviation authorities and aircraft manufacturers. However, regulations can never be substituted for good judgment and common sense shall always prevail. This manual contains handling procedures applicable to FLY2SKY. The content is valid worldwide, at all stations of the above carrier.

NOTE: Where applicable FLY2SKY adapts its procedure to comply with local regulations.

Each person who performs duties in the scope of ground handling and cargo operations must:

- Adhere to the procedures in the manner outlined, but nothing herein shall be considered as limiting personnel from acting on their best judgment to safeguard life and property;
- Not to transmit or reveal any of its contents in any manner to persons not associated with FLY2SKY;
- Keep the manual up to date by immediately inserting all revisions Guard it from damage or loss;
- If the holder is transferred or his service terminates, the manual must be delivered to his supervisor for return to FLY2SKY.

This manual is prepared in full accordance with other important manuals for operations – Operations Manual – A, Security Programme, as well as IATA manuals – Airport Handling Manual and Dangerous Goods Regulations.

Holders of this manual are requested to keep it updated and in good conditions.

FLY2SKY shall perform regular audits at planned intervals to all areas of ground handling and cargo operations, to ensure compliance with FLY2SKY and applicable Regulatory requirements and ensure its continuing suitability, adequacy and effectiveness in the management and control of operations.

GRH 1.9.1; GRH 1.9.4; CGO 1.9.1; CGO 1.9.4

Regular monitoring activities (audits, supervision and inspections) at all stations shall be performed regularly at regular intervals to ensure compliance with FLY2SKY standards and applicable regulations and standards, satisfying stated operational needs, identifying undesirable conditions and areas requiring improvement, identifying hazards to operations and ensure its continuing suitability adequacy and effectiveness in the management and control of operations. Regular monitoring activities are performed according to Audit schedule prepared according to FLY2SKY Compliance Monitoring Program in intervals which meet regulatory and management system requirements and must be conducted within the scheduled interval. Monitoring activities are carried out by FLY2SKY qualified auditors according to operating conditions, particularly in the case of repeated or serious shortcomings. Records from executed inspections and audit must be filled in. Quality monitoring is carried out after signing the contract in accordance with Audit Plan in order to ensure and meet all requirements that affect the safety and security of aircraft operations are being fulfilled by the service provider.

IOSA GRH 1.9.2; CGO 1.9.2

FLY2SKY Compliance Monitoring Department has established process for addressing findings resulting from audits of functions within the scope of ground handling and cargo operational areas which ensures identification of root cause(s), development of corrective actions as appropriate to address finding(s), implementation of corrective action in appropriate operational areas and evaluation of corrective action to determine effectiveness.

GRH 1.9.3; CGO 1.9.3

The Ground Operations Manager is responsible for the corrective action and follow-up to the discrepancies raised in the audit records and corrective actions records. This includes review of the relevant procedures. The Accountable Manager may ask the Compliance Monitoring Manager to convene a meeting or conduct investigations if the problems are of serious nature. Major discrepancies shall be brought up during management review meetings for appropriate action.

Detailed Description of processes mentioned above are listed in FLY2SKY Organization Management Manual.

GRH 1.7.1; GRH 1.7.2; GRH 2.1.4; CGO 1.7.1; CGO 1.7.2; CGO 2.1.6

FLY2SKY requests to have training programs including retention of records in accordance with requirements of the Authority and to ensure ground including cargo handling and operational records are subjected to standardized processes for identification, legibility, maintenance, retention and retrieval, protection, integrity and security, disposal or deletion (electronic records including creation of back-up files in case of occurrence of system failure and shortcomings) for all handling agents, service providers and authorized and licensed cargo handling agents (Regulated Agents). Training program and retention of records will be audited by FLY2SKY.

0.2. EXPLANATIONS AND DEFINITIONS OF TERMS

Specific terms and definitions are explained at the beginning of each part of manual or section to which they are applicable.

When used in the Ground Operations Manual the following terms shall have the meaning outlined below:

“Shall” or an action verb in the imperative sense means that the application of a rule or procedure or provision is mandatory (“must” is used as an alternative to “shall”).
“Should” means that the application of a procedure or provision is recommended.
“May” means that the application of a procedure or a provision is optional.

For simplification and brevity, the pronoun “he” is used throughout this manual although references in the text apply to both male and female crew members and other operations personnel. Where appropriate, the pronoun “she” should be inferred or assumed.

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0.3. SYSTEM OF AMENDMENT, REVISIONS AND RECORD CONTROL

FLY2SKY ensures that documentation used in the conduct or support of ground handling and cargo operations:

- contains legible and accurate information IOSA GRH 1.5.3 (i); IOSA CGO 1.5.3 (i)
- is presented in a format that is appropriate for use by ground handling and cargo operations personnel IOSA GRH 1.5.3 (ii); IOSA CGO 1.5.3 (ii)
- is approved by CAA IOSA GRH 1.5.3 (iii); IOSA CGO 1.5.3 (iii)

Nominated Person Ground Operations is responsible for the contents of the Ground Operations Manual, as well as authorizing all amendments and revisions as required by FLY2SKY and DG CAA.

All holders of this manual are personally responsible for the revision status of this copy.

Each change contained in a Revision or Temporary Revision shall be identified by use of a vertical black line (amendment bar) alongside that change.

Handwritten amendments and revisions are not permitted except in situations requiring immediate amendment in the interests of safety. Amendments with operational character are named as Temporary Revisions and are confirmed by Nominated Person Ground Operations. All temporary revisions are on yellow paper and are inserted in front of the revised page, if location is not decided, in front of the section or manual.

Each page of the current revision contains page number and number of revision (bottom right corner) and vertical marginal line to outline the change in the revised text.
FLY2SKY ensures that a copy of the manual is available to all holders listed in the distribution list and disseminated in electronic version by email to each FLY2SKY Ground Handling Agent. IOSA GRH 1.6.2; IOSA CGO 1.6.2

Amendments and revisions are issued to each copy holder that is responsible for inserting the revision. Upon receipt of new GOM, old copy must be destroyed.

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

The task of distribution to all stations is assigned to the Ground Operations Manager, who will delegate responsibility to check if documents are received and receipt acknowledged to Ground Operations and Cargo agents. Distribution to all stations is done by email. Manual holders will receive Ground Operations Manual issues and amendments in the appropriate format, together with an acknowledgement slip to confirm receipt.

This slip shall be completed by the holder and returned to FLY2SKY GO Manager within 14 days of receipt.

When received, the Ground Operations Manager will check the acknowledgement slip against the distribution list to ensure all amendments have been acknowledged.

Shall there be any missing acknowledgements - reminders will be sent to the manual holder until receipt has been acknowledged.

FLY2SKY	ACKNOWLEGEMENT RECEIPT OF MANUAL, REVISION OR TEMP REVISION

MUST BE TERURNED BY:	**DATE RETURNED:**
TO:	**FROM:**
☐ **TEMP REV #:** ☐ **REV #:**	
EFFECTIVE DATE:	
MANUAL NAME:	

In signing this statement, I acknowledge receipt of the document above. I certify that any revisions and/or bulletins have been posted, the material read, and noted, accepted and will be followed. I also confirm that outdated information has been removed, destroyed or deleted and only the current version of **FLY2SKY** _____ is available to the appropriate personnel involved in the ground operations activities.

Signature: _____

Name: _____

Organization:_____

Fly2Sky GOM issue 4, rev.00

The Post Holder Ground Operations will ensure all manual holders acknowledge receipt of revisions prior to the effective date of the revision.

Ground Handler or Lessee (if during ACMI) must distribute GOM to:

1. All concerned departments within Ground Handler or Lessee (if during ACMI) organization.
2. All subcontractors who are involved in FLY2SKY servicing.

In order to preclude loss of documentation/data kept electronically (for the management and control of any documentation/data used directly in the conduct of ground handling and cargo operations) due to software or hardware failures, FLY2SKY uses an external service provider to create back-up files on records and documentation to ensure data is retained.

The Service Provider makes daily and monthly backups of all FLY2SKY Data. Such backups are made shortly after 0100am UTC to data files stored on hard disks, solid state disks or similar devices.

All hard disks, solid state disks or similar devices used by the Service Provider for backups are stored at a site separate from the main ASP Infrastructure.

All backups made by the Service Provider are retained for a period of one month, and the backups made by the Service Provider on the first of each month are retained for the period of a year.

In the event of any loss or damage to FLY2SKY Data, the Service Provider shall use reasonable endeavors to restore the lost or damaged FLY2SKY Data from the latest back-up of such FLY2SKY Data maintained by the Service Provider Total AOC Solutions Ltd Application Service Agreement 7 in accordance with the archiving procedure described in this Agreement.

Earlier backups can be restored at FLY2SKY's request, for example for audit purposes. This will reset the system data to the time when the backup was taken.

FLY2SKY has a system for the management and control of ground handling and cargo operational records to ensure the content and retention of such records is in accordance with requirements of DG CAA, as applicable, and to ensure operational records are subjected to standardized processes for:

- Identification IOSA CGO 1.7.1 (i)
- Legibility IOSA CGO 1.7.1 (ii)
- Maintenance IOSA CGO 1.7.1 (iii)
- Retention and retrieval IOSA CGO 1.7.1 (iv)
- Protection and security IOSA CGO 1.7.1 (v)
- Disposal and deletion (electronic records) IOSA CGO 1.7.1 (vi)

Feedback regarding the contents of this manual should be forwarded via e-mail GHM@fly2sky.aero or by SITA to VARAVCR.

0.4. DISTRIBUTION LIST

Copy No	Format	Location	Type
1	PDF	PDF file on disc	DG-CAA
	Electronic copy	Centrik	Ground Operations Manager
	Electronic copy	Centrik	Compliance Monitoring Manager
	Electronic copy	Centrik	FLY2SKY OPSC
	Electronic copy	Centrik	All concerned FLY2SKY personnel
	Electronic copy	PDF File through password-controlled access in Centrik or via e-mail	External Service Provider or Lessee

0.5. DEFINITIONS

Definition	Explanation
Ad Hoc Flight	Flight performed for one specific purpose
Agent	Handling Agent's employee carrying out duties on behalf of FLY2SKY
Aircraft Boarding	Ground agents will make appropriate boarding announcements, conduct final passenger screening and document verification and provide a final passenger manifest and customs documentation to the aircraft crew. If passengers must be bussed to the aircraft or otherwise be compelled to walk on the ramp, ground agents will ensure passenger safety whilst on the ramp.
Aircraft Disembarkation	Ground staff will receive any inbound customs paperwork and accept arriving passengers at the aircraft and facilitate their transfer to the terminal building, dealing as necessary with issues arising from inbound delay or cancellation of connecting flights.
Acceptance check list	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.
Aircraft Cleaning	The cabin, lavatories and galley counter surfaces will be cleaned. Garbage containers will be emptied and the contents removed from the aircraft. Toilets will be restocked. Passenger comfort items such as pillows and blankets will be replaced as required and, where applicable, newspapers will be brought on board.
Aircraft Damage	Damage is frequently caused by ground support equipment striking the aircraft. Installation of safety devices, such as proximity switches and auto-levellers on airbridges and appropriate use of a guide whilst manoeuvring vehicles in proximity of the aircraft will help avoid such damage.
Aircraft Handling	Aircraft Handling consists of: • Load Control • Ramp Handling • Handling of Special Load and Dangerous Goods.
Airside Safety	Activities and measures to avoid injuries to personnel and passengers, and/or minimize damage to equipment and property.
Cargo barrier net	Aircraft designed for carriage of goods or property but not passengers.
Area Load	Maximum amount of load that can be loaded on a specific area.
BIG (or OHG)	An item loaded on two or more pallets or which, due to size or weight, requires special handling/equipment for loading and off-loading
Bulk	Loading piece by piece
Bulkhead	A rigid partition.

Cargo aircraft	A crash net installed between flight deck and cabin on cargo aircraft.
Catering supplier	Means the entity supplying in-flight meals to FLY2SKY
CAUTION	Indicates actions to be taken to avoid equipment and/or property damage
Chocking and Connection/Disconnection of Ground Services	Once the aircraft is on-stand, wheel chocks will be inserted and external services such as passenger bridge(s) or boarding stairs, ground electrical service and ground air conditioning units will be positioned or connected as required. As the departure time approaches, these items will be disconnected and removed as directed by the flight crew.
Compartment	Space designated within a hold. One or several compartments make up a hold. Reference: Hold
Crushable load	Buffer load with low-density cargo.
Dangerous Goods accident	An occurrence associated with and related to the transport of dangerous goods by air which results in fatal or serious injury to a person or major property or environmental damage.
Dangerous goods	Articles or substances which are capable of posing a risk to health, safety, property or the environment and which are shown in the list of dangerous goods in the Technical Instructions or which are classified according to those Instructions.
Dangerous Goods in Excepted Quantities	Very small quantities of Dangerous Goods transported in such a manner that they may be excepted from the marking, labelling and documentation requirements of the IATA Dangerous Goods Regulations (DGR). Such Dangerous Goods are marked with a special label and included in the general cargo figure.
Dangerous Goods incident	An occurrence, other than a dangerous goods accident associated with and related to the transport of dangerous goods by air, not necessarily occurring on board an aeroplane, 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 jeopardizes an aeroplane or its occupants is also deemed to be a dangerous goods incident.
Dangerous Goods Transport document (Shipper's Declaration)	Document(s) prepared by a consignor or shipper to certify that the dangerous goods being transported have been packaged, labelled, and declared in accordance with the standard international shipping regulations
Dead Head Crew (DHC)	Crew members who are travel to or from their duty station as passengers, to take up or terminate their flight duty, and are listed on the General Declaration for immigration/ governmental reasons.
De-/anti-icing	Procedure for the removal/build-up of snow, ice, frost or other contamination from the aircraft.

Departure Control System (DCS)	Computerized systems used for automated processing of Load Control documentation.
Dolly	A small platform type vehicle equipped with rollers used to convey or move aircraft Unit Load Devices on the ground.
Fifth pod	Spare engine transported under the wing of an aircraft.
Fissile materials	Certain radioactive materials (certain types of Uranium and Plutonium) in which (in addition to emitting certain types of radiation) the atoms are capable of being split by neutron radiation, thereby producing fission products and releasing energy in the form of heat, gamma radiation and further neutron radiation. If a sufficient quantity of fissile material is assembled in one place and under certain conditions, this further neutron radiation can split more atoms of the fissile material and a nuclear chain reaction may develop (Reference: Radioactive materials, below).
Floating pallet	A Unit Load Device, including its load, which is positioned over at least two pallet positions and is not secured by the pallet locking devices of the ULD restraint system, but is restrained to the aircraft structure by means of tie-down fittings and lashings.
Fly away kit	Unit used to start the engines of an aircraft when no ground power unit is available. Carried in a compartment to certain destinations.
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.
G-force	Force acting on the "load" with a certain intensity.
Handling agent	An agency, which performs some or all of the latter's functions including receiving, loading, unloading, transferring or other processing of passengers or cargo on behalf of the operator.
Hold	The space confined by ceiling, floor, walls, bulkhead and door, used for carrying load. A hold can consist of one or several compartments. Reference: Compartment
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 Animals 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.
ICAO-TI	The ICAO Technical Instructions for the safe transport of Dangerous Goods by air.
Index	A mathematical expression for the moment of the aircraft relative to a selected point on the longitudinal axis. It is used for determining the centre of gravity of the loaded aircraft: • Basic Index (BI) refers to Basic Mass (BM). • Dry Operating Index (DOI) refers to Dry Operating Mass (DOM).

	• Loaded Index refers to the actual
Large Capacity Aircraft	Also known as High Capacity or Wide-Body, e.g. 747, 767, DC 10, A330/340, MD11 and L-1011 (Tristar).
Load Control	Activities within Mass and Balance Control System, that ensure optimum utilization of the aircraft based on operational safety requirements.
Load Control documentation	A series of documents and actions to show the actual loaded state of the aircraft.
Load Master Load Supervisor	Accordingly trained person responsible to load and secure cargo at the anticipated places according to LIR and in predefined sequence. Could also act as Load Planner if properly trained.
Load Planner	Accordingly trained person responsible for LIR preparation for approval by PF and Electronic Loadsheet preparation ensuring CG remains within operational limits. Within Ground Handling provider could be Load master (Loading Supervisor), Flight Coordinator or relevant.
Local	The term "local" refers to a local station in contrast to “central” that refers to the division/unit.
Longitudinal	Parallel with aircraft nose-tail direction.
Maintmat	First priority service cargo, which may never be refused or offloaded in favor of other load.
Marshalling	To guide an aircraft to a parking stand by hand signals.
Mass and Balance	Equivalent to the term Mass and Balance used in the GOM and AHM manuals.
Nominated Post Holder(s)	The person(s) responsible for Flight Operations, Maintenance, Crew Training and Ground Operations.
NOTAM	Temporary revisions to Route Manual.
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.
Operations office	Airport function in charge of providing and coordinating all services to the aircraft and passengers, including marshalling, positioning of chocks, passengers steps, fuel and cleaning provision, passenger registration and transportation to aircraft, baggage loading/unloading and delivery to airport terminal conveying belts
Operations Control Center	FLY2SKY own centre that provides meteorological information, prepares flight plan, briefing information the crew and monitors progress of the flight.
Outsized items (BIG, OHG)	Items, which exceed pallet positions in a Cargo aircraft.
Overpack	An enclosure (for example a larger package or wooden pallets) 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.
Ground Handling Agent	Agent providing to FLY2SKY services related to passengers. He also acts as Lost and Found Agent.
Piggy back	Pallets or containers transported on top of pallet installed in loading system.
Procedures	Instructions and rules how to proceed to achieve set requirements.
Propper 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.
Pushback	Where required, ground equipment will be utilized to move the aircraft off stand at departure.
Radioactive materials	Articles or substances, which spontaneously and continuously emit certain types of radiation (alpha, beta, gamma, X-ray and neutron) which can be harmful to health or other materials but which cannot be detected by any of the human senses (sight, hearing, smell, touch)
Ramp Agent	Agent who provides ramp related services to FLY2SKY. He also acts as Loading Supervisor i.e. the person responsible for the aircraft having been loaded in conformity with the loading instructions, by means of his signature on the Loading Instructions form.
Ramp Handling	All aircraft handling activities performed on the ramp in connection with arrival and departure. Some aircraft handling activities are referred to as aircraft servicing.
Ramp safety	General safety precautions for different services during a turn-around.
Requirements	A level of performance, that consists of authority requirements and company policies.
Refuelling	Aircraft will be refuelled to the requirements of the outbound flight as specified by the Pilot in Command or, in his absence, by the dispatcher. Specific protocols are in place in the event that refuelling is to be accomplished with passengers remaining on board.
Serious injury	An injury which is sustained by a person in an accident and which: • requires hospitalization for more than 48 hours, commencing within seven days from the date the injury was received; or • results in a fracture of any bone (except simple fractures of fingers, toes ore • nose); or • involves lacerations which can 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.
Signalling	To make visual guidance/information to flight crew when required.
Special Load and Dangerous Goods	• Special Load is load, which, due to its nature or value, requires special attention and treatment during the process of acceptance, storage, transportation, loading and unloading. • Dangerous goods (DG) are articles or substances which are capable of posing a risk to health, safety, property or the environment and which are shown in the list of dangerous goods in IATA DG Regulations or which are classified in IATA Dangerous Goods Regulations (IATA-DGR).
Standard Operating Procedures	General (system wide) instructions for how to perform operative tasks/processes.
State of Origin	The Authority in whose territory Dangerous Goods were first loaded on an aircraft.
Station	The term “station” refers to an “airport”. An airport, may, however, occasionally be divided into several stations.
Station Manager	Means the person who provides and arranges all activities and services required by FLY2SKY on an airport, and who assures that they are compliant with FLY2SKY specifications, as contained in the manual.
Supervisory Agent	Means a person who, in force of a Supervision Agreement with FLY2SKY, is responsible for supervising and co-coordinating services contracted by FLY2SKY with third parties
Swimming pallet	See "Floating pallet" above.
Technical crew	Flight deck crew and Flight/Station Engineer travelling on duty.
Technical instructions	The latest effective edition of the Technical Instructions for the Safe transport of Dangerous Goods by Air (Doc 9284-AN/905), including the Supplement and any Addendum, approved and published by decision of the Council of the International Civil Aviation Organization (ICAO).
Toilet and water service	Toilet waste holding tanks will be emptied and serviced as required. Potable water tanks will be refilled
Top up	Additional load may be added because capacity is still available.
Towing	Movement of an aircraft to or from a maintenance facility, a remote parking stand or from one gate to another will be accomplished on an "as required" basis.
Transfer load	Passengers or dead load, which travel from point of origin A to destination C with change of flight at point B.
Transit flight	A flight, which makes intermediate, stops along the route.

Transport index (TI)	A number assigned to a package, overpack or freight container used to provide control over radiation exposure. It is also used to establish categories for labelling, to determine whether transport under exclusive use is required; to establish spacing requirements during storage in transit, and to define the number of packages allowed in a freight container or aboard an aircraft.
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.
Unit Load Device	Any type of aircraft container, aircraft pallet with a net or aircraft pallet with a net over an igloo.
UN specifications 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.
Mass and Balance	Used in the GOM and AHM manuals. Equivalent to the term Mass and Balance used in AIR OPS and GOM 4.1.
Wingman	A person who visually controls that there is wing/tail clearance of obstacles or equipment in connection with aircraft movement.
Vehicle collision	There are numerous vehicles, serving different purposes, moving in close proximity to the aircraft and to each other. Ramp conditions, distraction or inattention and failure to use a guide where appropriate, can all lead to collision.

0.6. LIST OF ABBREVIATIONS

This list contains abbreviations used in the airline industry or frequently referred to in the GOM and AHM, some of which may not be specifically explained elsewhere in these manuals:

Abbreviation	Explanation
ACMI	Aircraft, Crew, Maintenance & Insurance (Wet Lease)
AHC	Airport Handling Committee of IATA
AHM	Airport Handling Manual of IATA, or ART Aircraft Handling Manual, issued per aircraft type
ALT	Alternate airport (also ALTN)
AOG	Aircraft On Ground
APU	Auxiliary Power Unit
AVI	Live Animals
AWB	Air Waybill
BW or BEW	Basic Mass or Basic Empty Mass
CAA	Civil Aviation Authority
CCM	CCM Cabin Crew Member
CDC	Central Departure Control
CG	Center of Gravity
CLC	Central Load Control
CPM	Container Pallet Message
CPT	Compartment
DCS	Departure Control System
DG	Dangerous Goods
DGR	Dangerous Goods Regulations
DIP	Diplomatic Mail
DLI	Dead Load Index
DOI	Dry Operating Index
DOM	Dry Operating Mass
DOMS	Dry Operating Mass Statement
EAT	Foodstuffs / eatable materials for human or animal consumption
EDP	Electronic Data Processing
END	Endurance
ETA	Estimated Time of Arrival
EET	Estimated Elapsed Time
EPP	Emergency Plans and Procedures
FOB	Fuel Onboard
FIDO	Flight Information Data Object
FKT	Flight kit
FL	Flight Level
OM-A	Operations Manual Part A
GOM	Ground Operations Manual
GPO	General Post Office
HEA	Heavy cargo items of 150 kg or more in a bulk-compartment
HUM	Human remains in coffins
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
ICAO TI	ICAO Technical Instructions

ICE	Dry Ice
IMP	Interline Message Procedures
JAA	Joint Aviation Authorities
JIG	Joint Inspection Group
LAM	Landing Mass
LD	Lower Deck
LIR	Loading Instruction/Report
LMC	Last Minute Change
LPM	Load Planning Message
LSA	Loadsheet Agent
MAC	Mean Aerodynamic Chord
MAG	Magnetized Materials
NA	Not Applicable/Available/Acceptable
NOTOC	Notification to Captain
NIL	No items listed
OCC	FLY2SKY Operations Control Center
OHSC	Overhead Stowage Compartment
PAX	Passenger seats occupied (by class)
PAD	Passenger seats occupied (by class) by passengers not entitled to firm reservation
PED	Perishable Cargo
PM	Pilot Monitoring
RAF	Ramp fuel
RAM	Ramp Mass
RCL	Cryogenic liquid
RCM	Corrosive
RFG	Flammable Compressed Gas
RFL	Flammable Liquid
RFS	Flammable Solid
RFW	Dangerous when wet
RIS	Infectious substance
RNG	Non Flammable Compressed Gas
ROP	Organic Peroxide
ROX	Oxidizer
RPB	Toxic
RPG	Toxic gas
RSC	Spontaneously Combustible
RXS	Explosive
RSB	Polystyrene Beads
SCCM	Senior Cabin Crew Member
SFS	Special Flight Specification message
SGHA	Standard Ground Handling Agreement
SPCL	Special
SPM	Station Passenger Manual
STA	Reference point on an aircraft, or Scheduled Time of Arrival
STD	Scheduled Time of Departure
TF	Trip Fuel

TFR	Transfer
THRU	Through
TOF	Take Off Fuel
TOM	Take Off Mass
TRT	Transit
UCM	ULD Control Message
ULD	Unit Load Device
UTC	Universal Time Coordinated
VGDS	Visual Docking Guidance System
VOL	Volume
ZFM	Zero Fuel Mass

1. ORGANIZATION AND RESPONSIBILITIES

1.1. REFERENCE PUBLICATIONS

GRH 1.6.2; CGO 1.6.2

The current edition of this manual must be available at each location where ground handling and cargo operations are conducted. Acknowledgement receipt for manual (takeover protocol of Ground Operations Manual) must be completed and returned to FLY2SKY Ground Operations Department by each station immediately when received Ground Operations Manual and its regular/temporary form. In the absence of specific ground handling instructions in FLY2SKY Ground Operations Manual, the publications listed below shall be used for reference. Only current editions of the publications may be used in each location.

GRH 1.6.2; CGO 1.6.2; GRH 1.6.6

- IATA Airport Handling Manual
- IATA Dangerous Goods Regulations
- IATA Live Animals Regulations
- IATA Perishable Cargo Regulations
- ICAO Technical Instructions for Safe Transport of Dangerous Goods by Air, Doc 9284-AN/905.
- ICAO Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods, Doc 9481-AN928
- Own Ground Handling Agent manuals, provided they comply with the applicable IATA and/or ICAO and/or governing rules, regulations and procedures and are accepted by FLY2SKY.

FLY2SKY Compliance Monitoring department makes sure that current editions of above-mentioned documents are used on each location during quality audit.

NOTE: 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 including addenda as appropriate is accessible at each location where:

- revenue or non-revenue cargo operations are conducted and dangerous goods are accepted;
- ground handling operations involving the loading of dangerous goods as cargo are conducted;
- passenger check-in and/or boarding operations are conducted.

NOTE: A listing of FLY2SKY-approved dangerous goods (Table 2.3.A) permitted to be carried on board the aircraft by a passenger or crew member must be accessible at locations where passenger check-in and/or boarding operations are conducted.

1.2. ORGANIZATIONAL CHART

For FLY2SKY Company Organigram refer to OM-A 1.1.1

1.2.1 Organizational Chart Ground Operations Department

GRH 1.1.1; CGO 1.1.1

FLY2SKY has a Management System that ensures control of ground handling and cargo operations and the management of safety and security outcomes.

All Management positions in Ground Operations Department shall be held by personnel on the basis of appropriate knowledge, skills training and experience as listed in each job description.

Fly2Sky Ground Operations department is supervised by the Ground Operations Manager (GO Manager).

The Company's area of operation is limited to the geographical area, as described in the FLY2SKY's AOC.

All employees of FLY2SKY Ground Operations Department shall have a sufficient command of written and spoken English, in addition to the Bulgarian language.

1.2.2. Physical Infrastructure and Facilities

GRH 1.4.1; CGO 1.4.1

FLY2SKY ground and cargo operations office is equipped with the necessary facilities, workspace, equipment and supporting services, to satisfy ground handling and cargo operational safety requirements – computers, fax machines, internet, telephones, etc. A suitable work environment is provided as temperature, humidity, light, air flow, cleanliness, and noisiness. The employer is obliged to provide working conditions for Ground Operations Manager by employment agreement, according to app.127 by Labor Code.

All Ground handling and cargo services providers shall ensure existence of necessary facilities workspace equipment and supporting services, as well as working environment satisfy ground handling and cargo operational safety and security requirements. FLY2SKY will monitor and control process, through its quality system to ensure that service providers meet the specification of this provision.

1.3 DUTIES AND RESPOSIBILITIES

1.3.1. Nominated Person Ground Operations

- Liaise with regulatory authorities, original equipment manufacturers and other operationally relevant external entities IOSA ORG 1.3.3
- Has authority to make decisions regarding risk tolerability with respect to the safety and/or security of ground handling and cargo operations IOSA GRH 1.2.1(i); IOSA CGO 1.2.1(i)
- Has authority and responsibility for the management and supervision of functions and activities within the scope of ground handling and cargo operations IOSA GRH 1.1.2 (i); IOSA CGO 1.1.2 (i)
- Is responsible of safety accountability throughout the company, including direct accountability for safety and/or security on the part of senior management; IOSA ORG 1.3.1(iii)
- Is responsible to ensure that ground handling and cargo operations are conducted in accordance with applicable regulations and standards of FLY2SKY; IOSA GRH 1.2.1(ii); IOSA CGO 1.2.1(ii); IOSA ORG 1.3.1 (ii)

- Is accountable to senior management for ensuring the safety and security of ground handling and cargo operations;
- Is responsible for the management of safety and security risks to ground handling operations IOSA GRH 1.1.2(ii); IOSA CGO 1.1.2(ii)
- Lead and manage FLY2SKY ground, cargo, and Dangerous goods operations.
- Ensure that contracts or agreements with external service providers that conduct outsourced operational functions (ground handling, cargo, dangerous goods providers) for FLY2SKY operations are in place and include measurable specifications to ensure requirements that affect the safety and/or security of operations are being fulfilled;
- Ensure that working procedures are established and followed in ground handling and cargo operations.
- Ensures necessary updates of procedures in respective manuals of related area (master manual and/or other related manuals)
- Ensure, that service providers are timely updated with company operational procedures
- Follow up the quality of performance of service providers, impose necessary actions, when performance does not satisfy company's requirements
- Liaise with other company departments in order to keep operations personnel updated with the latest information on operational activities (maintenance, flight support)
- Manage ground operations department in daily operations, ensure smooth run of operational activities
- Liaise with commercial department and management of the company with regard to fulfilment of fleet plan and operational relationship with customers
- Prepare and present the budget of ground operations department in accordance with company strategy and targets, set up by management, follow up on budget performance continuously
- Ensure that up-to-date technologies are used by ground operations department in daily operations
- Ensure that ground operations department is staffed with professional and well qualified employees, and necessary training is provided.
- Ensure that working procedures are established and followed in ground operations department
- To treat and solve business customer (tour-operator) claims with regard to in-flight experience, catering or state of cabin;
- To order catering equipment if required, to monitor equipment inventory and movement.
- To advise suggestions about aircraft cabin interior and possible solutions for improvement;
- Assigns and releases from duty Station Managers
- Deputy of Nominated Person Ground Operations is Station Manager IOSA ORG 1.3.2; IOSA GRH 1.2.2; IOSA CGO 1.2.2

Duties and responsibilities related to aviation security:

- When the Company engages in contractual arrangements with outside parties which are required to meet the Company security requirements, such as handling companies, is responsible for assuring that the applicable contracts reflect such obligations of outside parties;
- Ensure that in-flight supplies and aircraft operator's materials required for the conduct of the flight are subject to security measures prior to being loaded on an aircraft;
- Must report all recognized security irregularities in regard to airport, aircraft, baggage, passenger, cargo and etc. in accordance with reporting procedure
- Has responsibility for supervision of security functions and activities within the scope of ground handling and cargo operations;

- Must follow security procedures related carrying passengers and luggage, as well as accepting for carriage cargo, mail, urgent consignments or courier mail in accordance with Security Program and related procedures;
- Ensure that security procedures are established and followed in ground handling and cargo operations;
- Must report all recognized security irregularities in regards airport, aircraft, baggage, passenger, cargo and etc. in accordance with reporting procedure.

1.3.2. Cargo Operations and Dangerous Goods Manager

Responsible for the management, oversight and delivery of safe practices and procedures, to drive performance excellence, ensuring control of cost to achieve a consistent customer experience in FLY2SKY cargo and Dangerous Goods operations.

Accountability, Responsibilities and Duties:

- Assist definition of ground handling standards and processes for cargo operations.
- Organise activities in terms of aircraft servicing, fuelling, and cargo handling at network airports.
- Participate in investigations related to ground and cargo operations activities.
- Supervise aircraft handling and cargo handling processes. Monitor operations and prevent negative trends.
- Maintain the target safety indicators, on-time performance, regularity, safety.
- Assess risks, associated with aircraft servicing and cargo handling operations at network airports of FLY2SKY and provide corrective actions plan.
- Efficiently collaborate with FLY2SKY Commercial Department in terms of customer service.
- Safely and accurately conduct cargo service operations in accordance with established policies and procedures; Ensure all ground operations and cargo personnel are conducting activities in a safe, secure, and timely manner;
- Conduct all-cargo service operations in a safe and efficient manner in accordance with company standards and IATA, state and European regulations;
- Actively participate in and conduct all initial and recurrent training sessions to ensure that all personnel are current on training requirements;
- Cooperate with the commercial department in cargo transportation scope;
- Provide exceptional customer service to all customers, suppliers, and employees.
- Deputy of Cargo Operations Manager is Station Manager

1.3.3. Ground Operations Officer

- Ensure that contracts or agreements with external service providers that conduct outsourced operational functions (ground handling, cargo, dangerous goods providers) for FLY2SKY operations are in place and include measurable specifications to ensure requirements that affect the safety and/or security of operations are being fulfilled;
- Follow up the quality of performance of service providers, impose necessary actions, when performance does not satisfy company's requirements
- Ensure, that service providers are timely updated with company operational procedures
- Follow up the quality of performance of service providers, impose necessary actions, when performance does not satisfy company's requirements
- To ensure orderly and systematic approach to managing stock of supplies;
- To order catering equipment if required, to monitor equipment inventory and movement.
- Act as Ground and Cargo Operations Safety Officer to support Safety & Compliance department.

- Participate in investigations related to ground handling and cargo operations activities.
- Supervise aircraft handling and cargo handling processes. Monitor operations and prevent negative trends.
- Maintain the target safety indicators, on-time performance, regularity, safety.
- Assess risks, associated with aircraft servicing and cargo handling operations at network airports of FLY2SKY and
- provide corrective actions plan.
- Ensure management of ULD stock.
- Ensure all ground handling and cargo operations personnel are conducting activities in a safe, secure, and timely manner;

1.3.4. Ground Operations Safety Officer (GOSO)

He is representative of Ground Operation Department and is charged of inspecting the proper usage of equipment and vehicles used at aprons according to procedures and determining the defects that can result accidents/incidents between aircrafts and ground vehicles.

He checks technical convenience and maintenance records of all the equipment and vehicles used in RAT (Runway, Apron, Taxiway) area and all ground personnel qualifications in company and contractor handling companies.

Follows aircraft ground accidents/incidents and vehicle accidents/incidents, Inspects proper parking of ground vehicles and equipment around the aircrafts,

Keeps coordination of Ground Operation Department and Safety Department about Safety related issues.

Revises GOM about issues related to flight and ground safety.

Conducts performance measures in addressing compliance, meaningful measures, as a minimum focusing on compliance with significant regulatory requirements as determined by Safety Management Department in his/her related area of operation and reports performance measure indicators into Fly2Sky Safety Management System Goals and Follow Up Chart for further tracking purposes.

Checks the safety training to all ground operation personnel, Makes scheduled/unscheduled GHA inspections.

Joins conferences and seminars and trainings related to Safety if being planned, Organizes SMS training within Ground Ops. Department

Protects all the data and documents under confidential rules.

1.3.5. Station Manager

- Is appointed by Director Ground Operations and reports to him.
- Is responsible to ensure that operations are conducted in accordance with applicable regulations and standards of FLY2SKY.
- Manage and ensure safe and efficient operations in order that FLY2SKY image, reputation and customer service levels are maintained and enhanced to the highest standards.
- Has detailed knowledge of signed contract available in Centrik
- Takes part in project preparation and project kick-off meetings.
- Provide Hotac check list to Customer and fill in internally after receipt when requested.
- Participate in new base opening and represent FLY2SKY.
- Prepare Base / Station Brief and publish in Centrik
- Follows Base opening checklist when opening base.
- Produce or review initial FLY2SKY hotac check list for long term bases when requested.

- Coordinate and supervise operational matters of daily activities between FLY2SKY IOCC and Customer Airline
- Follow-up the implementation of corrective actions taken by Customer Airline as required by FLY2SKY Compliance Monitoring and Safety & Security departments.
- Is responsible for on-time performance on assigned stations. Shall collect statistics and present reports of on-time performance on weekly OPS and Ground Ops meetings with suggestions how to improve it in case necessary.
- Communicate important issues on base with respective departments in FLY2SKY office
- To perform departure, turnaround inspections in base and, if needed, in outstations as per GOM 1.15. APPENDIX C
- Is responsible to perform monthly Cabin Interior Report, follow up cleanliness of cabin as well as internal status of aircraft.
- Works in close cooperation with Base Commander and crews on base
- Monitor that hotel is maintaining required level of service quality and security.
- Monitor that crew transport to and from the hotel/airport is secure and on time.
- Keep documentation in the briefing room updated and in order, make necessary updates of revisions as required.
- Submits Weekly base report all possible information about operations and situation on the base.
- Update hosted applications and electronic document library once per week.
- Keep spare units of EFB charged and up to date in terms of EFB applications in accordance with dispatch requirements available for immediate use
- Hands over to Base captain before absence checklist prior leaving the base.
- Assists other company departments with airside access, temporary airside passes and airside escort (if required)
- Use FLY2SKY IT Helpdesk system in case of IT equipment/iPad/router failure
- Monitor the quality of Internet connection in a Hotel and Briefing room (if applicable) and report to IT department any failure or non-conformity to minimum requirements mentioned in commercial agreement.
- Inform EFB Administrator, if failure case occurs
- Order and maintain stock of necessary spare station and other material needed for aircraft and crew
- To collect and distribute to flight crew FLY2SKY and Client's IDs
- Obtain Lease Out Briefing from Ground Operations department and upload on Base Page as operational document.
- Send inoperative devices (iPad's and routers) to EFB Administrator

1.3.6. Continuity

GRH 1.2.2; CGO 1.2.2

Fly2Sky Ground Operations Management System ensures managerial continuity is maintained when operational managers are absent from the workplace.

In the event of absence from the workplace, the Ground Operation Manager/Cargo Manager, in order to maintain managerial continuity is represented by the designated Deputy of Ground Operations Manager – Ground Operations Officer. This person shall be nominated by the Ground Operations Manager/Cargo Manager in writing. Operational responsibility of the Deputy of Ground Operations Manager/Cargo Manager must be in case of his absence also effectively delegated in writing.

In the event of absence from the workplace, the Station Manager, in order to maintain managerial continuity is represented by the designated Ground Operations Officer. This person shall be nominated by the Ground Operations Manager/Cargo Manager in writing. The operational responsibility of the Station Manager must be in case of his absence also effectively delegated in writing.

1.4. MINIMUM QUALIFICATIONS FOR GROUND AND CARGO OPERATIONS MANAGEMENT PERSONNEL

GRO 1.4.2; CGO 1.4.2

As a minimum, the positions of Ground Operations and Cargo Operations must be filled with persons, having the following experience as applicable:

- Two years of working for an airline in ground operations and cargo or other field closely related to ground operations and cargo.
- Managerial experience or university degree or equivalent training for managerial staff. They also must have the necessary knowledge, skills and training required to perform their duties; this shall be ensured by the manager they report to.

1.5. MANAGEMENT SYSTEM

FLY2SKY has Management System that ensures control of ground handling and cargo operations and the management of safety and security outcomes. CGO 1.1.1 GRH 1.1.1

1.6. COMPLIANCE MONITORING

FLY2SKY Compliance Monitoring of Ground and Cargo Operations is described in Organization Management Manual Ch. 5.

1.7. DOCUMENTATION CONTROL

GRH 1.5.1; CGO 1.5.1

FLY2SKY ensures that all personnel are aware of the rules and procedures relevant to the exercise of their duties by acknowledgement of documents and manuals via Centrik.

The classification of FLY2SKY documentation:

- internal documents (procedures, instructions, manuals, agreements, forms, memos to crew members etc.);
- external documents (EU regulations, Directives, ICAO standards, Legislation Documents of Republic of Bulgaria, other related external documents);
- records.

FLY2SKY has a system for the management and control of ground handling and cargo operations documents and records to ensure the content and retention of such documents and records are in accordance with requirements, as applicable, and to ensure operational records are subjected to standardized processes for: CGO 1.7.1; GRH 1.7.1;

- identification; CGO 1.7.1 (i); GRH 1.7.1 (i);
- legibility; CGO 1.7.1 (ii); GRH 1.7.1 (ii);
- maintenance; CGO 1.7.1 (iii); GRH 1.7.1 (iii);
- retrieval; CGO 1.7.1 (iv); GRH 1.7.1 (iv);
- protection and security; CGO 1.7.1 (v); GRH 1.7.1 (v);
- disposal, deletion (electronic records) and archiving; CGO 1.7.1 (vi); GRH 1.7.1 (vi);

Obsolete documents are kept in Centrik at least for 5 years.

FLY2SKY has a system for the management and control of documentation (including ground handling and cargo operations) and/or data used directly in the conduct or support of operations (including ground handling and cargo operations) that:

- identifies the version and effective date of the documents and/ or data;
- identifies the title and, if applicable, sub-titles of relevant documents and/ or data.
- controlled distribution that ensures on-time availability of the current version of ground handling and cargo operations manuals before the effective date:
  - In appropriate areas of the organisation (including appropriate operations personnel and crew members);
  - In all areas where ground handling and cargo operations are conducted;
  - To external service providers that conduct outsourced operational functions in the area of ground handling and cargo operations
- defines specific media types designated for presentation or display of the controlled version of relevant documents and/or data;
- identifies and controls the documentation and/or data that is considered to be reproduced and/or obsolete;
- is reviewed and revised as necessary to maintain the currency of relevant documents and/or information contained in documents;
- is retained that ensures access to the content of relevant documents and/or data for a minimum period as defined by FLY2SKY
- presents or displays controlled version of relevant documents and/or data;
- Provides for a schedule back up copying and archiving relevant documents and/or data, to include validation of the documents or data being backed up;
- identifies and allocates the documentation access/ user and modification rights;
- includes the method for issuing temporary revisions;

- is retained to permit reference and accessibility;
- identifies and controls the obsolete and/or reproduced documents;
- reception of documentation and/or data from external sources to ensure information is received in time to satisfy operational requirements;
- is retained and disseminated the documentation and/or data received from external sources, to include manuals, documents and/or data from regulatory authorities and original equipment manufacturers.

FLY2SKY has a system for the management and control of documentation to ensure that the content of documentation used directly in the conduct or support of ground handling and cargo operations:

- Contains legible and accurate information; GRH 1.5.3(ii); CGO 1.5.3(ii).
- Is presented in a format appropriate for use in ground handling and cargo operations; GRH 1.5.3(iii); CGO 1.5.3(iii).
- If applicable, is accepted or approved by CAA of Bulgaria

The validation of Ground Handling and Cargo operations documentation is divided in:

- External approval (approval by DG CAA)
  - Draft - manual preparation by department' responsible person
  - In Review - manual review and approval by Ground Operations Manager
  - Approved Internally - manual review and approval by Compliance Monitoring department
  - Final Approval – manual approval by Authority
- Internal approval (approval only by FLY2SKY required)
  - Draft - manual preparation by department' responsible person
  - In Internal Review – manual review and approval by Ground Operations Manager
  - Approved Internally - manual review and approval by Compliance Monitoring department.

For external approval the manual shall be submitted to Compliance Monitoring Department more than 10 days in advance. **Centrik/Documents/CAA/NPA**

Manual effective date shall be set taking into account validation and approval / acceptance time.

Validation process allows acceptance of incorporated changes by moving workflow to next status or declining of incorporated changes by moving workflow to previous status. By moving to next status, Ground Operations Manager validates new revision of manual for the further processing. Validation shall involve the critical aspects of the information used, in order to verify its effectiveness. After successful validation, Compliance Monitoring department shall verify new revision of manual before submission to CAA of Bulgaria.

For manuals requiring CAA of Bulgaria approval, Compliance Monitoring department fills DG CAA amendment and revision application form (OPS 12) indicating changes required prior approval or notification.

1.8 RECORDS SYSTEM

GRH 1.7.1; CGO 1.7.1

FLY2SKY will ensure that the following information/documentation is stored in an acceptable form, accessible to the Bulgarian CAA for the periods show in the table below.

Document	Retention Period
NOTOC (Notification of special loads including dangerous goods)	3 months
Signed Operational flight plan	3 months
Load Sheet, LIR, LMC and any other mass & balance document used in preparation of the flight	3 months
Training / qualification records of personnel for whom an approved training program is required	Last 2 training records
Passengers Manifest	3 months
Cargo Manifest	3 months
DG Acceptance check list	3 months
DG Declaration	3 months
DG Transport document	3 months

1.9 ELECTRONIC BACK-UP

GRH 1.7.2

In order to preclude loss of documentation/data kept electronically (for the management and control of any documentation/data used directly in the conduct of ground handling and cargo operations) due to software or hardware failures, FLY2SKY uses an external service provider to create back-up files on records and documentation to ensure data is retained.

The Service Provider makes daily and monthly backups of all FLY2SKY Data. Such backups are made shortly after 0100am UTC to data files stored on hard disks, solid state disks or similar devices.

All hard disks, solid state disks or similar devices used by the Service Provider for backups are stored at a site separate from the main ASP Infrastructure.

All backups made by the Service Provider are retained for a period of one month, and the backups made by the Service Provider on the first of each month are retained for the period of a year.

In the event of any loss or damage to FLY2SKY Data, the Service Provider shall use reasonable endeavours to restore the lost or damaged FLY2SKY Data from the latest back-up of such FLY2SKY Data maintained by the Service Provider MG MG JT Total AOC Solutions Ltd Application Service Agreement 7 in accordance with the archiving procedure described in this Agreement.

Earlier backups can be restored at FLY2SKY's request, for example for audit purposes. This will reset the system data to the time when the backup was taken.

1.10 SUBCONTRATING OF GROUND HANDLING

On FLY2SKY operated flights FLY2SKY subcontracts ground handling of own aircraft. For lease-in aircraft operating FLY2SKY flights, FLY2SKY may also subcontract ground handling. For ground handling of FLY2SKY aircraft operating lease-out, ground handling may be subcontracted by that operator.

Subcontracting of ground handling shall be documented in a ground handling agreement, however for Ad-hoc flight, ground handling agreement may be substituted by memorandum of understanding, if required.

1.10.1. Ground Handling Supervision

FLY2SKY contracts supervision and ground handling and cargo services on stations. Authorities and responsibilities are defined by the IATA SGHA.

Monitoring of contracted ground handling agents of apron activities are done by the flight crews or Station Manager are reported to FLY2SKY GHM@fly2sky.aero.

To satisfy ground handling and cargo operations safety and security requirements, the ground handling activities are monitored by regular station checks by ground operations department and audits by FLY2SKY compliance monitoring department. These items include necessary facilities, workspace, equipment and supporting services, as well as work environment and sufficient properly trained staff availability.

The station checks include monitoring of the below mentioned functions of supervision and ground handling of outsourced GHA:

- Passenger handling
- Baggage handling
- Cargo and mail handling
- Aircraft handling and loading
- Catering uplift/exchange and cabin supplies, where applicable
- Load control
- Briefing of flight crew if requested and for a crew change becomes necessary
- Airside safety and security Fuelling and de-/anti-icing procedures / inspections

If in SGHA not mentioned otherwise Flight Coordinator/Supervisor of outsourced GH stays fully responsible for all above-mentioned ground handling/ramp activities around aircraft, including pre arrival activities like equipment preparation and FOD check.

1.10.2. Selection of Ground Handling

GRH 1.10.1A; CGO 1.10.1A

Ground Operations Director is responsible for selection of ground handling and cargo agent.

Expression of need:

Following the definition of needs: product, product replacement, service, etc.The service provider is chosen according to whether he is able to meet the needs of our company and in compliance with regulatory, safety and security requirements, and with the best quality/price ratio, and that he can ensure commercial sustainability over the contractual period.

Call for tenders:

It is necessary to specify the elements required for the launch of the call for tenders and to attach to it, a pre-evaluation sheet according to the field of activity.

For exceptions often relating to urgency, or to the monopolization of a product or service by a service provider, the purchase can be made without launching a call for tenders.

Selection of external service providers:

External service providers are selected based on their ability to comply with regulatory requirements, Quality, Safety and Security requirements and FLY2SKY requirements.

For ground operations activities, ISAGO certified assistance companies are preferred, PART 145 for maintenance organizations, IOSA for airlines under ACMI, and any other Quality and/or Safety label.

Establishment of the contract:

A contract or agreement is established with the external service provider for the conduct of subcontracting operations. Such a contract or agreement must determine measurable KPI/SPI and

relevant specifications that can be controlled by FLY2SKY in order ensure that requirements that affect the Quality, Safety and Security of Operations are met by the Service Provider.

The contractual clauses are specified in accordance with the regulations in force and the standards of our company in particular those relating to safety, security and quality.

Evaluation and performance monitoring of external service providers:

The overall performance of our service providers has a direct impact on our ability to comply with regulatory requirements and the requirements of our customers, so evaluation criteria are in place, they vary according to the service provided.

Method of evaluating external service providers:

Priori evaluation and selection process:

Before the purchase, it is the qualification phase of a service provider, to assess its ability to meet the needs of the company and its compliance with regulations, FLY2SKY's Quality and Safety Management System (QMS and SMS), its know-how, its structure, deadline, cost, etc.

To this end, a questionnaire based on the regulations in force is communicated to the service provider for instruction and provision of supporting elements, this questionnaire requires to provide:

- General information
- Information on Quality, Safety and Security
- The training program
- Operational procedures
- etc

The absence of a security and/or safety incident during the previous 5 years is an essential criterion for the selection of the service provider as well as its level of compliance with the standards in force.

An audit may be carried out at this stage if deemed necessary.

Post evaluation or performance monitoring:

After the purchase, it is a question of measuring the actual performance of the external service provider according to the service provided:

- Rate of achievement of the targets specified in the SLA
- Time to support audit reports and operational non-conformities
- Effectiveness of corrective actions undertaken
- Punctuality rate
- Rate of non-conformities
- Deadlines for the closure of findings
- Etc.

An audit can be carried out or an on-site inspection, at regular intervals and according to a plan in order to monitor and evaluate the Quality, Safety and Security systems and the compliance of the service provider's activities with the company's standard and the standards in force.

Audits are performed according to FLY2SKY audit procedure OMM 5.4.

1.10.3. Ground Handling Agreement

GRH 1.10.1B, CGO 1.10.1B, CGO 1.10.2

The ground handling or cargo handing agreement shall be based on the IATA Standard Ground Handling Agreement (SGHA), found in the IATA Airport Handling Manual (referred to as AHM 810).

Any deviations from the IATA SGHA must be documented and accepted by Ground Operations Director or his deputy.

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Signed SGHA shall be kept on file in FLY2SKY Ground Operations Department and copies available in Centrik. All ground handling agreements shall be reviewed annually, on basis of safety, service and economics. Some locations may have variations of the IATA SGHA or different types of handling agreements or contracts and such agreements, although objectionable in principle, may be accepted instead of the IATA SGHA with the approval of the

FLY2SKY Nominated Person Ground Operations.

The ground handling or cargo handling agreement must allow FLY2SKY, at its own cost, to audit the contracted services to ensure cargo requirements that affect the safety and security of aircraft operations are being fulfilled. The ground handling or cargo agent shall cooperate with FLY2SKY and undertake any corrective action(s) required.

1.10.4. Service Level Agreement

IOSA CGO 1.10.1B; GRH 1.10.1B

Service Level Agreement (SLA) shall be made in conjunction with SGHA. FLY2SKY Ground Operations Manager or his deputy 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.

It is mandatory to have SLA only at Base airport from which FLY2SKY operates more than 20 flights per year. Base Airport means main operating base mentioned in AOC.

1.10.5. Ground Handling Memorandum of Understanding

If necessary due to ad hoc flights or unforeseen circumstances, ground handling may be contracted by simple memorandum of understanding. This memorandum of understanding may be entered into force by Nominated Person Ground Operations.

Ground handling memorandum of understanding does not have a standard form, it may be in the form of a simple handling request and acknowledgement of that request.

Ground handling agents´ ability to provide the services requested shall be established using one or more of the following methods: Existing providers of ground handling at other airports may offer reference, ground handling agent may be listed in IATA Ground Handling Council Directory, other ground handling agent customers may provide reference, local airport authority may provide reference, performance of requested services may be observed.

Information gathered shall include ground handling agents´ experience with the aircraft type and current activities of ground handling agent. A copy of the ground handling memorandum of understanding shall be sent to Ground Operations Department.

Ground handling memorandum of understanding is only intended for a single flight or series of fewer than ten flights.

For twenty flights or more, a ground handling agreement is required.

1.10.6. Ground Handling Agreements for flights on behalf of other Air Carriers (Lessee)

The following applies to ground handling agreements made by other air carrier for handling of FLY2SKY aircraft:

- The ground handling agreement must fulfil the following requirements as ground handling agreements made by FLY2SKY. Lessee’s handling contracts must be in force in involved stations and handling services must meet the minimum requirements.

- The Lessee shall provide his Ground Operations Manual to FLY2SKY for review. Director Ground Operations is responsible for evaluation. If after the review deviations (except Passenger Handling) from FLY2SKY standards are found – it has to be agreed between Lessee and FLY2SKY, how to cover these deviations.
- The Lessee is responsible:
  - for communicating FLY2SKY requirements to ground handling agent
  - for sending of ground handling agreement with all related stations (without commercial information) for review to FLY2SKY
- The Lessees ground handling agent is subject to the same quality controls by FLY2SKY as ground handling agent directly subcontracted by FLY2SKY.
- In case fleet of the Lessee differs from FLY2SKY fleet, there is no need for evaluation of standards, FLY2SKY GOM must be used.
- In case fleet of the Lessee is the same as FLY2SKY fleet, it is necessary to evaluate standards, comparing Lessee GOM and FLY2SKY GOM except Chapter 7-Passenger and Baggage Handling.
- FLY2SKY may use Lessee's evaluation of ground handling agent standard, provided that FLY2SKY has verified that Lessee's quality system is equivalent to FLY2SKY quality system.

1.10.7. Ground Handling Agent Subcontracting of Services

Ground handling and cargo agent may delegate services to be provided to FLY2SKY according to the ground handling agreement to third party suppliers. In this case the following conditions must be met: FLY2SKY approves the subcontracting of the particular services to the subcontractor, ground handling agent provides subcontractor with all required FLY2SKY instructions, subcontractor is subject to FLY2SKY quality system.

1.10.8. External Communication

FLY2SKY communication system ensures effective communication of relevant safety and operational information throughout the ground handling operations management system and in all areas where ground handling and cargo operations are conducted. Such system ensures:

- Personnel maintain an awareness of the SMS;
- Safety-critical information is conveyed;
- External service providers are provided with information relevant to operations conducted IOSA CGO 1.3.1, IOSA GRH 1.3.1

To ensure effective communication, FLY2SKYuses following methods such as but not limited to:

- E-mail
- Telephone
- Centrik
- Teams
- SITA messages
- Leon
- PPS
- Etc.

1.10.9. Training of Ground Handling and Cargo Operations Personnel

CGO 2.1.1 (i), CGO 2.1.1 (ii), GRH 2.1.1, GRH 2.1.1 (i), GRH 2.1.1 (ii), GRH 2.1.1 (iii), CGO 2.1.1, CGO 2.1.5, CGO 2.2.1, CGO 2.2.3, CGO 2.2.4, CGO 2.3.1, CGO 1.11.2

FLY2SKY requires that all personnel engaged in all areas of ground handling and cargo operations receive initial, recurrent training and undergo applicable re-qualification according to the requirements of their role. It is Cargo Agents or Ground Handling suppliers management responsibility to update training program according to current regulations at least once per 24 month.

NOTE: FLY2SKY outsourced all ground handling and cargo operations to external providers

The list of trainings is listed below:

- Operator and Regulatory approval as applicable.
- Cargo familiarization
- Fire Safety training
- Initial training prior to being assigned to perform such operational duties IOSA CGO 2.1.1(i); IOSA GRH 2.1.1(i)
- Recurrent training on a frequency in accordance with requirements of the regulatory authority but not less than once during every 36-month period, except for recurrent training in dangerous goods as specified 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. IOSA CGO 2.1.1 (ii); IOSA GRH 2.1.1(ii)
- Re-qualification training applicable to personnel that became unqualified for any reason, prior to being reassigned to perform operational duties. Re-qualification training shall be identical to initial training IOSA GRH 2.1.1(iii); CGO 2.1.1(iii)
- Familiarization training on applicable regulations; IOSA CGO 2.1.2 (i) GRH 2.1.2(i)
- In-depth training on requirements, including policies, procedures and operating practices; IOSA CGO 2.1.2 (ii) GRH 2.1.2(ii)
- Training in human factors principles; IOSA CGO 2.1.2 (iii) GRH 2.1.2(iii)
- Safety training on associated operational hazards. IOSA CGO 2.1.2 (iv) GRH 2.1.2(iv)
- Dangerous Goods in accordance with applicable local requirements and to the training level requirements set within the IATA Dangerous Goods Regulations and/or ICAO Technical Instructions for the Safe Transportation of Dangerous Goods by Air as defined for specific functions within cargo and ground handling operations.
- Security training and SMS Training IOSA CGO 2.3.1 GRH 2.3.1

The ground handling and cargo agents must periodically review and updated the training programs to be remain relevant and current. The content of ground handling and cargo training program, training syllabus and course material shall be reviewed and updated each year and whenever is necessary to remain relevant and current and to be in compliance with the qualification and performance standards of the company and the authority.

The Ground Operations Manager brings together all the elements related to a new regulation and to any other relevant element as well as safety and security events are integrated into the training for awareness. GRH 2.1.5; CGO 2.1.4

The course materiel update list indicates revisions and nature of the update.

FLY2SKY responsibility:

- Ground Operations Manager or delegated person annually review IATA AHM 1110/591/590 and IATA DGR record of revisions
  - If NO changes in training requirements NO actions taken
  - If changes appear in training program distribute notification all ground handling and cargo agents

- Receive confirmation from GSP and/or CHA Training program updated.

The training programs for ground handling and cargo personnel must contain at least the following elements:

1. TRAINING PROGRAM - PASSENGER HANDLING

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

2. TRAINING PROGRAM – RAMP SERVICE

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

3. TRAINING PROGRAM – LOAD CONTROL

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

4. TRAINING PROGRAM – FUELING OPERATION

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

5. AIRCRAFT GROUND DE-/ANTI-ICING

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

6. TRAINING PROGRAM – AIRSIDE SAFETY

To ensure an acceptable level of safety, all staff involved in ground handling operations shall receive a training containing following safety elements, but not limited to:

- Safety management awareness
- Human factors
- Rules, procedures, and regulations
- Accidents and Incidents
- Personal Protection
- Workplace hazards
- Equipment operation
- Housekeeping and Clean-up
- Emergency situations
- Airside Markings
- Hand Signal
- Airside Safety Management

7. TRAINING PROGRAM - AIRSIDE DRIVER

- General
- The role and responsibilities of vehicle operators
- Vehicle/equipment standards
- Hazards of airside driving
- Reduced visibility procedures
- Accident and incident reporting procedures

8. TRAINING PROGRAM – BAGGAGE HANDLING

- Baggage handling procedures (identification, sorting, loading in holds);
- Manual baggage handling procedures;
- Dangerous goods (regulations, considerations, procedures);
- Security (regulations, considerations, procedures);
- Load control (consequences, coordination, procedures);
- Communication procedures (Bulgaria Air, load control, authorities, others);
- Data protection and security;
- Document protection and security;
- Abnormal and emergency procedures (fire, dangerous goods, security, other);
- Health and safety;
- Emergency response procedures

9. TRAINING PROGRAM – AIRCRAFT HANDLING AND LOADING

- Irregularity/incident/accident reporting procedures;
- Manual handling of load;
- Safety during aircraft fueling;
- Principles of aircraft loading;

- Handling of loads that require special attention;
- Loading incompatibilities;
- Operation of aircraft loading systems
- Identification/consequences of malfunctions of in-plane loading systems;
- Consequences of load damage and spillage;
- Positioning and operation of loading and servicing equipment;
- Load notification to pilot-in-command;
- Passenger embarkation/disembarkation procedures;
- Standards of aircraft cleaning, lavatory and potable water servicing;
- Aircraft movement operations.

10. TRAINING PROGRAM – PASSENGER BOARDING BRIDGE

- Standard operating procedures;
- Bridge control system, including emergency switches, cut-offs and buttons;
- Out-of-limits procedures (for returning bridge to normal working limits);
- Back-off procedures and application;
- Manual wind-off procedures;
- Accident and incident response procedures;
- Accident and incident reporting procedures (airport, provider);

11. TRAINING PROGRAM – AIRCRAFT LOADING SUPERVISOR

- General weight and balance proficiency and awareness;
- Aircraft structural load limitations;
- Bulk hold loading;
- Loading Instructions/Report (LIR);
- Loading messages;
- Dangerous goods;
- Other special loads (e.g. perishables, EAT AVI WET OBX, LHO);
- Positioning and operations of loading equipment;
- Operation of aircraft loading systems.

12. AIRCRAFT GROUND MOVEMENT

- Aircraft ground movement operations;
- Operation of equipment;
- Equipment-aircraft connect and disconnect procedures;
- Aircraft ground movement standard verbal communications (ground-flight deck);
- Aircraft ground movement standard hand signals (ground-flight deck, ground-ground);
- Aircraft marshalling;
- Aircraft ground movement assistance;

13. CARGO HANDLING STAFF

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

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

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

Practical competency shall be determined through instructor evaluation.

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

NOTE: Currently FLY2SKY has no own ground handling and cargo operations personnel.

DANGEROUS GOODS TRAINING

All personnel shall be competent to perform any function which they are responsible for prior to performing functions related to Dangerous Goods. This shall be achieved through training and assessment of the functions for which they are responsible.

The standard requirements according to the current IATA DGR chapter 1.5 shall be met for basic and recurrent training. Initial training and knowledge verification of all staff shall be completed before release for duty. Recurrent training shall be provided every 24 calendar months.

All personnel performing duties related to the following areas of aircraft handling activities must be in possession of a valid DG certificate.

i. Passenger handling
ii. Baggage handling
iii. Aircraft loading
iv. Load control

A training programme includes elements such as design methodology, assessment, initial and recurrent training. Instructor qualification and competencies, training records and evaluation of the effective training.

The level of dangerous goods training for ground handling and cargo personnel will vary depending on specific responsibilities and duty function(s), but will typically address:
(1) General familiarization
(2) Functions specific training
(3) Safety Training

Personnel who have received training but who are assigned to new functions must be assets to determine their competence in respect of their new function. Appropriate additional training must be provided.

Recurrent training shall be conducted at intervals of no longer than 2 years. If the recurrent training is undertaken within the last 3 calendar months of the validity period, the new validity period shall be counted from the original expiry date. However, there are situations in which there are irregularities in the job continuity of the ground handling or cargo staff. In this case, an intervention is needed to ensure the competency of the employee and any potential gaps to be covered before restarting their job function. The following table is describing the actions to be taken into consideration:

Period of absence	Action to be taken
Up to three months	Provide the employee with regulatory or business requirements changes or updates and ensure understanding of these changes.
Between 3 and 12 months	In addition to the above, undergo one practical assessment for example “on the job session” or simulation. The Training Department must provide a brief observation report for the employee with any identified gaps to be filled and with information to be complemented in order to reach the currently required competency and proficiency level again.
More than 1 year	Recurrent training program

Dangerous goods training for ground handling and cargo operations personnel will vary depending on specific responsibilities and duty functions, but typically address the following areas:

1. Function: PERSONNEL RESPONSIBLE FOR PROCESSING OR ACCEPTING DANGEROUS GOODS CONSIGNMENTS

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 fit 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 extract below shows only the tasks, sub-tasks and PC relevant to this function.

FUNCTION: PERSONNEL RESPONSIBLE FOR PROCESSING OR ACCEPTING DANGEROUS GOODS CONSIGNMENTS				MANAGING CARGO PRE-LOADING
0	UNDERSTANDING THE BASICS OF DANGEROUS GOODS			*
	0.1	UNDERSTANDING THE BASICS OF DANGEROUS GOODS		*
		0.1.1	UNDERSTAND THE DEFINITION	*
		0.1.2	RECOGNIZE THE LEGAL FRAMEWORK (GLOBAL, LOCAL, TRAINING LEGAL REQUIRE-MENTS)	*
		0.1.3	IDENTIFY THE APPLICATION SCOPE	*

		0.2.1	DEVELOP A SENSE OF POTENTIAL HIDDEN DANGEROUS GOODS	*
		0.2.2	RECOGNIZE THE DIFFERENCE BETWEEN HIDDEN VS UNDECLARED DANGEROUS GOODS	*
		0.2.3	FAMILIARIZED WITH PASSENGER PROVISIONS VS CARGO PROVISIONS IN VARIOUS SITUATION (EXAMPLES)	*
	0.3	POSITIONING DIFFERENT ROLES AND RESPONSIBILITIES		
		0.3.1	CLARIFY THE INDIVIDUAL AND COLLECTIVE ROLE OF THE SUPPLY CHAIN STAKE-HOLDERS	*
		0.3.2	UNDERSTAND THE PASSENGERS RESPONSIBILITIES	*
		0.3.3	RECOGNIZED THE ROLE AND IMPACT OF STATE & OPERATOR VARIATIONS	*
	0.4	UNDERSTANDING THE CRITICALITY OF CLASSIFICATION & PACKAGING		
		0.4.1	DIFFERENTIATE BETWEEN HAZARD VS RISK	*
		0.4.2	IDENTIFY THE GENERAL INFORMATION ABOUT CLASSES, DIVISIONS	*
		0.4.3	UNDERSTAND GENERAL PRINCIPLES OF PACKING GROUPS	*
		0.4.4	CONSIDER MULTIPLE HAZARDS	*
	0.5	INTERPRETING THE HAZARD COMMUNICATION		
		0.5.1	RECOGNIZE THE DIFFERENT MARKING BASIC REQUIREMENTS	*
		0.5.2	RECOGNIZE THE VARIETY OF LABELING AND THEIR MEANING	*
		0.5.3	IDENTIFY THE REQUIRED DOCUMENTATION FOR DG SHIPMENTS AND THEIR ROLE IN THE PROCESS.	*
	0.6	FAMILIARIZING WITH BASIC EMERGENCY RESPONSE		
		0.6.1	CREATE AWARENESS ABOUT GENERAL EMERGENCY PROCEDURES	*
		0.6.2	RECOGNIZE COUNTRY SPECIFIC EMERGENCY PROCEDURES INCLUDING EXEMP-TIONS AND APPROVALS	*
		0.6.3	APPLY THE EMPLOYER EMERGENCY RESPONSE REQUIREME	*
3	PROCESSING/ACCEPTING CARGO			
	3.1	REVIEW DOCUMENTATION		***
		3.1.1.	VERIFY DANGEROUS GOODS TRANSPORT DOCUMENT	***
		3.1.2	VERIFY OTHER TRANSPORT DOCUMENTS (E.G. AIRWAYBILL)	***
		3.1.3	VERIFY OTHER DOCUMENTS (EXCEMPTIONS, APPROVALS, ETC.)	***
		3.1.4	VERIFY STATE/OPERATOR CARIATIONS	***
	3.2	REVIEW PACKAGES		***
		3.2.1	VERIFY MARKS	***
		3.2.2	VERIFY LABELS	***
		3.2.3	VERIFY PACKAGE TYPE	***
		3.2.4	VERIFY PACKAGE CONDITIONS	***

		3.2.5	VERIFY STATE/OPERATOR VARIATIONS	***
	3.3	COMPLETE ACCEPTANCE PROCEDURE		***
		4.3.1	COMPLETE ACCEPTANCE CHECKLIST	***
		4.3.2	PROVIDE SHIPMENT INFORMATION FOR LOAD PLANNING	***
		4.3.3	RETAIN DOCUMENTS AS REQUIRED	***
7	COLLECTING SAFETY DATA			
	7.1	REPORT DANGEROUS GOODS ACCIDENTS		**
	7.2	REPORT DANGEROUS GOODS INCIDENTS		**
	7.3	REPORT UNDECLARED/MIS-DECLARED DANGEROUS GOODS		**
	7.4	REPORT DANGEROUS GOODS OCCURRENCES		N/A

2. Function: PERSONNEL RESPONSIBLE FOR PROCESSING OR ACCEPTING GOODS PRESENTED AS GENERAL CARGO

Personnel responsible for processing goods presented as general cargo must be competent to perform tasks aimed at preventing undeclared dangerous goods from being accepted into air transport and loaded on an aircraft. They may work for freight forwarders, ground handling agents or operators. Personnel would need to have relevant knowledge to competently perform these tasks. They may need additional knowledge and be capable of performing at a more advanced skill level depending on the actual responsibilities assigned. The following are tasks aimed at preventing undeclared dangerous goods from being accepted into air transport and loaded on aircraft that such personnel would typically perform and for which training and assessment would therefore be required.

FUNCTION: PERSONNEL RESPONSIBLE FOR PROCESSING OR ACCEPTING GOODS PRESENTED AS GENERAL CARGO				**MANAGING CARGO PRE-LOADING**
0	UNDERSTANDING THE BASICS OF DANGEROUS GOODS			*
	0.1	UNDERSTANDING THE BASICS OF DANGEROUS GOODS		*
		0.1.1	UNDERSTAND THE DEFINITION	*
		0.1.2	RECOGNIZE THE LEGAL FRAMEWORK (GLOBAL, LOCAL, TRAINING LEGAL REQUIRE-MENTS)	*
		0.1.3	IDENTIFY THE APPLICATION SCOPE	*
	0.2	IDENTIFYING THE GENERAL LIMITATIONS		
		0.2.1	DEVELOP A SENSE OF POTENTIAL HIDDEN DANGEROUS GOODS	*
		0.2.2	RECOGNIZE THE DIFFERENCE BETWEEN HIDDEN VS UNDECLARED DANGEROUS GOODS	*
		0.2.3	FAMILIARIZED WITH PASSENGER PROVISIONS VS CARGO PROVISIONS IN VARIOUS SITUATION (EXAMPLES)	*
	0.3	POSITIONING DIFFERENT ROLES AND RESPONSIBILITIES		
		0.3.1	CLARIFY THE INDIVIDUAL AND COLLECTIVE ROLE OF THE SUPPLY CHAIN STAKE-HOLDERS	*
		0.3.2	UNDERSTAND THE PASSENGERS RESPONSIBILITIES	*
		0.3.3	RECOGNIZED THE ROLE AND IMPACT OF STATE & OPERATOR VARIATIONS	*

	0.4	UNDERSTANDING THE CRITICALITY OF CLASSIFICATION & PACKAGING		
		0.4.1	DIFFERENTIATE BETWEEN HAZARD VS RISK	*
		0.4.2	IDENTIFY THE GENERAL INFORMATION ABOUT CLASSES, DIVISIONS	*
		0.4.3	UNDERSTAND GENERAL PRINCIPLES OF PACKING GROUPS	*
		0.4.4	CONSIDER MULTIPLE HAZARDS	*
	0.5	INTERPRETING THE HAZARD COMMUNICATION		
		0.5.1	RECOGNIZE THE DIFFERENT MARKING BASIC REQUIREMENTS	*
		0.5.2	RECOGNIZE THE VARIETY OF LABELING AND THEIR MEANING	*
		0.5.3	IDENTIFY THE REQUIRED DOCUMENTATION FOR DG SHIPMENTS AND THEIR ROLE IN THE PROCESS.	*
	0.6	FAMILIARIZING WITH BASIC EMERGENCY RESPONSE		
		0.6.1	CREATE AWARENESS ABOUT GENERAL EMERGENCY PROCEDURES	*
		0.6.2	RECOGNIZE COUNTRY SPECIFIC EMERGENCY PROCEDURES INCLUDING EXEMP-TIONS AND APPROVALS	*
		0.6.3	APPLY THE EMPLOYER EMERGENCY RESPONSE REQUIREME	*
4	MANAGING CARGO PRE-LOADING			***
	4.1	PLAN LOADING		***
		4.1.1.	DETERMINE STOWAGE REQUIREMENTS	***
		4.1.2	DETERMINE SEGREGATION, SEPARATION, AIRCRAFT/COMPARTMENTS LIMITATIONS	***
	4.2	PREPARE LOAD FOR AIRCRAFT		***
		4.2.1	CHECK PACKAGES FOR INDICATIONS OF UNDECLARED DANGEROUS GOODS	***
		4.2.2	CHECK FOR DAMAGE AND/OR LEAKAGE	***
		4.2.3	APPLY STOWAGE REQUIREMENTS (E.G. SEGREGATION, SEPARATION, ORIENTATION)	***
		4.2.4	APPLY ULD TAGS WHEN APPLICABLE	***
		4.2.5	TRANSPORT CARGO TO AIRCRAFT	***
	4.3	ISSUE NOTOC		***
		4.3.1	ENTER REQUIERED INFORMATION	***
		4.3.2	VERIFY CONFORMANCE WITH LOAD PLAN	***
		4.3.3	TRANSMIT TO LOADING PERSONNEL	***
6	TRANSPORTING CARGO/BAGGAGE			
	6.1	MANAGE DANGEROUS GOODS PRE AND DURING FLIGHT		
		6.1.1	DETECT PRESENCE OF DANGEROUS GOODS NOT PERMITTED IN BAGGAGE	***
		6.1.2	INTERPRET NOTOC	***
		6.1.3	APPLY PROCEDURES IN THE EVENT OF AN EMERGENCY	***

		6.1.4	INFORM FLIGHT OPERATIONS OFFICER/FLIGHT DISPATCHER/AIR TRAFFIC CONTROL IN THE EVENT OF AN EMERGENCY	***
		6.1.5	INFORM EMERGENCY SERVICES OF THE DANGEROUS GOODS ON BOARD IN THE EVENT OF AN EMERGENCY	***
	6.2	UNLOAD AIRCRAFT		***
		6.3.1	APPLY SPECIFIC UNLOADING CONSIDERATION	***
		6.3.2	CHECK PACKAGES FOR INDICATIONS OF UNDECLARED DANGEROUS GOODS	***
		6.3.3	CHECK FOR DAMAGE AND/OR LEAKAGE	***
		6.3.4	TRANSPORT CARGO/BAGGAGE TO FACILITY/TERMINAL	***
7	COLLECTING SAFETY DATA			
	7.1	REPORT DANGEROUS GOODS ACCIDENTS		**
	7.2	REPORT DANGEROUS GOODS INCIDENTS		**
	7.3	REPORT UNDECLARED/MIS-DECLARED DANGEROUS GOODS		**
	7.4	REPORT DANGEROUS GOODS OCCURRENCES		**

3. Function: PERSONNEL RESPONSIBLE FOR ACCEPTING PASSENGER AND CREW BAGGAGE, MANAGING AIRCRAFT BOARDING AREAS AND OTHER TASKS INVOLVING DIRECT PASSENGER CONTACT AT AN AIRPORT

The following are tasks that personnel responsible for accepting passenger and crew baggage, managing aircraft boarding areas and other functions involving direct passenger contact at an airport typically perform and for which training and assessment would therefore be required:

FUNCTION: PERSONNEL RESPONSIBLE FOR ACCEPTING PASSENGER AND CREW BAGGAGE, MANAGING AIRCRAFT BOARDING AREAS AND OTHER TASKS INVOLVING DIRECT PASSENGER CONTACT AT AN AIRPORT				**MANAGING CARGO PRE-LOADING**
0	UNDERSTANDING THE BASICS OF DANGEROUS GOODS			*
	0.1	UNDERSTANDING THE BASICS OF DANGEROUS GOODS		*
		0.1.1	UNDERSTAND THE DEFINITION	*
		0.1.2	RECOGNIZE THE LEGAL FRAMEWORK (GLOBAL, LOCAL, TRAINING LEGAL REQUIRE-MENTS)	*
		0.1.3	IDENTIFY THE APPLICATION SCOPE	*
	0.2	IDENTIFYING THE GENERAL LIMITATIONS		
		0.2.1	DEVELOP A SENSE OF POTENTIAL HIDDEN DANGEROUS GOODS	*
		0.2.2	RECOGNIZE THE DIFFERENCE BETWEEN HIDDEN VS UNDECLARED DANGEROUS GOODS	*
		0.2.3	FAMILIARIZED WITH PASSENGER PROVISIONS VS CARGO PROVISIONS IN VARIOUS SITUATION (EXAMPLES)	*
	0.3	POSITIONING DIFFERENT ROLES AND RESPONSIBILITIES		
		0.3.1	CLARIFY THE INDIVIDUAL AND COLLECTIVE ROLE OF THE SUPPLY CHAIN STAKE-HOLDERS	*
		0.3.2	UNDERSTAND THE PASSENGERS RESPONSIBILITIES	*

		0.3.3	RECOGNIZED THE ROLE AND IMPACT OF STATE & OPERATOR VARIATIONS	*
	0.4	UNDERSTANDING THE CRITICALITY OF CLASSIFICATION & PACKAGING		
		0.4.1	DIFFERENTIATE BETWEEN HAZARD VS RISK	*
		0.4.2	IDENTIFY THE GENERAL INFORMATION ABOUT CLASSES, DIVISIONS	*
		0.4.3	UNDERSTAND GENERAL PRINCIPLES OF PACKING GROUPS	*
		0.4.4	CONSIDER MULTIPLE HAZARDS	*
	0.5	INTERPRETING THE HAZARD COMMUNICATION		
		0.5.1	RECOGNIZE THE DIFFERENT MARKING BASIC REQUIREMENTS	*
		0.5.2	RECOGNIZE THE VARIETY OF LABELING AND THEIR MEANING	*
		0.5.3	IDENTIFY THE REQUIRED DOCUMENTATION FOR DG SHIPMENTS AND THEIR ROLE IN THE PROCESS.	*
	0.6	FAMILIARIZING WITH BASIC EMERGENCY RESPONSE		
		0.6.1	CREATE AWARENESS ABOUT GENERAL EMERGENCY PROCEDURES	*
		0.6.2	RECOGNIZE COUNTRY SPECIFIC EMERGENCY PROCEDURES INCLUDING EXEMP-TIONS AND APPROVALS	*
		0.6.3	APPLY THE EMPLOYER EMERGENCY RESPONSE REQUIREME	*
5	ACCEPTING PASSENGER AND CREW BAGGAGE			***
	5.1	PROCESS BAGGAGE		***
		5.1.1.	IDENTIFY DANGEROUS GOODS	***
		5.1.2	APPLY APPROVAL REQUIREMENTS	***
	5.2	ACCEPT BAGGAGE		***
		5.2.1	APPLY OPERATOR REQUIREMENTS	***
		5.2.2	VERIFY PASSENGER BAGGAGE REQUIEREMENTS	***
		5.2.3	ADVISE PILOT-IN-COMMAND	***
7	COLLECTING SAFETY DATA			
	7.1	REPORT DANGEROUS GOODS ACCIDENTS		*
	7.2	REPORT DANGEROUS GOODS INCIDENTS		*
	7.3	REPORT UNDECLARED/MIS-DECLARED DANGEROUS GOODS		*
	7.4	REPORT DANGEROUS GOODS OCCURRENCES		N/A

4. Function: PERSONNEL RESPONSIBLE FOR THE PLANNING OF AIRCRAFT LOADING

The following are tasks related to dangerous goods that would typically be performed and for which training and assessment would therefore be required by personnel responsible for planning of the distribution of the load (baggage, mail and cargo) that will be loaded into the aircraft cargo compartments:

FUNCTION: PERSONNEL RESPONSIBLE FOR THE PLANNING OF AIRCRAFT LOADING		MANAGING CARGO PRE-LOADING
0	UNDERSTANDING THE BASICS OF DANGEROUS GOODS	*

	0.1	UNDERSTANDING THE BASICS OF DANGEROUS GOODS		*
		0.1.1	UNDERSTAND THE DEFINITION	*
		0.1.2	RECOGNIZE THE LEGAL FRAMEWORK (GLOBAL, LOCAL, TRAINING LEGAL REQUIRE-MENTS)	*
		0.1.3	IDENTIFY THE APPLICATION SCOPE	*
	0.2	IDENTIFYING THE GENERAL LIMITATIONS		
		0.2.1	DEVELOP A SENSE OF POTENTIAL HIDDEN DANGEROUS GOODS	*
		0.2.2	RECOGNIZE THE DIFFERENCE BETWEEN HIDDEN VS UNDECLARED DANGEROUS GOODS	*
		0.2.3	FAMILIARIZED WITH PASSENGER PROVISIONS VS CARGO PROVISIONS IN VARIOUS SITUATION (EXAMPLES)	*
	0.3	POSITIONING DIFFERENT ROLES AND RESPONSIBILITIES		
		0.3.1	CLARIFY THE INDIVIDUAL AND COLLECTIVE ROLE OF THE SUPPLY CHAIN STAKE-HOLDERS	*
		0.3.2	UNDERSTAND THE PASSENGERS RESPONSIBILITIES	*
		0.3.3	RECOGNIZED THE ROLE AND IMPACT OF STATE & OPERATOR VARIATIONS	*
	0.4	UNDERSTANDING THE CRITICALITY OF CLASSIFICATION & PACKAGING		
		0.4.1	DIFFERENTIATE BETWEEN HAZARD VS RISK	*
		0.4.2	IDENTIFY THE GENERAL INFORMATION ABOUT CLASSES, DIVISIONS	*
		0.4.3	UNDERSTAND GENERAL PRINCIPLES OF PACKING GROUPS	*
		0.4.4	CONSIDER MULTIPLE HAZARDS	*
	0.5	INTERPRETING THE HAZARD COMMUNICATION		
		0.5.1	RECOGNIZE THE DIFFERENT MARKING BASIC REQUIREMENTS	*
		0.5.2	RECOGNIZE THE VARIETY OF LABELING AND THEIR MEANING	*
		0.5.3	IDENTIFY THE REQUIRED DOCUMENTATION FOR DG SHIPMENTS AND THEIR ROLE IN THE PROCESS.	*
	0.6	FAMILIARIZING WITH BASIC EMERGENCY RESPONSE		
		0.6.1	CREATE AWARENESS ABOUT GENERAL EMERGENCY PROCEDURES	*
		0.6.2	RECOGNIZE COUNTRY SPECIFIC EMERGENCY PROCEDURES INCLUDING EXEMP-TIONS AND APPROVALS	*
		0.6.3	APPLY THE EMPLOYER EMERGENCY RESPONSE REQUIREME	*
4	MANAGING CARGO PRE-LOADING			***
	4.1	PLAN LOADING		***
		5.1.1.	DETERMINE STOWAGE REQUIREMENTS	***
		5.1.2	DETERMINE SEGREGATION, SEPARATION, AIRCRAFT/COMPARTMENT LIMITATION	***
	4.3	ISSUE NOTOC		***

		4.3.1	ENTER REQUIRED INFORMATION	***
		4.3.2	VERIFY CONFORMANCE WITH LOAD PLAN	***
		4.3.3	TRANSMIT TO LOADING PERSONEL	***
7	COLLECTING SAFETY DATA			
	7.1	REPORT DANGEROUS GOODS ACCIDENTS		N/A
	7.2	REPORT DANGEROUS GOODS INCIDENTS		N/A
	7.3	REPORT UNDECLARED/MIS-DECLARED DANGEROUS GOODS		N/A
	7.4	REPORT DANGEROUS GOODS OCCURRENCES		N/A

5. Function: PERSONNEL RESPONSIBLE FOR THE SCREENING OF PASSENGERS AND CREW AND THEIR BAGGAGE, CARGO AND MAIL

The following are tasks that personnel responsible for the screening passengers and crew and their baggage, cargo and mail would typically perform and for which training and assessment would therefore be required:

FUNCTION: PERSONNEL RESPONSIBLE FOR THE SCREENING OF PASSENGERS AND CREW AND THEIR BAGGAGE, CARGO AND MAIL				**MANAGING CARGO PRE-LOADING**
0	UNDERSTANDING THE BASICS OF DANGEROUS GOODS			*
	0.1	UNDERSTANDING THE BASICS OF DANGEROUS GOODS		*
		0.1.1	UNDERSTAND THE DEFINITION	*
		0.1.2	RECOGNIZE THE LEGAL FRAMEWORK (GLOBAL, LOCAL, TRAINING LEGAL REQUIRE-MENTS)	*
		0.1.3	IDENTIFY THE APPLICATION SCOPE	*
	0.2	IDENTIFYING THE GENERAL LIMITATIONS		
		0.2.1	DEVELOP A SENSE OF POTENTIAL HIDDEN DANGEROUS GOODS	*
		0.2.2	RECOGNIZE THE DIFFERENCE BETWEEN HIDDEN VS UNDECLARED DANGEROUS GOODS	*
		0.2.3	FAMILIARIZED WITH PASSENGER PROVISIONS VS CARGO PROVISIONS IN VARIOUS SITUATION (EXAMPLES)	*
	0.3	POSITIONING DIFFERENT ROLES AND RESPONSIBILITIES		
		0.3.1	CLARIFY THE INDIVIDUAL AND COLLECTIVE ROLE OF THE SUPPLY CHAIN STAKE-HOLDERS	*
		0.3.2	UNDERSTAND THE PASSENGERS RESPONSIBILITIES	*
		0.3.3	RECOGNIZED THE ROLE AND IMPACT OF STATE & OPERATOR VARIATIONS	*
	0.4	UNDERSTANDING THE CRITICALITY OF CLASSIFICATION & PACKAGING		
		0.4.1	DIFFERENTIATE BETWEEN HAZARD VS RISK	*
		0.4.2	IDENTIFY THE GENERAL INFORMATION ABOUT CLASSES, DIVISIONS	*
		0.4.3	UNDERSTAND GENERAL PRINCIPLES OF PACKING GROUPS	*
		0.4.4	CONSIDER MULTIPLE HAZARDS	*
	0.5	INTERPRETING THE HAZARD COMMUNICATION		

		0.5.1	RECOGNIZE THE DIFFERENT MARKING BASIC REQUIREMENTS	*
		0.5.2	RECOGNIZE THE VARIETY OF LABELING AND THEIR MEANING	*
		0.5.3	IDENTIFY THE REQUIRED DOCUMENTATION FOR DG SHIPMENTS AND THEIR ROLE IN THE PROCESS.	*
	0.6	FAMILIARIZING WITH BASIC EMERGENCY RESPONSE		
		0.6.1	CREATE AWARENESS ABOUT GENERAL EMERGENCY PROCEDURES	*
		0.6.2	RECOGNIZE COUNTRY SPECIFIC EMERGENCY PROCEDURES INCLUDING EXEMP-TIONS AND APPROVALS	*
		0.6.3	APPLY THE EMPLOYER EMERGENCY RESPONSE REQUIREME	*
3	PROCESSING/ACCEPTING CARGO			***
	3.4	PROCESS/ACCEPT CARGO OTHER THAN DANGEROUS GOODS		***
		3.4.1.	CHECK DOCUMENTATION FOR INDICATIONS OF UNDECLARED DANGEROUS GOODS	***
		3.4.2	CHECK PACKAGES FOR INDICATIONS OF UNDECLARED DANGEROUS GOODS	***
5	ACCEPTING PASSENGER AND CREW BAGGAGE			
	5.1	PROCESS BAGGAGE		***
		5.1.1	IDENTIFY FORBIDDEN DANGEROUS GOODS	***
		5.1.2	APPLY APPROVAL REQUIREMENTS	***
7	COLLECTING SAFETY DATA			
	7.1	REPORT DANGEROUS GOODS ACCIDENTS		*
	7.2	REPORT DANGEROUS GOODS INCIDENTS		*
	7.3	REPORT UNDECLARED/MIS-DECLARED DANGEROUS GOODS		*
	7.4	REPORT DANGEROUS GOODS OCCURRENCES		N/A

Dangerous goods training programs must be approved by the appropriate authority of the State of the operator/ground handling agent/cargo agent.

It is considered that all training qualifications are gained through classroom training written, oral, computer-based training (CBT) and practical evaluation, to comply with the requirements for operational personnel to demonstrate adequate knowledge, competency or proficiency to perform duties, execute procedures or operate equipment.

Evaluation of training can be by written, oral or by practical means, whichever is appropriate. Equipment cannot be operated until the training for the respective requirement has been completed. IOSA CGO 2.2.4, IOSA GRH 2.1.3

The exams are held at the end of each course of the ground handling training program.
Passing grade is 80 for DGR include refreshment of this courses.
Passing grade is 70 for all other courses.

All recurrent training must be performed at intervals of not more than 36 months, and in the case of Dangerous Goods - not more than 24 months, to provide continuous improvement and effectiveness. Training shall include the latest regulatory and operational changes. The structure and contents of the training programme shall be regularly reviewed to ensure the training remains relevant and current.

Unless otherwise provided for by the appropriate national authority, instructors of initial and recurrent dangerous goods training programs must demonstrate or be assessed as competent in instruction and the function(s) that they will instruct prior to delivering such a dangerous goods training program.

Ground Handling/Cargo agents must ensure that the instructor receives updates to the Regulations and training material on an annual basis with the issuance of each edition of the DGR or as the Regulations are modified. Instructors must receive and understand updates to dangerous goods information and be made familiar with those changes by training or other means on an annual basis or as the Regulations are modified.

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

The Training of Dangerous Goods handling must only be performed by a Trainer qualified in the conducting of such training.

FLY2SKY requires that only qualified individuals are designated to be responsible for the correct loading and securing of dangerous goods on board the aircraft.

Responsibility:

It is the responsibility of Ground Handling or Cargo Agents Management to ensure that:

- training requirements for their location are identified.
- training requirements of all new staff are identified to ensure that they are appropriately trained for their role.
- the required numbers of staff at the station hold the required training qualifications. This includes ensuring that staff who require re-validation, do so before their training qualifications expire.
- copies of the local records of all training qualifications held by their staff are kept.

It is the responsibility of all staff to ensure that they do not perform any job function, unless they are fully trained to do so, as well as that their qualifications are valid.

In places where there are insufficient numbers of trained staff for specific tasks or to handle specific commodities (e.g. DG, AVI), either for certain periods of the day or through absence (temporary or permanent), the managers must ensure that:

- These tasks are not carried out, or;
- The commodity is embargoed until sufficient qualified staff is available, or;
- Special procedures are in place to mitigate the shortfall or absence of trained staff e.g. DGs are not fully accepted until a trained staff member is available to carry out the correct acceptance checks.
- Succession plans are present to replace trained/qualified staff that leaves the Cargo Agents.

All FLY2SKY personnel and/or individual employees of ground handling agents who are responsible for ground handling, fueling operations and cargo of FLY2SKYaircraft, including the loading and offloading of both passengers and cargo, and supervision of ground handling, shall have sufficient knowledge to complete their duties in respect of each aeroplane type for which they may be responsible. Training programs must be reviewed and updated to remain relevant to the current procedures and regulations. Training shall include initial training, to be provided to personnel prior to being assigned to unsupervised duties and recurrent training which must be completed according to regulatory requirements, at least once during every 36-month period. IOSA CGO 2.1.1 (ii) GRH 2.1.1

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Training IOSA GRH 2.2.3

Ground Handling and Cargo Agent personnel, including personnel who perform aircraft fueling and De/Anti-icing shall, as appropriate to their job function have received training on the applicable subjects in the following list, but not limited to:

1. Airside Driving;
2. Positioning and operation of loading and servicing equipment;
3. Passenger handling;
4. Load control;
5. Baggage handling;
6. Aircraft Handling and Loading;
7. Principles of aircraft loading;
8. Passenger Boarding Bridge;
9. Aircraft Loading Supervision;
10. Manual handling of load;
11. Handling of loads requiring special attention;
12. Loading incompatibilities;
13. Operation of aircraft loading systems/securing of ULDs if applicable;
14. Identification/consequences of malfunctions of in-plane loading systems;
15. Consequences of load damage and spillage;
16. Notification to Captain of load being carried;
17. Cargo and Mail handling;
18. Cargo Loading and offloading (if applicable)
19. Fueling Operations;
20. Safety during aircraft fuelling;
21. De/Anti-Icing Operations;
22. Airside safety;
23. SMS Training;
24. Security regulations;
25. Irregularity/incident/accident reporting procedures;
26. Handling of aircraft Unit Load Devices (ULDs) if applicable;
27. Passenger embarkation/disembarkation procedures;
28. Standards of aircraft cleaning, lavatory and fresh water servicing.
29. Aircraft ground movement operations.

Training shall fulfil IATA Airport Handling Manual standards, specifically.

- AHM 590 Load Control
- AHM 591 Weight and balance load control and loading Supervision training and Qualification.
- AHM 611 Airside Personnel: Responsibilities, Training and Qualifications
- AHM 630 Safe Operating Practices In Aircraft Handling
- AHM 640 Human Factors Program as Part of an Airside Safety Program.

On request, training records of ground handling and/or cargo agent personnel shall be made available for review by FLY2SKY or an appropriate authority. Record shall include as a minimum, trainee's name, test mark achieved, date of training and course reference.

It is Cargo Agents or Ground Handling suppliers' management responsibility to update training program according to current regulations at least once per 24 month.

For dangerous goods:

FLY2SKY may review training material for ground handling personnel, through correspondence, during station visits and/or quality inspections, to evaluate the currency and applicability of the information. Ground Handling Agents shall provide training materials and records available to FLY2SKY on request.

Qualifications:

Knowledge verification shall be required, in the form of oral questioning and written tests throughout the training programs. Practical competency will be determined through instructor evaluation. After successful completion of classroom training, personnel will be subject to a period of practical training in the field under supervision of a qualified person.

Upon completion of the above, and subject to final assessment, personnel may be considered as qualified to fulfil their assigned duties.

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

Records:

On request, training records of ground handling agent personnel shall be made available for review by FLY2SKY or an appropriate authority. Record shall include as a minimum, trainee's name, test mark achieved, date of training, the name and address of the organization providing the training and a description, copy or reference to training materials used to meet the training requirements.

Certificate of competency/initial training records including written tests shall be retained as long as any personnel involved in ground handling/cargo process makes use of the rights resulting from holding this certificate/ training on behalf of the ground handling/cargo agent.

Recurrent training records including written tests of all personnel shall be retained for period of 3 years (except DGR – 2 years).

All training documents shall be available to FLY2SKY`s auditor and responsible ground operations management staff.

Records shall be stored in a manner that ensures protection from damage, alternation, and theft.

1.10.9.1. Training requirements for FLY2SKY Personnel

CGO 2.1.2, CGO 2.1.4

Training requirements for FLY2SKY Ground Operations Personnel

1. Management System Briefing
2. Safety Management System
3. Fatigue Risk Management System
4. Initial/Recurrent Ground and Cargo Operations
5. Security Training
6. Dangerous Goods Regulations (DGR) for Accepting DG Consignments. Training could be outsourced. Mandatory only for Nominated Persons Ground Operations.

NOTE 1: Recurrent training courses to be performed once per 36 month. (Dangerous Goods once per 24 month)

NOTE 2: Training program to be reviewed by Ground Operations Manager and Ground Operations staff on a special meeting at least once per 36 months or in case required. Meeting attendance form to be signed by all participants as an evidence and kept in Ground Operations department. Outcome of the meeting: updated training program or decision that training program is updated (no changes needed).

Dangerous Goods Regulations Training requirements for FLY2SKY Personnel.

In order to transport DG and to prevent unauthorized DG transportation FLY2SKY shall ensure that:

1. Staff who is engaged in the acceptance of dangerous goods have received training and are qualified to carry out their duties. As a minimum, this training must cover the areas identified in column 6 of the table below and to be sufficient enough to ensure that the staff can take decisions on the acceptance or refusal of dangerous goods offered for carriage by air;
2. Flight crew members have received training which, as a minimum, must cover the areas identified in Column 10 of the table below. Training must be sufficient enough to ensure that awareness is gained of the hazards associated with dangerous goods and how they shall be carried on an aeroplane;
3. Crew members, other than flight crew members, must have training that as a minimum, covers the areas identified in Column 11 of the Table below. Training must be sufficient enough to ensure that awareness is gained of the hazards associated with dangerous goods and what requirements apply to the carriage of such goods by passengers or, more generally, their carriage on an aeroplane.

The following table indicates areas of training and staff training requirements in accordance with numerals for the sub-paragraphs above

1.10.10. Training Records

IOSA CGO 2.1.6 GRH 2.1.4

FLY2SKY expects that Ground Handling and Cargo Agents will keep a system of training records which includes preservation, identification, storage, protection, retrieval and disposal. FLY2SKY will audit the above process as part of the ground/cargo handling audit.

Training records and certificates for all those who successfully complete training courses covered in this Ground Operations Manual will be held on station.

When Ground Handling and Cargo Agents carry out local training, they must keep the training records of their own employees. FLY2SKY will not keep training records copies of the Ground Handling and Cargo Agents personnel.

However, Ground Handling and Cargo Agents records must be available for monitoring purposes. Records on all current employees and for ex-employees shall be held for a minimum of 3 years after they leave.

Records may be kept in electronic or hard copy format. FLY2SKY may request the training records copies during the audit.

NOTE: Stations shall also take into account local legislation. FLY2SKY will only keep training records of their own staff.

1.10.11. Supplier Evaluation

GRH 1.10.4

FLY2SKY has a process to ensure products purchased or otherwise acquired from an external vendor or supplier, which directly affect operational safety or security in ground handling, meet the product technical requirements specified by FLY2SKY prior to being used in the conduct of ground handling operations.

Responsibility for this process rests on FLY2SKY CAMO Department. For more details refer to FLY2SKY CAME.

In case any products need to be purchased, responsible manager has to check international (EASA, ICAO, Aircraft manufacturer) requirements, based on most strict ones create FLY2SKY requirements and to make sure that technical specifications from manufacturer meet above requirements.

For more details refer to FLY2SKY CAME Chapter 5.5.

1.11. REPORTIN SYSTEM

1.11.1. General

Confidential Reporting

IOSA CGO 1.11.4; IOSA GRH 1.11.4

FLY2SKY has a confidential safety reporting system that is implemented throughout the organization to encourage and facilitate the reporting of events, hazards and/or concerns resulting from or associated with human performance in operations.

If any staff member wishes to report an issue of a sensitive nature, he can submit his report in Centrik Safety Module and mark his report as confidential. The confidential reports are only read by the Safety department. All names and identifying data are left out, thus ensuring confidentiality.

Confidential safety reports will be used only for safety purposes and will never be compromised or used against reporters.

After resolution of the report through Centrik, feedback is then given to the reporter in response to the report, via email from the safety department.

Communication process for ensuring flight and cabin crew members, as well as other relevant personnel, are informed of potential operating hazards through dissemination of de-identified report information.

Anonymous Reporting

Every person in FLY2SKY has the opportunity to report safety-related occurrences anonymously to the safety department via an Anonymous Safety Report, using the Centrik Safety Module. Whenever the person decides to submit an Anonymous Safety Report, he shall select it as “Anonymous”. The FLY2SKY staff also can use the mailboxes at Sofia Headquarters office. The

submitted report will be reviewed by the safety department and the information will be used only for safety purposes.

Hazard Identification

Hazard identification and safety risk management are the core process involved in the management of safety.

The differentiation between hazards and safety risks is often times a source of difficulty and confusion. A clear understanding of the difference between these two components is also paramount for the practice of safety management.

Hazard is a condition, object or activity with the potential of causing injuries to personnel, damage to equipment or structures, loss of material, or reduction of ability to perform a prescribed function.

Consequence - potential outcome (or outcomes) of a hazard. The damaging potential of a hazard materializes through one or many consequences.

Hazard is therefore a condition that might lead to a safety incident if left unchecked.

The vital part of the SMS is the identification of hazards and taking actions to prevent them from becoming full blown incidents.

FLY2SKY has a hazard identification program that is implemented and integrated throughout FLY2SKY to include a combination of reactive, proactive and predictive methods for safety data collection and processes for safety data analysis that identify existing hazards and predict future hazards to aircraft operations. IOSA GRH 1.11.1; IOSA CGO 1.11.1

- Reactive: From past experience or from incidents that have occurred. We can learn from our mistakes and take actions to prevent these incidents from reoccurring;
- Proactive: From current experience. This information comes from our ongoing operations, mostly from crew reports, maintenance reports, audits, safety surveys and flight data monitoring (FDM), compliance monitoring program;
- Predictive: Future analysis. This information is the result of safety meetings where all previous data is considered and effort is made to consider where the next hazards might arise. Such predictive hazard identification is the most efficient one but also demands a lot of information and expertise.

FLY2SKY has a safety risk assessment and mitigation program for ground handling and cargo operations that specifies processes to ensure: IOSA GRH 1.11.2; IOSA CGO 1.11.2

- Hazards are analyzed to determine the existing and potential safety risks to aircraft operations; IOSA GRH 1.11.2(i); IOSA CGO 1.11.2(i)
- Safety risks are assessed to determine the requirement for risk control action(s); IOSA GRH 1.11.2(ii); IOSA CGO 1.11.2(ii)
- When required, risk mitigation actions are developed and implemented in ground handling operations. IOSA GRH 1.11.2(iii); IOSA CGO 1.11.2(iii)

To be effective, reactive, and proactive processes are used to acquire information and data, which are when analyzed to identify any existing potential hazards to aircraft operations.

For more details refer to SMM 2.2.

Reporting System Gradation

The next paragraph explains the degrees of severity of the occasions that must be reported.

“Accident” is an occurrence associated with the operation of an aircraft which takes place between the time any person boards the aircraft with the intention of flight until the time when all such persons have disembarked, in which:

1. A person is fatally or seriously injured as a result of:
a. being in the aircraft, or

b. direct contact with any part of the aircraft, including parts which have become detached from the aircraft, or
c. direct exposure to jet blast, except when injuries are from natural causes, self-inflicted, or inflicted by other persons or when the injuries are to stowaway outside the areas available to the passengers and crew; or

2. The aircraft sustains damage or structural failure which:
a. adversely affects the structural strength, performance or flight characteristics of the aircraft, and
b. would require major repair or replacement of the affected component, except for engine failure or damage, when the danger is limited to the engine, its cowlings or accessories; or for damage limited to propellers, wing tips, antennas, tires, brakes, fairings, small dents or puncture holes in the aircraft skin; or
3. The aircraft is missing or is completely inaccessible.

NOTE 1: An injury resulting in death within 30 days of the date of the incident is classified as a fatal injury by ICAO.

NOTE 2: The a/c is considered missing when the official search has been terminated and the wreckage has not been located.

NOTE 3: ”Serious injury” means such injury that requires hospitalization of more than 48 hours commencing within seven days from the date the injury was received.

“Incident” is an occurrence, other than an accident, associated with the operation of an aircraft, which affects the safety of operations.

“Serious incident” is an incident involving circumstances indicating that an accident nearly occurred.

NOTE: The difference between an accident and a serious incident lies only in the result.

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

1.11.2. Occurrence and Accident Reporting

IOSA GRH 1.11.3; IOSA CGO 1.11.3

FLY2SKY has operational safety reporting system that is implemented in ground handling and cargo operations in a manner that:

- Requires, encourages and facilitates ground and cargo operations personnel to submit reports that identify safety hazards/incidents, expose safety deficiencies and raise safety or security concerns IOSA GRH 1.11.3 (i); IOSA CGO 1.11.3 (i)
- Requires reporting of events that result in aircraft ground damage; IOSA GRH 1.11.3 (ii)
- Ensures mandatory reporting in accordance with applicable regulations;
- Includes analysis and cargo and ground operations management action to address operational deficiencies, hazards, incidents and concerns identified through the reporting system IOSA GRH 1.11.3 (iii); IOSA CGO 1.11.3 (ii)

The purpose of the Occurrence and Accident Reporting is to ensure that mandatory reporting to the Authorities is accomplished in a timely manner and that reports evaluated and can be used to identify undesirable trends and track the status of reports that require actions of any kind. The recording of ground incident/accident occurrences in a standard format will enable an organization to develop preventive action as well as provide the basis for an accident database.

Following forms to be used by Handling Agents’ ground personnel for reporting:
Dangerous Goods Occurrence Report Form (1.13. Appendix A) to be used in case of accident/incident related to dangerous goods.

Ground Incident/Accident/Damage Report Form (1.14. Appendix B) to be used for all types of damage events, (aircraft, equipment, facility) occurring during ground operations.

Procedure for Handling Agent in case of occurrence and accident reporting:

1. Reports shall be sent by Handling Agent at the earliest possible opportunity to SM@fly2sky.aero.

2. If no internet or fax connection is available, the Handling Agent shall report their safety concerns to FLY2SKY OCC via phone +359 2 4891126; +359 (0)87 920 5220. OCC will then submit a report on Handling Agent's behalf.

3. If OCC receives report (faxed etc.) to their office, they shall forward it, by scanning the report and email to SM@fly2sky.aero.

For third party ground handling and cargo organizations or individuals with contracting relations to FLY2SKY`s products a direct link for access to Centrik is provided and allows the General Reporting Form to be used.

https://Fly2sky.centrik.net/SMS/Case/ExternalReport.aspx?ReportingSubsystemId=03b57efb-55bc-4c95-9c37-65eb16b807ef

Further internal occurrence and accident reporting process is as per procedure in Safety Management Manual Chapter 3.

1.11.3. List of Reportable Occurrences

This chapter lists the majority of reportable occurrences, but it cannot be completely comprehensive. Any other occurrences, which are judged by those involved to meet the criteria, shall also be reported. This chapter does not include accidents. In addition to other requirements covering the notification of accidents, they shall also be reported.

This chapter contains examples of reporting requirements covering ground operations. Occurrences to be reported are those where the safety of operation was or could have been endangered or which could have led to an unsafe condition. If in the view of the reporter an occurrence did not endanger the safety of the operation, but if repeated in different but likely circumstances would create a hazard, then a report shall be made.

What is judged to be reportable on one occurrence may not be so, on another and the absence or presence of a single factor, human or technical, can transform an occurrence into an accident or serious incident.

Security and Passengers

1. Unlawful interference with the aircraft including a bomb threat or hijack.
2. Difficulty in controlling intoxicated, violent or unruly passengers.
3. Discovery of a stowaway, ticket fraud cases.
4. Check in / gate malfunctions

5. Passenger name list errors
6. Ordered catering quantity errors
7. Fuel
8. Leakage of fuel which resulted in major loss, fire hazard, significant contamination
9. Malfunction or defects of the fuel jettisoning system which resulted in inadvertent loss of significant quantity, fire hazard, hazardous contamination of aircraft equipment or inability to jettison fuel.

Dangerous goods

Dangerous goods incidents and accidents shall be reported to FLY2SKY, DG CAA and appropriate authorities of the state in which the event occurred. This includes undeclared or mis-declared dangerous goods discovered on person (passenger and crew), in cargo, in mail or passenger baggage. IOSA GRH 3.6.5, IOSA CGO 3.2.17

Reports also have to be provided:

- When dangerous goods are discovered to have been carried when not loaded, segregated, separated and/or secured in accordance with provisions of the DGR; IOSA CGO 3.2.18 (i)
- When dangerous goods are discovered to have been carried as cargo without information as specified in having been provided to the PIC. IOSA CGO 3.2.18 (ii)

Reports to the appropriate authorities shall be made in accordance with the reporting requirements of the appropriate authorities.

Other occurrences

- Repetitive instances of a specific type of occurrence which in isolation would not be considered "reportable" but which due to the frequency with which they arise, form a potential hazard.
- Jet Blast Damage to an aircraft on the apron caused by jet blast interference from another aircraft.
- Inappropriate motor vehicle usage if unmodified "over-the-road" vehicle used to carry passengers, personnel or goods on the apron.
- Personal injury in event resulting in a fatality or serious injury of a person.
- Damage (FOD) caused to any part of an aircraft on the apron by a mobile object that is not a piece of ground support equipment (except jet blast damage).
- Aircraft Ground Damage in which the aircraft sustains damage during ground operations.
- Human factors where any feature or inadequacy of the aircraft design could have led to an error of use that could contribute to a hazardous or catastrophic effect.
- A fire, explosion, smoke or toxic or noxious fumes during aircraft servicing on ground.
- Third party errors/mistakes that led to delay of the aircraft departure on time.

Safety Assurance

FLY2SKY has implemented process for ground handling and cargo operations for setting performance measures as a means to monitor the safety performance of organization and to validate the effectiveness of risk controls.

Safety Performance Monitoring

Safety Performance Indicators (SPIs) are measurements put in place to monitor overall safety in FLY2SKY. They guide FLY2SKY towards improvement and serve as warning triggers if the operation starts to show a downward trend in any of them. SPIs are decided and approved during Safety Review Board meeting on biannual basis and agreed with the authority by the means of approving the manual. Upon approval the Safety Performance Indicators are published in the following Safety Newsletter.

The Safety Manager has published the Safety Performance Indicators and Safety Objectives below and these are revised biannually after the Safety Review Board meeting.

IOSA GRH 1.11.5; IOSA CGO 1.11.5

1. Ground occurrence
2. Baggage not secured with nets
3. Number of mass and balance errors per ground handler
4. Undeclared/Mis-declared dangerous goods found in cargo, mail or passenger baggage
5. Passenger check-in baggage not offloaded after arrival
6. Dangerous goods are discovered to have been carried as cargo without information as specified in having been provided to the PIC
7. AVIH transported without completed AVIH checklist
8. Dangerous goods not segregated/separated in accordance with IATA DGR

For further information please refer to SMM Chapter 1.3.

Safety Risk Management

Fly2sky has Safety risk management process implemented in ground handling and cargo operations of flights that ensures:

- Hazards are analysed to determine the existing and potential safety risks to aircraft operations IOSA GRH 1.11.2 (i); IOSA CGO 1.11.2 (i)
- Safety risks are assessed to determine the requirement for risk control actions IOSA GRH 1.11.2 (ii); IOSA CGO 1.11.2 (ii)
- When required, risk mitigation actions are developed and implemented in ground handling and cargo operations IOSA GRH 1.11.2 (iii); IOSA CGO 1.11.2 (iii)

Management Review

Ground Operations Department representative participate on the Manage Review meetings. In that meetings significant issues arising from ground handling and cargo operations quality assurance and risk management are subject to management review.

For more details, please refer to SMM Chapter 8.1.5.

1.12. COMMUNICATION SYSTEM

FLY2SKY has a communication system that enables an effective exchange of information relevant to the conduct of ground handling and cargo operations throughout the management system for ground handling and cargo operations and in areas where ground handling and cargo operations are conducted.

Communication system enables effective communication of relevant safety and operational information throughout the ground handling and cargo operations management system and in all areas where ground handling and cargo operations are conducted. Such system ensures:
(i) Personnel maintain an awareness of the SMS;
(ii) Safety-critical information is conveyed;
(iii) External service providers are provided with information relevant to operations conducted

The Communication systems ensure all non-verbal communication of operationally critical information or data requires an acknowledgement of receipt.

- Among the management personnel and operational personnel.
- Among the operational personnel and between operational divisions for monitoring and conducting the operations. This includes communications with those entities that perform subcontracted activities.
- Between the Company and partner operators (e.g. code share partners).
- Between the Company and equipment manufacturers.
- Between the Company and regulatory Authorities.

FLY2SKY uses various communication means which vary according to the purpose:
email, letters, memos, , etc.

Examples of internal communication means are following:

- Teams Meetings, Minutes of Meetings.
- Reports.
- Written correspondence (letters) with Authorities and manufacturers, other.
- External entities.
- Emails.
- LEON.
- Contracts and agreements.
- Other correspondence, information to personnel, safety information, etc.

For External Communication please refer to GOM 1.10.8.

1.13. APPENDIX A – SAMPLE OF DANGEROUS GOODS OCCURRENCE REPORT

DANGEROUS GOODS OCCURRENCE REPORT
(Рапорт за събитие с опасни товари)

Mark type of occurrence (Да се отбележи типа на събитието) | Accident ☐ Злополука | Incident ☐ Произшествие | Other ☐ Друго събитие

1. Operator: (Оператор)	**2. Date of occurrence:** (Дата на събитие)	**3. Local time of occurrence:** (Време на събитие)
4. Flight date: (Дата на полета)	**5. Flight no:** (Полетен номер)	**6. Departure airport:** (Отправно летище)
7. Destination airport (Летище на назначение)	**8. Aircraft type:** (Тип самолет)	**9. Aircraft registration** (Регистрация на самолета)
10. Location of occurrence: (Място на събитието)	**11. Origin of the goods:** (Произход на товара)	
12. Description of the occurrence, including details of injury, damage, etc. (if necessary continue on the next page) (Описание на събитието, включително детайлите за нараняване, щети, и т.н. – в случай на необходимост продължи на следващата страница)		
13. Proper shipping name (including the technical name): (Търговско наименование – включително и техническо наименование)		**14.UN/ID nomber (when known);** UN/ID номер (ако се знае)
15. Class/division (when known) (Клас.дивизия (ако се знае))	**16. Subsidiary risk(s):** (Вторичен риск)	**17. Packing group** (Опаковъчна група)
18. Category, (class7 only) Категория (само за Клас7)	**19. Type of packaging:** (Тип опаковка)	**20. Packaging specification marking:** (Маркировка)
21.No. of packages: (Брой опаковки)		**22. Quantity (of transport index, if applicable):**
23. Reference no of Air Waybill: (Номер товарителница)		
24. Reference no of courier pouch, baggage tag, or passenger ticket: (Номер куриерска торба, багажна торба или пътнически билет)		
25. Name and address of shipper, agent, passenger, etc. (Име и адрес на изпращача, агента, пътника, и т.н.)		
26. Other relevant information (including suspected cause, any action taken): (Друга информация, включително възможна причина и взети мерки)		
27. Name and title of person making report: (Име и длъжност на лицето, съставило рапорта)	**28. Telephone no:** (Номер телефон)	
29. Company/dept code, E-mail or InfoMail code: (Име фирма/кода на отдела, e-mail, кода на InfoMail)	**30. Reporter ref.:** (Пълномощия на рапортуващия)	
31. Address: (Адрес)	**32. Date/Signature:** (Дата/Подпис)	

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1.14. APPENDIX B – SAMPLE OF DAMAGE REPORT

FLY2SKY SMILE & FLY

GROUND INCIDENT/ACCIDENT/ DAMAGE REPORT

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 _____ / **If kts**
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? ☐ ☐ ☐ ☐ ☐ ☐ ☐

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FLY2SKY SMILE & FLY

GROUND INCIDENT/ACCIDENT/ DAMAGE REPORT

Part 8. SKETCH

A/c out of service: ☐Y ☐N

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

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SPECIMENT OF SUMMARY FORM

SPECIMEN OF A SUMMARY FORM

Statistical Summary of Damages to Aircraft by Ground Support Equipment

AIRLINE:	REFERENCE PERIOD:	ESTABLISHED BY:
FLY2SKY	FROM .....TO	----------

TOTAL NUMBER OF FLIGHT DEPARTURES IN REFERENCE PERIOD:

WIDE BODY A/C	CONV. A/C	TOTAL

Category / Type of Equipment Involved	Total Number of Damages Recorded			Damage Rate per 1000 Flight Departures		
	WIDE BODY A/C	CONV. A/C	TOTAL	WIDE BODY A/C	CONV A/C	TOTAL
1. PASSENGER HANDLING EQUIPMENT						
Air jetties (passenger bridges)						
Passenger stairs/steps						
Mobile lounges (elevating)						
Invalid handling vehicle						
Passenger coaches/buses						
Others						
Sub total						
2. AIRCRAFT LOADING EQUIPMENT						
Ramp tractors						
Baggage/cargo carts/dollies						
Container/pallet loaders						
Forklifts						
Belt conveyors						
Catering/cleaning trucks (elev.)						
Others						
Sub total						
3. AIRCRAFT SERVICING EQUIPMENT						
Toilet /water vehicles						
Fuelling trucks/services						
Aircraft tow tractors/tow bars						
Air start/ground power units						
Engineering access equipment						
High lift equipment/De-icers						
Others						
Sub total						
4. MISCELLANEOUS						
Motor vehicles						
Others						
Sub total						
5. FOREIGN OBJECT DAMAGE Subtotal						
6. JET BLAST DAMAGE Subtotal						
7. PREVIOUSLY UNREPORTED DAMAGE Subtotal						
TOTAL						

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1.15. APPENDIX C – SAMPLE OF GROUND AND CARGO OPERATIONS CHECK LIST

FLY2SKY	Inspection Checklist – Ground Handling	Appendix C

Item #	Requirements	Yes/No/N/A	Remarks
1.1	**Management system overview**		
GRH 1.1.1;	The Operator shall have a management system that ensures control of ground handling operations and the management of safety and security outcomes.		
GRH 1.1.2;	The Operator shall have a manager for ground handling operations that: i. Has the authority and is responsible for the management and supervision of functions and activities within the scope of ground handling operations; ii. Is responsible for the management of safety and security risks to ground handling operations.		
1.2	**Accountability, Authorities and Responsibilities**		
GRH 1.2.1;	The Operator shall ensure the management system defines the safety accountability, authorities and responsibilities of management and non-management personnel that perform functions relevant to the safety and/or security of ground handling operations. The management system shall also specify: i. The levels of management with the authority to make decisions regarding risk tolerability with respect to the safety and/or security of ground handling operations; ii. Responsibilities for ensuring ground handling operations are conducted in accordance with applicable regulations and standards of the Operator; iii. Lines of accountability throughout ground handling operations, including direct accountability for safety and/or security on the part of ground handling operations senior management.		
1.2.2	The Operator shall have a process or procedure for the delegation of duties within the management system for ground handling operations that ensures managerial continuity is maintained when operational managers including, if applicable, post holders are unable to carry out work duties.		
1.3	**Communication**		
1.3.1	The Operator shall have a system that enables effective communication of relevant safety and operational information throughout the ground handling operations management system and in all areas where ground handling operations are conducted. Such system shall ensure: i. Personnel maintain an awareness of the SMS; ii. Safety-critical information is conveyed; iii. If applicable, external service providers are provided with information relevant to operations conducted.		
1.4	**Provision of Resources**		
GRH 1.4.1	The Operator shall ensure the existence of the necessary facilities, workspace, equipment and supporting services, as well as work environment, to satisfy ground handling operational safety requirements. Note: Conformity with this provision does not require specifications to be documented by the Operator.		
GRH 1.4.2	The Operator shall have a selection process for management and non-management positions within the ground handling organization that require the performance of functions relevant to the safety or security of aircraft operations. Such process shall ensure candidates are selected on the basis of knowledge, skills, training and experience appropriate for the position.		

FLY2SKY	Inspection Checklist – Ground Handling	Appendix C

Item #	Requirements	Yes/No/N/A	Remarks
1.5	**Documentation system**		
GRH 1.5.1	The Operator shall have a system for the management and control of documentation and/or data used directly in the conduct or support of ground handling operations. Such system shall include elements as specified in ORG Table 1.1.		
GRH 1.5.3	The Operator shall have a system for the management and control of documentation and/or data used directly in the conduct or support of ground handling operations. Such system shall ensure documentation: i. Meets all required elements specified in Table 1.1; ii. Contains legible and accurate information; iii. Is presented in a format appropriate for use in operations.		
1.6	**Operations manuals**		
GRH 1.6.1	The Operator shall have an Operations Manual, which may be issued in separate parts, that contains the operational policies, processes, procedures and other information necessary for ground handling personnel to perform their duties and be in compliance with applicable regulations, laws, rules and standards of the Operator.		
GRH 1.6.2	The Operator shall ensure the current edition of the Operations Manual is available in a usable format at each location where ground handling operations are conducted		
GRH 1.6.3	If the Operator transports dangerous goods as cargo, the Operator shall ensure a current edition of the Dangerous Goods Regulations (DGR), the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions) and addendum or equivalent documentation is accessible at each location where ground handling operations involving the loading of dangerous goods as cargo are conducted.		
GRH 1.6.4	If the Operator transports dangerous goods as cargo, the Operator shall ensure the OM or an equivalent operational manual contains information that will permit ground handling personnel to carry out duties and responsibilities with respect to dangerous goods. Such information shall include, as a minimum: i. Action to be taken in the event of emergencies involving dangerous goods; ii. Details of the location and identification of cargo holds; iii. The maximum quantity of dry ice permitted in each hold; iv. If radioactive material is transported, instructions for the loading of such dangerous goods in accordance with applicable requirements.		
GRH 1.6.5	If the Operator does not transport dangerous goods as cargo, the Operator shall ensure the OM contains the policies and associated guidance necessary to prevent dangerous goods from being inadvertently carried or loaded onto the aircraft.		
GRH 1.6.6	If the Operator conducts passenger flights, the Operator shall ensure the following information is accessible at locations where passenger check-in and/or boarding operations are conducted: i. A current edition of the Dangerous Goods Regulations (DGR) or the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions) and addendum or equivalent documentation; ii. A listing or schedule of operator-approved dangerous goods permitted to be carried on board the aircraft by a passenger or crew member (Table 2.3.A)		

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GRH 1.6.7	If the Operator conducts passenger flights, the Operator shall ensure the OM or an equivalent operational manual contains information that will permit ground handling personnel to carry out duties and responsibilities with respect to dangerous goods. As a minimum, such information shall include procedures to alert passengers that certain items of dangerous goods: i. Are specifically prohibited in hold baggage; ii. Must be removed from cabin baggage when cabin baggage is transported as hold baggage.		
GRH 1.6.8	If the Operator conducts passenger flights, the Operator should ensure the OM or an equivalent operational manual contains information with respect to dangerous goods permitted in passenger and crew baggage.		
GRH 1.6.9	The Operator should ensure the processes and procedures contained in the OM for the conduct of ground handling operations are verified against the IATA Ground Operations Manual (IGOM) by completing the following: i. Perform and maintain an updated gap analysis of its own procedures against the IGOM to ensure a complete set of procedures exists for the applicable operations; ii. If variations are identified against the IGOM procedures, communicate them to applicable operational personnel of outsourced functions; iii. If variations are identified against IGOM "Safety Critical" procedures, such variations are risk assessed using the Operator's SMS and risk management method to ensure an alternative procedure is accepted by the Operator.		
1.7	**Records system**		
GRH 1.7.1	The Operator shall have a system for the management and control of ground handling records to ensure the content and retention of such records is in accordance with requirements of the Authority, as applicable, and to ensure operational records are subjected to standardized processes for: i. Identification; ii. Legibility; iii. Maintenance; iv. Retrieval; v. Protection, integrity and security; vi. Disposal, deletion (electronic records) and archiving.		
GRH 1.7.2	If the Operator uses an electronic system for the management and control of operational ground handling records, the Operator shall ensure the system provides for a scheduled generation of backup record files.		
1.9	**Quality Assurance Program**		
GRH 1.9.1	The Operator shall have a quality assurance program that provides for the auditing and evaluation of the management system and operational functions within the scope of ground handling operations at planned intervals to ensure the Operator is: i. Complying with applicable regulations and standards; ii. Satisfying stated operational needs; iii. Identifying areas requiring improvement; iv. Identifying hazards to operations; v. Assessing the effectiveness of safety risk controls.		

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GRH 1.9.2	The Operator shall have a process for addressing findings resulting from audits conducted under the quality assurance program, which ensures: i. Identification of root cause(s); ii. Development of corrective action, as appropriate, to address finding(s); iii. Implementation of corrective action in appropriate areas of ground handling operations; iv. Evaluation of corrective action to determine effectiveness.		
GRH 1.9.3	The Operator shall have a process to ensure significant issues arising from ground handling operations quality assurance and risk management are subject to management review in accordance with ORG 4.1.1.		
GRH 1.9.4	The Operator shall have an audit planning process and sufficient resources to ensure audits of ground handling operations are: i. Scheduled at intervals to meet regulatory and management system requirements; ii. Conducted within the scheduled interval.		
1.10	**Quality Control of Outsourced Operations and Products**		
GRH 1.10.1A	If the Operator has external service providers conduct outsourced ground handling operations functions, the Operator should ensure a service provider selection process is in place that ensures: i. Safety-relevant selection criteria are established; ii. Service providers are evaluated against these criteria prior to selection.		
GRH 1.10.1B	If the Operator has external service providers conduct outsourced ground handling operational functions, the Operator shall have a process to ensure a contract or agreement is executed with such external service providers. Contracts or agreements shall identify the application of specific documented requirements that can be monitored by the Operator to ensure requirements that affect the safety and/or security of ground handling operations are being fulfilled by the service provider.		
GRH 1.10.2	If the Operator has external service providers conduct outsourced ground handling operational functions, the Operator shall have processes to monitor such external service providers to ensure ground handling safety and security requirements are being fulfilled. Note: IOSA or ISAGO registration as the only means to monitor is acceptable provided the Operator obtains the latest of the applicable audit report(s) through official program channels and considers the content of such report(s).		
GRH 1.10.3	If the Operator has external service providers conduct outsourced ground handling operational functions, the Operator should ensure auditing is included as a process for the monitoring of external service providers in accordance with GRH 1.10.2.		
GRH 1.10.4	The Operator should have a process to ensure products purchased or otherwise acquired from an external vendor or supplier, which directly affect operational safety or security, meet the product technical requirements specified by the Operator prior to being used in the conduct of ground handling operations.		
1.11	**Safety Management**		
GRH 1.11.1	The Operator shall have a hazard identification program for ground handling operations that includes a combination of reactive and proactive methods of hazard identification.		

Item #	Requirements	Yes/No/N/A	Remarks
GRH 1.11.2	The Operator shall have a safety risk assessment and mitigation program for ground handling operations that specifies processes to ensure: i. Hazards are analyzed to determine the existing and potential safety risks to aircraft operations; ii. Safety risks are assessed to determine the requirement for risk control action(s); iii. When required, risk mitigation actions are developed and implemented in ground handling operations.		
GRH 1.11.3	The Operator shall have an operational safety reporting system for ground handling operations that: i. Encourages and facilitates ground handling operations personnel to submit reports that identify safety hazards, expose safety deficiencies and raise safety concerns; ii. Requires reporting of events that result in aircraft ground damage; iii. Includes analysis and ground handling operations management action to address operational deficiencies, hazards, incidents and concerns identified through the reporting system		
GRH 1.11.4	The Operator should have a confidential safety reporting system that encourages and facilitates the reporting of events, hazards and/or concerns resulting from or associated with human performance in ground handling operations.		
GRH 1.11.5	The Operator shall have processes for setting safety performance indicators (SPIs) and, as applicable, safety performance targets (SPTs) in ground handling operations as means to monitor the achievement of its safety objectives and to validate the effectiveness of risk controls.		
2	**Training and qualification**		
2.1	**Training Program**		
GRH 2.1.1	The Operator shall have a process to ensure personnel that perform operational duties in functions within the scope of ground handling operations for the Operator, to include personnel of external service providers, complete: i. Initial training prior to being assigned to perform such operational duties; ii. Recurrent training or recurrent assessment not less than once during every 36-month period, except for recurrent training in dangerous goods as specified in GRH 2.2.1 or as per requirements of the regulatory authority; iii. Re-qualification training applicable to personnel that become unqualified for any reason, prior to being reassigned to perform operational duties.		
GRH 2.1.2	The Operator shall have a process to ensure the training programs completed by ground handling operations personnel in accordance with GRH 2.1.1 provide the knowledge necessary to perform duties, execute procedures and operate the equipment associated with specific ground handling functions and responsibilities. Such programs shall include: i. Familiarization training on applicable regulations; ii. In-depth training on requirements, including policies, procedures and operating practices; iii. Training in human factors principles; iv. Safety training on associated operational hazards.		

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GRH 2.1.3	The Operator shall have a process to ensure training for personnel that perform operational duties in functions within the scope of ground handling operations for the Operator: i. Includes testing or evaluation by written, oral or practical means, as applicable; ii. Requires a demonstration of adequate knowledge, competency and proficiency to perform duties, execute procedures and/or operate equipment		
GRH 2.1.4	The Operator shall have a process to ensure completion of required training by personnel that perform operational duties in functions within the scope of ground handling operations for the Operator is recorded and such records are retained in accordance with GRH 1.7.1.		
GRH 2.1.5	The Operator shall have a process to ensure the training programs completed by ground handling operations personnel in accordance with GRH 2.1.1 are reviewed and updated to remain relevant and current.		
2.2	**Program elements**		
GRH 2.2.1	The Operator shall have a process to ensure ground handling operations personnel complete dangerous goods training, to include initial training and recurrent training within 24 months of previous training in dangerous goods. Such training shall be completed by personnel that perform operational duties in the following functions within the scope of ground handling operations: i. Passenger handling; ii. Baggage handling; iii. Aircraft loading; iv. Load control.		
GRH 2.2.3	The Operator shall have a process to ensure initial and recurrent training or recurrent assessment completed by applicable ground handling personnel in accordance with GRH 2.1.1 addresses the following areas of operations, as applicable to ground handling duties or function(s) performed: i. Passenger services; ii. Ramp services; iii. Load control; iv. Aircraft fueling; v. Aircraft ground de-/anti-icing.		
GRH 2.2.4	The Operator should have processes to ensure training for ground handling personnel assigned to perform passenger services, ramp services and load control as specified in GRH 2.2.3 include training elements in accordance with specifications in Table 6.1.		
GRH 2.2.5	The Operator should have a process to ensure training for ground handling personnel assigned to perform aircraft fueling as specified in GRH 2.2.3 includes the following training elements: i. Safe operation of equipment; ii. Emergency procedures; iii. Fuel spillage avoidance response; iv. Aircraft fueling and defueling procedures; v. Aircraft-specific training.		
GRH 2.2.6	If the Operator conducts flights from any airport when conditions are conducive to ground aircraft icing, the Operator should have a process to ensure training for ground handling personnel assigned to perform aircraft ground de-/anti-icing as specified in GRH 2.2.3 includes following training elements:		

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	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.		
2.3	**SMS Training**		
2.3.1	The Operator shall have a program that ensures its ground handling operations personnel are trained and competent to perform SMS duties. The scope of such training shall be appropriate to each individual's involvement in the SMS. Note: The specifications of this provision are applicable to personnel of the Operator that perform functions within the scope of ground handling operations.		
2.3.2	If the Operator outsources ground handling operational functions to external service providers, the Operator should have a program that ensures personnel of external service providers are trained and competent to perform SMS duties. The scope of such training should be appropriate to individual involvement in the Operator's SMS.		
3	**Ground Handling Operations**		
3.1	Passengers and baggage handling		
GRH 3.1.1A	If the Operator conducts passenger flights, the Operator shall have a notification system that ensures information on the types of dangerous goods forbidden for transport on board an aircraft is displayed or presented to passengers as follows: i. At the airport: a. Where tickets and/or boarding passes are issued; b. Where passenger baggage is dropped off; c. In aircraft boarding areas; d. In baggage claim areas. ii. At any other location: a. Where tickets and/or boarding passes are issued; b. Where checked baggage is accepted		
GRH 3.1.1B	If the Operator conducts passenger flights, the Operator shall have a notification system that ensures information on the types of dangerous goods forbidden for transport on board an aircraft is communicated to passengers where ticket purchase and/or boarding pass issuance can be completed without the involvement of another person. Such system shall ensure: i. The passenger is required to acknowledge that the requisite information has been presented; ii. The requisite information is provided to passengers: a. At the point of ticket purchase or, where that is not practical, prior to issuance of a boarding pass; b. At issuance of a boarding pass, or when no boarding pass is issued, prior to boarding the aircraft.		
GRH 3.1.2	If the Operator conducts passenger flights, the Operator shall ensure a process is in place that requires, when dangerous goods not permitted for carriage on board the aircraft are discovered on the person of or in		

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	the baggage of a passenger, a report is made to the appropriate authority of the state of occurrence. Note: The specifications of this provision are applicable to operators that transport, and also to operators that do not transport, dangerous goods as cargo.		
GRH 3.1.3	If the Operator conducts passenger flights and accepts battery-operated mobility aids for transport on the aircraft, the Operator shall have procedures for acceptance and handling of such mobility aids to ensure they meet following requirements: i. The battery is a type that is permitted; ii. Battery terminals are protected and electrical circuits are isolated; iii. Loading is in a manner that prevents movement and damage from other cargo; iv. If applicable, batteries are removed, protected and transported as per specifications applicable to the type of batteries; v. The pilot in command is informed of the location of the mobility aids and/or the batteries.		
GRH 3.1.5	The Operator shall have a policy and procedures for the preflight acceptance or non-acceptance, as well as handling, of passengers who might require special handling by ground passenger handling personnel. Such policy and procedures shall be in accordance with applicable regulations and, as a minimum, address: i. Passengers with disabilities or reduced mobility; ii. Passengers with injuries or illness; iii. Persons on stretchers; iv. Infants and children, including unaccompanied children (UMNR) if accepted; v. Inadmissible passengers, deportees or persons in custody.		
GRH 3.1.6	If the Operator conducts passenger flights, the Operator shall have a policy and associated procedures for addressing passengers that exhibit unruly behavior and/or interfere prior to flight departure. Such policy and procedures shall be in accordance with local laws and regulations and specify measures that will ensure the safety of the aircraft, persons on board and their property. As a minimum, the policy and procedures shall address: i. Identification of passenger unruly behavior and interference; ii. Identification of passengers showing signs of intoxication, whether through alcohol or other substances, which might contribute to unruly behavior and interference; iii. Conditions under which passengers may be denied boarding in accordance with the applicable authority; iv. Reporting of instances of passenger unruly behavior.		
3.2	**Airside Operations**		
GRH 3.2.1	The Operator shall have processes that ensure an assignment of responsibility for the supervision of all of its airside operational activities. Such processes shall ensure. i. Aircraft ground movement, aircraft handling and loading/unloading operations supervision is performed in accordance with OM and applicable regulations. ii. At each location where aircraft turnaround handling operations are conducted, an aircraft turnaround plan that includes		

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	related turnaround coordination is established and, as applicable, supervision functions are assigned to responsible person(s).		
GRH 3.2.2	The Operator shall ensure aircraft arrival procedures are in place that are completed prior to aircraft arrival at the assigned parking gate or stand. Such procedures shall ensure: i. The ramp area surface is inspected and is free of: a. Debris that could cause foreign object damage (FOD); b. Contamination that could be hazardous to aircraft movement. ii. The aircraft movement path is clear of objects and obstacles; iii. Personnel not involved in the aircraft arrival are positioned outside the equipment restraint area (ERA); iv. Required GSE is available and positioned clear of the ERA; v. The aircraft docking guidance system is operational or, if applicable, marshalling personnel are in place; vi. If applicable, wing walkers and/or other applicable personnel are present.		
GRH 3.2.3	The Operator shall ensure aircraft arrival procedures are in place that are completed once an aircraft has stopped at the parking gate or stand. Such procedures shall ensure: i. Vehicles and personnel remain clear of parking stand until engines are shut down and anti-collision lights are turned off; ii. As applicable, wheel chocks are positioned at the landing gear wheels and verbally/visually confirmed to the flight crew; iii. Safety cones are placed around the aircraft; iv. An aircraft exterior inspection is accomplished prior to GSE being positioned to the aircraft to identify and record visible aircraft damage. Note: Procedures shall ensure visible damage found during the aircraft exterior inspection is reported to a supervisor and the flight crew, and GSE is not positioned to the aircraft in an area where such damage exists.		
GRH 3.2.5	The Operator shall have procedures for the opening and closing of aircraft cabin access doors during normal operations. Such procedures should specify: i. Who is responsible for opening and closing aircraft cabin access doors; ii. When doors should be opened and closed; iii. Appropriate methods of communication and/or coordination between flight crew, cabin crew and ground staff to maintain safety during normal door operations.		
GRH 3.2.6A	The Operator shall ensure procedures for the opening and closing of aircraft cabin access doors require that GSE or a passenger boarding bridge: i. Is positioned at a cabin access door; ii. Remains positioned at a cabin access door when such door is open unless an appropriate fall prevention device is placed across the open door; iii. Is removed from a cabin access door immediately after such door is closed. Note:		

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	The specifications of this provision do not apply to cabin access doors that have integral airstairs when such doors are open and the integral airstairs are deployed.		
GRH 3.2.6B	The Operator shall have procedures for the opening and closing of aircraft cargo hold access doors and, if GSE is required to reach cargo hold doors, such procedures shall also ensure: i. Maintenance stairs, belt loaders or other GSE used to reach cargo hold doors have safety rails to prevent falls; ii. Safety rails are raised or extended, as applicable, while personnel are accessing, opening and closing the doors.		
GRH 3.2.7	The Operator shall ensure aircraft departure procedures are in place and are completed prior to an aircraft departing the parking gate or stand. Such procedures shall ensure: i. The ramp area surface is inspected and is free of: a. Debris that could cause foreign object damage (FOD); b. Contamination that could be hazardous to aircraft movement; c. Objects that could be impacted by the aircraft or subjected to jet blast effect. ii. Personnel not involved in the aircraft departure are positioned outside the ERA; iii. If applicable, wing walkers and/or other applicable personnel are present; iv. If applicable, communication with the flight crew on air starter unit (ASU) positioning, engine start sequence and identification of minimum specifications for volume and pressure of air supply; v. Use of anti-collision light(s); vi. Communication is established with the flight crew; vii. Vehicles and personnel remain clear of aircraft engine intake and/or blast areas during engine start		
GRH 3.2.8	The Operator shall ensure an aircraft departure procedure is in place for an aircraft walkaround inspection that is completed immediately prior to the aircraft departing the parking gate or stand. Such check shall ensure: i. The ramp area surface is free of debris that could cause foreign object damage (FOD); ii. GSE and passenger boarding equipment are detached from the aircraft; iii. GSE and vehicles are positioned clear of the aircraft movement path; iv. The aircraft movement path is clear of objects and obstacles; v. Aircraft servicing panels and/or hatches are closed and secured (except external power and headset panels); vi. Aircraft cabin and cargo doors are closed and handles are flush with the fuselage; vii. Any visible aircraft damage or abnormalities are reported to the flight crew and maintenance; viii. Landing gear safety pins are removed.		
GRH 3.2.9	If the Operator conducts aircraft pushback or towing operations, the Operator shall ensure procedures are in place for such operations. Such procedures shall ensure: i. Equipment used is suitable for the aircraft type; ii. Maximum aircraft nose gear turn limits are not exceeded; iii. Standardized communication is used between the ground crew and the flight crew;		

Item #	Requirements	Yes/No/N/A	Remarks
	iv. A safe connection, operation and disconnection of the pushback or towing equipment.		
GRH 3.2.10	The Operator should ensure procedures are in place for operations in adverse weather conditions, to include, as a minimum: i. Wintery or slippery apron conditions; ii. Thunderstorm, lightning; iii. High wind conditions; iv. Any other adverse weather or atmospheric conditions typical of the Operator's area(s) of operations.		
3.3	**Load control**		
GRH 3.3.1	The Operator shall ensure a Load Control system is in place that provides for: i. Aircraft weight and balance conditions that are correct and within limits; ii. Aircraft loaded in accordance with applicable regulations and specific loading instructions for the flight; iii. Dissemination of dangerous goods and other special load information applicable to each flight; iv. Information, to include last minute changes, that is in agreement with the actual load on the aircraft and presented on a final load sheet.		
GRH 3.3.2	The Operator shall have a process to ensure aircraft weight and balance data: i. Take into account limitations of the manufacturer and Operator; ii. Are current and accurate		
GRH 3.3.3	If the Operator conducts passenger flights, the Operator should ensure procedures are in place within the Load Control system to identify and address passenger loads that do not comply with conventional aircraft loading weight allowances.		
GRH 3.3.4	If the Operator transports dangerous goods as cargo, the Operator shall ensure a process is in place to provide the pilot-in-command (PIC), as soon as practicable prior to departure of the aircraft, with accurate and legible written information pertaining to dangerous goods on board the aircraft to be transported as cargo. Such notification shall include the following: i. If applicable, Air Waybill number; ii. Proper shipping name and/or UN/ID number; iii. Class or division, and subsidiary hazard(s) corresponding to the label(s) applied, and for Class 1, the compatibility group; iv. If applicable, packing group; v. For non-radioactive material, number of packages, exact loading location and, as required, net quantity or, if applicable, gross weight of each package, except: a. For UN 1845: carbon dioxide, solid (dry ice), UN number, proper shipping name, classification, total quantity in each aircraft hold and offload airport; b. For UN 3480 (Lithium-ion batteries) and UN 3090 (lithium-metal batteries), only the UN number, proper shipping name, class, total quantity at each loading location, and whether the package must be carried on a cargo only aircraft need be provided. UN 3480 (Lithium-ion batteries) and UN 3090 (lithium-metal batteries) carried under a State exemption must meet all of the requirements of iv) and v).		

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	vi. For radioactive material, number and category of packages, overpacks or freight containers, exact loading location and, as applicable, transport index for each package; vii. Any restriction for transport on cargo aircraft only; viii. Offload airport; ix. If applicable, dangerous goods transported under a state exemption; x. An indication that aircraft loading personnel observed no evidence of damage to or leakage from packages, or leakage from ULDs, loaded onto the aircraft.		
GRH 3.3.5	The Operator shall ensure weight and balance records are retained for a period in accordance with requirements of the regulatory authority, but no less than three months.		
GRH 3.3.6	If the Operator conducts passenger flights, the Operator should ensure procedures are in place for identification and communication to Load Control of: i. Hold baggage, individual or cumulative weights, that exceed normal allowances; ii. Gate delivery items, including individual or cumulative weights that exceed normal allowances; iii. Other non-normal items that must be considered in the load control process.		
GRH 3.3.7	If the Operator transports dangerous goods as cargo, the Operator shall have a process to ensure the legible copy of the dangerous goods information provided to the PIC in accordance with GRH 3.3.4: i. Is retained on the ground for a minimum period of three months after the flight on which the dangerous goods were transported; ii. Includes an 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; iii. Includes an indication that the PIC has received the information.		
GRH 3.3.8	If the Operator transports dangerous goods as cargo, the Operator shall have a process to ensure the dangerous goods information provided to the PIC in accordance with GRH 3.3.4 is also made readily available to FOO, FOA or other specifically identified operational control personnel until the aircraft transporting the dangerous goods has arrived at the destination airport. Operational control personnel that are provided with such information shall be specifically identified by job title or function.		
3.4	**Aircraft loading**		
GRH 3.4.1	The Operator shall have aircraft loading procedures in the OM that ensure: i. The cargo hold is inspected before loading to: a. Check for damage; b. Ensure it is empty of other than documented transit load items. ii. The aircraft is loaded: a. In accordance with written loading instructions; b. In a manner that satisfies weight and balance requirements. iii. The load is secure and will not move during the flight; iv. If applicable, ULD locks are extended and locked.		
GRH 3.4.2	If the Operator transports dangerous goods as cargo, the Operator shall ensure a qualified individual is designated to be		

Item #	Requirements	Yes/No/N/A	Remarks
	responsible for the correct loading and securing of dangerous goods on board the aircraft.		
GRH 3.4.3	If the Operator transports dangerous goods as cargo, the Operator shall ensure procedures are in place for the transportation of dangerous goods to/from an aircraft and the loading and securing of dangerous goods on an aircraft in a manner that: i. Prevents damage to packages and containers; ii. Provides for separation and segregation in accordance with applicable requirements; iii. Prevents any movement in the aircraft.		
GRH 3.4.4	If the Operator transports dangerous goods as cargo, the Operator shall ensure procedures are in place that assure, when a dangerous goods package or shipment appears to be damaged or leaking: i. The package or shipment is prevented from being loaded into an aircraft; ii. If already loaded, the package or shipment is removed from an aircraft; iii. In the case of leakage, an evaluation is conducted to identify and prevent from transport any baggage, cargo, transport devices or other items that may have become contaminated		
GRH 3.4.5	If the Operator transports dangerous goods as cargo, the Operator shall ensure procedures are in place that require, when an aircraft has been contaminated by dangerous goods leakage: i. Hazardous contamination is removed from the aircraft without delay; ii. In the case of radioactive contamination, arrangements are made to take the aircraft out of service for evaluation by appropriately qualified personnel.		
GRH 3.4.6	If the Operator transports cargo, the Operator shall ensure a process is in place that requires, when undeclared or mis-declared dangerous goods are discovered in cargo during aircraft loading, a report is made to the appropriate authority of the State of the Operator (hereinafter "the State") and state of occurrence. (GM) Note: The specifications of this provision are applicable to operators that transport, and also to operators that do not transport, dangerous goods as cargo.		
GRH 3.4.8	If the Operator conducts passenger flights, the Operator shall ensure procedures are in place that prevent shipments labeled "Cargo Aircraft Only" from being loaded onto an aircraft for a passenger flight.		
GRH 3.4.10	If the Operator conducts passenger flights and transports dangerous goods as cargo, the Operator shall ensure procedures are in place that prevent dangerous goods from being carried in an aircraft cabin occupied by passengers, except as permitted by the Authority or the DGR.		
GRH 3.4.11	If the Operator transports dangerous goods as cargo, the Operator shall ensure procedures are in place that prevent dangerous goods from being carried on the aircraft flight deck, except as permitted by the Authority or the DGR.		
GRH 3.4.12	If the Operator conducts passenger flights and permits cargo or passenger items to be transported in the passenger seats of the aircraft cabin, the Operator shall ensure aircraft loading procedures are in place that require such cargo packages or passenger items to:		

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	i. Be secured by a safety belt or restraint device having enough strength to eliminate the possibility of shifting under all normal anticipated flight and ground conditions; ii. Be packaged or covered in a manner to avoid possible injury to passengers and cabin crew members; iii. Not impose any load on the seats that exceeds the load limitation for the seats; iv. Not restrict access to or use of any required emergency or regular exit, or aisle(s) in the cabin; v. Not obscure any passenger's view of the seat belt sign, no smoking sign or required exit sign.		
GRH 3.4.13	If the Operator conducts passenger flights, but does not transport cargo, the Operator shall ensure procedures are in place to identify items of cargo that are not permitted for transport and prevent such items from being loaded onto an aircraft for a passenger flight.		
GRH 3.4.15	If the Operator transports outsized and/or heavy cargo, the Operator should have procedures that ensure such cargo is loaded, secured, and unloaded in accordance with standards specified in the OM.		
GRH 3.4.16	If the Operator transports live animals as cargo, the Operator should have procedures to ensure live animals are handled, loaded, secured and unloaded in accordance with standards specified in the OM.		
GRH 3.4.17	If the Operator transports perishables as cargo, the Operator should have procedures to ensure such cargo is loaded, secured and unloaded in accordance with standards specified in the OM.		
3.5	**Ground support equipment (GSE)**		
GRH 3.5.1	The Operator should ensure practices and procedures are in place for the operation of GSE in aircraft handling operations to prevent aircraft damage and injury to personnel. Such procedures should ensure that GSE is: i. Subjected to a walkaround safety inspection prior to use; ii. Parked only in designated areas; iii. Driven safely on the apron and within the ERA; iv. As applicable to equipment type, operated with a load that is securely locked; v. Where applicable, operated with the use of guide persons; vi. As applicable to equipment type, operated with stabilizers, handrails, attachment fittings, transfer bridges and/or platforms correctly deployed when in position at the aircraft; vii. Positioned so as not to obstruct an aircraft evacuation or the free movement of other GSE.		
GRH 3.5.2	If the Operator conducts passenger flights and uses passenger boarding bridges, the Operator should ensure procedures are in place that require boarding bridges to be: i. Fully retracted or parked in the designated parking position prior to aircraft arrival and departure movement; ii. Moved slowly to the aircraft cabin access doors; iii. Engaged using the auto levelling safety system; iv. Secured to prevent movement from non-authorized persons.		
GRH 3.5.3	The Operator shall ensure a program is in place for the maintenance of ground support equipment, which assures: i. A preventive maintenance program plan for each type of equipment; ii. Maintenance completed on such equipment is recorded;		

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	ii. Has been screened at the point of origin and subsequently protected from unauthorized interference from the point of screening at the originating airport to the departing flight at the transfer airport.		
GRH 3.7.11	If the Operator conducts domestic passenger flights, the Operator should have a process to ensure transfer hold baggage for a domestic passenger flight either: a. Is subjected to screening prior being loaded into an aircraft, or b. Has been screened at the point of origin and subsequently protected from unauthorized interference from the point of screening at the originating airport to the departing aircraft at the transfer airport.		
4	**Special Aircraft Ground Handling Operations**		
4.1	**Aircraft Fueling**		
GRH 4.1.1	The Operator shall have processes to ensure fuel suppliers are maintaining standards of fuel safety and quality acceptable to the Operator and fuel delivered and loaded onto aircraft is: i. Of the correct grade and specification for each aircraft type; ii. Free from contamination.		
GRH 4.1.2	The Operator shall ensure, during fuelling operations with passengers embarking, on board or disembarking the aircraft, procedures are in place that provide for the designation of a person with responsibility for fueling operations and specify the method(s) by which that responsible person: i. Communicates with the flight crew or other qualified personnel on board the aircraft; ii. Provides notification to the flight crew or other qualified personnel on board the aircraft when a hazardous condition or situation has been determined to exist; iii. Provides notification to the flight crew or other qualified personnel on board the aircraft and other appropriate personnel engaged in aircraft ground handling activities when fueling is about to begin and has been completed.		
GRH 4.1.3	The Operator shall ensure procedures are in place for fueling operations that provide for, in the event of a fuel spill, immediate and follow-up actions to assure: i. Fueling is stopped; ii. Appropriate ground response personnel or airport fire service is summoned, as applicable; iii. Notification of the flight crew or other qualified persons on board the aircraft.		
GRH 4.1.4	The Operator should ensure procedures are in place for fuelling operations that establish a fuelling safety zone and specify restrictions and limitations for the use of devices, conduct of activities and operation of vehicles and ground support equipment within the safety zone.		
GRH 4.1.5	The Operator shall ensure safety procedures associated with aircraft fueling operations are in place that assure, during fueling operations with passengers on board the aircraft: i. The ground area beneath aircraft exit doors that have been designated for rapid deplaning or emergency evacuation is kept clear of obstructions; ii. Where a boarding bridge is in use, an interior access path is maintained from the aircraft to the terminal;		

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Item #	Requirements	Yes/No/N/A	Remarks
	iii. Where a passenger boarding bridge is not in use, aircraft passenger steps or an alternate means of emergency evacuation is in place.		
GRH 4.1.6	The Operator should ensure safety procedures associated with aircraft fuelling operations are in place that require, during fuelling operations: i. Establishment of a bonding connection between the fuelling vehicle and aircraft to provide for dissipation of electrical energy that may develop; ii. Prohibition from connecting or disconnecting electrical equipment to the aircraft; iii. Prevention of damage to the fuel hose; iv. Cessation of aircraft fuelling when it is determined lightning is a threat.		
GRH 4.1.7	The Operator shall ensure procedures are in place for summoning the rescue and firefighting service in the event of a fire or major fuel spill.		
4.2	**Aircraft De-/Anti-icing**		
4.2.1	If the Operator conducts flights from any airport when conditions are conducive to ground aircraft icing, the Operator shall have a De-/Anti-icing Program, which, if applicable, is approved by the Authority and, as a minimum: i. Ensures adherence to the Clean Aircraft Concept; ii. Defines responsibilities within the Program; iii. Addresses applicable locations within the route network; iv. Defines areas of responsibility; v. Specifies technical and operational requirements; vi. Specifies training and qualification requirements; vii. Is applicable to external service providers that perform de-/anti-icing functions for the Operator.		
4.2.2	If the Operator has a De-/Anti-icing Program, the Operator shall ensure policies and procedures are in place that result in: i. Standardized methods of fluid application; ii. Compliance with specific aircraft limitations; iii. A clean aircraft through proper treatment of applicable surfaces.		
4.2.3	If the Operator has a de-/anti-icing program, the Operator should have a process to ensure the availability and use of adequate facilities and equipment for aircraft de-/anti-icing operations at applicable locations.		
4.2.4	If the Operator has a de-/anti-icing program, the Operator shall ensure fluids used in de-icing and anti-icing operations are: i. Stored, handled and applied in accordance with criteria established by the Operator, fluid manufacturer and aircraft manufacturer; ii. Manufactured in accordance with SAE specifications		
4.2.5	If the Operator has a De-/Anti-icing Program, the Operator shall ensure procedures are in place for ground handling personnel to communicate with the flight crew to assure: i. The aircraft is properly configured prior to beginning the de-/anti-icing process; ii. The flight crew receives all necessary information relevant to fluid(s) applied to the aircraft surfaces; iii. The flight crew receives confirmation of a clean aircraft; iv. The flight crew receives an "all clear" signal at the completion of the de-/anti-icing process and prior to aircraft movement.		

Table 6.1—Passenger Services, Ramp Services, Load Control Training Elements		
As specified in GRH 2.2.4, the Operator *should* have processes to ensure training for ground handling personnel assigned to perform passenger services, ramp services and load control includes the following training elements:		
(I)	**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.
(II)	**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;

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	(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.
(III)	**Load Control:**	
	(a)	Aviation Basics;
	(b)	Aircraft Weight [amp;] Balance Principles;
	(c)	Load Planning and Load Sheet;
	(d)	Documentation and Messaging.

Form compiled by:
Signature: **Name:** **Date:**

Passed to Responsible Manager for reference:

Passed to Quality Manager:

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FLY2SKY	Inspection Checklist – Cargo	Appendix C

Item #	Requirements	Yes/No/N/A	Remarks
1	Management and Control		
1.1	Management System Overview		
CGO 1.1.1	If the Operator transports revenue cargo, the Operator shall have a management system that ensures control of cargo operations and the management of safety and security outcomes.		
CGO 1.1.2	If the Operator transports revenue cargo, the Operator shall have a manager for cargo operations that: i. Has the authority and responsibility for the management and supervision of functions and activities within the scope of cargo operations; ii. Is responsible for the management of safety and security risks to cargo operations		
1.2	Accountability, Authorities and Responsibilities		
CGO 1.2.1	If the Operator transports revenue cargo, the Operator shall ensure the management system defines the safety accountability, authorities and responsibilities of management and non-management personnel that perform functions relevant to the safety and/or security of cargo operations. The management system shall also specify: i. The levels of management with the authority to make decisions regarding risk tolerability with respect to the safety and/or security of cargo operations; ii. Responsibilities for ensuring cargo operations are conducted in accordance with applicable regulations and standards of the Operator; iii. Lines of accountability throughout cargo operations, including direct accountability for safety and/or security on the part of cargo operations senior management		
CGO 1.2.2	If the Operator transports cargo, the Operator shall have a process or procedure for the delegation of duties within the management system for cargo operations that ensures managerial continuity is maintained when operational managers including, if applicable, post holders are unable to carry out work duties.		
1.3	Communication		
CGO 1.3.1	If the Operator transports cargo, the Operator shall have a system that enables effective communication of relevant safety and operational information throughout the cargo operations management system and in all areas where cargo operations are conducted. Such system shall ensure: i. Personnel maintain an awareness of the SMS; ii. Safety-critical information is conveyed; iii. If applicable, external service providers are provided with information relevant to operations conducted		
1.4	Provision of Resources		
CGO 1.4.1	If the Operator transports cargo, the Operator shall ensure the existence of the necessary facilities, workspace, equipment and supporting services, as well as work environment, to satisfy cargo operations safety and security requirements. Note: Conformity with this provision does not require specifications to be documented by the Operator.		
CGO 1.4.2	If the Operator transports cargo, the Operator shall have a selection process for management and non-management positions within the cargo organization that require the performance of functions relevant to the safety or security of aircraft operations. Such process shall ensure candidates are selected on the basis of knowledge, skills, training and experience appropriate for the position		
1.5	Documentation System		
CGO 1.5.1	If the Operator transports cargo, the Operator shall have a system for the management and control of documentation and/or data used directly in the conduct or support of cargo operations. Such system shall include elements as specified in ORG Table 1.1.		

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Item #	Requirements	Yes/No/N/A	Remarks
CGO 1.5.3	If the Operator transports revenue cargo, the Operator shall have a system for the management and control of documentation and/or data used directly in the conduct or support of operations. Such system shall ensure documentation: i. Meets all required elements specified in Table 1.1; ii. Contains legible and accurate information; iii. Is presented in a format appropriate for use in operations.		
1.6	Operational Manuals		
CGO 1.6.1	If the Operator transports cargo, the Operator shall have an Operations Manual (OM), which may be issued in separate parts, that contains the operational policies, processes, procedures and other information necessary to ensure compliance with applicable regulations, laws, rules and standards of the Operator. The content of the OM shall contain standards and guidance that addresses the acceptance, handling, loading, securing and transporting of cargo as specified in Table 7.1.		
CGO 1.6.2	If the Operator transports dangerous goods as cargo, the Operator shall ensure a copy of the current edition of the Dangerous Goods Regulations (DGR) or the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions), including addenda as appropriate, is available at each location where cargo operations are conducted and dangerous goods are accepted.		
CGO 1.6.3	If the Operator transports cargo, but does not transport dangerous goods, the Operator shall ensure the OM contains the policies and associated guidance necessary to prevent dangerous goods from being inadvertently accepted for transport and loaded onto the aircraft.		
1.7	Records System		
CGO 1.7.1	If the Operator transports cargo, the Operator shall have a system for the management and control of operational records to ensure the content and retention of such records is in accordance with requirements of the Authority, as applicable, and to ensure operational records are subjected to standardized processes for: i. Identification; ii. Legibility; iii. Maintenance; iv. Retrieval; v. Protection, integrity and security; vi. Disposal, deletion (electronic records) and archiving.		
CGO 1.7.2	If the Operator transports cargo and uses an electronic system for the management and control of cargo operations records, the Operator shall ensure the system provides for a scheduled generation of backup record files.		
1.9	Quality Assurance Program		
CGO 1.9.1	If the Operator transports cargo, the Operator shall have a quality assurance program that provides for the auditing and evaluation of the management system and operational functions within the scope of cargo operations at planned intervals to ensure the Operator is: i. Complying with applicable regulations and standards; ii. Satisfying stated operational needs; iii. Identifying areas requiring improvement; iv. Identifying hazards to operations; v. Assessing the effectiveness of safety risk controls.		
CGO 1.9.2	If the Operator transports cargo, the Operator shall have a process for addressing findings resulting from audits conducted under the quality assurance program, which ensures: i. Identification of root cause(s); ii. Development of corrective action, as appropriate to address findings;		

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Item #	Requirements	Yes/No/N/A	Remarks
	iii. Implementation of corrective action in appropriate areas of cargo operations; iv. Evaluation of corrective action to determine effectiveness.		
CGO 1.9.3	If the Operator transports cargo, the Operator shall have a process to ensure significant issues arising from cargo operations quality assurance and risk management are subject to management review.		
CGO 1.9.4	If the Operator transports cargo, the Operator shall have an audit planning process and sufficient resources to ensure audits of cargo operations are: i. Scheduled at intervals to meet regulatory and management system requirements; ii. Conducted within the scheduled interval.		
1.10	Quality Control of Outsourced Operations and Products		
CGO 1.10.1A	If the Operator has external service providers conduct outsourced cargo operations functions, the Operator should ensure a service provider selection process is in place that ensures: i. Safety-relevant selection criteria are established; ii. Service providers are evaluated against these criteria prior to selection.		
CGO 1.10.1B	If the Operator transports cargo, and has external service providers conduct outsourced cargo operations functions, the Operator shall have processes to ensure a contract or agreement is executed with such external service providers. Contracts or agreements shall identify the application of specific documented requirements that can be monitored by the Operator to ensure cargo requirements that affect the safety and/or security of aircraft operations are being fulfilled by the service provider		
CGO 1.10.2	If the Operator transports cargo, and has external service providers conduct outsourced cargo operations functions, the Operator shall have a process to monitor such external service providers to ensure cargo requirements that affect the safety and security of aircraft operations are being fulfilled. Note: IOSA or ISAGO registration as the only means to monitor is acceptable provided the Operator obtains the latest of the applicable audit report(s) through official program channels and considers the content of such report(s).		
CGO 1.10.3	If the Operator transports cargo, and has external service providers conduct outsourced cargo operations functions, the Operator should include auditing as a process for the monitoring of external service providers in accordance with CGO 1.10.2.		
1.11	Safety Management		
CGO 1.11.1	If the Operator transports cargo, the Operator shall have a hazard identification program implemented in the cargo operations organization that includes a combination of reactive and proactive methods of hazard identification.		
CGO 1.11.2	If the Operator transports cargo, the Operator shall have a safety risk assessment and mitigation program implemented in the cargo operations organization that specifies processes to ensure: i. Hazards are analyzed to determine the corresponding safety risks to aircraft operations; ii. Safety risks are assessed to determine the requirement for risk mitigation action(s); iii. When required, risk mitigation actions are developed and implemented in cargo operations.		
CGO 1.11.3	If the Operator transports cargo, the Operator shall have an operational safety reporting system in the cargo operations organization that: i. Encourages and facilitates cargo operations personnel to submit reports that identify safety hazards, expose safety deficiencies and raise safety concerns;		

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Item #	Requirements	Yes/No/N/A	Remarks
	ii. Includes analysis and cargo operations management action to address operational deficiencies, hazards, incidents and concerns identified through the reporting system.		
CGO 1.11.4	If the Operator transports cargo, the Operator should have a confidential safety reporting system implemented within the cargo operations organization in a manner that encourages and facilitates the reporting of events, hazards and/or concerns resulting from or associated with human performance in operations.		
CGO 1.11.5	If the Operator transports cargo, the Operator shall have processes in the cargo operations organization for safety setting performance indicators (SPIs) and, as applicable, safety performance targets (SPTs) as means to monitor the achievement of its safety objectives and to validate the effectiveness of risk controls.		
2	Training and Qualification		
2.1	Training Program		
CGO 2.1.1	If the Operator transports cargo, the Operator shall have a process to ensure personnel that perform operational duties in functions within the scope of cargo operations for the Operator, to include personnel of external service providers, complete: i. Initial training prior to being assigned to perform such operational duties; ii. Recurrent training on a frequency in accordance with requirements of the regulatory authority but not less than once during every 36-month period, except for recurrent training in dangerous goods as specified in CGO 2.2.1, CGO 2.2.2 or CGO 2.2.3.		
CGO 2.1.2	If the Operator transports cargo, the Operator shall have a process to ensure the training programs completed by cargo operations personnel in accordance with CGO 2.1.1 provide the knowledge necessary to perform duties, execute procedures and operate the equipment associated with specific cargo functions and responsibilities. Such programs shall include: i. Familiarization training on applicable regulations; ii. In-depth training on requirements, including policies, procedures and operating practices; iii. Training in human factors principles; iv. Safety training on associated operational hazards.		
CGO 2.1.4	If the Operator transports cargo, the Operator shall have a process to ensure the training programs completed by cargo operations personnel in accordance with CGO 2.1.1 are reviewed and updated to remain relevant and current.		
CGO 2.1.5	If the Operator transports cargo, the Operator shall have a process to ensure training for personnel that perform operational duties within the scope of cargo operations for the Operator: i. Includes testing or evaluation by written, oral or practical means, as applicable; ii. Requires a demonstration of adequate knowledge, competency and proficiency to perform duties, execute procedures and/or operate equipment.		
CGO 2.1.6	If the Operator transports cargo, the Operator shall have a process to ensure completion of required training by personnel that perform operational duties within the scope of cargo operations for the Operator is recorded and such records retained in accordance with CGO 1.7.1.		
2.2	Program elements		
CGO 2.2.1	If the Operator transports dangerous goods as cargo, the Operator shall have a process to ensure cargo operations personnel assigned the responsibility for accepting dangerous goods complete dangerous goods training, to include initial training and recurrent training within 24 months of previous training in dangerous goods.		

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Item #	Requirements	Yes/No/N/A	Remarks
CGO 2.2.2	If the Operator transports cargo, but does not transport dangerous goods, the Operator shall have a process to ensure cargo operations personnel assigned the responsibility for accepting cargo complete dangerous goods training, to include initial training and recurrent training within 24 months of previous training in dangerous goods.		
CGO 2.2.3	If the Operator transports dangerous goods as cargo, the Operator shall have a process to ensure cargo operations personnel assigned the responsibility for handling or storing such cargo, as well as, where applicable, the loading of ULDs, receive dangerous goods training, to include initial training and recurrent training within 24 months of previous training in dangerous goods.		
CGO 2.2.4	If the Operator transports cargo, the Operator should have a process to ensure personnel assigned to operate equipment in the performance of their duties in cargo operations are trained and qualified to operate the equipment associated with those duties.		
2.3	SMS training		
CGO 2.3.1	If the Operator transports cargo, the Operator shall have a program that ensures its cargo operations personnel are trained and competent to perform SMS duties. The scope of such training shall be appropriate to each individual's involvement in the SMS. Note: The specifications of this provision are applicable to personnel of the Operator that perform functions within the scope of cargo operations.		
CGO 2.3.2	If the Operator outsources cargo handling operational functions to external service providers, the Operator should have a program that ensures personnel of external service providers are trained and competent to perform SMS duties. The scope of such training shall be appropriate to individual involvement in the Operator's SMS.		
3	Acceptance and Handling		
3.1	General cargo		
CGO 3.1.1	If the Operator transports cargo, the Operator shall have a process to ensure such shipments accepted for transport: i. If revenue cargo, are in compliance with standards in the OM as specified in CGO 1.6.1; ii. If interline cargo, are in compliance with IATA interline cargo requirements; iii. If non-revenue cargo, are in compliance with the OM or equivalent document as specified in CGO 1.6.1.		
CGO 3.1.3	If the Operator transports cargo, the Operator shall have a process to ensure, where scales are used to determine the weight of cargo, all such scales are periodically checked and calibrated, and such actions are recorded and retained in accordance with applicable regulations.		
CGO 3.1.4	If the Operator transports cargo, the Operator should have a process to ensure cargo terminals are equipped with facilities appropriate for storage of dangerous goods and other special cargo, such as human remains, live animals, perishables, valuable cargo and pharmaceuticals.		
3.2	Dangerous goods		
CGO 3.2.1	If the Operator transports dangerous goods as cargo, the Operator shall have a Dangerous Goods Acceptance Checklist that: i. Reflects applicable requirements contained in the current DGR; ii. Once completed, contains information that identifies the person(s) that performed the acceptance check.		
CGO 3.2.2	If the Operator transports dangerous goods as cargo, the Operator shall have procedures to ensure the use of a Dangerous Goods Acceptance Checklist as specified in CGO 3.2.1 to verify:		

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Item #	Requirements	Yes/No/N/A	Remarks
	i. Package(s), overpack(s) or freight containers, as applicable, are correctly marked and labeled; ii. The Shipper's Declaration for Dangerous Goods, if required, or other documentation complies with the requirements of the current edition of the DGR.		
CGO 3.2.3	If the Operator transports dangerous goods as cargo, the Operator shall have procedures to ensure the completed Dangerous Goods Acceptance Checklist and shipper documentation, to include, if required, the Shipper's Declaration for Dangerous Goods, and the information provided to the pilot-in-command (PIC), are retained for a minimum period of three months after the flight on which the dangerous goods were transported.		
CGO 3.2.4	If the Operator transports dangerous goods as cargo, the Operator shall have procedures to ensure any package, overpack, freight container, or ULD containing dangerous goods is inspected and is not accepted, unless: i. Properly marked and labeled; ii. There is no leakage; iii. Its integrity has not been compromised.		
CGO 3.2.5	If the Operator transports dangerous goods as cargo on or in ULDs, the Operator shall have procedures to ensure ULDs containing dangerous goods, which require a hazard label, have a dangerous goods tag that: i. Contains information that is visible and legible and, if placed in a protective tag holder, such information remains visible and legible; ii. Is marked with the class and/or division number(s) of such dangerous goods; iii. If a ULD contains packages bearing a "Cargo Aircraft Only" label, indicates the ULD can only be loaded onto a cargo aircraft.		
CGO 3.2.6	If the Operator transports dangerous goods as cargo, the Operator should have a process for retention of the applicable documentation when a dangerous goods consignment does not pass the acceptance check due to errors or omissions by the shipper. Such documentation should be retained for a minimum period of three months after the completion of the acceptance checklist.		
CGO 3.2.8	If the Operator transports dangerous goods as cargo, the Operator shall have a process to ensure, when dangerous goods labels or marks are found to be missing, illegible or detached from shipments subsequent to the time of acceptance, such labels are replaced in accordance with the information provided on the Shippers Declaration for Dangerous Goods. Such requirement for the replacement of marks or labels shall not apply where marks or labels are found to be missing or illegible at the time of acceptance.		
CGO 3.2.9	If the Operator transports dangerous goods as cargo on international flights, the Operator shall have procedures for such flights that ensure English, in addition to the language required by the State of Origin, is used for markings and transport documents related to the shipment of dangerous goods		
CGO 3.2.10	If the Operator transports dangerous goods as cargo, the Operator shall have procedures that ensure dangerous goods are separated from other cargo or incompatible materials in accordance with published category restrictions		
CGO 3.2.11	If the Operator transports cargo, the Operator shall ensure, at locations where the operator accepts cargo shipments, notices providing information about dangerous goods transportation are prominently displayed and contain visual examples of dangerous goods, including batteries.		
CGO 3.2.12	If the Operator transports dangerous goods as cargo, the Operator shall have procedures to ensure any dangerous goods shipment that appears to be damaged or leaking: i. Is not to be loaded on or into a ULD or delivered to an aircraft;		

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Item #	Requirements	Yes/No/N/A	Remarks
	ii. Is safely removed from the ULD (or other transport device) by the Provider or other relevant authority, and safe disposal arranged; iii. In the case of leakage, an evaluation is conducted to ensure the remainder of the shipment is in proper condition for transport by air and that no other package, cargo, ULD, other transport device has been contaminated or damaged.		
CGO 3.2.13	If the Operator transports dangerous goods as cargo on flights using cargo aircraft, the Operator shall have procedures to ensure packages or overpacks containing dangerous goods, and bearing a "Cargo Aircraft Only" label, except those specifically excluded, are transported on cargo aircraft in accordance with any of the following: i. In a Class C compartment, or ii. In a ULD container equipped with a fire detection/suppression system equivalent to that required by the certification requirements of a Class C compartment as determined by the relevant authority, or iii. In a manner that, in the event of an emergency involving packages or overpacks containing dangerous goods, a crew member or other authorized person can access and handle such packages or overpacks and, when size and weight permit, separate them from other cargo.		
CGO 3.2.14	If the Operator transports dangerous goods as cargo, the Operator shall have procedures that ensure information on dangerous goods to be loaded on a flight is communicated to the appropriate person(s) responsible for load control. Information to be communicated shall include the following: i. If applicable, Air Waybill number; ii. Proper shipping name and UN/ID number; iii. Class or division, and subsidiary hazards corresponding to label(s) applied, and for Class 1, compatibility group; iv. If applicable, packing group; v. For non-radioactive material, number of packages, exact loading location and, as applicable, net quantity or gross weight of each package, except: a. For UN 1845, carbon dioxide, solid (dry ice): At the option of the Operator, only the UN number, proper shipping name, classification, total quantity in each aircraft hold and offload airport are required; b. For UN 3480, (Lithium ion batteries) and UN 3090 (lithium metal batteries): At the option of the Operator, only the UN number, proper shipping name, class, total quantity at each loading location, and whether the package must be carried on a cargo-only aircraft are required. UN 3480 (Lithium ion batteries) and UN 3090 (lithium metal batteries) carried under a State exemption shall meet all requirements specified in iv) and v). vi. For radioactive material, number and category of packages, overpacks or freight containers, exact loading locations and, as applicable, transport index and dimensions for each package; vii. Any restriction for transport on cargo aircraft only; viii. Offload airport; ix. If applicable, dangerous goods transported under a state exemption.		
CGO 3.2.17	If the Operator transports cargo, the Operator shall have a process to ensure reports are provided to the appropriate authorities of the State of the Operator and the state of occurrence, in accordance with the reporting requirements of the appropriate authorities, for: i. Dangerous goods accidents or dangerous goods incidents; ii. Undeclared or mis-declared dangerous goods discovered in cargo or mail.		
CGO 3.2.18	If the Operator transports cargo, the Operator shall have a process to ensure a dangerous goods report is made to the appropriate authority of the State:		

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Item #	Requirements	Yes/No/N/A	Remarks
	i. When dangerous goods are discovered to have been carried and not loaded, segregated, separated and/or secured in accordance with provisions of the DGR; ii. When dangerous goods are discovered to have been carried as cargo without information as specified in CGO 3.2.14 having been provided to the PIC. have been carried as cargo without information as specified in 3.2.14 having been provided to the PIC.		
3.3	3.3 Live Animals and Perishables		
CGO 3.3.1	If the Operator transports live animals and/or perishables as cargo, the Operator shall have procedures that ensure such cargo is accepted and handled in accordance with standards specified in the OM.		
CGO 3.3.2	If the Operator transports live animals as cargo, the Operator should have procedures that ensure: i. The acceptance and handling of live animals is in accordance with requirements of the Live Animal Regulations (LAR); ii. The IATA Live Animals Acceptance Check List, or equivalent, is used for the acceptance of live animal shipments.		
CGO 3.3.3	If the Operator transports perishables as cargo, the Operator should have procedures that ensure acceptance and handling of such cargo is in accordance with requirements of the Perishable Cargo Regulations (PCR) and other applicable regulations.		
CGO 3.3.4	If the Operator transports live animals as cargo, the Operator should have procedures that ensure live animals are accompanied by the shipper's certification or equivalent, as well as other required documents.		
3.4	Other special cargo		
CGO 3.4.1	If the Operator transports outsized cargo and/or heavy cargo, the Operator shall have procedures that ensure such cargo is accepted and handled in accordance with standards specified in the OM.		
CGO 3.4.2	If the Operator transports time and temperature-sensitive healthcare products (e.g. pharmaceuticals), the Operator should have procedures that ensure acceptance and handling of such shipments is in accordance with requirements of the Temperature Control Regulations (TCR) and other applicable regulations.		
3.7	Security		
CGO 3.7.1	If the Operator transports cargo, the Operator shall ensure security measures are implemented in cargo facilities in accordance with requirements of the applicable civil aviation security program. (GM) Note: This provision is applicable to all facilities where cargo acceptance and/or cargo handling operations are conducted either by the Operator or by external service providers for the Operator.		
CGO 3.7.2	If the Operator transports cargo, the Operator shall ensure procedures are in place for the screening of persons and the security control of vehicles in accordance with requirements of the applicable civil aviation security program. Such procedures shall apply to persons and vehicles: i. Under its control that have unescorted access to security restricted areas (in which there is cargo); ii. Not under its control but have unescorted access to such areas as authorized by the Operator.		
CGO 3.7.4	If the Operator transports cargo, the Operator shall have processes for the acceptance of cargo as follows: i. For cargo that can be identified as having the application of screening or other security controls confirmed or accounted for by a regulated agent or an entity approved by the relevant authority (known cargo), a process to ensure such cargo is:		

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Item #	Requirements	Yes/No/N/A	Remarks
	a. Delivered by a regulated agent, a nominated representative of an entity approved by the relevant authority, or a known representative of the operator; b. Free from any signs of tampering; c. Accompanied by all required information (paper or electronic) corresponding to the cargo being delivered, including documentation that details the security status (e.g. consignment security declaration); d. Protected from unauthorized interference throughout the chain of custody since the point that cargo gained its secured status; e. Subjected to additional security controls as required by risk assessment. ii. For cargo that cannot be identified as having the application of screening or other security controls confirmed or accounted for by a regulated agent or an entity approved by the relevant authority (unknown cargo), a process to ensure such cargo is subjected to screening or other security controls as accepted by the applicable state.		
CGO 3.7.6	If the Operator transports cargo, the Operator shall have processes to ensure cargo for transport on any flight is protected from unauthorized interference from the point of acceptance after screening or security controls have been applied until arrival at the airport of destination.		
CGO 3.7.7	If the Operator transports cargo, the Operator shall have a process to ensure transfer cargo has been subjected to appropriate security controls in accordance with requirements of the relevant authority before being transported on an international flight. Note: Appropriate security controls may have been applied at the point of original uplift.		

2. ARRIVAL ACTIVITIES

2.1. GENERAL

GRH 3.1.2

At all stations, where FLY2SKY operates with planned traffic, all incoming FLY2SKY aircraft shall be serviced by personnel who are properly trained for these tasks, i.e. aircraft receiving routines, marshalling signals, jet-bridge operation and safety hazards.

Ramp agent/Turnaround coordinator shall coordinate aircraft arrival activities in order to ensure a safe, secure and efficient operation through comply with local regulations and FLY2SKY operating procedures.

Before departure activities ramp agent shall check if all required equipment for turnaround will be available. During departure activities ramp agent, together with loading personnel, shall check if all the loads for a given destination are offloaded. Subcontracted GSP shall ensure that designated ramp agent(s) will be available for turnaround activities and the agent will supervise all activities concerning the aircraft, crew, passengers, baggage, cargo and ramp handling. Subcontracted GSP organization must ensure that only qualified employees will be responsible for ramp handling. Ramp agents shall always be easily identifiable for both crew members and passengers. The use of a safety vest and a possession of the valid airport I.D. are mandatory.

Ground Service Equipment (GSE) shall be maintained and operated accordingly to the manufacturer's recommendations. Ramp agent must arrange all requested equipment, according FLY2SKY request, which can include – aircraft chocks, cones, passenger steps or passenger bridge, loading equipment, toilet and lavatory services, fuelling and De/Anti-icing/anti-icing, towing and push-back if necessary.

During turnround activities, Ramp Agent must:

- Upon arrival, do an arrival check (walk around) the aircraft and check for any damage of aircraft. In case of damage inform the flight crew and FLY2SKY operations.
- Offload baggage and cargo/mail.
- Perform catering services if requested.
- Perform cabin cleaning and preparation services if requested.
- Check all required equipment for ramp handling, loading de-boarding/on-boarding is available.
- Supervise aircraft movement do marshalling, FOD prevention (aircraft towing – if requested).
- Pick up, deliver and load the baggage and cargo/mail according to loading instruction.
- Supervise aircraft refueling while passengers are on board.
- Supervise aircraft services (portable water and lavatory services, catering services).
- Supervise ramp security and airside safety precautions.
- Secure loads.
- Check if all loads for destination are loaded.
- Secure and close cargo doors when loading is completed.
- Check if all doors and access panels are closed before departure.
- Perform a walk around and check for any damage of aircraft before departure. In case of damage inform the flight crew and FLY2SKY operations
- Arrange the transportation for passengers, baggage, cargo/mail and crew (if requested).
- Heavy items are secured against any movement in flight.
- Compartment floor limitations are observed.

- Nets and rails are fastened in all compartments and load is tied down and lashed if necessary.
- The relevant shipping papers are compiled and handed over to PIC.
- Supervise and communicate with crew during engine start.
- Remove all GSE before departure.

2.1.2. General operating practices and procedures for Ground support equipment

1. Standard operating procedures, applicable to specific location, are followed by drivers (or operators) of each type of ground support equipment and: GRH 3.5.1

- subjected to a walkaround safety inspection prior to use;
- parked only in designated areas;
- driven safely on the apron and within the ERA;
- as applicable to equipment type, operated with a load that is securely locked;
- as applicable to equipment type, operated with stabilizers, handrails, attachment fittings, transfer bridges and/or platforms correctly deployed when in position at the aircraft;
- positioned so as not to obstruct an aircraft evacuation or the free movement of other GSE.

2. Personnel does not operate vehicles or equipment while using hand-held portable electronic devices unless a suitable ”hands free” capability exists and is utilized;

3. Equipment is used only for its intended purpose;

4. Ground handling provider must keep Ground Support equipment serviceable and in good mechanical condition. Records on completed maintenance must be retained and provided to FLY2SKY during the Audit. A preventive maintenance program plan for each type of equipment shall be documented and provided to FLY2SKY during audit. GRH 3.5.3

5. Unserviceable equipment is clearly identified and removed from operations;

6. Equipment is never moved across the path of taxiing aircraft or passengers walking between an aircraft and the terminal;

7. Safety cones are placed on the apron to mark hazard areas;

8. An equipment restraint line is marked or displayed on the apron;

9. Equipment is positioned behind the equipment restraint line with parking brakes applied prior to any aircraft movement (departure and arrival on the apron);

10. The parking brake is always applied, with gear selector in park or neutral, when equipment is parked away from or positioned at the aircraft;

11. The parking brake is always applied, with gear selector in park or neutral, and engine is switched off when equipment is parked at the aircraft parking stand and driver is leaving ground support equipment unattended.

Equipment shall not be left unattended with nosing towards aircraft and/or running engine;

12. The passenger loading bridge is in the fully retracted position prior to aircraft arrival and departure; GRH 3.5.2(i)

13. Equipment (including the loading bridge) is not moved toward an arriving aircraft until it has come to a complete stop, chocks are positioned, engines are shut down, anti-collision beacons are switched off and, if applicable, ground-to-flight deck communication has been established (exception: external power may be connected to the aircraft, if necessary);

14. Prior to equipment movement, a guide person, visible to the driver (or operator), is in position to accurately judge clearances and communicate guidance using hand signals;

15. Equipment movement does not commence or is halted, if the driver (or operator) does not have or loses visual contact with a guide person;

16. Equipment or vehicles are not moved into hazard areas associated with the aircraft type;

17. A brake check is accomplished prior to entering an equipment restraint area;

18. Motorized equipment make a full stop as a brake check before entering the equipment restraint area and again before reaching the aircraft side;

19. Equipment (including the loading bridge), when approaching or leaving an aircraft, is not driven faster than walking speed; GRH 3.5.2(ii)

20. Boarding bridge is engaged using the auto levelling safety system; GRH 3.5.2(iii)

21. Boarding bridge is secured to prevent movement from non-authorized persons; GRH 3.5.2(vi)

22. Stabilizers, when fitted on equipment, are deployed when equipment is positioned at the aircraft;

23. Equipment with elevating devices is not driven in the elevated position, except for final positioning at the aircraft;

24. Equipment is not removed from an aircraft cabin access door unless the driver (or operator) has advised appropriate persons on the aircraft and on the ramp;

25. Equipment is not removed from position at an aircraft cabin access door until the door has been closed and secured by an authorized person or a highly visible safety device has been placed across an open door.

NOTE: Only adequately trained, qualified / authorized personnel shall be permitted to operate Ground support equipment.

2.1.3. Responsibility

The person receiving the aircraft, docking system operator, marshaller or other delegated person is responsible for checking the parking stand prior to aircraft arrival and that equipment required for the applicable aircraft type is available.

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2.1.4. Parking stand check

GRH 3.2.2

- Check whether the parking stand is serviceable and ready for aircraft arrival;
- The parking position must be clear of:
  - debris that could cause foreign object damage (FOD) if ingested into the engines or cause tire damage. Remove all objects found from the parking stand area;
  - contamination that could be hazardous to aircraft movement;
- If the parking stand area cleanliness is unacceptable, this shall be reported to the Handling Agent and parking of aircraft shall not be allowed at the stand;
- Check whether the aircraft movement path is clear of objects or obstacles;
- Personnel not involved in the aircraft arrival are positioned outside the equipment restraint area (ERA);
- Personnel and equipment required for receiving of the specific aircraft type are available and prepared at the parking stand outside of equipment restraint area;
- If applicable wing walkers are present
- The aircraft docking guidance system is operational or, if applicable, marshalling personnel are in place.

WARNING: If an aircraft returns to gate/parking stand after a rejected takeoff, all personnel, equipment and vehicles, in particular fuel trucks, must be kept at a safe distance from the aircraft and the main wheel hazard area until it is ensured that approaching the aircraft is safe.

Baggage carts may be placed outside the wheels as protection shields. Use only dry chemical extinguisher on a brake fire. Never use water, neither hot nor cold, to cool down a hot brake/wheel. If approaching the wheels is considered absolutely necessary, e.g. to put out a break fire, the approach shall be made from behind or from the front of the wheels.

Failure to obey these precautions can cause fatal injuries.

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2.1.5. Aircraft acceptance procedures

GRH 3.2.3

Perform the below steps when the aircraft has come to a complete stop at the final parking position.

WARNING: Do not enter or allow anyone else to enter the stand before the aircraft have come to a complete stop, the anti-collision lights have been switched off and all engines spooled down. Failure to obey this can cause fatal injuries.

NOTE: Due to a local circumstance, e.g. that the ground power cable is mounted to the passenger bridge, the passenger bridge may be placed to the aircraft before the anti-collision lights have been switched off. This can be made on a clear signal from the Commander that the left-hand engine(s) has been switched off. This procedure must comply with local airport regulations.

Please note that even if the anti-collision lights are out, this must not be taken as the sole indication that the engines are stopped.

On reception of aircraft a ground mechanic (or a person responsible) shall establish contact with the commander by hand signals or via interphone (if possible), when arriving at the position to verify that the aircraft is properly parked. Communication shall be maintained between ground staff and commander until the aircraft has been released.

Step	Action
1	Place wheel chocks at the landing gears as required for the applicable aircraft type (refer to 2.3 – PARKING OF AIRCRAFT)
2	Perform walk-around inspection prior to GSE being positioned to the aircraft to identify and record visible aircraft damage
3	Connect ground power.
4	Notify the Commander with hand signals or via interphone when wheel chocks and ground power are installed.
5	Place wing cones as required for the applicable aircraft type (refer to 2.3 - PARKING OF AIRCRAFT)
6	Install engine and pitot covers when either of the following conditions are present or expected during the ground stop: • Adverse weather conditions, e.g. strong wind, sandstorm, hail, snowfall or freezing rain/drizzle. • Whenever there is a risk that engine blast from other aircraft may blow foreign objects into the engines. • All ground stops with duration of 3 hours or longer.
7	Perform an aircraft exterior inspection prior to GSE being positioned to the aircraft to identify and record visible damage
8	Position passenger bridge or passenger steps to the aircraft
9	Give standard signal to flight attendants responsible for the door operation. The standard signal for opening of cabin doors is - Knocking at the door window.

2.1.6. Opening and /or handling entrance/ service doors

Special attention must be paid to safety while opening and/or handling entrance/service doors:

- Passenger boarding bridge/stairs and/or ground service equipment shall be positioned at a cabin access/service door prior to door opening and removed from cabin access door immediately after such door is closed.
- Cabin and compartment doors upon arrival, shall not be opened until all engines have been switched off, anti-collision lights have been switched off and the aircraft parking brakes have been set or the chocks are in position. Conversely, all doors shall be closed and locked before start of engines.
- All cabin, i.e., passenger and service, doors shall be opened and closed by members of the operating crew or technical staff trained and qualified, i.e. from inside, or, in exceptional cases, by trained handling staff from in - or outside.
- Ground staff shall give a standard signal to flight attendants responsible for the door operation. The standard signal for opening of cabin doors is - Knocking at the door window and thumb-up signal.
- When opening entrance/service door from outside, the respective staff member shall ascertain by knocking at the doors window, that nobody is standing in the danger area on the inside and that the escape slide is disarmed.
- Passenger boarding bridge/stairs and ground support equipment shall remain positioned at a cabin access/service door at all times when such door is open unless an appropriate fall prevention device is placed across the opened door.

WARNING: If the slide is armed, or you suspect it to be armed, or cannot determine whether the slide is armed or not, then contact technician or crew. An armed slide could inflate/deploy with great force when opening and/or handling entrance/service doors, which may cause serious injuries to personnel outside the aircraft.

NOTE 1: Station staff may under no circumstances handle or operate the emergency evacuation slide.

NOTE 2: Only in exceptional cases cabin doors may be opened from the outside. In such cases special attention must be paid to the disarmament of the evacuation slides and cabin pressure.

NOTE 3: All A320/A321 aircraft are equipped with emergency evacuation slides/rafts.

Whenever passenger bridge/steps or ground support equipment are used the design of which does not permit opening or closing the doors when the equipment is in position, the respective doors shall only be opened immediately prior to the positioning of the equipment and closed immediately after the equipment has been removed.

Main deck cargo doors shall be operated by the handling staff (refer to 2.4 – DISEMBARKATION OF PASSENGERS and 7.8 - PASSENGER BOARDING)

2.2. MARSHALLING

2.2.1. Introduction

(IATA AHM 631)

On arrival, the assistance of marshaller or VDGS system is required. The purpose of marshalling is to guide an aircraft with visual signs to/from a parking stand or when the aircraft is passing close to obstacles and when manoeuvring the aircraft on the tarmac. Marshaller must use Standard IATA Hand Signals; paddles or gloves during day, light wands at night and low visibility.

For standard IATA hand signals refer to chapter 12.

No person shall guide an aircraft unless trained, qualified and approved by the appropriate Authority to carry out the functions of a marshaller.

Marshaller must stand clear of other staff, shall wear distinctive fluorescent identification vest and maintain visual contact with the Commander at all times during taxi approach.

2.2.2. Definitions

Marshaller: A person who assists the Commander when the aircraft arrives or departs the parking area, and when the aircraft is passing close to obstacles.

Visual Docking Guidance System (VDGS): A system that provides information to the pilot about the aircraft position, allowing him to dock the aircraft safely and accurately.

Wingman: A person who assists the Marshaller in judging the safe distance between the aircraft and obstacles or other aircraft.

2.2.3. Responsibility of Marshaller

The Marshaller is responsible for giving clear and correct signals to the Commander in a clear and precise manner, to arriving and departing aircraft. However, the Commander has the ultimate responsibility for the safe maneuvering of the aircraft.

2.3. PARKING OF AIRCRAFT

2.3.1. Manoeuvring to Parking Position

On arrival, the assistance of marshaller is required. Minimum Clearance for taxi is 7.5 meter or 25ft between aircraft wing tips. Otherwise, STOP the aircraft and Tow it to Parking position.

The main hazards to be guarded against while moving aircraft on ramps are: engine ingestion, collision and jet blast.

If aircraft is taxing or being towed, its wing tip, tail, and nose positions shall be closely watched so that warning can be given against impending collision with other aircraft, fixed installations, or ground equipment.

Once the aircraft has been parked, ground support vehicles shall be stationed clear of its extremities and facing away from the aircraft. Ground support equipment shall also be positioned so that inadvertent movement will not endanger the aircraft structure. In all cases, free access to the aircraft main exit must be preserved.

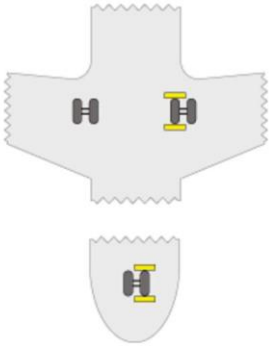
NOTE 1: For protection from noise it is recommended that ear protection is worn when on ramp, for example, earmuffs or ear plugs.

NOTE 2: Decision to place the wheel chocks on the right or left gear/side depends on local conditions and instructions.

WARNING: Placing of chocks on an arriving aircraft must only be performed after engine spool down, anticollision lights switched off and clearance to approach the aircraft is given by the responsible person.

Wheel chocks requirement at normal parking conditions

Place wheel chocks accordingly: in front of and behind the nose wheel and main landing gear. Totally four (4) chocks.



Note: *Inside or outside main gear chocks are acceptable*

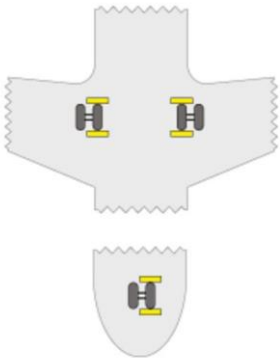
Wheel chocks requirement at unfavorable parking conditions and parking more than 3 hours

The following positioning of wheels chocks is mandatory when:

- aircraft is parked for more than 3 hours
- to prevent the aircraft from moving unintentionally, when the parking area is slippery and/or in strong and gusty wind.

Place wheel chocks accordingly: In front and behind of both main landing gears and at the nose gear. Totally six (6) chocks.

Chocks, when positioned, shall be parallel to the wheel axle and only lightly touching the tires.



Note: *Inside or outside main gear chocks are acceptable*

As most of the ramp areas have a degree of incline, care must be taken to ensure that aircraft is adequately chocked on the down slope side.

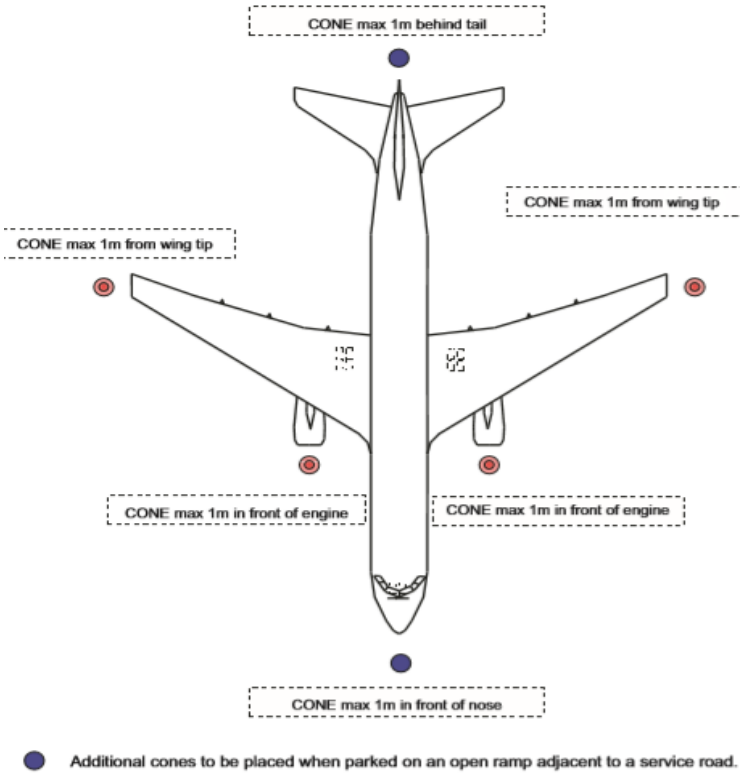
Once wheel chocks are positioned at the landing gear wheels- this shall be verbally/visually confirmed to the flight crew.

WARNING: Chocks shall not be removed from an aircraft until clearance is given by the responsible person.

After use, chocks shall be removed to a designated storage area, so that they are not the cause of FOD.

2.3.2. Wing/tip Cones

The picture below shows the correct positioning of wing-tip cones for FLY2SKY aircraft. Number of cones: 6.



Cones shall be positioned:

- At each wing tip
- In front of all wing–mounted engines
- In front of other areas on an aircraft that are in conflict with the normal flow of equipment during handling operations
- At areas where the proximity of the aircraft could impact on the flow of ramp traffic, e.g. tail/roadway
- At wing tips immediately after the aircraft is at its parking position
- At other areas around the aircraft only when clearance is at its parking position
- At other areas around the aircraft only when clearance to approach the aircraft has been given
- At a distance from the "protected" area such that the intended purpose of the cone is not diminished

NOTE: If local regulations at the airport allow – only 4 cones (wing tips and engines) may be used.

Cones shall be removed:

- Just prior to the aircraft departure to ensure maximum protection of the aircraft
- After use, to a designated storage area

2.3.3. Engine and pitot covers requirement in adverse weather conditions

In case adverse weather conditions are present or forecasted during the ground stop, e.g. strong wind, sandstorm, hail, snowfall or freezing rain/drizzle, or there is a risk that engine blast from

other aircraft may blow foreign objects into the engines, install engine blanking covers and pitot head covers. Prior to install engine covers, make sure the covers are clean on the backside, and that engine inlets, fan blades and guide vanes are free of ice, snow and foreign objects. De-ice as necessary.

CAUTION: The aircraft's own pitot covers must be used.

2.3.4. Freezing conditions

Always when the outside air temperature is below zero degrees Celsius, regardless of the ground stop duration, the cargo compartment, entry and service doors must be kept closed whenever possible to prevent freezing of the potable water system and chilling of the cabin.

2.4. DISEMBARKATION OF PASSENGERS

2.4.1. Permission

If applicable, necessary permission must be obtained from the local authorities for the disembarkation of passengers and crew.

2.4.2. Before disembarkation

Passenger stairs/bridge must be moved into close position before the passenger door is entirely opened.

2.4.3. Signals for opening of cabin doors

Signals are used in order to prevent injury to personnel and damage to aircraft and equipment. The signals indicate that ground equipment is correctly positioned.

Only standard signals must be shown to flight attendants responsible for the door operation. The standard signal for opening of cabin doors is - knocking at the door window.

2.4.4. Opening of cabin doors

Cabin doors, i.e. passenger and service doors shall be opened from the inside or, in exceptional cases, by trained handling staff from in - or outside (refer to 2.1 - ACCEPTANCE OF AIRCRAFT).

NOTE: Only in exceptional cases cabin doors may be opened from the outside. In such cases special attention must be paid to the disarmament of the evacuation slides and cabin pressure.

Cabin doors must be duly fastened in open position.

Doors and fuselage must be protected against damage due to strong winds.

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.

GSE or PBB shall be removed after the cabin access door is closed and acknowledged by cabin crew or by other authorized person.

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.

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.

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2.4.5. Passenger Safety

Before disembarking passengers, ground staff / flight crew must brief them on all relevant safety aspects (e.g. “No Smoking”) to be observed whilst leaving the airplane. When jet ways are in use, ground staff must be positioned at appropriate locations to provide supervision and assistance. Fencing on tarmacs with poor lighting facilities, shall be equipped with flashing lights during the hours of darkness.

When passengers are required to walk on the ramp they shall be escorted by ground staff from the airplane or their approved transport. Passenger routes shall be clear of oil, ice, snow and other hazards and shall be selected in a way to prevent damage/injuries and accidents (e.g. no passing below wings or engines). Disembarkation shall not commence until the crew has received confirmation from the ground staff that the passenger steps/jet ways are safely in position and that ground equipment will not be a hazard.

2.4.6. Passenger disembarkation

Disembarkation shall not commence until the crew has received confirmation from the ground staff that passenger steps/bridge are safely in position and that ground equipment will not be a hazard.

2.4.7. Refuelling / de-fuelling with passengers embarking on board or disembarking

refer to 8.3 - AIRCRAFT FUELING PROCEDURES

2.4.8. Passenger disembarkation/embarkation with engine running

Only in exceptional cases, and with the consent of Commander, is embarkation/disembarkation permissible with one engine of the aircraft running. In such a case, passengers shall, under appropriate supervision by crew and ground staff, leave/enter the aircraft on the side opposite to the running engine.

2.4.9. Passenger safety on a ramp

Passenger movements on the ramp shall be controlled closely:

When the aircraft is parked at a remote stand, from which transportation shall be made, the person/s who transports the passengers shall give the cabin crew a “clear” signal that the bus is ready for embarkation, before the passengers may disembark the aircraft.

The staff in charge of passenger disembarkation must ensure that the passengers do not enter the ramp area with lighted cigarettes, cigars and switched on portable electronic devices etc.

The passengers’ route from the aircraft shall be selected in such a way that the risk of accidents is kept to a minimum.

If there is a risk of any passage in the restricted areas and under the wings, the engine area and/or the wing area must be fenced or otherwise roped off. On tarmacs with poor lighting facilities, such fencing shall be equipped with flashing lights during the hours of darkness. If this is not possible due to local conditions, then manual guidance must be provided.

In order to guide the passengers from the aircraft, clear guidance must be provided, either by use of signage or escorting by delegated Ground Staff.

A regular check of the ramp surface must be performed in order to avoid risk of accidents caused by oil, ice or other hazards.

2.4.10. Passenger Stairs/Bridge

The Ground Handling staff must make sure, before disembarkation that the passenger stairs/passenger bridge is:

- Parked in a fully retracted position prior to aircraft arrival and departure movement;
- Moved slowly to the aircraft cabin access doors;
- Engaged using the auto leveling safety system;
- Secured to prevent movement from non-authorized persons
- Properly and safely placed at the aircraft entrances in a locked position,
- Placed in such a way that the platform is one step lower than the cabin floor and with the front edge vertically under the cabin door sill,
- Placed so that the distance between platform/side panels and the aircraft fuselage does not allow a person to accidentally fall down (maximum distance 15 cm but not less than 5cm) and that the surface is free from snow, ice, oil, etc.
- Placed in such a way that the left side of the passenger stairs/bridge aligns left of the left edge of the door opening, if not otherwise stated in the local instructions, in order to clear the door in case of settling of the aircraft.
- If the passenger stairs/bridge does not fulfil the above requirements, a Ground Staff must be especially delegated to supervise the disembarkation.
- Ground Staff, handling the passenger stairs/bridge must give a clear signal to the cabin attendants before disembarkation may commence.

Caution: In order to prevent AC door from damage when passenger stair/bridge need to be readjusted to meet safety requirements above, make sure that cabin door is closed before ANY movements and there are no persons on stair/bridge except bridge operator.

2.5. UNLOADING OF THE AIRCRAFT

2.5.1. General

All loading/unloading operations must be done properly and carefully in spite of the time pressure to avoid damage to the aircraft, load and equipment. Damage to the aircraft or the load may endanger the safety of the aircraft and involve financial loss.

2.5.2. Positioning of ground support equipment

Sufficient distance (no less than 5 cm) between ground equipment and the aircraft shall be maintained in order to avoid damage caused by vertical movement of wings/fuselage during unloading/loading/refuelling/de-fuelling.

Equipment when parked away from, or positioned at, the aircraft shall have parking brakes set. Equipment approaching, maneuvering at or leaving the aircraft shall not be driven faster than at walking speed.

Aircraft and pedestrians have the right-of-way. Equipment shall never move across the path of taxiing aircraft or of embarking/disembarking passengers. Personnel shall not ride on elevating platforms of moving ground equipment.

Utmost care shall be taken in shifting ground support equipment in the aircraft vicinity and must be placed so than the fuselage and doors always are kept clear in case of settling of the aircraft.

The following ground equipment shall be positioned after the aircraft came to complete stop at the parking position:

- Wheel Chocks and Wing & Engine cones
- Ground power unit(s).
- Passenger steps/ Passenger boarding bridge
- Conveyer belt loader/ Container/pallet loader Baggage/Cargo cart
- Potable water truck/Lavatory Service truck
- Cabin cleaning truck/van
- Catering truck (if request or arrangement has been done prior)

NOTE 1: Except for fuel trucks, ground support equipment shall not be positioned within the venting areas during fueling/de-fueling (refer to OM-A Chapter 8.2.1).

NOTE 2: Unattended equipment must never be left with engine running or nosing aircraft. (Exception: Baggage loading belt).

NOTE 3: Technical steps, belt loaders or other GSE used to reach cargo hold doors shall have safety rails to prevent falls and safety rails are raised or extended, as applicable, while personnel are accessing, opening and closing the doors.

WARNING: Keep engine Hazard Area clear from personnel and equipment, while the engine is running. There is sufficient suction at the engine inlet to ingest a person or equipment into the engine with fatal injuries as a result.

Definitions:

Engine Hazard area – Area forbidden to enter, while engine is running. Personnel or equipment shall not for any reason enter the area while the engine is running. This is indicated by flashing Anti-collision Light. The Engine Hazard area in accordance with the Engine manufactures specifications can be found in the AHM for each aircraft type.

Safety Zone – zone in which no equipment shall be placed to ensure sufficient clearance in order to avoid aircraft damage during ground maneuvering. These zones are marked at the parking stand surface.

Exception: Ground power equipment.

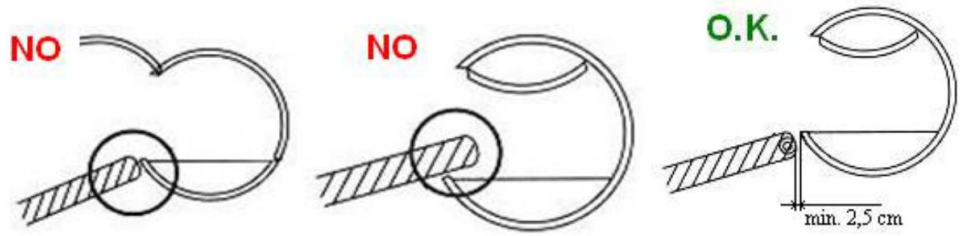
2.5.2.1. Belt Loader

The following precautions shall be taken when operating a belt loader:
(1) Do not operate the conveyor belt or raise or lower the boom when personnel are on the belt.
(2) Do not stand or walk on the conveyor belt when the safety rails are lowered.
(3) Do not sit or stand on a conveyor belt while it is in operation (up or down).
(4) Belt loaders shall not be used to transport baggage, cargo or other items across the ramp
(5) The boom of the belt loader shall never be positioned inside the cargo hold of any aircraft. Exception: Specially designed belt loaders (e.g., Ramp Snake and Powerstow) that require the equipment to be positioned inside the cargo hold.
(6) Position and remove a belt loader in a straight line.
(7) Position the boom at an angle to the cargo hold door sill that will:
(a) Allow tractors/trailers to access the belt loader without impeding slide deployment areas and passenger evacuation routes.
(b) Prevent items and personnel from falling between the boom and doorsill.
(8) The rubber bumpers on the belt loader shall never contact the aircraft. Always maintain clearance between the belt loader and the aircraft.
(9) Once the belt loader is positioned ensure the wheels are left in straight ahead position.
(10) Where clearance allows, always raise the side handrail as soon as the belt loader is positioned. Make sure 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 hazard while raising/lowering the safety rails. Keep hands/fingers away from the edges/ends of the belt where may become trapped. Belt movement shall be stopped before any attempt to clear any obstructions.

(11) The handrail shall also be deployed when a belt loader is used to gain access to aircraft cargo holds; however, caution shall be exercised where there is restricted clearance with the aircraft fuselage or engines.

Sample of correct/incorrect connection of the belt loader.



(13) Ensure proper separation between articles on the conveyor belt to avoid jamming.
(14) 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.
(15) 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.
(16) Adjust the back of the conveyor belt correctly to avoid dropping goods from the belt.
(17) The handrail may be lowered to accommodate large items during loading and unloading.
(18) The safety rail may be lowered to accommodate large items during loading and unloading.
(19) Ensure the boom is clear of the aircraft or other obstacles before making a turn.

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2.5.2.2. Elevating Equipment

The following precautions shall be taken when operating elevating equipment:
(1) For elevating equipment with a rear access platform, ensure all safety barriers/rails are secured in place prior to vertical movement of the platform.
(2) 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.
(3) Any elevating equipment doors not being used for servicing at the aircraft shall be closed and latched.
(4) The positioning of the elevating equipment shall allow the loading platform to be perpendicular and at the same level to the aircraft doorsill.
(5) 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.
(6) 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.
(6) Carefully place the portable ramp/bridge on the doorsill from the platform side, as necessary.
(7) 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).
(9) Continually observe and be aware of the clearance between the aircraft door and the elevating equipment platform.
(10) 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 IGOM 4.4.2.7.
(11) 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.
(12) Visually check for any obstructions on both sides of the elevating equipment before lowering.
(13) the truck body to the fully lowered position.
(14) Close and secure all the doors of the elevating equipment when the servicing is finished.
(15) Perform a walkaround to check for FOD and clearance around elevating equipment stabilizers.
(16) All elevating equipment shall stop operation when the wind speed reaches 40 knots (gusting).

2.5.3. Opening and closing of compartment doors

Compartment doors may only be opened after the aircraft has come to a full stop, engines spooled down and anticollision light has been switched off.

The opening and closing of doors must be demonstrated to the personnel concerned before they are permitted to operate the doors themselves.

NOTE: For the operation of aircraft doors in strong winds refer to the AFM which specifies maximum permissible wind speeds and other particulars to be observed. If difficulties occur when attempting to close doors in strong winds, the aircraft shall be moved in order to position the doors concerned on the downwind side.

If GSE is required to reach cargo hold doors- technical steps, belt loaders or other GSE must be used to reach cargo hold doors. Such GSE must have safety rails to prevent falls. Safety

rails must be raised or extended, as applicable, while personnel are accessing, opening and closing the doors.

2.5.4. Error in incoming load distribution

Discovered errors / mismatches of actual load distribution on an incoming flight must be reported to the Load Master, Load Controller and Commander for evaluation and subsequent action.

2.5.5. Aircraft on ground (AOG)

Aircraft on ground (AOG) packages contain urgent spare parts. Do not offload packages that are marked with the AOG label, in favor of other load.

2.5.6. Before Unloading

The table below describes considerations to be taken before unloading:

Stage	Description
1	Planning of all unloading activities must be made. Prepare whatever can be done prior to the start of the unloading, which may save time, and be useful later in order to maintain scheduled operations.
2	Sufficient loading staff and loading equipment must be available for immediate action. The load on the carts must be protected with suitable covers against rain, snow, heat, cold, noise etc.
3	Immediately after the arrival of the aircraft, unloading of inbound load must begin, based on the allocation and restrictions according to the incoming LDM (and CPM, if applicable). **NOTE 1**: The loading staff or loadmaster must bring the incoming LDM (and CPM, if applicable) to the aircraft side to ensure proper handling. **NOTE 2**: Special attention shall be given to the locations and amounts of: • Incoming Transfer Baggage • Dangerous Goods, and • Special Load

2.5.7. Unloading Process

The table below describes the unloading process:

Stage	Description
1	Passenger baggage shall, be unloaded first to ensure the fastest possible transfer or delivery to the passengers. • Bags tagged with “Delivery at Aircraft” shall be offloaded immediately in order to return bags to the passengers at the aircraft side. • Transfer baggage shall preferably be offloaded before local baggage
2	Load in the cabin must be unloaded after all passengers have disembarked in order to speed up the interior cleaning of the aircraft.
3	The amount of inbound cargo and mail must be compared to offload information as per LDM at the aircraft side, in order to permit search for missing load as early as possible. Mail shall be unloaded before cargo.
4	On transit flights, a visual check of the actual through-load shall be made to secure that the load corresponds with the through-load figures on the Loading Instruction.

	This check is not required for load inside on flights with technical landings only. Any suspected differences shall be reported to the Load Control.
5	When unloading is finished the responsible loader in charge of the unloading team or load master must check the compartment floor / wall linings/ for possible damage or contaminations and report to the Handling Agent and Commander. Nets and straps shall be properly stowed in case the cargo hold access doors need to be closed.
6	Discovered errors or mismatch of actual load distribution on an incoming Flight must be reported according GOM (refer to 2.7 - MASS CHECK)

2.5.8. Reporting of damage to aircraft

Damage to aircraft must always be reported to the Handling Agent and Commander for evaluation and subsequent action before the next departure (refer to 1.11 - REPORTING SYSTEM).

2.5.9. Inspection for damage or leakage of Dangerous Goods

Packages or overpacks containing Dangerous Goods must be inspected for signs of leakage upon unloading from an aircraft. If evidence of damage or leakage is found, the position where the Dangerous Goods was stowed on the aircraft must always and immediately be inspected for damage or contamination and any hazardous contamination removed.

2.5.10. Reporting of leakage

Any leakage onboard an aircraft must always and immediately be reported to the Handling Agent and the Commander for evaluation and subsequent action. Leakage from dangerous goods must always be reported no matter where it occurs while the goods are in the care of FLY2SKY/Handling Agent or are covered by a FLY2SKY Air Waybill (refer to 1.11 - REPORTING SYSTEM)

2.5.11. Local Emergency Procedures

Local Emergency Response Procedures for handling of Dangerous Goods accidents/incidents are to be known by the handling staff.

2.6. SERVICING OF AIRCRAFT

2.6.1. Portable Water

2.6.1.1. General

Water service must not be performed by staff that has already performed toilet servicing during the same task.

Only uplift water if authorized by the operating airline.

Refer to Chapter 11 for specific instructions per aircraft type. Any deviation must be reported to the supervisor or airline representative.

NOTE: For potable water quality standards please see AHM 440.

Portable water analysis to be done once in a 3-month period. Potable water quality control monitored by FLY2SKY Ground Operations department at each main destination for operations for more than 10 rations in chain.

The Compliance Monitoring Department shall check records of performed portable water analysis during the audit.

2.6.1.2. General Hygiene Precautions

a. Wear clean clothing.
b. Thoroughly wash your hands using soap or wear new disposable gloves before starting water servicing:

- Do not fill the potable water service unit from the same water source as the toilet service unit.
- Do not park the potable water service unit and the toilet service unit in the same area.
- Do not service the toilet and water on the aircraft at the same time.

2.6.1.3. Potable Water Units Servicing Procedure

2.6.1.3.1. Filling Aircraft Water Tanks

a. Fill the aircraft water system as close to the departure time of the aircraft as possible.
b. Before connecting the aircraft filling hose to the aircraft, flush the hose.
c. Each aircraft type has specific requirements for filling and draining. Refer to Chapter 11 for specific instructions per aircraft type.

NOTE: When the filling hoses not in use, the nozzles or connectors must be protected from contamination either by using appropriate covers or by immersing them in receptacles containing chlorinated water.

2.6.1.4. Water Servicing During Freezing Conditions

Draining the water from aircraft water tank to the apron is forbidden during winter and freezing conditions.

Refer to Chapter 11 for specific instructions per aircraft type to prevent freezing of the water in the aircraft water tanks and lines during freezing conditions.

CAUTION: Keep aircraft cargo doors closed when the cargo compartments are not being loaded or offloaded to prevent water lines from freezing. Do not attempt to remove the frozen substance in the fill lines or connections or on the service panels. Contact maintenance immediately.

2.6.2. Removal and Disposal of Waste

According to Article 140 of the WHO's International Health Regulations, “every port and airport shall be provided with an effective system for the removal and safe disposal of excrement, refuse, waste, water, condemned food and other matters dangerous to health.

2.6.3. Oxygen

Special safety provisions shall be observed when oxygen bottles of the aircraft are being filled or exchanged (i.e., connection/disconnection to/from system):

- No passenger shall be on board.
- No ground power unit shall be connected or disconnected.
- The AFM specifies which electrical systems shall be "off' or, alternatively, shall not be operating.
- No fuelling/defueling is permitted.
- Filling/exchanging is not permitted during a thunderstorm.

2.6.4. Cleaning of Cabin (Interior cleaning)

Cabin cleaning shall be done in accordance with SGHA or/and SLA signed between FLY2SKY and Agent and may include cabin & toilet items (Dry Store).

In case of ad hoc flights, interior cleaning shall be performed with the following minimum requirements:

- Wipe tables
- Dispose of litter
- Clean and tidy seats, seat belts, seat back pockets and passenger service units
- Clean floors (carpets and surroundings)
- Clean surfaces in pantries, galleys and toilets
- Change headrest covers

When cleaning is finished, cleaning personnel shall leave the aircraft before passenger embarkation started.

If passengers stay on board during transit, cabin cleaning shall be performed in such a way as not to disturb the passengers.

The flight deck may only be cleaned under supervision of an authorized employee (Flight Crew or Maintenance staff) of FLY2SKY.

2.6.5. Aircraft disinfection

To minimise the risks of transmission of the COVID-19 infection to aircraft passengers, aircrew and other aviation personnel from potentially contaminated aircraft surfaces aircraft disinfection to be performed as per below:

2.6.5.1. Preventive cleaning and disinfection of aircraft

Preventive cleaning and aircraft disinfection to be performed at least once in any 7 days interval, unless the aircraft has not been used for passenger transport since the previous cleaning and disinfection.

Preventive cleaning and aircraft disinfection to be performed after disembarkation of flight operated from an area that is assessed by ECDC as high risk (red), very high risk (dark red), unknown risk (grey) or 3rd country.

Risk shall be checked using below link:
https://www.ecdc.europa.eu/en/covid-19/situation-updates/weekly-maps-coordinated-restriction-freemovement

The aim of the programmes for preventive aircraft cleaning and disinfection shall be the disinfection of all passenger aircraft. The size and ground time (stopover time) of the aircraft shall also be taken into account.

Cleaning staff shall:

1) use different cleaning tools (e.g. cloths and mops) for each area, potentially colour-coding them, in order to reduce cross-contamination;

2) not cause damage to the aircraft components, shall rub and visibly wet the surfaces with disinfectant for the entire contact time (also known as ‘wet time’) indicated on the product label, and remove it afterwards;

3) apply disinfectant on the floor from front to aft, and then again in the opposite direction before any other cleaning and disinfection maneuvers;

4) typically perform thorough cleaning before disinfection;

5) clean and disinfect the key areas as noted below, beginning from the top (ceiling) and moving progressively downwards (floor), working from clean-to-dirty areas:

a) Aisles Ceiling, overhead bins, reading lights, air-supply nozzles, sidewall panels, windows and window shades, seats (tray tables, armrests, passenger control units, and decorative panels), cabinets/lockers, bulkheads, magazine racks, cabin crew seats (jump seats).
b) Lavatories The disinfection of lavatories shall be progressed from clean areas to contaminated areas, as follows: ceiling, sidewalls, toilet bowls, waste bins, basins, door assembly (door surfaces, door handles, locking device, and ashtrays (if installed)).
c) Galleys Ceiling, ovens, water boilers, coffee makers, galley facilities, lockers/drawers, waste bins.
d) Flight crew compartment - For aircraft where the flight crew compartment is separated from the passenger cabin, relevant flight crew compartment surfaces and equipment should be thoroughly cleaned before starting the flight preparation. Preventive disinfection should be considered following layovers in which the flight crew had to leave the airport'srestricted areas(e.g. transfer to a hotel for a rest period) in areas with confirmed local transmission of SARS-CoV-2. Otherwise, the flight crew compartment should be routinely cleaned. For aircraft where the flight crew compartment is not separated from the passenger cabin, the frequency of preventive disinfection of the flight crew compartment should be the same as for the passenger cabin. Cleaning and disinfection of the flight crew compartment should be performed by properly trained staff.
e) Cabin All galley surfaces and equipment, such as the equipment used for pre-flight safety demonstration, communication equipment and cabin crew seat harnesses should be thoroughly cleaned and disinfected before starting the flight preparation. Frequently touched cabin equipment, such as interphones, should be thoroughly cleaned and disinfected before and after every flight and, if necessary, during the flight. Approved disinfectant/sanitisers should be available on board. All passenger seats and seat belt buckles should be thoroughly cleaned and disinfected. The cleaning procedure should be adjusted depending on the material used for the seat/seat covers, for example:

— Woven Fabrics – Seat Covers need to be removed and either dry-cleaned or machine washed to eliminate the risk of transmission to safe levels. Whilst the top surfaces maybe able to be cleaned, the woven nature of the product means that the bottom layer and section where the yarns intersect cannot be sufficiently cleaned or disinfected without removal of the dress cover.

— Leather – Genuine leather has a wipe clean surface but should only be cleaned with mild soap or surfactant solution so as to avoid irreparable damage to the product. Genuine leather cannot be drycleaned or machine washed.

— Coated Fabrics (e.g. synthetic leather) – provided the product has a polycarbonate top coat, the following preventive disinfection should be considered:

- Clean the seat cover using an approved cleaning solution and/or vacuum cleaner to remove any foreign objects or debris and clean the surface.
- Using one of the approved disinfection products, apply the disinfection product and allow to sit on the surface as per the manufacturer's recommended dwell time.
- After the dwell time, wipe the surface down with a damp cloth to remove an residual disinfectant.

Items that are frequently used should be cleaned and disinfected, including overhead stowage compartment handles, passenger control units, touch-screen monitors.

(f) Oxygen-dispensing equipment and emergency equipment Should oxygen-dispensing equipment (i.e. therapeutic oxygen, drop-down oxygen masks and quick-donning masks) or

other emergency equipment be used during the flight, it should be thoroughly cleaned and disinfected after use.

Any residual disinfection substances that may be harmful to humans should be removed from the seat covers or any other surfaces. This is essential especially when using cleaning and disinfection products which can cause skin irritation or harm.

Disinfection should follow the general principle of thorough disinfection from out ring-to centre, top-down and all around approach.

The cleaning and disinfection activities should be documented by making use of the Annex 1 – Aircraft COVID-19 disinfection control sheet or similar document from local disinfection service provider.

2.6.5.2. Cleaning and disinfection of aircraft after an occurrence

Aircraft must be disinfected immediately after landing and disembarkation if COVID-19 suspect case has been identified. If notification received that confirmed case of COVID-19 has been transported Aircraft shall also been disinfected immediately after next scheduled disembarkation (if not on ground)

The procedure for disinfection after an event in this particular context should be understood as the disinfection of an aircraft after the transport of a symptomatic person (having fever, persistent cough or other flu-like symptoms) who also has an epidemiologically-relevant context (having been in direct contact with a confirmed case). Additionally, this type of cleaning and disinfection should be also performed in situations where there is an event that causes heavy contamination of certain surfaces with sputum or other potentially contaminated body fluids/substances (e.g. vomit).

In case of heavy contamination of certain areas or surfaces with body fluids/substances (e.g. sputum or vomit from the ill person), the first step should be to remove the excess from the overly contaminated areas or surfaces by using an absorbent material or absorbent disinfectant, ensuring that the excess contaminant will be solidified and should then be disposed of. Large, contaminated areas or surfaces (e.g. covering most of a tray table) should be treated with disinfectant after removing first the excess contaminants as described above, and then thoroughly cleaning and disinfecting them. Carpeting and/or seat covers with a substantially contaminated area should be carefully removed, placed in a sealed plastic bag labelled as ‘biohazard’ and laundered in accordance with the manufacturer’s instructions. Alternatively, if proper cleaning and disinfection are not possible, the contaminated carpeting and/or seat covers should be destroyed. In case of seat contamination that has penetrated the seat cover, the underlying seat upholstery may need to be removed for efficient disinfection.

The first area to be disinfected should be the sitting area of the suspected/ill passenger(s) and the designated lavatory (as defined in the section on the management of suspected passengers below), then the other areas should be cleaned and disinfected in accordance with the preventive disinfection requirements.

Thorough cleaning and disinfection (allowing for the full contact time as indicated on the product label between the

disinfectant and the surface) of the lavatory or lavatories used by the suspected case, including the disinfection of:

1) door handle(s),
2) locking device(s),
3) toilet seat(s),
4) tap(s),

5) washbasin(s),
6) sidewall panels and counter.

Regarding suitable disinfectants, the WHO provides the following statement in its 'Guide to Hygiene and Sanitation in Aviation' (World Health Organization, 2009): "Hydrogen peroxidebased disinfectants containing additives such as surfactants and chelators have shown good results in scientific studies, and some industries already using these products are reporting excellent results. Ethanol has also been found to be an effective and suitable disinfectant for aircraft. However, other materials could be considered if they are approved or registered for surface disinfection and sanitisation on aircraft by an appropriate government or independent organisation, as applicable."

NOTE: It must be noted that ethanol-based agents are flammable and the explosive level has to be closely observed during their use. Furthermore, the use of such agents in the close proximity of the oxygen system should be avoided.

Hydrogen peroxide-based hand sanitisers can increase the probability of false alarms with Explosive Trace Detection (ETD) (source: ACI)

Aircraft manufacturers recommend the use of a 70% aqueous solution of Isopropyl Alcohol (IPA) as a disinfectant for the touch surfaces. Based on the findings and experience gained during the SARS-CoV-2 outbreak in terms of disinfecting agents, hydrogen peroxide or chlorine-containing disinfectants may also be used as efficient disinfectants for SARS-CoV-2. The concentration of hydrogen peroxide should not be higher than 3 % and the contact time should be 20 minutes, and the effective concentration of chlorine should be 1 000 mg/L, for 30 minutes.

When cleaning and disinfection are completed, the personal protective equipment (PPE) should be carefully removed and treated as follows:

1) disinfect the gloves before removing them;
2) remove the gloves;
3) disinfect your hands after removing the gloves;
4) remove the protective suit;
5) disinfect your hands;
6) remove the face mask and the goggles;
7) clean your hands and other parts of your body, which may have been exposed to contaminants, with soap and water or an alcohol-based hand rub;
8)avoid touching the face with gloved or unwashed hands

2.6.6. Catering

Catering and/or Buy on Board (BoB) orders performed by Ground Operations directly or via Agent to Catering Supplier. Agent shall liaise with Catering Supplier about times of service and shall address any special requests if requested by FLY2SKY.

FLY2SKY cater aircraft with double Catering/Buy On Board (outbound and inbound) by loading return catering in galleys or part of it into airplane hold. Catering change from the cargo holds to galleys and vice versa for backward/continues flights will be requested in advance if necessary.

General loading procedure

During any catering service, vehicles should not approach or drive away from an aircraft when it is arriving on stand or pushing back. Vehicles must never drive to an aircraft unless it is chocked and wing/tip cones placed. Vehicles must not be left unattended on the airside area with their engines running. Drivers should ensure that before making any manoeuvre on or

around the aircraft they are at no time likely to collide with anything. Vehicles must not be driven in reverse on the manoeuvring area or apron unless directly engaged in aircraft manoeuvring or servicing. When reverse movement is essential, guidance should be provided to the driver by a person outside the vehicle.

NOTE: Under no circumstances should the aircraft service doors be opened whilst the body of the catering vehicle is being raised.

Delivery and Receipt of Catering/Buy On Board

When an aircraft has been catered and all items stowed correctly, a representative from the Catering Supplier must present a Delivery Note for the flight. The responsible Cabin Crew will sign the note when he/she is satisfied with catering, stores and bars supplied. Any undelivered items should be requested from the catering supplier and if subsequently not supplied should be noted on the Delivery Note and reported after the flight.

The following information should be shown on the Delivery Note:

- Originating airport
- Date
- Flight Number and Destination
- Aircraft Registration and Type
- Passenger meal codes and quantity including special meals
- Crew meal codes and quantity
- Dry Stores uplifts (if appropriate)
- Number of equipment (trolleys & boxes) (if part of equipment stored in a hold – it should be mentioned in a note
- Change money for BoB service
- Security seals numbers
- Signature of responsible Crew Member
- Signature of Catering Supplier representative signing off the flight

Decatering

Please ensure all aircraft are completely decatered when flights arrive to homebase or airports where catering service is available. If additional items are stored in cargo holds, they also have to be removed. A Delivery Note shall be provided showing all elements loaded/unloaded including bars and presented to the responsible Cabin Crew for checking and signature.

NOTE: It is not allowed to remove items marked with sticker „DO NOT REMOVE FROM AIRCRAFT".

Catering order for Ad-Hoc flights from Agent or Ground Operations

When a Catering Supplier is notified of a requirement for a new uplift the caterer must:

1. Obtain and record the name and department of the FLY2SKY staff member issuing the instruction.

2. Ensure that clear details of the aircraft and requirements are obtained including:

- Flight Number
- Aircraft type
- Catering equipment availability (ATLAS type boxes and trolleys), if necessary FLY2SKY can provide it on request.
- STA / STD
- Number of meals and soft drinks required
- Special Meal Requests

- Outbound and Inbound Passenger Catering Requirements
- Crew meals
- Dry Stores
- Bar

NOTE: Caterer must advise if the required or similar can be provided and how long preparation will take.

When catering order is confirmed, the following information must be provided to Ground Operations and Agent as soon as possible:

- Catering equipment availability (YES/NO)
- Catering weight with or without catering equipment
- Discrepancies or problems, if any

2.6.7. Fuelling procedures

Commander will decide final fuel figure and advice handling agent or maintenance representative the total fuel-intanks requirement. By deducting the fuel remaining from the previous flight, as recorded in the technical log and indicated on the aircraft gauges, the refueling supervisor will calculate the actual fuel uplift and distribute it in tanks according to the AFM. The uplift is then entered in the aircraft technical log.

At base crew checks:

1. The correct type, grade and quantity of fuel has been loaded;
2. The fuel drains are operated to check for water content, and left properly closed;
3. All fuel tank caps are properly secured;
4. The aircraft fuel gauges indicate that the tanks have been filled to the required levels;
5. Details of the fuel uplift have been correctly entered in the technical log and a gross error check is carried out.

En route crew checks:

1. When operating away from base, PM is nominated by Commander to be present during the refuelling, and in addition to confirming that the requirements “At base”, above, are met, he is to ensure that:
2. Particular care is taken in advising the refuelling agency of the type, grade and fuel quantity required, with special reference to the units of measurement quoted (kilograms, tons, liters, US gallons, pounds etc.);
3. The bowser or other fuel installation is earthed to the aircraft structure before the hose is extended, and remains so earthed until refuelling is complete;
4. Fuel hoses are laid by the shortest route from the fuel installation to the refuelling inlets avoiding wheel brakes (by at least one meter) and APU air intakes;
5. Smoking shall NOT be permitted on any apron areas or in any vehicles on the apron;
6. Except for the fuel truck, no vehicle Is positioned within the venting areas;
7. Cargo/baggage loading equipment complies with safety regulations for anti-sparking otherwise it must not be operated until fuelling is complete and hoses removed;
8. Spilled fuel is removed or dried up immediately with the fire service in attendance;
9. If thunderstorms are in the vicinity, fuelling/defueled operations are stopped.
10. The correct quantity of anti-freeze additive is dispensed into the fuel as specified by the aircraft manufacturer;

11. The fuel bowser/installation readings at the start and finish of refuelling reflect accurately the fuel uplift as indicated on the aircraft fuel quantity gauges, and a gross error check is carried out.

NOTE: When an aircraft is fuelled/de-fuelled via an overwing filler (i.e. unpressurised system) which is located closer than 10 meters from the nearest exit door, the operation must not be carried out whilst passengers are on board.

During pressure refuelling electrical/electronic systems, except weather radar and HF transmitter, may be operated to the extent required for pre-flight preparation.

In the event of an emergency (e.g. APU fire during fuelling/de-fuelling, the operation must be stopped and an immediate disembarkation initiated. The flight crew will decide whether this shall be an expeditious "normal" disembarkation or an "emergency evacuation".

2.6.8. Mixing of fuel – fuel contamination

2.6.8.1. Mixing of fuel

Mixing of fuel is only permitted as specified in the "Limitations" section (see AFM / FCOM). Flight and ground crews shall be aware of possible fuel contamination, particularly at smaller airports, and fuel samples must be taken to check for contaminants. The fuel drain procedure must be followed to check for water in the fuel tanks and/or lines 15 minutes after refueling.

2.6.8.2. Fuel standard

Fuel shall be stored, handled and serviced in accordance with accepted standards (JIG).

The purpose of the aircraft fueling procedures is to make sure that the fueling is done correctly.

Fuel delivered to the aircraft must be:

- Of the correct grade and specification for each aircraft type;
- Free from contamination.

An acceptable meant of compliance is quality certificate of fuel provider.

In case of any doubt the fuel quality control may be performed by responsible person as follow:

A drain sample check taken after each refueling;

Whenever there is any doubt of the fuel quality, the Commander can request a fuel check using Shell water detector from the fuelling company to make sure that the fuel is of the correct grade and that the fuel is free of contamination.

During the audit of the fuel supplier, the compliance monitoring department shall check the critical aspects of the fuel supply system. As a minimum the following shall be included:

- Fuel facilities;
- Safety and quality procedures;
- Performance levels of personnel.

Fuel checks shall be documented and presented during the audit.

2.6.9. Documents and forms for aircraft handling

All documentation shall be provided by the handling agent. Commander must check "Handling request" form and mark what kind of service is booked if it was not done by handling agent or correct if it is incorrect.

After handling completed handling agent may give to Commander handling invoice for payment and "Quality of handling received" form. Commander shall sign "Quality of

handling received" form and make marks in it to show his point of view for punctuality and quality of handling.

WARNING: The handling agent shall provide warning information if any of the above-mentioned services at a specific aerodrome is not ensured. Such information shall be sent to FLY2SKY Ground Operations 24 hours before STA.

2.7. MASS CHECK

2.7.1. Introduction

A mass check must be performed by the station staff at the arrival station in case of suspected or discovered loading errors on an incoming flight.

Both the station staff and the Commander can order a Mass Check.

If the Commander orders the Mass Check the investigation shall be performed in cooperation with, and the result communicated to, the Flight Crew.

2.7.2. Content of mass check report

When a Mass Check has been ordered the station staff must check and note:

- The actual position of the load in each compartment.
- Whether the compartment load was properly separated.
- Position of separation nets.
- Mass of each load type, i.e. baggage, mail, cargo and equipment, from each compartment separately.

2.7.3. Report mass check findings

The following procedure shall be followed when a finding and discrepancy has been found:

- Notify Commander on results of mass check
- Issue a written report and send to SM@fly2sky.aero within 24 hours

NOTE: The fact that the Mass Check has been ordered by the Commander does not relieve the station staff from the duty of reporting.

2.8. SAFETY PROCEDURES

2.8.1. Fire safety

Fire safety is an important part of departure/arrival activities and knowing how to prevent and extinguish fire.

Fire prevention is more important than fire-fighting. The following rules are good to remember to prevent possible fire hazard:

- No Smoking
- Good Housekeeping
- Garbage shall not be allowed to accumulate but shall instead be disposed of into approved containers.

2.8.2. Staff Training

Staff must be trained in the basic principles of Fire Safety. Such training shall include the following:

- Knowledge of process and hazards involved in fire.
- Basic knowledge of how to operate fire extinguishers.
- How to tackle a fire.

- Structural Fire protection.

2.8.3. Fire protection and prevention

- Any suspected or known fire must be reported immediately.
- Faults in electrical wiring must be reported immediately.
- Smoking shall not be permitted on any apron areas or in any vehicles on the apron.
- The wearing of boots with steel tips showing, steel heels or nails in soles shall be prohibited
- Personnel shall know the types of firefighting equipment available and shall be trained in their use.
- The location of firefighting equipment fire alarms emergency shut offs and etc., shall not be obstructed.
- If fire is discovered in a parked aircraft any persons on board shall be immediately advised and evacuated.
- Equipment shall not be operated in the vicinity of a fuel spill.

2.8.4. Main Components of Fire

For any fire to take place there must be three vital factors present:

- Fuel – This may be in the form of solids, liquids or gases.
- Oxygen – This being present in the air.
- Heat – This can be provide in many ways, i.e. naked flame, sun-light, electrical parts becoming hot, etc.

If any part is removed the fire will be extinguished.

2.8.5. Fire Extinguishing

Fire can be extinguished in one of the following three ways:

- Starvation – Removing source of fuel, by turning off supply at source, removal of uninvolved fuel or blanking of fractured feed pipe.
- Smothering – This means cutting off the supply of oxygen to the fire by means of application of a blanket of foam or using an inert gas which is heavier than air.
- Cooling – By using water that will absorb the heat, thus in turn lowering the temperature.

2.8.6. Fire on the Ramp

In the event of a fire the following procedure must be performed:

- Stop all activity around the aircraft at once
- If fire is discovered in a parked aircraft any persons onboard shall be immediately advised and evacuated
- All concerned personnel, crew and airport authorities must be informed.
- If possible doors and hatches etc. on aircraft shall be closed
- If fire occurs on a piece of ground support equipment, it shall be controlled utilizing either the apron extinguishers or extinguishers on the equipment. As soon as is possible, the equipment shall be removed from the vicinity of the aircraft
- In the event of a fire (without putting oneself at risk), attempt to safeguard the lives of both passengers and colleagues, as well as the aircraft or equipment involved.
- If an aircraft arrives with a wheel fire, always approach the wheel in the fore/aft direction never from the side. Solid streams of water or CO2 shall not be used. Rapid cooling could cause the wheel to explode.

- When an aircraft lands with a suspected fire or a smoke warning in a cargo hold, a full passenger evacuation of the aircraft shall be carried out before any hold door is opened. Hold doors must not be opened, except by a fire-fighting crew with the necessary equipment. Failure to observe this directive would result in an inrush of air into the hold, which could cause the fire to erupt with explosive force. The results could be disastrous if passengers are still inside the cabin above the hold.

2.8.7. Equipment Fire

If a fire is identified or suspected in a piece of ground equipment that is connected to or within 3m of the aircraft, it is to be treated as an aircraft fire.

- Ground equipment not connected or close to the aircraft, the crew must be immediately informed.
- Stop all activity around the aircraft at once.
- Go on board and warn the flight crew and any other persons present that they shall leave the aircraft via the normal exits. If verbal communications cannot be made the agent must attract the crews attention and give the standard fire signal pointing towards the location of the fire.
- Warn the Airport Fire Department, via the flight crew or directly.
- Position fire extinguishers.
- Remove all ground support equipment which could interfere with an evacuation route.
- Switch off the Ground Power Unit and other ground support equipment after all persons have left the aircraft and all measures have been taken.
- Once everyone is evacuated, ground personnel must leave the area.
- Inform station management.
- If possible, tow the aircraft to a safer place if considered necessary.

2.8.8. Spillage of Liquids

Any spillage on the ramp, e.g. fuel oil or hydraulic liquids must be reported immediately to the airport authority (if applicable) and the area cleaned in accordance with local regulations.

2.8.9. Severe weather operations

(IATA AHM 630)

Severe weather is a constant danger to all industries that have activities outdoors. Airside operations are particularly affected because of the open areas of airports that are part of the work area. A Severe Weather Operations Plan shall be established by GH.

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3. LOAD CONTROL

3.1. ASSIGNMENT OF DUTIES AND RESPONSIBILITIES

GRH 3.3.1

Load Control is the system consisting of the activities assigned to the load controller and ramp control supervisor. Load Control system is a set of procedures ensuring that:

- Aircraft weight and balance conditions that are correct and within limits;
- Aircraft is loaded in accordance with applicable regulations and specific loading instructions prepared for individual flights;
- Information in Loadsheet are corresponding with the actual load on the aircraft, number of passengers and fuel data;
- Structure and operating limits of the aircraft are not exceeded.

These activities and responsibilities for them must be precisely defined in order to ensure flight safety. They may be performed only by qualified employees of the Company or Handling agent. Any activity performed by an employee without appropriate qualification must be supervised by a qualified employee. Any information passed on verbally and related to the Load Control must be confirmed before the aircraft departure in writing or through another pre-flight check.

GRH 3.3.3, GRH 3.3.6

In order to get proper final figures it is mandatory that information to Load control before establishing final figures includes communication about:

- passenger loads that do not comply with conventional aircraft loading weight allowances.
- hold baggage, individual or cumulative weights, that exceed normal allowances;
- gate delivery items, including individual or cumulative weights, that exceed normal allowances;
- other non-normal items that must be considered in the load control process.

NON-STANDARD PASSENGER AND BAGGAGE MASSES

In the event that a check-in agent notes that there is a significant number of passengers whose masses, including hand baggage are expected to exceed the standard mass that do not comply with conventional aircraft loading weight allowances (certain passenger groups may fall outside weight allowances applied for weight and balance calculation; e.g. if a large sporting teams, group of children are travelling) the check-in agent must inform the load controller so that an adequate mass increment may be added. The load controller shall advise the pilot-in-command of this excess mass and agree to an increase of 5% in passenger mass.

Equally, shall any check-in agent note that a significant number of passengers have checked in baggage that is expected to exceed the standard baggage mass (approx. 40% and more), e.g. if a group wishes to check-in a large number of musical instruments, the check-in agent must inform the load controller so that an adequate mass increment may be added. The load controller shall determine the actual baggage mass or shall advise the pilot-in-command of this excess mass and agree to an increase of 5% in baggage mass.

Shall any gate agent note during boarding a significant number of gate delivery items or other non-normal items, the gate agent must advise the load controller about the number of the items. If such items are not checked-in and the actual weight cannot be provided, 20kg should be added to the total load figures for each gate item. When these items are carried in the passenger cabin, the load controller shall advise the pilot-in-command and agree to increase the passenger weight by 5%.

Exemption: if actual baggage weights are recorded for W&B calculations, the flight deck crew shall not be informed.

The pilot-in-command must be advised that a non-standard method has been used for determining the mass of the load and this must also be clearly indicated on the loadsheet.

In case the loadsheet is prepared by the pilots via FS+ Loadsheet application, the load controller shall advise the pilot-in-command in the following cases:

- passenger loads that do not comply with conventional aircraft loading weight allowances.
- hold baggage, individual or cumulative weights, that exceed normal allowances.
- gate delivery items, including individual or cumulative weights, that exceed normal allowances.
- other non-normal items.

NOTE: Gate delivery items might include wheelchairs, baby strollers, duty-free items and etc.
NOTE: Non-normal items might include musical instruments, medical equipment, sports equipment, and service animals.

On any flight identified as carrying a significant number of passengers whose masses, including hand baggage, are expected to significantly deviate from the standard passenger mass, the pilot-in-command shall use the non-standard passenger weight configuration.

If standard mass values for checked baggage are used and a significant number of passengers checked baggage is expected to significantly deviate from the standard baggage mass, the load controller shall advice the pilot-in-command about the actual weight of the baggage. If the actual weight of the baggage cannot be provided by the load controller, the pilot-in-command shall increase the standard baggage weight by 5%.

The load controller shall advise the pilot-in-command about the number of gate delivery items and non-normal items and their weight. If actual weight cannot be provided, 20 kg should be added to the total load figures for each gate item. The pilot-in-command shall add this weight to the checked-in baggage weight when these items are carried in the cargo hold or to the passenger weight using non-standard passenger weight configuration when these items are carried in the passenger cabin.

3.1.1. Load Controller Responsibilities

The Load Controller is responsible for the following:

- Qualified load planning
- Weight and balance pre-calculations. W&B conditions to be correct and within the limits.
- Timely and qualified preparation of the Loading Instructions. Aircraft has to be loaded in accordance with applicable regulations and specific loading instruction for the flight.
- The preparation of manual Loading instructions if the automated system is out of order.
- The preparation and signing of Loadsheet, where load controller confirms accuracy of following data. GRH 3.3.2
- Weight and balance calculations take into account limitations of the manufacturer and also weight and balance requirements specified in FLY2SKY AHM565 individually designed for each aircraft registration
- Weight and balance calculations are based on current aircraft weight and balance data
- The accuracy of DOW/DOI data used for the aircraft type

- The accuracy of the data regarding the amount of fuel in the aircraft and fuel consumption to the point of first landing
- The accuracy of the data regarding number of transit passengers and transit load and its distribution in the cargo holds which could be find out from the arrival loadsheet or LDM
- The actual revenue load does not exceed the proposed load
- The permitted weight limits of individual cargo holds floor load are no exceeded
- The aircraft weight and balance comply with the specific limits for all phases of the flight
- Communication to check-in staff/check-in supervisor and vice versa: opening and closing the flight for check-in, coordinating the check-in staff/check-in supervisor for proper seat allocation, passenger`s loads (baggage) which do not comply with conventional aircraft loading weight allowances. GRH 3.3.3
- Identification and communication to R/C Supervisor of gate delivery items (individual or cumulative weights that exceed normal allowance), of hold baggage (individual or cumulative weights that exceed normal allowance), and of other non-normal items that must be considered in the load control process. GRH 3.3.6
- Dispatching and sending aircraft operational messages (MVT, LDM, PSM, PTM and etc.)

Dangerous Goods or Special Loads

The special remarks box must be ticked when dangerous goods or special loads are carried. This is an advisory to the Pilot in Command that he shall receive a NOTOC before departure.

The Load Planner is also using a Loading Instruction form that shows the written instructions to the loading personnel for unloading or loading the aircraft.

NOTE: A loading instruction form must be prepared for every outgoing flight.

If deviations from the loading instructions are necessary, during loading, they must be indicated on the Loading Instruction form and reported to the Load Controller or Loadmaster as soon as possible for correct loads documentation.

Special Instructions: Remarks about special loads and additional instructions to the loading personnel must be clearly marked on the Loading Instruction form. Examples of this are overhangs, use of loading material such as straps, supporting planks, absorption sheets and etc.

Signature of loading master:

The designated person responsible for the loading FLY2SKY aircraft confirms by their signature that:

1. Dangerous goods that is to be loaded has been inspected for state of repair and load ability.
2. Each cargo piece (box) loaded has been checked to verify Identification, Destination, Mass and Remarks by comparing the information on the piece (box) to that on the Loading Instructions.

NOTE: If the actual Mass of the loaded pallet is heavier or lighter, Load Controller or Loadmaster must be notified as soon as possible.

3. All Dangerous Goods boxes have a properly labelled tag attached to it visible from any side and are loaded in the position specified on the Loading Instructions.
4. The person responsible for check writes their name with block letters and signs the Loading Instruction form in the appropriate blocks, certifying that all deviations have been noted and that the load has been secured in accordance with FLY2SKY procedures.
5. The designated person returns a signed copy of the Loading Instructions to the Load Controller or FLY2SKY Representative (Pilot).

3.1.2. Responsibilities of the Ramp Control Supervisor

GRH 3.4.1

The Ramp Control staff member is responsible for the following sets of activities:

- to print out Loading Instruction for the flight from the handling system
- the cargo hold is inspected before loading to check for damage and in order to ensure it is empty of other than documented transit load items. The inspection shall be done as per GOM 3.1.2.1
- to make sure and confirm by signature that the aircraft is loaded in accordance with written loading instructions and in manner that satisfied weight and balance requirements
- the load, pallets and containers are not visibly damaged
- spreaders are placed under the load as necessary and load needed to be secured with ropes is secured against movement
- loading conditions and if necessary separation of special load as specified in the Loading Instructions are complied with the final number of checked-in passengers and corresponds with the number indicated in load sheet
- the final Loading Instructions and the calculation of the final Load sheet are matched
- the number of loaded pieces of baggage corresponds to the number of checked-in baggage
- the number of loaded pieces of baggage with Delivery at Aircraft tags which shall be reported to the load controller member in order to send LDM message under the SI code, with the assignment of the cargo hold where it has been placed
- identify and address special load that do not comply with conventional aircraft loading weight allowance
- information presented on the final version of load sheet including the last minute changes corresponds with the actual load which loaded on board of he aircraft
- A qualified individual must be designated to be responsible for correct loading and securing of dangerous goods on board of the aircraft
- R/C Supervisor is responsible for supervising of passengers' embarkation and disembarkation (passengers moving between the aircraft and the terminal building) according the instructions provided in cooperation with the Gate Agent (handling agent staff), flight attendant, pilot-in-command

Loading instructions are prepared by the load controller member who is responsible for their preparation. Any verbal changes in the Loading Instructions must be added in writing before the actual departure. Loading Instruction must be finally cross-checked with the final values in the load sheet by the R/C Supervisor.

3.1.2.1. Procedure for Cargo Hold Inspection

A cargo hold inspection shall be performed:

- After the aircraft unload is complete.
- Prior to loading if this does not follow immediately after unloading is complete.
- When the aircraft was unattended between unloading and loading.
- When there was a change of persons responsible for the aircraft loading and/or supervision task.

The person undertaking the cargo hold inspection shall perform a visual check of all cargo holds to ensure:

- No damage to compartment floors, walls, ceiling, door frames, panels, door.
- No missing, damaged or malfunctioning floor locks, load restraints or nets.
- No spills.

- No loads other than transit loads have been left on board the aircraft.
- Any other items that shall not be present in the hold have been unloaded.

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.

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:

- Any technical malfunction, damage or irregularity discovered shall be immediately reported to the supervisor, the pilot-in-command (PIC) and if available the aircraft maintenance personnel.
- Adhere to any resulting load limitations according to FLY2SKY procedures.
- Ground staff shall inform onward station(s) of the load limitations according to the instructions given by FLY2SKY if the defect cannot be rectified before departure.

Spillage

Spills can occur in cargo holds during unloading and/or loading as well as in flight due to:

- Improper packaging
- Damage due to mishandling prior to loading
- Improper loading in the compartment

Spills can be from liquids, gels or materials in powdered or granulated form.

Spills can be hazardous, corrosive, flammable, explosive, toxic, poisonous, etc. Even water can cause serious damage to electrical components and systems.

Spills can be corrosive to the aircraft structure. Mercury spills are particularly corrosive to the extent that the affected aircraft structure may have to be completely replaced if the spill is not cleaned up quickly.

It is essential that any spill is reported immediately to the supervisor, the pilot-in-command (PIC) and if available the aircraft maintenance personnel so that corrective action can be taken.

- Do not in any case taste, sniff or touch leaking or spilled substances.
- Block off an area around the substance until it has been ascertained how it can be safely handled.
- Request information about the nature of what has leaked as well as the safety data sheet, if applicable.
- Establish Dangerous Goods class/division and article number or, if radioactive material (radionuclide), form and transport index.
- Proceed with necessary action according to the Local Emergency Response Procedures.

NOTE: An inspection shall be conducted of a hold even if on arrival the hold was reported as being empty.

Item different than transit luggage/cargo

Any items that shall not be present in the hold, shall be removed.

3.1.3. Last Minute change Procedure

The last-minute change provides means of entering of late alterations to the load (passengers, baggage, technical kit and cargo). If any last-minute change occurs after the completion of the

mass and balance documentation, this must be brought to the attention of the commander and entered on the mass and balance documentation. If this number is exceeded, a new mass and balance documentation must be prepared.

The maximum Last-Minute Change (LMC) is limited up to 5 Adult passengers or 500kg of absolute change (passengers and load). No Fuel LMC is allowed, however differences between FOB and the planned fuel of +/- 150kg does not require a LMC. The LMC must be entered on the loadsheet and approved by the commander including the following items:

- Destination of passengers;
- Number +/-;
- Location;
- Total weight in kg.

Performance calculations for take-ff must be made taking the LMC into account.

3.1.4. Load Planning

- Plans the destinations in such a way that when the main deck is offloaded at the first destination the aircraft center of gravity is not altered too much and will remain within in safe limits.
- Avoids unnecessary transit offload at destination as much as possible.
- Uses correct segregation; DGR-AVI-PER etc. for enough temperature segregation during flight.
- Plans same kind of cargo together (PER, AVI) for better temperature control.
- If for any reason the load is not ready and the aircraft needs to depart on time, plans the load with estimated mass and start loading in advance.
- Advises final ZFM to flight dispatch upon receiving the final pallet manifest and estimated loading time.
- Issues the loading instructions to the handling agent with the correct sequence as soon as the trim is finished.
- Coordinates with the handling agent the necessary loading equipment (heavy forklift, type of high loader for long off size and etc.) if required.
- Before sending CPM checks thoroughly correct destinations, pallet numbers, mass and remarks (AVI, DGR, PER) cross checks CPM data with the manifest.
- Sends CPM as soon as possible for short leg destinations (flight time 3 hours or less).
- Advises offload station about correct offload equipment (high loader, crane, workers for pushing, special care for offloading) when necessary.
- Avoids offloading transit cargo, whenever possible and informs the handling agent about transit pallets remaining on board.
- Foresees longer loading time for adverse weather conditions (rain, snow).

3.1.4.1. Load Planning Rules

Generally, load planning must take into account distribution of weight and also changes determined from the beginning of the flight, for the time in flight and during the landing, regardless whether the flight is one or multi-sector flight, and it contains the following activities:

- Load planning is carried out knowing the type of aircraft, destinations and volume and structure of load. LOAD CONTROL (STOWING) or handling agent's qualified start perform the preparations, either computerized using the handling programme system or manually.

- Load planning in order to make sure that the maximum weights and equally weight in individual cargo holds are not exceeded and the aircraft balance meets the limits when using manual computers for individual aircraft types, or for computerized preparation of Load sheet.
- Planning of load distribution in order to allow its smooth unloading in transit destinations.
- Preparation of Loading Instructions which are the only document for load distribution, and they are an integral part of Load sheet.
- Planning of loading of special load according to individual restrictions, maximum quantities, separation requirements and loading into specified cargo holds. The preparation follows the W & B and DGR manual.
- If the load planning contains live animals or perishables, special attention must be paid to the temperature and climate in the cargo holds where the cargo is loaded, to the maximum permitted amount and to other limitations published in the W&B manuals for individual aircraft types.
- Technical data shall be taken from the Weight and Balance Manual for individual aircraft type or from AHM565 which is available at each destination where FLY2SKY is operated. For distribution of AHM565 to each location and to their DCS is responsible FLY2SKY Ground operations manager. Distribution of AHM560 has to be recorded in FLY2SKY Ground handling operations Documentation Acceptance Form.

Staff using the automated balance system (DCS) has to prepare a manual load sheet once a month as a minimum to keep their skills up-to-date. Special attention is given to special loads e.g. cargo, passenger baggage, wheelchairs and so on.

3.1.5. Preload planning stage

- Checks on status for special loads (PER, AVI, BIG).
- Does spot checks in the warehouse and on the ramp for cargo that is on the pallets, if required.
- Supervises and advises handling agent for AVI, HEA and BIG for correct palletizing and spreading, if required.
- Checks aircraft schedule for availability and maintenance release out of checks.
- Checks inbound CPM for AVI, HEA and/or BIG cargo and informs handling agent and dispatch about longer offloading times, necessary equipment needed and aircraft cleaning and disinfection, if required.
- Gives estimate:
  - ZFW to flight dispatch minimum 2 hours before flight departure.
  - Checks for crew, deadhead staff and other persons on-board.
  - Coordinates with the handling agent the pallet build-up of special contour or Mass if required.
  - BIG loads shall already be strapped onto the pallet prior to loading when possible.

3.1.6. Departure Control System (DCS) and Carrier`s Approval Procedure

FLY2SKYand Handling Companies shall exchange information to establish and update the database for Departure Control Systems (DCS). It is recommended that the following procedure is applied prior to the final approval of any DCS/Loadcontrol system by the carrier:

- Data Verification: The DCS/Loadcontrol system supplier shall provide the carrier with a report showing the AHM560/565 data employed by the system.
- Load sheet Verification: Number of 3 (three) test load sheets shall be provided by DCS/Loadcontrol system supplier to the carrier. For that purpose, sufficient test data,

including detailed passenger/load distribution, fuel loads, trim method shall be provided by the carrier for production of test load sheets.

- Approval: FLY2SKY ‘s written approval shall only be given once all the steps above have been completed successfully. Once approval has been received, and prior to any further changes advised by the carrier, responsibility for the data shall rest with the DCS/Loadcontrol system supplier.

3.1.7. Documentation Necessary for the Flight

Documentation necessary for the flight:

- Load-sheet – contains all information needed for pilot-in-command to perform flight. Load-sheet contains information about all actual weights (DOW, ZFW, TOW, LAW, Payload, etc.), actual center of gravity (CG) position, number of passengers and other load information.
- Passengers Manifest – contains alphabetic passenger list with full names and surnames, actual seats occupied by passengers.
- Passenger Information List – necessary for chief of the cabin, contains detailed information about passengers in cabin, special passengers (e.g. DEPU, WCHR, etc.), and passengers with special requests for meals. Also contains information regarding all occupied and available seats.
- Loading Instruction/Report – contains actual load distribution (baggage, cargo, mail, others).
- Cargo Manifest – contains information about cargo shipments transported on board.
- NOTOC - if DG or special goods are loaded for transportation.

GRH 3.3.5

Each contracted Handling Agent is responsible for storage of ground handling records in accordance with following principles:

- all records must be easy to identify and easy to retrieve.
- all records must be kept legible and maintained in good condition for at least 3 months (6 months for Dangerous Goods documents for flights to/via/from Hong Kong according to local legislation)
- all records must be kept on secure place to avoid loss of records as well as in a secure case to prevent the damage.
- disposal of the records must be performed in a secure way – not readable after disposal to prevent leak of confidential information.

These records must be accessible for checking during audits.

3.1.8. Distribution of Documentation

Load-sheet – Original for Captain, the 2nd copy SCC, 3rd copy for station.
Passenger Manifest – Original for SCC, the 2nd copy for station
Passenger Information List – Original for SCC, the 2nd copy for station
Loading Instruction/Report – White copy – flight envelope; Green copy – ground handling at destination; Yellow copy – departure station
NOTE: Contracted Ground handling agent may use their own loading Instruction form and should contain the same information as required by FLY2SKY.

Cargo manifest – Original for Captain, 1 copy for Cargo agent, 1 copy for the station.
AWB – Original for the Captain, 1 copy for station, 2 copies for Cagro agent.
NOTOC – Original for Captain, 1 copy for the station, 1 copy for Cargo agent, 1 copy for arrival station.

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3.2. MASS AND CENTER OF GRAVITY

3.2.1. General

For aircraft weighing refer to CAME 1.12.

3.2.2. Terminology

Dry operating Weight (DOW) - the total weight of the aeroplane ready for a specific type of operation excluding all usable fuel and traffic load. This mass includes items such as:

- crew and crew baggage;
- catering and removable passenger service equipment; and
- Potable water and lavatory chemicals.

NOTE: Different DOMs may be published for different crew, catering or emergency equipment versions.

Dry operating index (DOI) – the applicable index on the aeroplane index system corresponding to the specific DOM.

Maximum zero fuel weight (MZFW) - the maximum permissible mass of an aeroplane with no usable fuel. The mass of the fuel contained in particular tanks must be included in the zero-fuel weight when it is explicitly mentioned in the Aeroplane Flight Manual limitations.

Maximum structural landing weight (MSLW) - the maximum permissible total aeroplane mass upon landing under normal circumstances.

NOTE: This is the maximum structural limit and must not be mistaken with the "MAXIMUM ALLOWED WEIGHT FOR LANDING" which also considers any additional performance limitations.

Maximum structural take-off weight (MSTW) - the maximum permissible total aeroplane mass at the start of the take-off run.

NOTE: This is the maximum structural limit and must not be mistaken with the "MAXIMUM ALLOWED WEIGHT FOR TAKE-OFF" which also considers any additional performance limitations for a particular route.

Maximum approved passenger seating configuration (MAPSC) - the maximum passenger seating capacity of an individual aeroplane, excluding pilot seats or flight deck seats and cabin crew seats as applicable, approved by the Authority, and specified in the AFM.

Last minute change (LMC) - a late change/amendment to the mass and balance sheet which does not require the preparation of a new mass and balance sheet if the changes/amendments to the existing mass and balance sheet not exceed the limits specified in the AOM.

Load Planner - accordingly trained person responsible for LIR preparation for approval by PF and Electronic Loadsheet preparation ensuring CG remains within operational limits. Within Ground Handling provider could be Load master (Loading Supervisor), Flight Coordinator or relevant.

Load Master (Loading Supervisor) - Accordingly trained person responsible to load and secure cargo at the anticipated places according to LIR and in predefined sequence. Could also act as Load Planner if properly trained.

Payload (PL) - The total mass of the revenue load (passengers, cargo, or mail).

Passenger classification:

- Adult: A person of an age 12 years or older
- Child: A person of an age between 2 and 12 years
- Infant: A person of an age of less than 2 years

Traffic load (TL) - The total mass of passengers, baggage and cargo, including any non-revenue load.

Certified center of gravity limits (CG) - these are the CG limits the aeroplane was certified with. Making full use of certified limits would assume that the center of gravity was correctly computed without any errors!

Operational center of gravity envelope - this is the operational center of gravity envelope which further restricts the certified center of gravity envelope to compensate for errors such as the differences between assumed passenger masses and actual masses, use of one common moment-arm for several seat rows, deviations in the distribution of baggage/cargo/mail in the various compartments, inaccuracies in the actual mass of baggage, deviation caused by gear and/or flap positions, in flight movements of passengers, cabin crew and pantry equipment (trolleys), deviation in fuel distribution etc. The operational center of gravity envelope must never be exceeded.

3.2.3. Methods, procedures, responsibilities for preparation and acceptance of Load and Trim Sheet

A mass and balance document must be prepared in duplicate for each commercial air transport flight. One copy is to be carried on the aeroplane and the other, as accepted by the Commander, must remain available at the departure station for at least 3 months.

The document may be in any format (manual or computerised) approved by the Authority to establish aeroplane's mass and center of gravity. It must contain details of the mass and location of all loaded items, including fuel, and must indicate whether standard or actual mass values have been used.

The Manual Load & Trim Sheet shall be prepared by PM, must contain the name of person who prepared it and that the load and its distribution are as stated. PF shall cross-check and approve Manual Load & Trim Sheet is acceptable for intended flight, CG and all ZFW, TOW, ZFW CG, TOW CG are within prescribed limits.

Computerized Load sheet (refer to 3.2.8 - EDP Load sheet) could be prepared by Load Planner, Load master or Flight Coordinator and passed for approval to PF. PF shall cross-check and approve Electronic Paper Load sheet is acceptable for intended flight, CG and all ZFW, TOW, ZFW CG, TOW CG are within prescribed limits and use for ELoad sheet preparation.

E-Load sheet independent weight and balance and take-off performance calculations shall be prepared by both PM and PF using the data form loading instruction and ATIS. Cross-check of the output data shall be performed by both PM and PF.

Output results shall be inserted into the MCDU by PF

The mass and balance document must be acceptable to and countersigned by the aeroplane commander. He must be informed of any late changes and the details must be entered in the “last minute changes” spaces of both the original and duplicate documents.

3.2.4. Standard mass values

(Procedure from OM-A 8.1.8.4)

Hand baggage weight is included in passenger weight. Infants occupying separate passenger seats must be considered as children. On flights, where no hand baggage is carried in the cabin or where hand baggage is accounted for separately, 5 kg may be deducted from the below mentioned male and female masses. Articles, such as an overcoat, an umbrella, a small

handbag or purse, reading material or a small camera are not considered as hand baggage for the purpose of this sub-paragraph.

The following standard mass values shall be used for FLY2SKY operations:

Mass Values for Passengers

Table 1 – Standard Passenger Mass			
Passenger Seats	**Male**	**Female**	**All Adult***
All flights except holiday charters	88 kg	70 kg	84 kg
Holiday charters**	83 kg	69 kg	76 kg
Children	35 kg	35 kg	35 kg

NOTE 1: The All-Adult weights are used whenever there is no information regarding the gender of the passengers provided to the crew. If Adults are given to combination with Males and Females, the Adults shall be counted as Males as it is more conservative.

NOTE 2: Holiday Charter means a charter flight that is part of a holiday travel package. On such flights the entire passenger capacity is hired by one or more charterer(s) for the carriage of the passengers who are traveling, all or in part by air, on a round- or circle-trip basis for holiday purposes. The holiday charter mass values apply provided that not more than 5% of passenger seats installed in the aircraft are used for the non-revenue carriage of certain categories of passengers. Categories of passengers such as company personnel, tour operator's` staff, representatives of the press, authority officials, etc. can be included within the 5% without negating the use of holiday charter mass values.

Mass Values for Crew

Table 2 – Standard Crew Mass	
Crew Position	**Standard Mass Including the Baggage**
Flight Crew	**85 kg**
Cabin Crew	**75 kg**

For the purpose of Table 2:

- Mass Values for Crew is included in DOW and DOI.
- Crew hand baggage included in DOW and DOI.
- Crew checked baggage is not included in DOW and DOI

Baggage Standard Mass

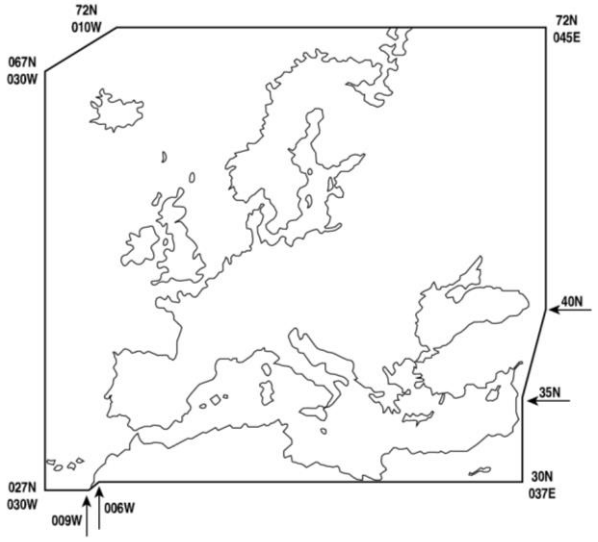
Table 3 – Standard Baggage Mass	
Type of Flight	**Baggage Standard Mass**
Domestic flights	**11 kg**
Whitin European region	**13 kg**
Intercontinental flights	**15 kg**
All other	**13 kg**

For the purpose of Table 3:

- Domestic flight means a flight with origin and destination within the borders of one State;
- Flights within the European region means flights, other than Domestic flights, whose origin and destination are within the area specified in picture below: and
- Intercontinental flight means flights beyond the European region with origin and destination in different continents.

Flights within the European region are flights conducted within the following area:

N7200 E04500	N2700 W00900
N4000 E04500	N2700 W03000
N3500 E03700	N6700 W03000
N3000 E03700	N7200 W01000
N3000 W00600	N7200 E04500



Mass value for checked baggage is actual mass of checked baggage.

Gate delivery items (e.g Baby strollers, musical instruments, medical equipment, sports equipment and service animals) must be weighted at check-in and overall weight added to actual weight of luggage.

If weighing is not available flight crew shall use 11 – 15 kg for each adult passenger (refer to Table 3).

NOTE: Any additional baggage must be considered.

On any flight that can be identified as carrying a significant number of passengers whose baggage masses, including hand baggage, are expected to exceed the standard mass, the actual mass or by adding an additional increment to the total baggage load must be made.

If standard mass values for checked baggage are used and a significantly deviate from the standard baggage mass, the actual mass of such baggage shall be determined by weighing or by adding an adequate mass increment.

3.2.5. Mass and Balance Report

FLY2SKY issues a Mass and Balance Report for all aircraft. The purpose of the Mass and Balance Report is to maintain a single source of information.

For details refer to CAME.

3.2.6. Load & Trim sheet

The following information is required for the completion of the Load & Trim Sheet. The form is Aircraft type specific; the person responsible must make sure that the correct form is used.

Rules for completion of the Load & Trim sheet: For every flight, the mass and the position of the centre of gravity are to be calculated:

- Use writing instrument that is not erasable.
- For correction cross out with a single line are write in the correction lines or columns.

- Do not erase or overwrite any entry.
- If the load sheet is not clearly and distinctly readable because of corrections the Commander may demand a new load sheet.

Aircraft basic data: The Mass and balance report for the aircraft will provide the basic data such as the DOW (Dry Operating Weight), DOI (Dry Operating Index) as well as the maximum mass.

The Mass & Balance Report provides the basic data for index changes such as Fuel loaded, Passengers, baggage, cargo and mail loaded into the holds.

Significant Deviations: If there is a significant number of passengers' carrying large quantity of hand baggage, e.g. passengers carrying holy water, adequate mass corrections are to be made on the load sheet. Actual masses are to be used if possible.

Signature: The person completing the Load & Trim sheet confirms with their signature that:

- the Load & Trim sheet has been completed according to these guidelines.
- that all entries are correct.
- that the maximum aircraft masses have not been exceeded.
- that the individual compartment and position limits have not been exceeded.

The Commander confirms by his signature the acceptance of the Load & Trim sheet.

Distribution of the Load & Trim sheet: The form is issued in triplicate, after signing by the person completing the load sheet and the Commander it is to be distributed as follows.

- Original - Remains on board.
- 1st Copy - Remains on board to be handed over at the arrival station.
- 2nd Copy - Kept with handling agent for duration of flight.

Centre of Gravity Envelope: The Centre of Gravity location of the zero-fuel weight and take-off weight of the aircraft shall be marked in the CG envelope diagram. All Limits in the diagram are absolute and must not be exceeded.
Centre of Gravity Limitation for landing may also need be considered.

Make one vertical line representing the Take Off index and another for the Zero Fuel index connecting the index units on the edges of the envelope. Make a line horizontally abeam from the Take Off Weight intersecting with the vertical line for the take-off index. Repeat the process for the Zero Fuel Weight. Ensure that both crosses fall within the limits of the envelope.

Read the Centre of Gravity value for both the Take Off Weight and Zero Fuel Weight as well as the Stabilizer trim Units (where incorporated) and note accordingly on the Load sheet.

Regulated Weights: In some instances, where factors other than the maximum structural Weight of the aircraft are the limiting factors in determining the Maximum Take Off Weight it is permissible to use Regulated Weights. The Regulated Weights only act as a check against gross errors. When correctly calculated the difference between the regulated Weight and the final actual Weight is always the same number, i.e. Regulated ZFW (- minus) Actual ZFW will be the same as Regulated TOW (- minus) Actual TOW.
The Regulated Weights are determined by extracting the information from the allowed traffic load calculations, the lowest of A, B or 3 will be the Maximum Regulated Take Off Weight, To obtain the Maximum Regulated Zero Fuel Weight subtract the Take Off Fuel from the Max. Reg. Take Off Weight and to obtain the Maximum Regulated Landing Weight subtract the Trip Fuel from the Max. Reg. Take Off Weight.

3.2.7. EDP Load sheet

FLY2SKY produces EDP Data (AHM560) for all passenger aircraft. A DCS (Departure Control System) is authorized to produce Computerized Load sheets, provided samples have been submitted to FLY2SKY for approval by Ground Operations Department.

If mass and balance documentation is generated by a computerized mass and balance system, it means that FLY2SKY ground operations department has verified the integrity of the output data, and that the system has operated correctly on a continuous basis by verifying the output data at intervals not exceeding 6 months. For details refer to Flight Support Manual 2.6.2.

Approved EDP systems can be used on all FLY2SKY flights.

Key to Computerized Load sheet

1. "Header" line indicating a "Load sheet"
2. Mass unit for Load sheet is in Kilos
3. EDNO - Edition number of Load sheet, if corrected sheet issued, would change to 2, 3 etc.
4. From/To - Flight Number - Date
5. Version - indicates planning parameters
6. Crew - the number before the / is the flight crew, the number between / is the Observers and the number behind the / is cabin crew
7. Load in compartments section
8. TOTAL payload on the aircraft
9. TOTAL weight in each Zone
10. Passenger information
11. TOTAL payload (Traffic Load)
12. Dry Operating Weight (DOW)
13. Actual and MAX Zero Fuel Weight
14. Take Off Fuel (TOF)
15. Actual and MAX Take-off Gross Weight
16. Trip fuel - En-route fuel burn
17. Planned and MAX Landing Gross Weight
18. Dry Operating INDEX and Dry Loading INDEX
19. Loading INDEX at Zero Fuel Weight, and Loading INDEX at Take Off Weight
20. Zero Fuel Weight %MAC and Take Off %MAC

NOTE: Verify Stabilizer Trim as with some system it needs to be computed manually

21. Space for Last Minute Changes
22. Available Payload before Last Minute Changes
23. Forward and Aft Limit loading index for ZFW, to confirm actual LIZFW is within limits
24. Taxi Fuel - Planned and MAX Taxi Weight
25. Load message body. Breakdown by destination, zone and compartment
26. Indication that a NOTOC is to be included in paperwork
27. Crew names and all names of ACMs - souls on board
28. Cargo/Mail detail by destination
29. Date, Time and initials of preparer

Insert Computer Load sheet and number accordingly.

Completion of "No Change" Load & Trim sheet

Technical Stops, without a Change of Load: whenever a technical stop is made for fuel uplift, the crew must complete a new Load & Trim sheet.

In order to speed up the process it is permissible to use the Zero Fuel Weight data from the previous leg.

If a manual Load sheet was used: simply transfer the pertinent data from the previous to a new one.

If a computer-generated Load sheet was used on the prior leg the following procedures are recommended for completion of the new Load & Trim sheet:

1. Use the actual Zero Fuel Wight and the Zero Fuel centre of gravity (% MAC) from the computer-generated Load sheet.

2. On a FLY2SKY Load sheet, draw the Zero Fuel line on the CG grid and a line to intercept at the point of the Zero Fuel centre of gravity (% MAC).

3. Read the index for this line.

4. Transfer this mass and index to complete the form.

Details of DCS described in GOM Cargo Supplement.

3.3. SPECIAL REQUIREMENTS AND RESTRICTIONS FOR DANGEROUS GOODS

3.3.1. Reserved

3.3.2. Reserved

3.3.3 Radioactive Materials (RRY and RRW)

Radioactive materials are not carried on board FLY2SKY aircraft.

3.3.4. Provisions for Dangerous Goods Carried by Passengers or Crew

The Technical Instructions exclude some dangerous goods from the requirements applicable to them when they are carried by passengers or crew members, subject to certain conditions. Dangerous Goods must not be carried by passengers or crew except as otherwise provided in the table in chapter 3.3.5 - Allowed Articles in Passengers or Crew Baggage p.3-22:

- as or in checked baggage,
- as or in cabin baggage,
- on their person.

The provisions reflect the: ICAO/IATA Dangerous Goods Regulations.

In the cases listed below, the wording “When carriage is allowed by the operator” will mean that a prior written consent is required from FLY2SKY or the consent of the Commander, with whom the final approval always rests.

3.3.4.1. Restricted Articles in Passenger or Crew Baggage

The following articles will not be carried as carry-on or checked baggage for reasons of safety.

- compressed gases (flammable non-flammable or poisonous), e.g. butane, propane, gas lighter refills, charged aqualung cylinders and soda-water makers;
- corrosives such as acids, alkalis and wet cell batteries;
- explosives, munitions (see 9.1.3(2)), fireworks and flares;
- flammable liquids or flammable solids, e.g. lighter or heater fuels, matches (non-safety), flammable paint, paint thinners, liquid polishes, white spirit and pocket lighters with liquid fuel reservoirs;
- oxidizing materials such as bleaches and peroxides;
- poisonous liquids and poisonous solids, e.g. arsenic, cyanides, insecticides and weed-killers;
- radioactive materials, e.g. medical radio-isotopes;

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- miscellaneous restricted articles, e.g. mercury, instruments containing magnetized material and offensive or irritating materials;
- Brief-cases and attached cases with installed alarm devices;
- Poisons and infectious substances;
- Disabling devices such as mace, pepper spray, etc. containing an irritant or incapacitating substance;
- Personal medical oxygen devices that utilize liquid oxygen;
- Electroshock weapons (e.g. Tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc.;
- Lithium Battery-Powered lighters without a safety cap or means of protection against unintentional activation.

Notices regarding Restricted Articles must be prominently displayed at all aerodromes and terminal areas where passengers are processed (e.g. check-in, security screening, baggage claim areas), and other aerodrome points of service such as those where tickets for air travel may be purchased. DGR or equivalent documentation must be available at applicable locations.

In case a Restricted Article is either presented for check-in or subsequently discovered in checked baggage or hand baggage these articles must be removed from baggage before transportation.

If cabin baggage for any reason (lack of space in cabin O/H bins, company policy, crew decision etc.) is going to be transported as hold baggage, passenger handling staff shall alert passengers:

i. That certain items of dangerous goods (refer to 3.3.5 - Allowed Articles in Passengers or Crew Baggage Provision for dangerous goods carried by passengers or crew) are specially prohibited in hold baggage.

ii. These items must be removed from cabin baggage when cabin baggage is transported as hold baggage.

The ICAO Technical Instructions are presently updated and reissued every two years; the lATA Dangerous Goods Regulations are updated and re-issued annually. Only current issues of these publications shall be used for reference when accepting dangerous goods for carriage.

3.3.4.2. Dangerous Goods in Operator's Property

An approval is not required for dangerous goods which are required to be aboard the aeroplane as:

- **Aircraft Equipment** - Articles and substances which would otherwise be classified as dangerous goods but which are required to be aboard the aircraft in accordance with pertinent airworthiness requirements and operating regulations or that are authorized by the State of the operator to meet special requirements.
- **Consumer Goods** - Aerosols, alcoholic beverages, perfumes, colognes, liquefied gas lighters and portable electronic devices containing lithium ion or lithium metal cells or batteries provided that the lithium batteries meet the provisions of IATA DGR 2.3.5.8 carried aboard an aircraft by the operator for use or sale on the aircraft during the flight, or series of flights, but excluding non-refillable gas lighters and those lighters liable to leak when exposed to reduced pressure.
- **Carbon Dioxide, Solid (Dry ICE)** - Carbon dioxide solid, (dry ice) for use in food and beverage service aboard the aircraft.

- **Hygiene Products** - Alcohol-based hand sanitizers and alcohol-based cleaning products carried aboard an aircraft by the operator for use on the aircraft during the flight or series of flights for the purposes for passenger and crew hygiene.
- **Battery-Powered Electronic Equipment** - 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 the operator for use on the aircraft during the flight or series of flights, provided that the batteries meet the provisions of IATA DGR 2.3.5.8. Spare lithium batteries must be individually protected so as to prevent short circuits when not in use. Conditions for the carriage and use of these electronic devices and for the carriage of spare batteries must be provided in the operations manual and/or other appropriate manuals as will enable flight crew, cabin crew and other employees to carry out the functions for which they are responsible.

Aircraft Spares

Articles and substances intended as replacements for those referred to in 3.3.4.2. or articles and substances referred to in 3.3.4.2 which have been removed for replacement, must be transported in accordance with the provisions of IATA DG Regulations.

Battery-powered devices and spare batteries intended as replacements for those referred to in 3.3.4.2. must be transported in accordance with the provisions of these Regulations.

3.3.4.3. Medical equipment

Approval for dangerous goods to be aboard the aeroplane for the health of passengers is required. The approval shall be requested in advance. The request shall be sent to DGM@fly2sky.aero and OCC@fly2sky.aero with full specifications of the equipment.

An approval for dangerous goods which are carried in flight for medical aid for a patient, such drugs and medicines (e.g. sterilizing wipes) is not required, provided:

- The drugs and medicines and other medical matter are under the control of trained personnel during the time when they are in use in the aeroplane;

An approval for equipment containing wet cell or lithium batteries which are carried in flight for medical aid for a patient is required. The request shall be sent to DGM@fly2sky.aero and OCC@fly2sky.aero with full specifications of the batteries.

3.3.4.4. Veterinary equipment

Dangerous goods may be carried on a flight made by the same aircraft before or after a flight for which are required as veterinary aid or as a human killer for an animal, when it is impracticable to load or unload the dangerous goods immediately before or after the flight, subject to the following conditions:

- Must be capable of withstanding the normal conditions of air transport;
- Must be appropriately identified (e.g. by marking or labelling);
- May only be carried with the approval of FLY2SKY after obtaining authorization from the competent authority;
- Must be inspected for damage or leakage prior to loading;
- Loading must be supervised by FLY2SKY contracted and qualified ramp agent;
- Must be stowed and secured in the aircraft in a manner that will prevent any movement in flight which would change their orientation;
- Commander shall be notified of the dangerous goods loaded on board the aircraft and their location. In the event of a crew change, this information must be passed to the next crew;

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- All personnel must be trained commensurate with the functions for which they are responsible;

The request shall be sent to DGM@fly2sky.aero and OCC@fly2sky.aero with full specifications.

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3.3.5 Allowed Articles in Passengers or Crew Baggage

IOSA GRH 3.1.1

The Company shall ensure that information is promulgated in such a manner that passengers are warned as to the types of goods which they are prohibited from transporting aboard an aeroplane. As a minimum, this information shall consist of:

i. Information with the passenger ticket; and

ii. Notices sufficient in number and prominently displayed at each of the places at an aerodrome where tickets are issued, passengers checked in and boarding areas maintained, and at any other location where passengers are checked in or claim their luggage.

iii. Notices provided at acceptance points for cargo giving information about the transport of dangerous goods.

NOTE: Above information on dangerous goods must be based on the current edition of IATA Dangerous Goods Regulations (DGR) which is based on ICAO Technical Instructions for Safe Transport of Dangerous Goods by Air.

3.3.5.1. Goods Acceptable with Operator Approval, as Checked Baggage Only

The following dangerous goods are permitted on aircraft as checked baggage only and with the approval of the operator:

3.3.5.1.1. Ammunition

Securely packaged ammunition in Division 1.4S (UN 0012 or UN 0014 only), in quantities not exceeding 5 kg (11 lb) gross weight per person for that person's own use, excluding ammunition with explosive or incendiary projectiles. Allowances for more than one person must not be combined into one or more packages.

3.3.5.1.2. Wheelchairs/Mobility Aids with Non-spillable Wet Batteries, Nickel-Metal Hydride Batteries or Dry Batteries

Battery-powered wheelchairs or other similar mobility aids for use by passengers whose mobility is restricted by either a disability, their health or age, or a temporary mobility problem (e.g. broken leg), with non-spillable wet batteries which comply with Special Provision A67 of IATA DGR or nickel-metal hydride batteries which comply with Special Provision A199 of IATA DGR or dry batteries which comply with Special Provision A123 of IATA DGR. These batteries must meet the following requirements:

NOTE: Additional guidance on the end-to-end processes associated with the carriage of mobility aids is available in the IATA Guidance on the Transport of Mobility Aids at the following link - https://www.iata.org/en/programs/passenger/accessibility/.

The mobility aid must be prepared for transport to prevent:
(a) unintentional activation; and
(b) non-spillable batteries are not permitted to contain any free or unabsorbed liquid.

The ground handling agent must secure, by use of straps, tie-downs or other restraint devices, a battery powered mobility aid with installed battery(ies). The mobility aid, the battery(ies), electrical cabling and controls must be protected from damage including by the movement of baggage, mail or cargo.

The ground handling agent must verify that:
(a) the passenger has confirmed that the battery(ies) is a non-spillable wet battery that complies with Special Provision A67 of IATA DGR, or a nickel-metal hydride battery that complies with Special Provision A199 of IATA DGR or dry battery that complies with Special Provision A123 of IATA DGR;

(b) the battery terminals are protected from short circuits, e.g. by being enclosed within a battery container;
(c) the battery(ies) is either:
1. adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits must be isolated following the manufacturer's instructions; or
2. removed from the mobility aid following the manufacturer's instructions.

A passenger may carry a maximum of:
(a) one spare wet, non-spillable battery meeting Special Provision A67 of IATA DGR; or
(b) two spare nickel-metal hydride batteries meeting Special Provision A199 of IATA DGR or dry batteries meeting Special Provision A123 of IATA DGR.

The ground handling agent must ensure that any battery(ies) removed from the wheelchair/mobility aid and any spare batteries are carried in strong, rigid packagings which must be carried in the cargo compartment.

The ground handling agent must inform the pilot-in-command of the location of mobility aids with installed battery(ies), removed battery(ies) and spare battery(ies).

It is recommended that passengers make advance arrangements.

3.3.5.1.3. Wheelchairs/Mobility Aids with Spillable Batteries

Battery-powered wheelchairs or other similar mobility aids for use by passengers whose mobility is restricted by either a disability, their health or age, or a temporary mobility problem (e.g. broken leg), with spillable batteries. These batteries must meet the following requirements:
NOTE: Additional guidance on the end-to-end processes associated with the carriage of mobility aids is available in the IATA Guidance on the Transport of Mobility Aids at the following link - https://www.iata.org/en/programs/passenger/accessibility/

The ground handling agent must secure, by use of straps, tie-downs or other restraint devices, a battery powered mobility aid with installed battery(ies). The mobility aid, the battery(ies), electrical cabling and controls must be protected from damage including by the movement of baggage, mail or cargo.

The ground handling agent must verify that:
(a) the battery terminals are protected from short circuits, e.g. by being enclosed within a battery container;
(b) the battery(ies) is fitted, where feasible, with spill-resistant vent caps;
(c) the battery(ies) is either:
1. adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits must be isolated following the manufacturer's instructions; or
2. removed from the mobility aid following the manufacturer's instructions when the mobility aid cannot be maintained in an upright position

The operator must load, stow, secure and unload a mobility aid with a spillable battery(ies) in an upright position. If the wheelchair or 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(ies), the operator must remove the battery(ies). The removed battery(ies) must be carried in strong, rigid packagings as follows:

(a) packagings must be leak-tight, impervious to battery fluid and be protected against upset by securing to pallets or by securing them in cargo compartments using appropriate means of securement (other than by bracing with freight or baggage) such as by use of restraining straps, brackets or holders;
(b) battery(ies) 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 the "Corrosive" label and with the "Package Orientation" label.

The operator must inform the pilot-in-command of the location of mobility aids with installed battery(ies) and removed battery(ies).

It is recommended that passengers make advance arrangement.

3.3.5.1.4. Wheelchairs/Mobility Aids with Lithium Batteries

Lithium ion battery powered wheelchairs or other similar mobility aids for use by passengers whose mobility is restricted by either a disability, their health or age, or a temporary mobility problem (e.g. broken leg), subject to the following conditions:
NOTE: Additional guidance on the end-to-end processes associated with the carriage of mobility aids is available in the IATA Guidance on the Transport of Mobility Aids at the following link - https://www.iata.org/en/programs/passenger/accessibility/

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.

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

The operator must verify:
(a) the battery terminals are protected from short circuits, e.g. by being enclosed within a battery container;
(b) the battery(ies) is either
1. adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits must be isolated following the manufacturer's instructions; or
2. removed from the mobility aid following the manufacturer's instructions. Each battery removed from the mobility aid must not exceed 300 Wh.

A passenger may carry a maximum of one spare lithium ion battery not exceeding 300 Wh or two spare batteries each not exceeding 160 Wh.

The operator must ensure that any battery(ies) removed from the mobility aid and any spare battery(ies) are carried in the passenger cabin. The removed or spare battery(ies) must be protected from damage (e.g. by placing each battery in a protective pouch).

The operator must inform the pilot-in-command of the location of the mobility aid with installed battery(ies), removed battery(ies) and spare battery(ies).

It is recommended that passengers make advance arrangements with each operator.

3.3.5.1.5. Camping Stoves and Fuel Containers that have Contained a Flammable Liquid Fuel

Camping stoves and fuel containers for camping stoves that have contained a flammable liquid fuel may be carried provided the fuel tank of the camping stove and/or fuel container has been completely drained of all liquid fuel and action has been taken to nullify the danger. To nullify the danger, the empty fuel tank and/or container must be allowed to drain for at least 1 hour, the fuel tank and/or container must then be left uncapped for a minimum of 6 hours to allow any residual fuel to evaporate. Alternative methods, such as adding cooking oil to the fuel tank and/or container to elevate the flash point of any residual liquid above the flash point of flammable liquid and then emptying the fuel tank and/or container, are equally acceptable. The fuel tank and/or container must then have the cap securely fastened and be wrapped in an absorbent material such as paper towel and placed in a polyethylene or equivalent bag. The top of the bag must then be sealed or gathered and closed with an elastic band or twine.

NOTE: Provided the above cleaning method is followed in accordance with these Regulations, the fuel stove or container can be classified as non hazardous. However to control the carriage of these items, they are listed in Table 2.3.A Provisions for Dangerous Goods Carried by Passengers or Crew.

3.3.5.1.6. Security-Type Equipment

Security type equipment such as attaché cases, cash boxes, cash bags, etc. incorporating dangerous goods as part of this equipment, for example lithium batteries or pyrotechnic material, may be carried as checked baggage only if the equipment complies with the following:

(a) the equipment must be equipped with an effective means of preventing accidental activation;

(b) if the equipment contains an explosive or pyrotechnic substance or an explosive article, this article or substance must be excluded from Class 1 by the appropriate national authority of the State of Manufacture in compliance with IATA DGR 3.1.7.1;

(c) if the equipment contains lithium cells or batteries, these cells or batteries must comply with the following restrictions:

1. for a lithium metal cell, the lithium content is not more than 1 g;
2. for a lithium metal battery, the aggregate lithium content is not more than 2 g;
3. for lithium ion cells, the Watt-hour rating is not more than 20 Wh;
4. for lithium ion batteries, the Watt-hour rating is not more than 100 Wh;
5. each cell or battery is of the type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, subsection 38.3.

(d) if the equipment contains gases to expel dye or ink, only gas cartridges and receptacles, small, containing gas with a capacity not exceeding 50 mL, containing no constituents subject to these Regulations other than a Division 2.2 gas, are allowed. The release of gas must not cause extreme annoyance or discomfort to crew members so as to prevent the correct performance of assigned duties. In case of accidental activation all hazardous effects must be confined within the equipment and must not produce extreme noise;

(e) security type equipment that is defective or that has been damaged is forbidden for transport.

3.3.5.2. Goods Acceptable with Operator Approval as Carry-on Baggage Only

The following dangerous goods are permitted on aircraft as carry-on baggage only and with the approval of the operator(s).

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3.3.5.2.1. Mercury Barometer or Thermometer

A mercurial barometer or mercurial thermometer carried by a representative of a government weather bureau or similar official agency. The barometer or thermometer must be packed in a strong outer packaging, having a sealed inner liner or a bag of strong leak-proof and puncture-resistant material impervious to mercury, which will prevent the escape of mercury from the package irrespective of its position. The pilot-in-command must be informed of the location of the barometer or thermometer.

3.3.5.2.2. Spare Lithium Batteries

Spare lithium batteries including articles containing lithium metal or lithium ion cells or batteries, the primary purpose of which is to provide power to another device, e.g. power banks, are permitted in carry-on baggage as follows:

(a) no more than 2 lithium ion batteries with a watt-hour rating exceeding 100 Wh but not exceeding 160 Wh or 2 lithium metal batteries, with a lithium content exceeding 2 g but not exceeding 8 g. Lithium metal batteries are only permitted for portable medical electronic devices (PMED), such as automated external defibrillators (AED), portable oxygen concentrators (POC) and continuous positive airway pressure (CPAP);

(b) spare batteries must be individually protected so as to prevent short circuits (by placement in original retail packaging or by otherwise insulating terminals, e.g. by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch);

(c) batteries must be of a type that meet the requirements of the UN Manual of Tests and Criteria, Part III, subsection 38.3. No more than two individually protected spare batteries per person may be carried.

3.3.5.3. Goods Acceptable with Operator Approval as Baggage

The following dangerous goods are permitted on aircraft as checked baggage or carry-on baggage with the approval of the operator(s).

3.3.5.3.1. Medical Oxygen

Gaseous oxygen or air cylinders required for medical use. Each cylinder must not exceed 5 kg gross weight. Cylinders, valves and regulators, where fitted, must be protected from damage that could cause inadvertent release of the contents. This provision also applies where the cylinders are being carried by medically trained persons. The pilot-in-command must be informed of the number of oxygen or air cylinders loaded on board the aircraft and their loading location(s).

NOTE: Personal medical oxygen devices that utilise liquid oxygen are forbidden on the person, in checked and carry-on baggage.

3.3.5.3.2. Small Non-flammable Gas Cartridges

Small cartridges fitted into a self-inflating personal safety device, intended to be worn by a person, such as a life-jacket or vest:

(a) no more than two personal safety devices per person;

(b) the personal safety device(s) must be packed in such a manner that they cannot be accidently activated;

(c) limited to carbon dioxide or other suitable gas in Division 2.2 without a subsidiary hazard;

(d) cartridge(s) must be for inflation purposes;

(e) each device must be fitted with no more than two small cartridges; and

(f) not more than two spare cartridges per device.

Other devices:

(a) no more than four small cartridges of carbon dioxide or other suitable gas in Division 2.2 without a subsidiary hazard, per person;

(b) the water capa
city of each cartridge must not exceed 50 mL.
NOTE: For carbon dioxide a gas cartridge with a water capacity of 50 mL is equivalent to a 28 g cartridge.

3.3.5.3.3. Avalanche Rescue Backpack

One avalanche rescue backpack per person containing cartridges of compressed gas in Division 2.2 without a subsidiary hazard. The avalanche rescue backpack may also be equipped with a pyrotechnic trigger mechanism containing not more than 200 mg net of explosives in Division 1.4S. The backpack must be packed in such a manner that it cannot be accidentally activated. The air bags within the backpacks must be fitted with pressure relief valves.

3.3.5.3.4. Chemical Agent Monitoring Equipment

Instruments containing radioactive material not exceeding the activity limits specified in Table 10.3.C, i.e. chemical agent monitor (CAM) and/or rapid alarm and identification device monitor (RAID-M), securely packed and without lithium batteries, when carried by staff members of the Organization for the Prohibition of Chemical Weapons (OPCW) on official travel.

3.3.5.3.5. Carbon Dioxide, Solid (Dry Ice)

Carbon dioxide, solid (dry ice) in quantities not exceeding 2.5 kg per person when used to pack perishables that are not subject to these Regulations in checked or carry-on baggage, provided the baggage (package) permits the release of carbon dioxide gas. Each item of checked baggage containing dry ice must be marked:

- "Carbon dioxide, solid" or "Dry ice"; and
- with the net weight of dry ice or an indication that the net weight is 2.5 kg or less.

3.3.5.3.6. Lithium Battery-Powered Electronic Devices

For the purpose of these Regulations, lithium battery-powered electronic device means the equipment or apparatus for which the lithium cells or batteries will provide electrical power for its operation. These devices are permitted in checked and carry-on baggage with the approval of the operator as follows:

(a) portable medical electronic devices (PMED), such as automated external defibrillators (AED), portable oxygen concentrators (POC) and continuous positive airway pressure (CPAP), containing lithium metal or lithium ion cells or batteries may be carried by passengers for medical use as follows:

1. for lithium metal or lithium alloy batteries, a lithium content exceeding 2 g, but not exceeding 8 g; or
2. for lithium ion batteries, a watt-hour rating exceeding 100 Wh, but not exceeding 160 Wh;
3. batteries must be of a type that meets the requirements of the UN Manual of Tests and Criteria, Part III, subsection 38.3.

(b) portable electronic devices, such as power tools, video cameras and laptops containing lithium ion batteries as follows:

1. lithium ion batteries with a watt-hour rating exceeding 100 Wh, but not exceeding 160 Wh;

2. batteries must be of a type that meets the requirements of the UN Manual of Tests and Criteria, Part III, subsection 38.3.

(c) if devices are carried in checked baggage:

1. measures must be taken to protect the device from damage and to prevent unintentional activation;

2. the device must be completely switched off (not in sleep or hibernation mode).

NOTE: For spare lithium metal batteries with a lithium content exceeding 2 g and lithium ion batteries with a Watt-hour rating exceeding 100 Wh. For electronic devices with lithium metal batteries with a lithium content not exceeding 2 g and lithium ion batteries with a Watt-hour rating not exceeding 100 Wh.

3.3.5.4. Goods Acceptable without the Operator's Approval

Dangerous goods, as listed are permitted on aircraft as baggage without the approval of the operator(s).

3.3.5.4.1. Medicinal or Toiletry Articles and Aerosols in Division 2.2

Non-radioactive medicinal or toiletry articles (including aerosols). The term “medicinal or toiletry articles” is intended to include such items as hair sprays, perfumes, colognes and medicines containing alcohols. Aerosols in Division 2.2, with no subsidiary hazard, for sporting or home use.

NOTE: The total net quantity of all such articles carried by each passenger or crew member under the provisions of IATA DGR 2.3.5.1 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.

3.3.5.4.2. Cylinders for Mechanical Limbs

Small cylinders of a gas of Division 2.2 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.

3.3.5.4.3. Cardiac Pacemakers

Radioisotopic cardiac pacemakers or other medical devices, including those powered by lithium batteries, implanted into a person or fitted externally.

3.3.5.4.4. Medical/Clinical Thermometer.

In checked baggage only, one small medical or clinical thermometer which contains mercury, for personal use, when in its protective case.

3.3.5.4.5. Safety Matches or Cigarette Lighter

One small packet of safety matches 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. Matches and lighters are not permitted in checked or carry-on baggage. Lighter fuel and lighter refills are not permitted on one's person nor in checked or carry-on baggage.

NOTE:

1. “Strike anywhere” matches are forbidden for air transport.
2. “Blue Flame” or “Cigar” lighters are not permitted on one's person, carry-on or checked baggage.
3. Cigarette lighters shall have two independent actions by the user to activate ignition.
4. Cigarette lighters, powered by a lithium ion or lithium metal battery without a safety cap or means of protection against unintentional activation are not permitted on one's person, carry-on or checked baggage (see 3.3.5.4.8.4(e)).

3.3.5.4.6. Alcoholic Beverages

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 for such beverages.

NOTE: Alcoholic beverages containing 24% or less alcohol by volume are not subject to any restrictions.

3.3.5.4.7. Hair Styling Equipment

Hair styling equipment containing a hydrocarbon gas cartridge, no more than one 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.

3.3.5.4.8. Portable Electronic Devices (PED) (Including Medical Devices) Containing Batteries and Spare Batteries

3.3.5.4.8.1. For the purpose of these Regulations, battery-powered electronic device means the equipment or apparatus for which the batteries will provide electrical power for its operation. These devices (PED), which may include medical devices such as portable oxygen concentrators (POC) and consumer electronics such as cameras, mobile phones, laptops and tablets containing batteries when carried by passengers or crew for personal use, which shall be carried in carry-on baggage. Batteries and heating elements must be isolated in portable electronic devices capable of generating extreme heat, by removal of the heating element, battery or other components. These provisions apply to dry batteries, nickel-metal hydride batteries, lithium batteries and wet, non-spillable batteries. Additional specific requirements for lithium batteries and wet, non-spillable batteries are set out in 2.3.5.8.4 and 2.3.5.8.5 respectively. If devices are carried in checked baggage:

(a) measures must be taken to protect the device from damage and to prevent unintentional activation;

(b) the device must be completely switched off (not in sleep or hibernation mode), unless the device contains only lithium batteries not exceeding:

—for lithium metal batteries, a lithium content of 0.3 g; or

—for lithium ion batteries, a Watt-hour rating of 2.7 Wh.

3.3.5.4.8.2. Electronic cigarettes including e-cigars and other personal vaporisers containing batteries must be in carry-on baggage only. Recharging of these devices and/or batteries on board the aircraft is not permitted, and measures must be taken to prevent accidental activation.

3.3.5.4.8.3. Spare batteries must be individually protected to prevent short circuits by placement in the original retail packaging or by otherwise insulating terminals, e.g. by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch and carried in carry-on baggage only. Each person is limited to a maximum of 20 spare batteries; however, the operator may approve the carriage of more than 20 spare batteries.

3.3.5.4.8.4. Additional requirements for lithium batteries:

(a) each installed or spare battery must not exceed:

1. for lithium metal or lithium alloy batteries, a lithium content of not more than 2 g; or
2. for lithium ion batteries, a watt-hour rating of not more than 100 Wh.

(b) batteries must be of a type that meets the requirements of the UN Manual of Tests and Criteria, Part III, subsection 38.3;

(c) each person is limited to a maximum of 15 PED; however, the operator may approve the carriage of more than 15 PED;

(d) articles containing lithium metal or lithium ion cells or batteries, the primary purpose of which is to provide power to another device, e.g. power banks, are permitted in carry-on baggage only. These articles must be individually protected to prevent short circuits by placement in the original retail packaging or by otherwise insulating terminals, e.g. by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch;
(e) electronic cigarette lighters (see also 2.3.5.5) powered by lithium batteries, the following conditions must also be met:

1. only lighters with a safety cap or means of protection against unintentional activation are permitted on one's person;
2. recharging of these devices and/or batteries on board the aircraft is not permitted, and measures must be taken to prevent accidental activation.

(f) baggage with installed lithium batteries, with a lithium metal content exceeding 0.3 g or a Watt-hour rating exceeding 2.7 Wh:

1. if the baggage is to be checked in, the lithium battery must be removed from the baggage and the lithium battery must be carried in the cabin; or
2. the baggage must be carried in the cabin.
3. baggage where the lithium battery exceeds the limits in 2.3.5.8.4(f) and cannot be removed is forbidden for carriage.

3.3.5.4.8.5. Additional requirements for non-spillable wet batteries:
(a) batteries must meet the requirements of Special Provision A67 and must not contain any free or unabsorbed liquid;
(b) the voltage of each battery must not exceed 12 V and the Watt-hour rating must not exceed 100 Wh;
(c) each person is limited to a maximum of two spare batteries in carry-on baggage only and each spare battery must be protected from short circuit by insulation of the battery terminals.

3.3.5.4.9. Fuel Cells Contained in Portable Electronic Devices

Fuel cells used to power portable electronic devices (for example cameras, cellular phones, laptop computers and camcorders) and spare fuel cell cartridges, under the following conditions:
(a) fuel cells and fuel cell cartridges may only contain flammable liquids, corrosive substances, liquefied flammable gas, water-reactive substances or hydrogen in metal hydride;
(b) refuelling of fuel cells on board an aircraft is not permitted except that the installation of a spare cartridge is allowed;
(c) the maximum quantity of fuel in any fuel cell or fuel cell cartridge must not exceed:

1. for liquids, 200 mL;
2. for solids 200 g;
3. for liquefied gases, 120 mL for non metallic fuel cells or fuel cell cartridges or 200 mL for metal fuel cells or fuel cell cartridges;
4. for hydrogen in metal hydride the fuel cell cartridges must have a water capacity of 120 mL or less.

(d) each fuel cell and each fuel cell cartridge must conform to IEC 62282-6-100 Ed. 1, including Amendment 1 and must be marked with a manufacturer's certification that it conforms to the specification. In addition, each fuel cell cartridge must be marked with the maximum quantity and type of fuel in the cartridge;
(e) no more than two spare fuel cell cartridges may be carried in checked baggage, carry-on baggage, or on the person;
(f) fuel cells containing fuel are permitted in carry-on baggage only;

(g) interaction between fuel cells and integrated batteries in a device must conform to IEC 62282-6-100 Ed. 1, including Amendment 1. Fuel cells whose sole function is to charge a battery in the device are not permitted;
(h) fuel cells must be of a type that will not charge batteries when the portable electronic device is not in use and must be durably marked by the manufacturer: "APPROVED FOR CARRIAGE IN AIRCRAFT CABIN ONLY" to so indicate; and
(i) in addition to the languages which may be required by the State of origin for the marks specified above, English shall be used.

3.3.5.4.10. Insulated Packages Containing Refrigerated Liquid Nitrogen (Dry Shipper)

In checked or carry-on baggage, insulated packagings containing refrigerated liquid nitrogen fully absorbed in a porous material (dry shipper). The dry shipper must meet the requirements of Special Provision A152 of IATA DGR.

3.3.5.4.11. Non-Infectious Specimens Packed with Small Quantities of Flammable Liquids

In checked or carry-on baggage non-infectious specimens, such as specimens of mammals, birds, amphibians, reptiles, fish, insects and other invertebrates containing small quantities of flammable liquids provided that the following requirements of Special Provision A180 are complied with:
(a) specimens are:
1. wrapped in paper towel and/or cheesecloth moistened with alcohol or an alcohol solution and then placed in a plastic bag that is heat-sealed. Any free liquid in the bag must not exceed 30 mL; or
2. placed in vials or other rigid containers with no more than 30 mL of alcohol or an alcohol solution;
(b) the prepared specimens are then placed in a plastic bag that is then heat–sealed;
(c) the bagged specimens are then placed inside a another plastic bag with absorbent material then heat sealed;
(d) the finished bag is then placed in a strong outer packaging with suitable cushioning material;
(e) the total quantity of flammable liquid per outer packaging must not exceed 1 L; and
(f) the completed package is marked "scientific research specimens, not restricted Special Provision A180 of IATA DGR applies".

3.3.6.4.12. Internal Combustion or Fuel Cell Engines

Flammable liquid powered internal combustion or fuel cell engines being carried separately or incorporated into a machine or other apparatus, without batteries or other dangerous goods may be accepted in checked baggage only provided that the engine must comply with the following requirements of Special Provision A70 of IATA DGR:
(a) the engine is powered by a fuel that does not meet the classification criteria for any class or division; or
(b) the fuel tank of the vehicle, machine or other apparatus has never contained any fuel, or the fuel tank has been flushed and purged of vapours and adequate measures taken to nullify the hazard;
(c) the passenger has provided the operator with written or electronic documentation stating that a flushing and purging procedure has been followed; and
(d) the entire fuel system of the engine has no free liquid and all fuel lines are sealed or capped or securely connected to the machinery or apparatus.

3.3.5.4.13. Permeation Devices

In checked baggage only permeation devices for calibrating air quality monitoring equipment. These devices must comply with the following requirements of Special Provision A41:

(a) each device must be constructed of a material compatible with the dangerous goods it contains;
(b) the total quantity of dangerous goods in each device is limited to 2 mL and the device must not be liquid full at 55°C;
(c) each permeation device must be placed in a sealed, high impact-resistant, tubular inner packaging of plastic or equivalent material. Sufficient absorbent material must be contained in the inner packaging to completely absorb the contents of the device. The closure of the inner packaging must be securely held in place with wire, tape or other positive means;
(d) each inner packaging must be contained in a secondary packaging constructed of metal, or plastic having a minimum thickness of 1.5 mm. The secondary packaging must be hermetically sealed;
(e) the secondary packaging must be securely packed in strong outer packaging. The completed package must be capable of withstanding, without breakage or leakage of any inner packaging and without significant reduction in effectiveness:

1. the following free drops onto a rigid, non-resilient, flat and horizontal surface from a height of 1.8 m:
   —one drop flat on the bottom;
   —one drop flat on the top;
   —one drop flat on the long side;
   —one drop flat on the short side;
   —one drop on a corner at the junction of three intersecting edges; and
2. a force applied to the top surface for a duration of 24 hours, equivalent to the total weight of identical packages if stacked to a height of 3 m (including the test sample).

NOTE: Each of the above tests may be performed on different but identical packages.

(f) the gross weight of the completed package must not exceed 30 kg.

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IATA Dangerous Goods Regulations

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

2

2.3

Dangerous goods must not be carried in or as passengers or crew, checked or carry-on baggage, except as otherwise provided below. Dangerous goods permitted in carry-on baggage are also permitted "on one's person", except where otherwise specified.

	The approval of the operator is required	Permitted in or as checked baggage	Permitted in or as carry-on baggage	The pilot-in-command must be informed of the location
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: – 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.	NO	YES	YES	NO
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

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

	The pilot-in-command must be informed of the location	Permitted in or as carry-on baggage	Permitted in or as checked baggage	The approval of the operator is required
Insulated packagings containing refrigerated liquid nitrogen (dry shipper), fully absorbed in a porous material containing only non-dangerous goods.	NO	YES	YES	NO
Internal combustion or fuel cell engines, must meet A70 (see 2.3.5.12 for details).	NO	YES	NO	NO
Lithium Batteries: Portable electronic devices (PED) containing lithium metal or lithium ion cells or batteries, including medical devices such as portable oxygen concentrators (POC) and consumer electronics such as cameras, mobile phones, laptops and tablets (see 2.3.5.8). For lithium metal batteries the lithium metal content must not exceed 2 g and for lithium ion batteries the Watt-hour rating must not exceed 100 Wh. Devices in checked baggage must be completely switched off and must be protected from damage. Each person is limited to a maximum of 15 PED. *The operator may approve the carriage of more than 15 PED.	NO*	YES	YES	NO
Lithium batteries, spare/loose, including power banks, see **Batteries, spare/loose**				
Lithium battery-powered electronic devices. Lithium ion batteries for portable (including medical) electronic devices, a Wh rating exceeding 100 Wh but not exceeding 160 Wh. For portable medical electronic devices only, lithium metal batteries with a lithium metal content exceeding 2 g but not exceeding 8 g. Devices in checked baggage must be completely switched off and must be protected from damage.	YES	YES	YES	NO
Lithium batteries, spare/loose with a Watt-hour rating exceeding 100 Wh but not exceeding 160 Wh for consumer electronic devices and PMED or with a lithium metal content exceeding 2 g but not exceeding 8 g for PMED only. Maximum of two spare batteries in carry-on baggage only. These batteries must be individually protected to prevent short circuits.	YES	NO	YES	NO
Matches, safety (one small packet) or a small cigarette lighter that does not contain unabsorbed liquid fuel, other than liquefied gas, intended for use by an individual when carried on the person. Lighter fuel and lighter refills are not permitted on one's person or in checked or carry-on baggage.	NO	ON ONE'S PERSON		NO
Note: *"Strike anywhere" matches, "Blue flame" or "Cigar" lighters or lighters powered by a lithium battery without a safety cap or means of protection against unintentional activation are forbidden (see 2.3.5.8.4(e)).*				
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.	YES	YES	YES	YES
Note: *Liquid oxygen systems are forbidden for transport.*				
Permeation devices, must meet A41 (see 2.3.5.13 for details).	NO	YES	NO	NO
Radioisotopic cardiac pacemakers or other devices, including those powered by lithium batteries, implanted into a person or fitted externally.	NO	ON ONE'S PERSON		NO
Security-type equipment (see 2.3.2.6 for details).	YES	YES	NO	NO
Security-type attaché cases, cash boxes, cash bags, etc. incorporating dangerous goods, such as lithium batteries and/or pyrotechnic material, except as provided in 2.3.2.6 are totally forbidden. See entry in 4.2–List of Dangerous Goods.	FORBIDDEN			
Specimens, non-infectious packed with small quantities of flammable liquid, must meet A180 (see 2.3.5.11 for details).	NO	YES	YES	NO
Thermometer, medical or clinical, which contains mercury, one (1) per person for personal use, when in its protective case.	NO	YES	NO	NO
Thermometer or barometer, mercury filled carried by a representative of a government weather bureau or similar official agency (see 2.3.3.1 for details).	YES	NO	YES	YES

Note:
The provisions of Subsection 2.3 and Table 2.3.A may be limited by State or operator variations. Passengers should check with their airline for the current provisions.

3.3.6. Special Requirements and Restrictions for Special Load

The following rules must be followed:

- Incompatibility Table must be checked and restrictions followed.
- Aircraft type limitations, as described in the respective AHM, must be checked and followed.

3.3.7. Company mail (COMAIL) and Company materials (COMAT)

(IATA DGR section 2)

Company mail (COMAIL) and Company materials (COMAT) are non-revenue cargo, and must be handled as General Cargo.

Items shipped as company mail or Company Material must always be odorless and leak free. The following articles are forbidden in Company Mail:

- Dangerous Goods (as defined in IATA Dangerous Goods Regulations).
- Other dangerous articles.
- Liquids.
- Restricted articles (restricted by laws or other external regulations).

3.3.8 Diplomatic cargo

Diplomatic cargo is included in, and shall be handled as, general cargo.

3.3.9 Diplomatic mail (DIP)

Diplomatic mail (DIP) in custody of FLY2SKY shall:

- when loaded in the security locker in the cabin:
  - not be included in the Loading Instruction, Loading Report or Loadsheet, neither with load category nor by mass, but is included in the LDM.
- when loaded in compartments
  - be included in the general cargo figure on the Loading Instruction, Loading Report and Loadsheet,
  - be noted in the remarks field of the Loading Instruction as DIP, and is included in the LDM.

3.3.10 Human remains (HUM)

Where there is a request to carry human remains on FLY2SKY aircraft the following information must be sent, as soon as possible, to DGM@fly2sky.aero and OCC@fly2sky.aero.

Transportation of coffins or funeral urns on a passenger flight shall be as following:

- Human remains, (except cremated), (HUM) must be contained in a hermetically sealed inner coffin of lead or zinc inside a wooden coffin.
- The wooden coffin must be protected from damage by an outer packing and covered by canvas or tarpaulin so that the nature of its contents is not apparent.
- Cremated remains must be shipped in funeral urns which are efficiently cushioned by suitable packaging against breakage.
- It is not allowed to put non-cremated human remains (HUM) in the same compartment as live animals (AVI), perishables/foodstuffs (EAT) and live human organs (LHO).
- If a coffin containing HUM weighs 150 kg or more, it shall also be regarded as a heavy item (HEA) for loading purposes.

NOTE: HUM shall always be used as remark code on Loading Instruction, Loadsheet and LDM, irrespective of mass.

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Mourning ceremonies on the apron should be avoided.

3.3.11. Live Animals (AVI, AVC, AVP)

Abbreviations:
AVI - Live animals
AVIH - AVI in cargo compartment (cargo hold)
AVC - Cold blooded animals (e.g. reptiles, shellfish, amphibians, arthropods etc.)
AVP - Aquatics and Live Fish
PETC - Pet in cabin

3.3.11.1 Acceptance for Carriage

The handling and acceptance of live animals shall be in strict adherence to the procedures found in the IATA Live Animals regulations (LAR).

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

Animals must only be accepted for carriage as cargo or checked-in luggage (kennel/crate):

- The kennel must have a leak proof bottom and absorbent material as bottom cover;
- Bookings for all AVI must be made through operating airline.

The airports' cargo agent or ground handling agent is to ensure that:

- The animal is in an IATA approved container of the appropriate size for the animal;
- The animal is in a fit condition to travel.

Live Animals allowed only in suitable A/C.

NOTE: Flight Crew, please refer to 9.6.

Documentation

It is passenger/cargo agent responsibility to be sure that necessary paperwork is completed:

- Airwaybill;
- Cargo Manifest - If applicable;
- Import/Export License (if required);
- Pets Passport - If applicable;
- If applicable CITES form;
- Shippers Certificate for Live Animals.

It is Ground Handling Agent responsibility to create NOTOC - Special Load specification (notification to captain);

Limitation

Only a limited number of PETC and AVIH can be accepted per flight; for details please refer to the refer to 9.6 – LIVE ANIMALS LIMITATIONS.

The passenger to whom belongs the animal must be travelling on the same flight. Unaccompanied animals can only be accepted as cargo (if applicable).

In case of doubt whether a passenger is really the owner of the animal or might transport the pet by order of a third party, he must be informed about all associated responsibilities.

Restrictions

- AVI transported for the purpose of laboratory testing are not accepted;
- No dogs & cats under 12 weeks old;
- No pregnant animals without an official veterinary certificate;
- No animal to be carried having given birth in the previous 48 hrs.;
- Dogs/cats in wicker baskets are not accepted;

- Snub nose dogs must not be muzzled.

3.3.11.2. Loading

Cargo or ground handling agents supply adequate spreaders and lashing and present them with the animal to the loaders;

- Check of the Incompatibility Table for restrictions with other load (refer to 9.17.8 - Incompatibility Table) shall be performed before loading;
- The animal shall be loaded onto the spreaders as near the doorway as possible;
- The box must then be lashed securely to the hold;
- Adequate space must be left around the box for ventilation;
- Hold baggage shall be prevented from becoming in contact with the box during flight;
- Hold lights shall be turned on;
- The door shall be left open for as long as possible during ground operation;
- On arrival animals shall be removed/cleared from the aircraft as quickly as possible;
- Animals shall not be left in direct sunlight, high temperatures or inclement weather prior to or post flight; Animals that are natural enemies, for example cats and dogs, can be loaded together within the same compartment;
- Live animals MUST NEVER be loaded in the same hold as:
  - Dry Ice; (Exception: Live tropical fish and other fish for aquarium use may be loaded together with ICE, as they are packed in closed containers and are not dependent on the oxygen in the compartment.)
  - Human Remains;
  - Catering/Foodstuffs;
  - Natural Enemies;
- A Notification to Captain (NOTOC) shall be issued when live animals (AVI, AVC, AVP) are loaded on board an aircraft;

NOTE: A change in load and/or loading position at a transit station must be reported to the Commander.

Special Load Notification to Captain (NOTOC)

NOTOC shall be completed in duplicate and presented to the Captain. It will advise the Captain:

- What type of animals are carried;
- In what quantity;
- Where located on the aircraft.

On Departure

A load signal (LDM) must be sent and include the destination and location of the animal/s: e.g. RIX - AVI/4

On Arrival

Loaders shall open hold as soon as possible and remove animal to the warehouse or to the passenger in arrivals.

The hold shall be checked for fouling etc., and if required be thoroughly cleaned.

If the animal is in a distressed state this must be reported to crew immediately. FLY2SKY Ground Operations must also be informed via e-mail: GHM@fly2sky.aero.

Any queries on the carriage of Live Animals shall be directed to the FLY2SKY Ground Operations: GHM@fly2sky.aero.

3.3.11.3. Procedure for acceptance of AVIH:

- Note pieces and weight of all checked baggage including the AVIH (pet plus kennel);
- Affix passenger name and address label to the kennel. Use special "Live Animal"- sticker which also contains a checklist for check-in staff ("Live Animal" stickers shall be provided by operating airlines);
- Additionally label the kennel with a checked baggage tag.
- IATA Live Animals acceptance checklist shall be used during acceptance of AVIH: IOSA CGO 3.3.2

NOTE: FLY2SKY allows Ground Handling/Cargo provider and Lessee to use their own IATA Live Animals acceptance checklist if the form includes all information needed as percurrent edition of IATA LAR. Using of standardised IATA LAR form is preferred.

Sample of IATA Live Animals Acceptance Check List

IATA LIVE ANIMALS ACCEPTANCE CHECK LIST

Air Waybill No.: _____ **Origin:** _____ **Destination:** _____

Note 1: *Prepare form in duplicate.*
Note 2: *If goods are rejected, hand the original of this form to the Duty Officer and show the shipper's and agent's name below.*
Note 3: *Never reject a shipment until all items have been checked.*
Note 4: *If goods are accepted, attach the original of this form to the air waybill. The duplicate must be placed on the appropriate file.*
Note 5: *Answer "not applicable" only where an "N/A" box is provided.*
Note 6: *If any question is answered "NO", do not accept the shipment and give the duplicate copy of this form back to the shipper or agent together with the consignment.*

General Acceptance

	YES	NO*	N/A
1. Have advance arrangements/bookings been made with all the carrier(s) participating in the carriage of the live animals?	☐	☐	
2. When laboratory animals, such as monkeys, which may carry diseases communicable to humans are being shipped, has the carrier(s) been advised in order to make the necessary arrangements?	☐	☐	☐
3. Have advance arrangements been made at the airport of destination, i.e. for quarantine and delivery?	☐	☐	
4. In the event of attendants accompanying the animal(s), have advance arrangements been made with all the carriers concerned?	☐	☐	☐
5. Does the shipment comply with current regulations in force at transit stations?	☐	☐	
6 Where applicable, have carrier/governmental exceptions been complied with?	☐	☐	☐
Air Waybill			
7. Are the live animals the only entries on the air waybill?	☐	☐	
8. Are all the flight numbers for which bookings are held for the entire routing indicated?	☐	☐	
9 Is the 24 hour emergency telephone number shown in the "Handling Information" box?	☐	☐	
10. Is the quantity of animals in the consignment, as well as their common names, which must as far as possible correspond with that listed in the IATA Live Animals Regulations, shown in the "Nature and quantity of goods" box?	☐	☐	☐
11. Are all relevant permits, including CITES where necessary, licences and certificates required for export, transhipment and import, securely attached to the air waybill and copies of those required affixed to the container?	☐	☐	☐
Shipper's Certificate			
12. Is it completed in full and in duplicate?	☐	☐	
13. Does the description and quantity of animals agree with the information on the air waybill?	☐	☐	
14. Is it signed by the shipper or his authorised agent? (Check that this is not an IATA cargo agent, consolidator, forwarder or indirect carrier.):	☐	☐	
Container			
15. Does it comply with the specific container requirement(s) as detailed in the IATA Live Animals Regulations?			
(a) Is the size suitable for the particular type of animal?	☐	☐	
(b) Does it provide for sufficient ventilation?	☐	☐	
(c) Is the construction adequate?	☐	☐	
(d) Does it contain adequate handholds/lifting devices to facilitate handling and to prevent the handler from coming into close proximity of the animal(s).	☐	☐	
(e) Is it leak and escape proof?	☐	☐	
(f) Is the container clean?	☐	☐	
(g) Does it contain sufficient absorbent material? (Check that this is not straw, as some countries prohibit the importation of straw.)	☐	☐	
(h) Does the container have suitable feeding/watering facilities?	☐	☐	☐
Labelling and Marking			
16. Is the consignee's name, street and city address as per air waybill, and a 24 hour contact phone number shown on each container?	☐	☐	
17. Is the correct number of "Live Animals" and "This Way Up" labels attached to each container?	☐	☐	
18. Has each "Live Animals" label been completed, i.e. reflecting the correct contents?	☐	☐	
19. For live animals which can inflict a poisonous bite or sting, is the container marked in bold letters "POISONOUS"?	☐	☐	☐
20. For Specific Pathogen Free (SPF) animals for laboratory use, are "Laboratory Animals" and "This Way Up" labels attached to each container?	☐	☐	☐

IATA LIVE ANIMALS ACCEPTANCE CHECK LIST

	YES	NO*	N/A
21. When the animal has been tranquillised have details been affixed to the container, i.e. time given, type of sedation, dosage and estimated duration?	☐	☐	☐
Feeding and Watering			
22. If it is required that the animal(s) must be fed/watered en route, have arrangements been made by the shipper/carrier with the other carriers/personnel downline?	☐	☐	☐
23. Are the feeding instruction affixed to the container and are supplies (if required) attached to the outer top side of the container?	☐	☐	☐
24. Food or bedding (if provided) for the animal(s) is in accordance with the regulations of the country(ies) of transit or importation?	☐	☐	☐

Comments:

CHECKED BY:
NAME (BLOCK LETTERS)

Place: SIGNATURE:

Date: AT (STATION):

Time: SHIPPER/AGENT:

***IF ANY QUESTION IS ANSWERED WITH A "NO", DO NOT ACCEPT THE SHIPMENT AND GIVE THE DUPLICATE COPY OF THIS FORM BACK TO THE SHIPPER OR AGENT TOGETHER WITH THE CONSIGNMENT.**

3.3.11.4. Carriage of Small Pets (Cats and Dogs in Cabin Only, shortened - PETC)

It is not FLY2SKY policy to carry small animals in the aircraft cabin. The exception being subcharters where animals may be carried providing the following guidelines are followed:

- Pets must be carried in a closed, leakproof and sufficiently ventilated "Pet carrier" or travel bag. This must remain closed during flight;
- Pets transported in the cabin must stay in the bag/kennel (including its head) when boarding and during the entire flight. The kennel will be placed in front of the seat. It is not possible to put the kennel on the seat even if an extra seat was bought;
- The container must be stowed on the floor for the duration of the flight;
- Passengers travelling with pets must not be allocated emergency exit rows or ABP seats. Cabin crew must ensure compliance and re-seat passengers if required;
- There shall be sufficient space in-between animals in case of incompatibility;
- The passengers under whose care the pet travels must be in possession of all the documents required by the authorities at the destination.

3.3.11.5 Procedure for acceptance of PETC:

- Make sure that the weight of the pet including the bag/kennel does not exceed 8 kg;
- The bag/kennel must be bite and leakproof and must not be larger than 55 x 45 x 25 cm.
- Explain to the passenger that the pet must stay in the bag/kennel when boarding and during the entire flight to avoid problems or misunderstandings on board;
- Do not seat passengers with PETC in the first row of the cabin compartment as the bag/kennel cannot be stowed under a front seat. To secure safe stowage of the pet on board, it must be assured that the bag/kennel is placed under the seat in front of the passenger;
- Do not seat passengers with PETC in emergency exit rows;
- Accept only one PETC per passenger;
- If more than one PETC is accepted per flight assure that the animals are seated as far away as possible from each other;
- Ensure that passengers with PETC are shown on the PIL (passenger information list).

Exception

Escort dogs (seeing eye dogs, hearing aid dogs or comparable service dogs) that a passenger depends on may be transported in cabin even if the weight is more than 8 kg.

The passenger can be seated in the first row of the cabin compartment next to the window. Transportation is always free of charge. During the flight a muzzle must be available and has to be attached to the dog when deemed necessary by the crew.

Procedure for acceptance of Guide Dogs

Guide dogs – are allowed on board by FLY2SKY Ground Ops, request shall be made at least 72 hours before departure via e-mail to DGM@fly2sky.aero and OCC@fly2sky.aero providing scanned copy of dog's passport and official documentation confirming that the dog is a fully trained as Guide or Assistance dog for the passenger it accompanies/assists.

Seats near the window shall be assigned for the guide dogs, but never on emergency rows. Recommended seat for a passenger accompanied by a guide dog is in the first row 1 A/F.

The guide dogs must wear an identifying jacket/harness, which shall be provided by the owner.

Guide dogs will only be permitted to travel if the passenger has in possession an official documentation confirming that the dog is fully trained as Guide or Assistance dog. Passenger

shall have medical clearance that the dog is needed during the flight or dog's document that states its need to support/guide this passenger.

Guide dog shall be strapped during take-off and landing or whenever the seatbelt sign is on. Dog shall never be placed on the passenger seat. During the cruise it is acceptable for the dog to be subject to less constraint to achieve a more comfortable position.

Acceptance for carriage of the above animals is subject to the condition that the passenger assumes full responsibility for the animal.

ESAN

Dogs whose sole function is to provide emotional support do not qualify as service dogs. They do not have special training to perform tasks that assist people with disability. These animals are therapy aids that provide people with therapeutic contact, usually in a clinical setting, to improve their physical, social, emotional, and/or cognitive functioning. These dogs must be trained to behave properly in public settings in the same way as service animals.

ESAN will only be accepted as PETC according to company standards and with an extra charge.

According to the US Department of Transportation, foreign carriers are not obliged to transport service animals other than dogs. FLY2SKY as a foreign carrier will allow on board only on flights that begin or end at U.S. airports. They will be transported in the passenger cabin.

NOTE: SVAN will be transported free of charge and ESAN according to the PET transportation charges.

3.3.12 Perishables / foodstuffs and hatching eggs (EAT and HEG)

IOSA GRH 3.4.17; IOSA; CGO 3.3.1; CGO 3.3.3

Perishables can be defined as any goods which not maintained within certain conditions, elements or other criteria as defined by their cycle life, loose their inherent properties or essential quality components thereof and as consequence can no longer perform as originally intended.

Generally perishable cargo are goods, whose conditions or suitability may deteriorate if exposed to undue changes in temperature and humidity or delayed in transportation (e.g. fresh fruit and vegetables, flowers, vaccines, medical supplies etc.).

Acceptance and handling procedures of perishables cargo shipments must be in accordance with the requirements of: IOSA CGO 3.3.3

- IATA Perishable Cargo Regulation (PCR) - is the reference guide for the preparation, documentation, packaging, classification and handling of perishable goods to be transported by air. This manual has a special section about requirements and instructions for plants transportation, including cooling, shipping temperatures and storage guidelines;
- Other applicable regulations and requirements maintained by:
  - State of flight departure: the territory of the state from which a commercial flight departs;
  - State of flight arrival: the territory of the state from which a commercial flight arrives; and or
  - Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES);
- Other applicable regulations and requirements of the applicable national authorities.

Carriage can only be accepted when all points mentioned above are adhered to.

Labeling

"Perishable" label , "This Way Up" Label, if cargo requires a specific storage orientation. For cargo requiring a specific temperature, their box(es) must have the temperature information, which must comply with AWB.

*Keep Cool – Refrigerated = stored at 2 ° to 8 ° C

*Keep Cold – Frozen = stored at -15 ° to -20 ° C

Packages without these labels are stored at ambient temperature, according to IATA standards.

General Information on Documentation and Packaging

Packaging rules for different kinds of perishable cargos must be checked with IATA Perishable Cargo Regulations, classification, and packaging section. Restriction for certain countries, if any, must be checked in the IATA Air Cargo Tariff Manual – RULES, Import/Transit/Export Regulations sections.

Perishable cargo requiring special attention during flight, e.g. recommended temperature and/or ventilation, shall be entered in the remarks box of the Loadsheet.

If Shipper owned thermographs are used in temperature sensitive loads, the cargo product executive shall inform the aircraft handling agent accordingly. A remark showing the code "TMG" and loading position shall be entered in the LDM/CPM.

Loading, Securing, Unloading IOSA GRH 3.4.17; IOSA CGO 3.3.1

Perishable cargo shall be accepted for carrying only if properly packed in order to avoid damage and/or contamination to other loads or compartments. Perishable cargo has to be loaded as last and offloaded as first to avoid high temperature differences or other damage of cargo. It also has to be secured by ropes and lashes.

Perishable items shall be loaded so that they are suitably accessible in case any handling is required at an en-route and/or destination station.

Wet ice and perishable cargo containing fluid or moisture which could leak onto the compartment floor shall be treated as "wet cargo".

Fowers, fruit and vegetables must not be covered with plastic foils.

Articles refrigerated with dry ice shall be handled in accordance with IATA DGR.

Foodstuffs (EAT) shall not be loaded together with poisons (RPB, RHF) or infectious substances (RIS) in the same compartment. Foodstuffs (EAT) shall not be loaded in close proximity of live animals (AVI) and non-cremated human remains (HUM).

NOTE: Perishable cargo that requires special stowage, special care at transit stops, in-flight attention or special handling in the case of delays or diversions shall be included on the form "Special Load Notification to Captain".

Care shall be taken when stacking perishable items so that the lower layers of the stack are not damaged by the weight of the upper layers.

- **Fish**

Special heavy plastic bags must be used whenever fish is loaded. Use canvas cover or other material to protect the compartment floor.

Leaking, otherwise damaged or evidently weak packing equipment must be refused.

- **Meat**

Meat shall be enclosed in waterproof material and handled as wet cargo. The strictest hygiene conditions shall be maintained during all stages of handling meat.

- **Hatching Eggs**

Hatching eggs shall not be stowed in close proximity of dry ice (ICE) and cryogenic liquids (RCL).

- **Fresh Fruit and Vegetables**

When fresh fruit and vegetables are loaded in quantities which require stacking in cargo hold care shall be taken to ensure that an airspace is possible between the packages.

The IATA "Perishable" label shall be attached to each package and where applicable the "This Way Up" label.

NOTE: Current issue of the IATA Perishable Cargo Regulations (PCR) publications shall be available at all stations where PER is carried and shall be used when accepting Perishables/foodstuffs and/or hatching eggs for carriage.

3.3.13 Undeveloped film (FIL)

Do not load undeveloped film (FIL) in the same compartment as radioactive materials (RRY).

Exception: It is sufficient to maintain a minimum distance between FIL and RRY.

NOTE: Notification to Captain (NOTOC) shall be issued when undeveloped films (FIL) are loaded on board an aircraft.

3.3.14 Valuable Cargo (VAL)

Valuable cargo (VAL) needs special handling procedures for security reasons. Examples of VAL cargo are banknotes, jewellery and valuable metals like gold, platinum, etc.

Communication shall preferably be done via e-mail, and an aircraft carrying a VAL shipment shall preferably be parked so that access to the aircraft and its load is controlled.

The following rules apply when handling VAL shipments:

- Information about VAL shall be kept confidential and be available only to personnel directly involved. This includes the Handling Agent's Station Manager, load planning/ load control function, loading supervisor, cargo handling representative and the Commander of the flight.
- The information in messages shall not be possible to interpret by unauthorized persons.
- The cargo-handling department shall inform the load planning function about the number of boxes and mass of the VAL shipment.
- Loading/unloading, "Pick-up", escort and other physical handling on the ramp is under the responsibility of the cargo handling department. The loading supervisor shall ensure that the Commander of the flight is verbally notified about the VAL shipment and its loading position.
- The mass of the VAL shipment shall only be registered as general cargo in the Loading Instruction/Report.
- VAL shall not be noted on the Loadsheet or the Load message.
- If a VAL box is damaged, or is suspected to be damaged, or has a broken or missing seal, or seems to have been tampered with the local cargo-handling department needs to be immediately notified. Do not give any information to the shipper, consignees or third parties.

NOTE: A Notification to Captain (NOTOC) shall be issued when valuable cargo (VAL) is loaded on board an aircraft.

3.3.15 Firearms

Firearms are accepted for transportation only as checked baggage at check-in. Unauthorized acceptance and transportation of firearms in the cabin is prohibited. Handling staff is responsible to ensure compliance with the FLY2SKY requirements listed below:

The firearm can be checked-in only after:
1. Customs officer has checked and confirmed that the person has firearm in legal possession and holds the required State approvals for transportation of firearm from to the State concerned.
2. The Police or Customs Officer has checked the firearm and confirmed that it contains no ammunition and is suitably packed for carriage.
3. The bolt is separated and transported in hand baggage; the Airport Security Duty Manager has to be informed about this fact.
4. The Weapon Declaration form shall be filled in by passenger and added to trip file by Ground Handling company agent.

Acceptance of ammunition of firearms:
It is the shipper's responsibility to obtain all authorizations required by the state(s) of origin, transit, and destination.

Ammunition can be accepted for carriage as checked baggage only with prior approval by FLY2SKY Ground Ops Department.

ACCEPTANCE OF ARMS
The following limitations are applicable to the carriage of arms:

- max. 1 piece per person.

The following items are accepted for transportation in hold:
- sporting guns
- sporting pistols/revolvers
- sporting rifles
- hunting rifles
- other small defense arms, such as knives, daggers, stilettos, etc.

Ammunitions shall be carried separately from the firearm. Firearms and ammunition shall be stored in a place that is inaccessible to any unauthorized person during the flight.

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

Arms with explosive or incendiary projectiles must not be carried as checked baggage.

ACCEPTANCE OF AMMUNITON
Ammunition is considered as dangerous goods, consequently, acceptance is limited:
- Ammunition can only be carried as checked baggage.
- Only ammunition for sporting firearms of small caliber may be accepted as checked baggage.
- Ammunition with explosive or incendiary projectiles must not be carried as checked baggage. Only ammunition in Division 1.4S (UN 0012 or UN 0014 only) shall be accepted.
- Transportation of ammunition must be pre-notified.
- The transport of cartridges for sporting weapons is only allowed if they are for personal use of the accompanying person, they must be securely boxed, used for sporting purposes, in quantities not exceeding 5 kg gross mass.
- Allowances for more than one passenger must not be combined into one or more packages.

Transportation of firearms to and from aircraft
The firearm shall be transported from the aircraft to airport terminal building to the aircraft and vice versa by airport staff accompanied by security service or police staff.

Local regulations

Regulations for weapons, ammunition and way of transporting may vary by destination and transiting country. The requirements of this chapter can be alternated when local regulations of all states involve allow alternative means of compliance.

Notification

OCC Duty Officer will notify the Commander before each flight whenever transportation of weapons or munitions is approved.

Commander:

- Before the flight, the commander must be notified of the details of weapons or ammunition intended to be carried on board, including its location (NOTOC).
- Therefore, it is extremely important that all comments are put into reservation system, at the time of reservation, or DCS, at the time of check-in at latest.

3.3.16. Munitions of War

In accordance with Article 35 Chicago Convention, "No munitions of war or implements of war may be carried in or above the territory of a State in aircraft engaged in international navigation, except by permission of such State". Therefore, strict compliance must be adhered to when transporting munitions of war (MUW), Fly2Sky shall not transport weapons of war and munitions of war by air unless an approval to do so has been granted by all States concerned and Security Manager must be informed.

Fly2Sky shall ensure that weapons of war and munitions of war are:

- Stowed in the aircraft in a place which is inaccessible to passengers during flight; and
- In the case of firearms, unloaded, unless, before the commencement of the flight, approval has been granted by all States concerned that such weapons of war and munitions of war may be carried in circumstances that differ in part or in total from those indicated in this sub-paragraph.

Flight and Cabin Crew shall receive, prior to flight, briefing on the exact conditions and safety/security precautions instituted for each such flight.

As a general precaution, the Commander of aircraft shall require that all the baggage and belongings of military personnel shall be subjected to security screening at the airport of departure, immediately before loading on aircraft, by a method appropriate to identify presence of hazardous articles prohibited on board aircraft.

NOTE: OCC Duty Officer will notify the Commander before each flight whenever transportation of weapons of war and munitions of war is approved.

3.3.17. Sporting Weapons

Sporting weapons are any weapons which are not weapons of war or munitions of war and include hunting knives, bows and other similar articles. An antique weapon, which at one time may have been a weapon of war or munitions of war, such as a musket, is regarded as a sporting weapon.

The following firearms are regarded as sporting weapons:

i. Those designed for shooting game, birds and other animals;

ii. Those used for target shooting, Clay-pigeon shooting and competition shooting, providing the weapons are not those of standard issue to military forces;

iii. Air guns, dart guns, starting pistols, etc.

FLY2SKY will take all reasonable measures to ensure that any sporting weapons intended to be carried by air are reported to the checking personnel before departure.

Sporting weapons must be dismantled, if possible, and packed unloaded in checked baggage which shall be stowed in a cargo compartment.

3.3.18 Load Priority List

The Load Priority List consists of different load types ranked in priority order decided by the company.

The load priority list can be used whenever there is a question of:

- Refusal of passengers, and/or
- Offloading of deadload.

Priority Group	Type of Load	Comment
1	Deadhead Crew/CIP/VIP	Never Offload
2	AOG/LHO/Human transplant organs/Life-and-death shipments	Never Offload
3	Air Mail / VAL / FKT / Diplomatic Bags/COMAT	
4	Revenue Passengers	
5	Rush Baggage / Press photos and TV newsreels	
6	AVI / PER / HUM / PEF	
7	Revenue Cargo	
8	Air Mail above booking	
9	COMAIL	
10	Non-revenue/Stand by Passengers	
11	Reduced Rate Cargo	
12	Other Airlines Cargo and Mail	

Un-booked load – Un-booked cargo may be offloaded for the benefit of other categories of un-booked load. Priority shall be given to such load which gives to Company the highest revenue.

Empty Air Mail Bags – An empty Air Mail Bags being returned to the originating Post Office.

Priority Baggage – Priority baggage is to be separated from other luggage and loaded last or in a separate hold.

Crew Baggage: To be treated in the same manner as priority baggage.

Transfer Baggage: To be treated in the same manner as priority baggage.

NOTE: The planning forms shall be used for the actual Load planning. These forms are aircraft specific.

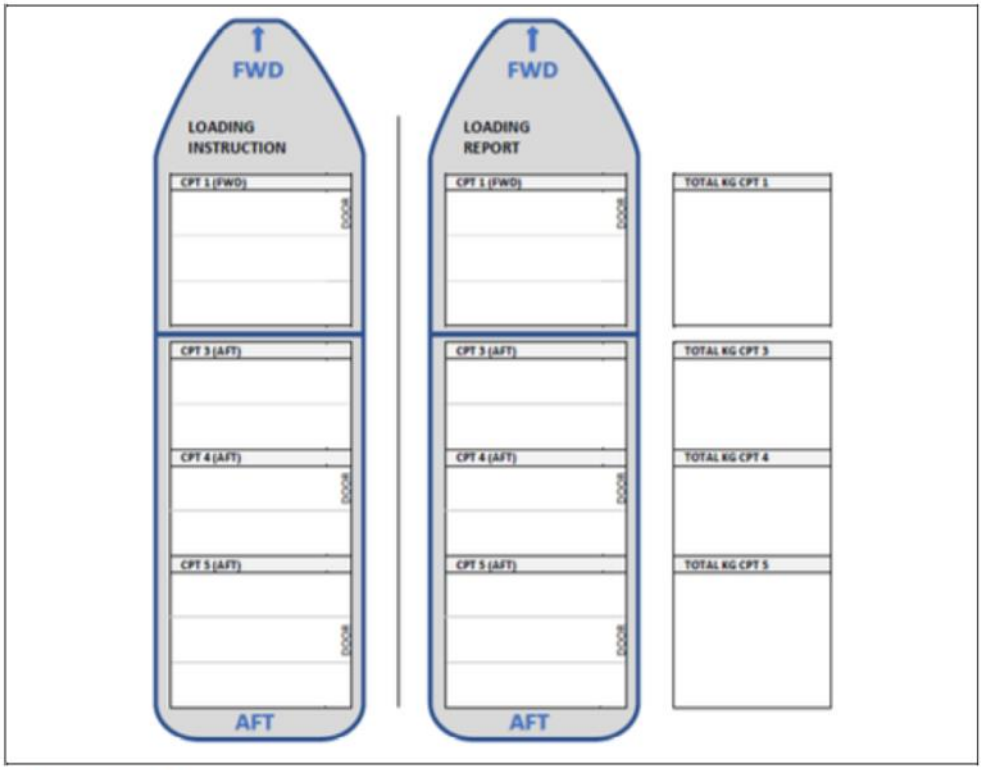
3.4. LOADING INSTRUCTION REPORT

3.4.1 Manual Loading Instruction/Report

Sample of the Loading Instruction/Report A320

FLY2SKY	LOADING INSTRUCTION A320	F08

STATION	DATE	FLT №	A/C REG	PREPARED BY



I CERTIFY THAT:

- Thorough Inspection of the Hold Completed, No Suspicious Objects, Weapons, Explosives or Other Dangerous Devices, Articles and Substances Found;
- This Aircraft Has Been Loaded in Accordance with The Above Loading Instructions, Including Deviations Shown on The Departure Report;
- Any Deviations Have Been Notified to The Officer Responsible for Weight and Balance Before Aircraft Departure;
- All Bulk Dead Load Loaded or Distributed at This Port Have Been Secured by The Aircraft Locking System and / or Company Restrain Equipment;
- Appropriate Corrective Action Has Been Taken for Damage Noted Before Departure.

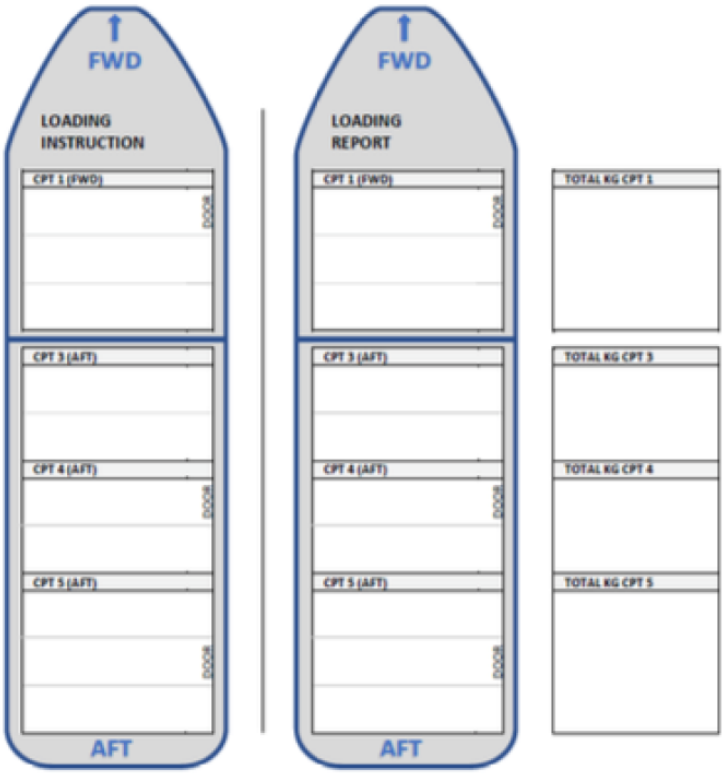
LOADING SUPERVISOR'S NAME AND SIGNATURE

ORIGINAL

ALL WEIGHTS IN KG

FLY2SKY	LOADING INSTRUCTION A320	F08

STATION	DATE	FLT №	A/C REG	PREPARED BY



I CERTIFY THAT:

- Thorough Inspection of the Hold Completed, No Suspicious Objects, Weapons, Explosives or Other Dangerous Devices, Articles and Substances Found;
- This Aircraft Has Been Loaded in Accordance with The Above Loading Instructions, Including Deviations Shown on The Departure Report;
- Any Deviations Have Been Notified to The Officer Responsible for Weight and Balance Before Aircraft Departure;
- All Bulk Dead Load Loaded or Distributed at This Port Have Been Secured by The Aircraft Locking System and / or Company Restrain Equipment;
- Appropriate Corrective Action Has Been Taken for Damage Noted Before Departure.

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LOADING SUPERVISOR'S NAME AND SIGNATURE

FOR CABIN

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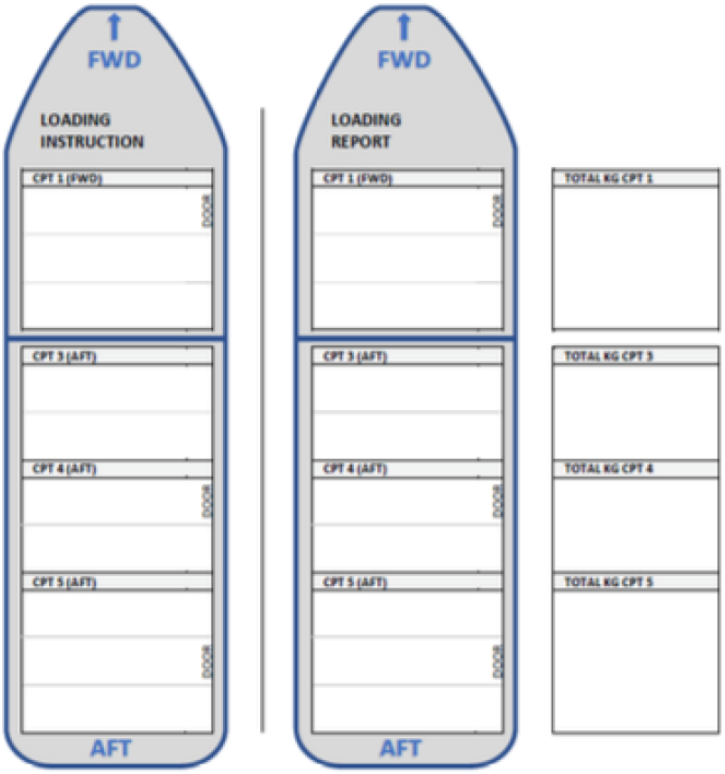
ALL WEIGHTS IN KG

FLY2SKY	LOADING INSTRUCTION A320	F08

STATION	DATE	FLT №	A/C REG	PREPARED BY



I CERTIFY THAT:

- Thorough Inspection of the Hold Completed, No Suspicious Objects, Weapons, Explosives or Other Dangerous Devices, Articles and Substances Found;
- This Aircraft Has Been Loaded in Accordance with The Above Loading Instructions, Including Deviations Shown on The Departure Report;
- Any Deviations Have Been Notified to The Officer Responsible for Weight and Balance Before Aircraft Departure;
- All Bulk Dead Load Loaded or Distributed at This Port Have Been Secured by The Aircraft Locking System and / or Company Restrain Equipment;
- Appropriate Corrective Action Has Been Taken for Damage Noted Before Departure.

LOADING SUPERVISOR'S NAME AND SIGNATURE

FOR HANDLING

ISSUE 1 REVISION 0 01/07/2021

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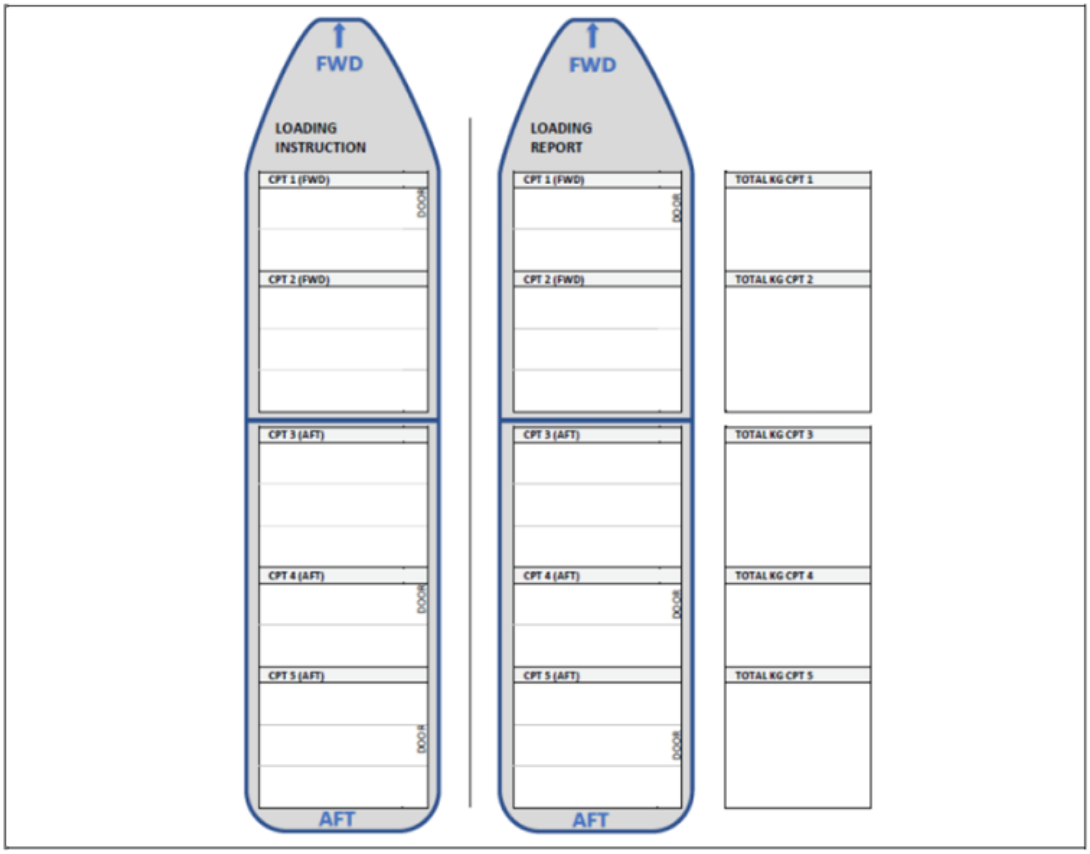
Sample of the Loading Instruction/Report A321

FLY2SKY	LOADING INSTRUCTION A321	F09

STATION	DATE	FLT №	A/C REG	PREPARED BY



I CERTIFY THAT:

- Thorough Inspection of the Hold Completed, No Suspicious Objects, Weapons, Explosives or Other Dangerous Devices, Articles and Substances Found;
- This Aircraft Has Been Loaded in Accordance with The Above Loading Instructions, Including Deviations Shown on The Departure Report;
- Any Deviations Have Been Notified to The Officer Responsible for Weight and Balance Before Aircraft Departure;
- All Bulk Dead Load Loaded or Distributed at This Port Have Been Secured by The Aircraft Locking System and / or Company Restrain Equipment;
- Appropriate Corrective Action Has Been Taken for Damage Noted Before Departure.

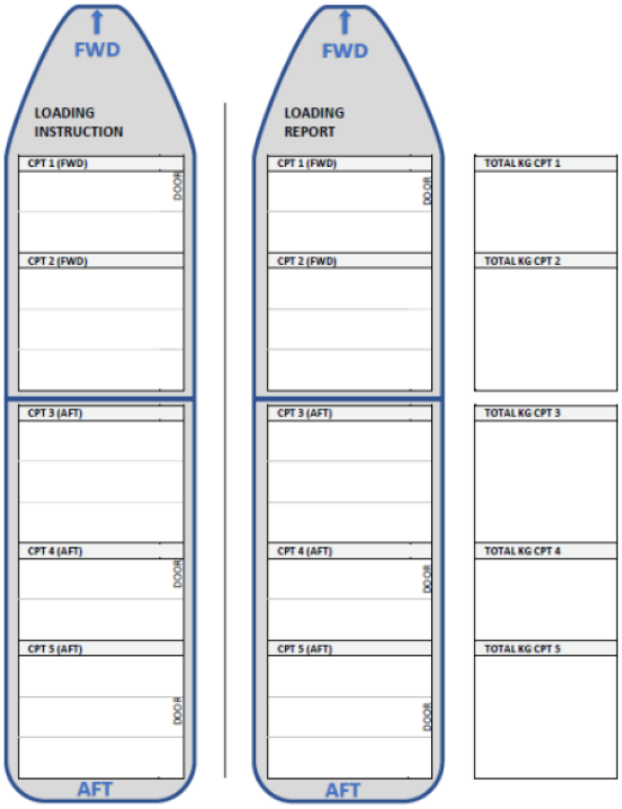
LOADING SUPERVISOR'S NAME AND SIGNATURE

ORIGINAL

ALL WEIGHTS IN KG

FLY2SKY	LOADING INSTRUCTION A321	F09

STATION	DATE	FLT №	A/C REG	PREPARED BY



I CERTIFY THAT:

- Thorough Inspection of the Hold Completed, No Suspicious Objects, Weapons, Explosives or Other Dangerous Devices, Articles and Substances Found;
- This Aircraft Has Been Loaded in Accordance with The Above Loading Instructions, Including Deviations Shown on The Departure Report;
- Any Deviations Have Been Notified to The Officer Responsible for Weight and Balance Before Aircraft Departure;
- All Bulk Dead Load Loaded or Distributed at This Port Have Been Secured by The Aircraft Locking System and / or Company Restrain Equipment;
- Appropriate Corrective Action Has Been Taken for Damage Noted Before Departure.

ISSUE 1 REVISION 0 01/07/2021

LOADING SUPERVISOR'S NAME AND SIGNATURE

FOR CABIN

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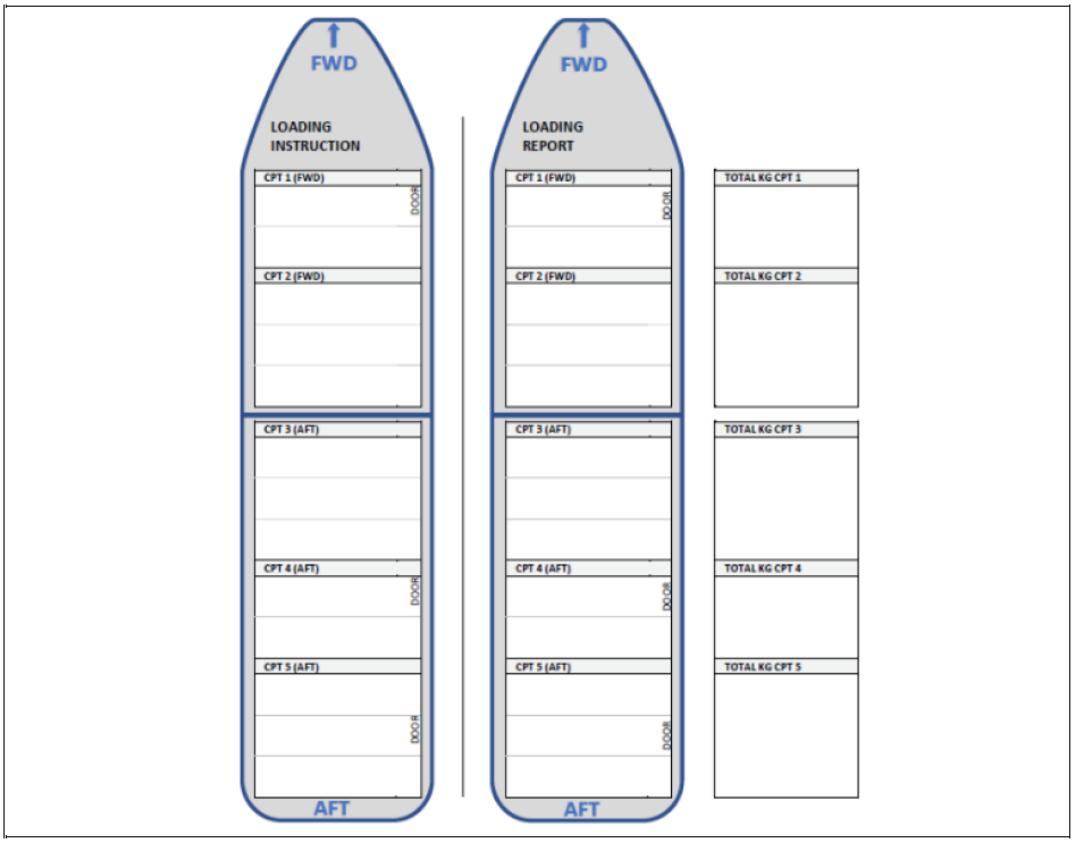
ALL WEIGHTS IN KG

FLY2SKY	LOADING INSTRUCTION A321	F09

STATION	DATE	FLT №	A/C REG	PREPARED BY



I CERTIFY THAT:

- Thorough Inspection of the Hold Completed, No Suspicious Objects, Weapons, Explosives or Other Dangerous Devices, Articles and Substances Found;
- This Aircraft Has Been Loaded in Accordance with The Above Loading Instructions, Including Deviations Shown on The Departure Report;
- Any Deviations Have Been Notified to The Officer Responsible for Weight and Balance Before Aircraft Departure;
- All Bulk Dead Load Loaded or Distributed at This Port Have Been Secured by The Aircraft Locking System and / or Company Restrain Equipment;
- Appropriate Corrective Action Has Been Taken for Damage Noted Before Departure.

ISSUE 1 REVISION 0 01/07/2021

LOADING SUPERVISOR'S NAME AND SIGNATURE

FOR HANDLING

When Loading Instruction is ready, it should be signed by Loading Supervisor.

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3.5. CLASSIFICATION OF CARGO COMPARTMENTS

For the designation of airplane holds, compartments, bays and cabin the following definitions shall be used:

CABIN – The compartment of an airplane where passenger seats are installed.

CABIN SECTION – Resulting from division of the cabin into zones for the purpose of balance.

COMPARTMENT – A space designated within a hold.

DECK – A structural floor level. For airplanes having one structural level only, this floor level shall be referred to as the main deck.

HOLD – The space confined by ceiling, floor, walls and Cargo head, used for carrying load.

LEFT/RIGHT – To be understood as left and right in the direction of flight.

SECTION – A subdivision of a non-containerized /palletized compartment, i.e., net section.

3.5.1 Cargo compartments

3.5.1.1 A320

Airbus A320 aircraft lower decks are divided into 3 cargo holds:

- forward (FWD) - Compartment Nr. 1
- AFT hold is divided in to 2 compartments (3rd and 4th).
- BULK - Compartment Nr.5

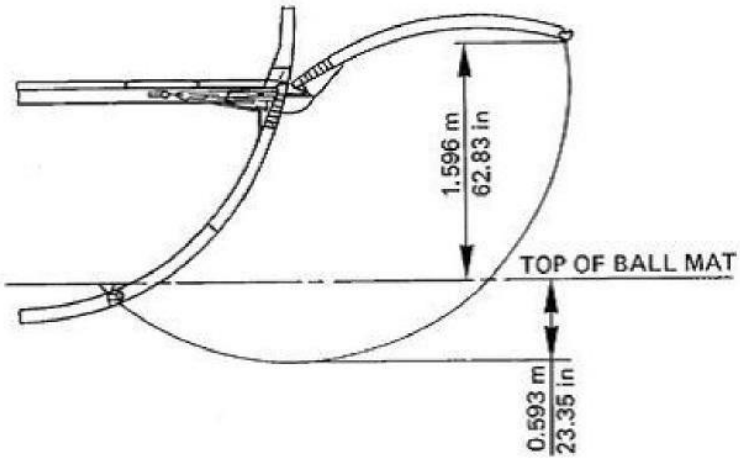
These holds are equipped with adequate cargo and lining components.

When standi0ng or walking in cargo compartments;

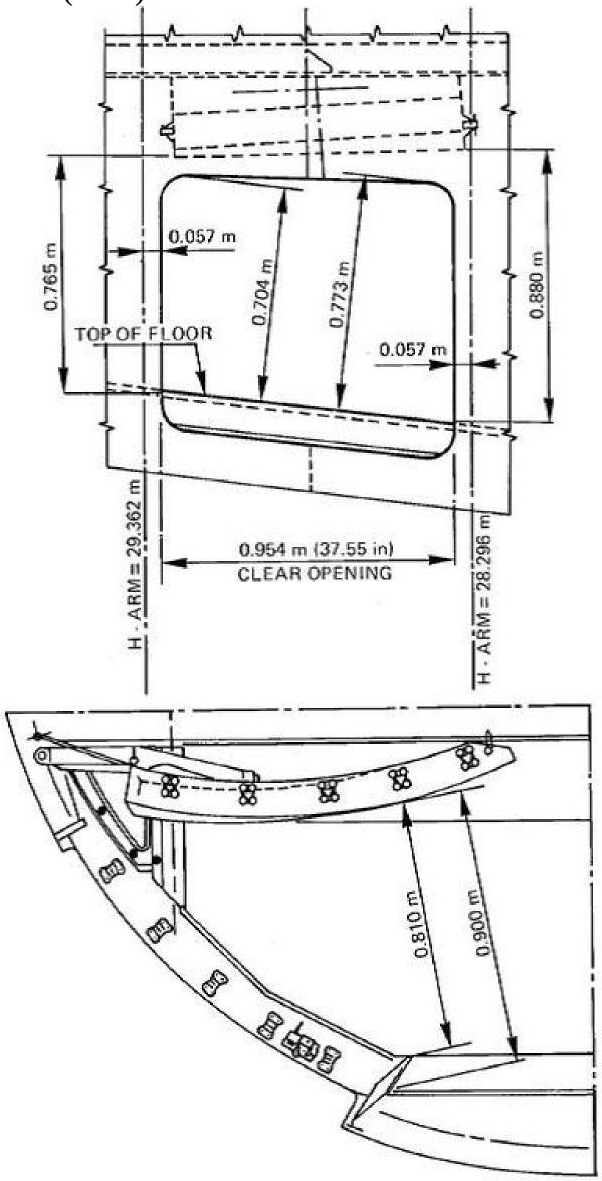
- Ensure there is a safe place to step.
- Never step on Power Drive Units (PDU's), rollers, raised locks or other restraints.
- Do not unnecessarily step on ballmats. When doing so, use caution and step carefully between the rollers balls of the ballmat.

A320 Cargo Compartment Door Dimensions

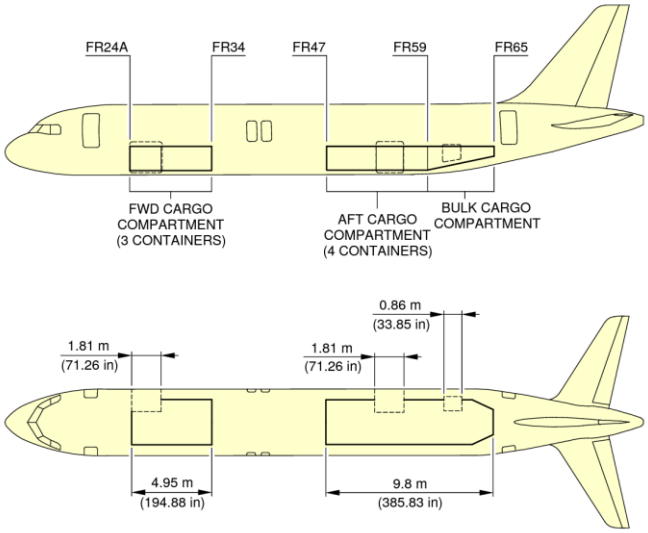
FWD and AFT Cargo Door A320



Rear (Bulk) Door Dimensions A320



The general arrangement of the A320 cargo holds is shown in the illustration below:



3.5.1.2 A321

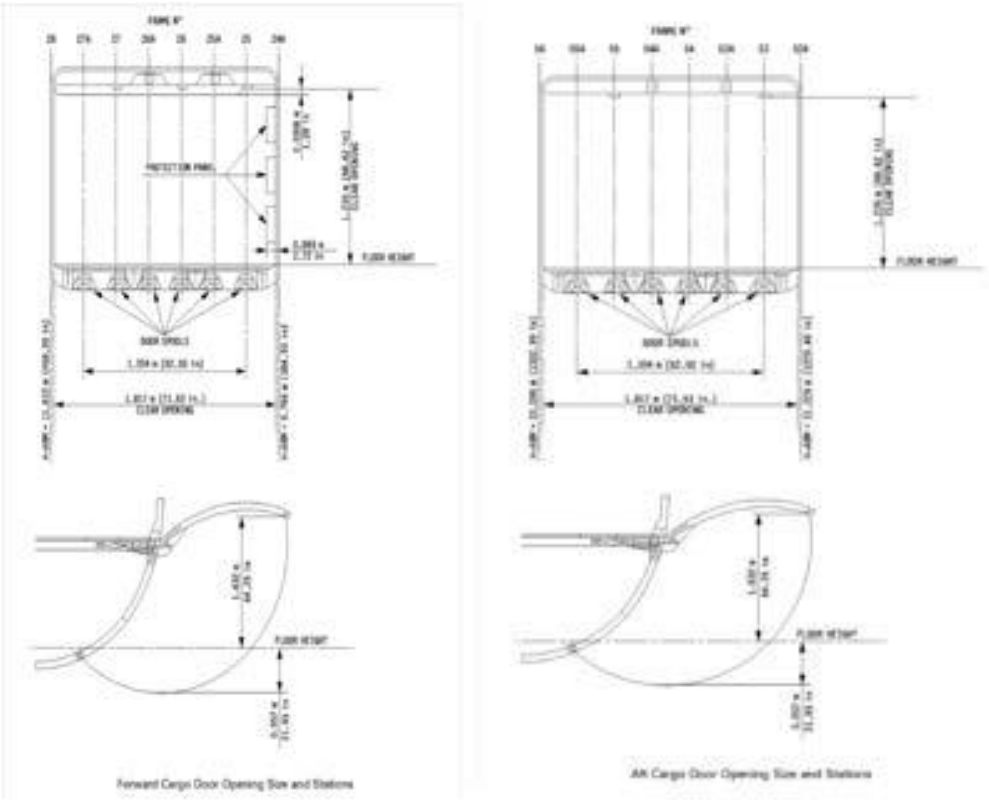
Airbus A321 aircraft lower decks are divided into 3 cargo holds:

- FWD hold is divided in to 2 compartments (1st and 2nd)
- AFT hold is divided in to 2 compartments (3rd and 4th).
- BULK - Compartment Nr.5

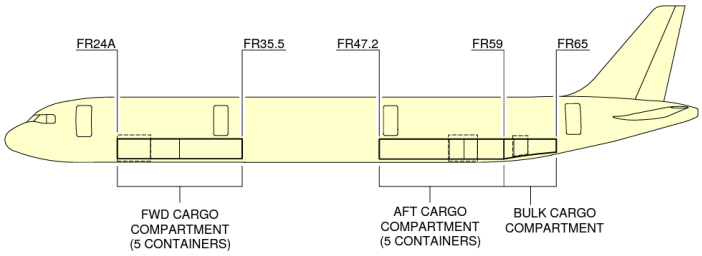
These holds are equipped with adequate cargo and lining components.

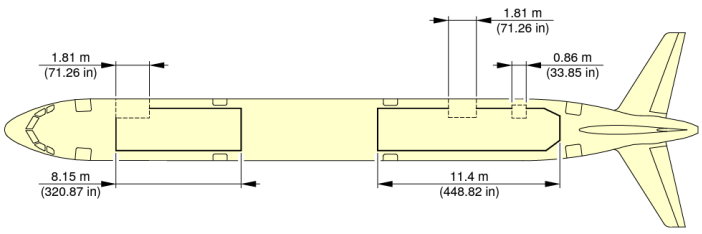
- Take care of fingers to avoid injuries.
- Do not use feet to raise or lower the restraints.

A321 Cargo Compartment Door Dimensions



The general arrangement of the A321 cargo holds is shown in the illustration below:





3.6 PREVENTION OF DAMAGE

The utmost caution is required to avoid any situation, which might result in damage to an aircraft whilst on ground:

- As long as the aircraft is taxiing, ground equipment shall be parked at a safe distance within designated areas.
- Ground equipment and jet-ways shall only be directed to the aircraft after it has come to a complete stop, chocks in position, engines shut down and, if applicable, ground/flight deck intercom contact established.
- Ground equipment placed at a distance from the aircraft shall have brakes on to avoid rolling of equipment caused by the blast of the engines.
- The ground equipment shall be in good technical condition.
- Ground equipment shall be manoeuvred in the aircraft vicinity at low speed with accuracy and care.
- Brakes shall be applied to prevent slipping or other uncontrolled movements

3.6.1 During Loading / Unloading:

Damage to the aircraft may also result from:

- Exceeding aircraft floor load limitations;
- Inadequate tie-down and failure to fasten separation nets and door nets;
- Incorrect opening or closing of doors and operation of cargo doors during strong or gusty wind conditions;
- Mishandling of catering equipment.

During loading or unloading operations, the height of an aircraft may vary up or down and full allowance must be made for this movement when equipment is positioned/operated at the aircraft.

Care must be exercised during loading and unloading operations to avoid damage to the doors or their openings.

Precautions must be taken when maneuvering large or heavy items within the cargo compartments (and within the cabin in case of cargo aircraft) to prevent damage to the floor. Crowbars, crash axes and similar implements shall never be used directly upon the aircraft floor.

The surface of the apron shall be kept clear of loose equipment or other objects that might cause damage to aircraft or engines.

NOTE: When loading has been completed, remove all ground equipment to a safe distance. Any damage to aircraft shall be reported immediately by Handling Agent.

3.7. LOAD CONTROL DUTIES PERFORMED BY CREW

Due to nature of FLY2SKY business model, when operating to airports which are served only on occasionally base and where aircraft datas are not loaded or not accessible in DCS database, load control duties can be performed by FLY2SKY crew. All FLY2SKY´s flight crews are properly trained to compute and print electronic loadshet via FlySmart+ application (FS+ Loadsheet, which is approved by Bulgarian CAA. When a technical problem occurred (malfunction of o/b printer, etc), flight crews will use manual sheet, where data from application will be rewritten by hand. Crews are trained to produce manual load sheet as well. When load control duties are performed by crew as stated above, handling agent must provide following datas:

- number of pax and diversification to MALE/FEMALE/CHILD/Infants

- if seats were allocated, distribution to cabin sections
- number of pieces and total weight of checked baggage
- total weight of cargo and mail

Afterwards, crew will compute a load sheet and issue load instructions. Handling agent´s load supervisor confirms by signature,
that load has been distributed in accordance with loading instructions issued by crew. Samples of l/s:

3.7 LOAD SYSTEM AND STATEMENTS

FLY2SKY does not conduct any Combi type aircraft operations.
FLY2SKY does not transport interline cargo.

3.8 UNIT LOAD DEVICES

FLY2SKY does not utilize ULD.

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4. LOADING AND UNLOADING

4.1. GENERAL LOADING PRECAUTIONS

4.1.1 Introduction

Special precautions must be taken to prevent damage that may result from:

- exceeding aircraft floor load limitations;
- inadequate tie-down and failure to fasten separation nets and door nets;
- incorrect opening or closing of door and operation of cargo doors during strong or gusty wind conditions;
- mishandling of catering equipment.
- the loading of any items onto an aircraft must be undertaken according to written load instructions to ensure correct weight and balance requirements. instructions.
- The condition of the load shall be checked prior to loading in order to detect leaking or otherwise damaged items. Items with any evidence of leaking contents MUST NOT BE LOADED. Dangerous goods which are damaged MUST NOT BE LOADED.
- The handling of Dangerous Goods must be undertaken with particular care to ensure that the integrity of the packaging is not adversely affected. Loading and stowage of Dangerous Goods must conform to all prescribed national and international regulations/standards, e.g. IATA DGR.
- When a poorly packaged shipment is observed, proceed with caution. All contents shall be prevented from spilling out and causing injuries.
- Compartment nets shall be secured fastened and not be allowed to hang out of the hold during loading or offloading (and between loading and offloading) as the nets with their attachments may cause damage to the aircraft. They also constitute a safety hazard to the crew or personal working around the aircraft, especially during adverse weather. The load shall be stowed away from the ceiling according to aircraft manufacturers instructions (indicative lines in cargo compartments)

NOTE: The loading is not considered finished until compartment door covers and nets have been duly installed (even when compartments are empty) and all compartment doors have been properly closed.

During loading or unloading operations, there may be vertical movement of an aircraft up or down and full allowance must be made for this movement when ground support equipment is positioned/operated at the aircraft.

Baggage loading operations for A321 with additional central tanks shall start in the following sequence:

- Forward cargo holds (H2 then H1);
- Aft cargo holds (H3 then H4 then H5);

Following requirement shall be respected when loading section 33 and sections 41/42:

- The net restraint system is in use;
- A net section is loaded to at least three quarters of its height before the next net section can be loaded.

If the loading at any net section (33, 41/42) does not comply with the above-mentioned requirements, the following additional restrictions are applied:

- All net sections aft of the concerned net section remain empty;
- The capacity of the rear bulk cargo hold is limited to 250 kg;

As a general rule following baggage distribution could be taken:

- H3:35 bags;
- H4:70 bags;
- H5:15 bags;
- H2:80 bags/ remaining;

For ground stability purposes it is recommended to keep at least 30 bags in H2.
Unloading operations shall start in the following sequence:

- Aft cargo holds (H5 then H4 then H3)
- Forward cargo holds (H1 and H2).

Caution must be exercised during loading and unloading operations to avoid damage to the doors or their openings.
Doorsill protection must be installed, when provided.

When maneuvering large or heavy items within the holds and within the cabin, in case of cargo aircraft that are not equipped with a mechanized in-plane loading system, a moveable roller track system shall be utilized. Crowbars and similar implements shall never be used directly upon the aircraft floor.

When loading pallets or containers, make sure that the edges are either guided by the side rails or fit under the stops/locks/guides and that the height of the pallet allows for sufficient clearance in the door opening. When containers and pallets are handled manually, full control of them shall be maintained as their impact against locks and stops at high speed can cause damage.

The following occurrences in loading or unloading must be reported immediately to the Supervisor:

- Spillage of acids or other dangerous liquids in the holds.
- Packages containing dangerous goods found damaged or leaking.
- Spillage from wet cargo shipments or live animal wastes discovered in the aircraft.
- Any spillage on the apron, e.g. fuel, oil, hydraulic liquids, etc.

Attention to poorly packaged, damaged or suspected stolen shipment shall be paid.

AFT cargo loading limitation due to ACT installation:
The loading of following articles is strictly prohibited in AFT and BULK (CMPTs 3+4+5):

- any dangerous goods in class 8 (RCM) CORROSIVE
- any dangerous goods in division 1.4S (RXS) EXPLOSIVE
- any dangerous goods in division 2.1 (RFG) FLAMMABLE GAS
- any dangerous goods in class 3 (RFL) FLAMMABLE LIQUIDS
- any cargo items with a front section equal or less than 40x40cm and a length exceeding 1.9m
- non unitized cargo
- any package weighing more than 150kg (HEA)

above articles or packages must be loaded FWD only.

Beginning behind the ACT, 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.

4.1.2. Securing of the Load

The load must be stowed so that:

- it is secure and cannot shift or break loose;

- it cannot damage the aircraft or otherwise endanger its operation
- it does not obstruct aisles, doors or emergency exits.

4.1.3 Responsibilities of Aircraft Handling Personnel

It is the responsibility of Aircraft Handling Personnel to ensure that:
Loading / Unloading:

- crew baggage, Cabin Load, Special Loads and etc. are loaded / unloaded in the correct manner including
- load incompatibilities.
- they use the available volume of the compartments to the maximum possible extent.
- heavy or solidly packaged pieces are loaded on or near the floor.
- if offloading shipments is required due to mass or volume restrictions, they observe the load priorities.

Place of Loading:

- they only use the allowed compartments for loading.
- the distribution of load is in accordance to the Loading Instructions.
- cabin load is not loaded into toilets and/or crew compartments.
- specially marked positions which must always be accessible for safety reasons are free at all times.

Examples: vision lenses, gear extension indicators, emergency exits and etc.

Careful Loading:

- the aircraft is loaded and unloaded carefully to avoid accidents and damages to both aircraft and load.
- the minimum safety distances are adhered to:
  - Between Compartment walls and containers 2.5cm or 1”
  - Between Compartment walls and pallets 5 cm or 2”
- the proper handling of all loading equipment and material is adhered to.
- if heavy loading tools are used then;
  - Protect the floor with supporting planks.
  - Do not use tools and rollers directly against the aircraft floor.

Sensitive Shipments:

- pieces with special handling instructions (Labels or Imprints) are to be handled accordingly, e.g. “This Side
- Up”, “Fragile” and etc.
- sensitive shipments must be loaded with special care, e.g. measuring instruments, fragile pieces, flowers
- and etc.
- sensitive shipments are loaded in such a way they cannot be damaged by other load.

Load to be excluded from transport:

Do not load any load:

- that is not properly packed.
- that may cause damage to the aircraft or other load.
- that has not been properly accounted for mass
- that may contaminate the compartment or other load.
- that is not packed in accordance to valid packing requirements, e.g. dangerous goods, human remains,

- animals and etc.
- if special handling instructions cannot be followed.
- if necessary loading accessories are not available.

Securing of Load:

When Transporting load on-board any aircraft it must be secured so that;

- it cannot move during the flight, which could dangerously shift centre of gravity of the aircraft.
- it cannot cause damage to the aircraft structure or other important parts of the aircraft.
- in the case of an emergency landing neither passengers nor crew are injured by the load.

4.1.4 Unit Load Device Compartments

RESERVED.

4.1.5 Bulk Compartments

Load in bulk compartments is generally secured by door nets and net sector divider nets, however;

- heavy pieces exceeding 150kg need to be tied down.
- cages with Live Animals need to be tied down.

The following loads need to be restrained against movement and need to be tied down, if there is no other load in

- the compartment:
- load that is sensitive against shock or tilting.
- barrels or drums.
- small pieces with high individual mass (high density cargo)
- pipes, tubes, bars, beams, planks, poles and etc.

Report Damaged or missing nets to FLY2SKY maintenance for rectification.

NOTE: Bulk compartment has an indicative line that shall not be exceeded during cargo or baggage loading.

4.1.6 Unloading Sequence

FLY2SKY recommends the following Unloading sequences:

1. unload Aft Lower Deck Compartment
2. unload Bulk Compartment
3. unload Forward Lower Deck Compartment
4. unload Cabin Load

4.1.7 Loading Sequence

FLY2SKY recommends the following Loading sequences:

1. load Cabin Load
2. load Forward Lower Deck Compartment
3. load Aft Lower Deck Compartment
4. load Bulk Compartment

4.1.8 Simplified procedures for Unloading

PREPARATIONS

- Check CPM for special loads (AVI, BIG, OHG, HEA, PER);
- Inform handling agent to have adequate equipment ready and right parking spot available;
- on days with severe weather conditions, it is recommended the handling agent offloads the bulk compartment into an igloo container or trolley with canvas;
- inform the handling agent about transit pallets remaining on the flight/or which connect another flight;
- check if CG remains in safe limits after offloading at first destination (in case of multiple destinations);
- check pallets and take action for re-balancing the aircraft.

UNLOADING

- Check if electrical power is on in the aircraft (GPU or APU running);
- have an air conditioning running, if there is transit perishable, AVI cargo remaining on board;
- before opening cargo doors, check carefully, if no obstacles outside, or if no cargo is blocking the actuators
- inside;
- do not offload bulk last;
- start offloading from the back;
- to open locks, start with the inside lock and finish with outside lock for safety reasons;
- watch the moving pallets carefully;
- report any cleaning requirements and damages to maintenance staff;
- offload forward holds last.

4.1.9 Simplified procedures for Loading

Prior to Loading:

- When the aircraft is still empty, check for any damage on the frame, its structure and loading system, fire
- wall, doors and report any found to Maintenance;
- check if power is available on aircraft. (GPU or APU running);
- have cargo holds cooled/heated when AVI, PER need to be loaded and request maintenance personnel to
- switch on APU;
- before opening doors, check for obstacles and wind velocity;
- the doors must be fully open;
- reposition locks back into correct positions;

Loading:

- Load time start (1st pallet coming to aircraft);
- check correct pallet build-up, leakage, correct Dangerous Goods segregation, correct pallet number and
- correct position for respective pallet number;
- check correct destination;
- request immediate tie down for off-size, centreboard and etc.;

During loading to Maintenance and crew:

- Keep flight crew and operations informed about unforeseen loading delays;

- take necessary action if a pallet is badly damaged, leave it and/or ask for substitute;
- remove snow/water from pallets prior to loading into the aircraft;
- Load Time end;

After Loading:

- Close the doors properly;
- have all not required vehicles removed;
- collect a signed copy of the loading instruction form;
- input loading times and write a report for various delay reasons;
- file flight documentation;
- if the aircraft is AOG wait for decisions and actions taken.

Start and Finish Times:
In order to save time, FLY2SKY considers that:

- the loading of the aircraft starts, when the first pallet is loaded into the aircraft and end when the following
- tasks have been finished;
- all Load is secured on-board of the aircraft;
- all safety nets, compartment separation nets and etc. have been reinstalled;
- all cargo doors are properly closed and locked.

4.1.10 Loading Equipment

Loading equipment may be placed onboard of individual flights on stations in addition to the standard version and route equipment.

Loading equipment is not included in the DOW. It must be shown on the loadsheet.

4.1.11 Storage of equipment

Equipment stored at stations must be protected against damage by weather, moisture, dirt, etc.

4.1.12 List of equipment

This table shows the mass of loading equipment and conditions when it can be used:

Equipment type	Mass (kg)	Aircraft
Ballast bag, empty	0.3	On request only
Net sack, yellow/green	0.1	On request only
Stretcher kit, standard	35.0	On request only
Tie-down ring, standard	0.1	On request only
Tie-down strap, 3 m	0.6	On request only
Tie-down strap, 5 m	1.0	On request only

4.1.13 Equipment after use

The equipment shall be collected from compartments and cabins, bundled, marked and returned to main storage without delay, after use on board.

4.1.14 Supporting on Level Floor

Supporting planks are used to ensure that the maximum area load is not exceeded, whenever heavy and/or oddshaped cargo items are loaded in compartments with level floor.

As a guideline, the planks used for supporting shall, preferably, be as short as possible, provided that the supporting requirements are met.

4.1.15 When supporting is needed

If an item cannot be loaded without exceeding the maximum area load, then planks shall be used in order to distribute the mass of an item over a larger area.

Use this table to determine if supporting is needed:

Step	Action
1	Access table 1 below with the actual length and width of applicable contact area and read the allowed maximum mass at the intersecting point.
2	Is the contact area sufficient? If yes, supporting is not required. If no, supporting is required. Go to step 3.
3	Determine the number of planks in table 2, which is required to support the item. **NOTE:** The item must cover minimum 50% of the plank width, in order to utilize the capacity of the plank.

4.1.16 Maximum support mass table for planks

Use the table below to determine the allowed maximum mass.

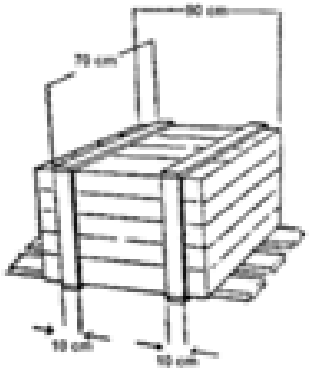
Length	Width (cm)									
(cm)	10	20	30	40	50	60	70	80	90	100
20	14	28	43	58	73	87	102	117	130	145
40	29	58	87	117	145	175	200	230	260	290
60	43	87	130	175	215	260	305	350	395	435
80	58	117	175	230	290	350	405	465	525	585
100	73	145	215	290	365	435	510	585	655	730
120	87	175	260	350	435	525	610	700	790	875
140	102	200	305	405	510	610	715	815	920	1020
160	117	230	350	465	585	700	815	935	1050	
180	130	260	395	525	655	790	920	1050		
200	145	290	435	585	730	875	1020	1170		
220	160	320	480	640	805	965	1125			
240	175	350	525	700	875	1150				
260	190	380	570	760	950	1140				
280	200	405	610	815	1020	1225				
300	215	435	655	875	1095					

4.1.17 Plank capacity

This table shows different planks and their supporting capacity:

Length (cm)	Width (cm)	Thickness		Average mass of planks (kg)	Supporting capacity (kg)
		(cm)	(inch)		
100	15	2.5	1	3	100
150	15	5.1	2	7	150
200	15	5.1	2	10	200
250	15	5.1	2	12	250

Example of supporting on level floor

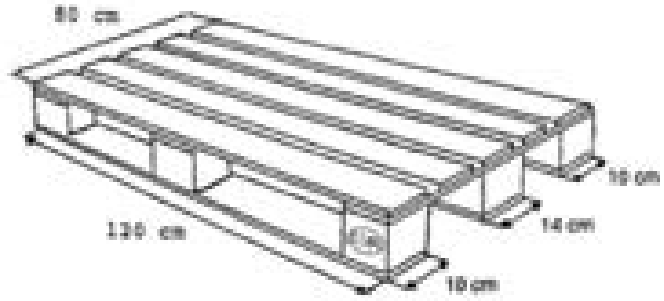


4.1.18 Supporting by use of Euro-pallet (EUR)

It is possible to use Euro-pallets as support on level floor. The pallet is a loading platform made of wood. It is used for transporting goods by a forklift in warehouses.
The following rules must be adhered to when using the Euro-pallets as supporting material:
The Euro-pallet must be clearly marked with the EUR symbol (refer to illustration of the Euro-pallet below)

- The maximum mass of the load on the Euro-pallet is 280 kg. For supporting of masses exceeding 280 kg, use normal procedure (Determining if supporting is needed, above)
- In order to distribute the mass over several floor beams in the aircraft structure, the Euro-pallet must be
- loaded in the longitudinal (flight) direction of the bulk compartment.

Sample of Euro-pallet



4.1.19 Securing of Load

When transporting load in an aircraft it must be secured so that:

- It cannot move during the flight, which could dangerously shift the centre of gravity of the aircraft.

- It cannot cause damage to the aircraft structure or any other important parts of the aircraft.
- In case of an emergency landing neither passengers nor crew are injured by the load.
- Dangerous Goods cannot cause damage or injury to persons and/or property.

Securing of the load in bulk compartments is generally secured by door nets and section divider nets.

If the compartment or net section is not volumetrically filled with load, an additional lashing is necessary for:

- Small pieces with a high individual mass (high density cargo).
- Pipes, tubes, metal bars or other items of a penetrating nature.
- Load, which is sensitive against shock or tilting (for example dangerous goods).

Heavy pieces weighing 150 kg or more (HEA) shall always be lashed individually.

NOTE: Compartments and net sections, which are filled up to three-quarters of their heights, are considered to be volumetrically full.

The table below describes the securing requirements of various items:

Item	Type of securing
Live animals	Lashing

• Dangerous goods.
• Items of a piercing and penetrating nature, e.g. metal bars, pipes, tubes, etc.
• Items weighing up to, and including, 149 kg, which may:
  • shift the center of gravity,
  • damage the aircraft, or
  • injure passengers or crew.
	Either by volumetrically filling the compartment or net section, or lashing.

Items weighing 150 kg or more (HEA), when bulk loaded in compartments or net sections.	Lashing

In order to prevent the load from moving at takeoff, in flight and at landing, the following basic forces must be compensated for:

- Forward
- Backward
- Sideward
- Upward

4.1.20 Lashing rules

The rules mentioned below must be observed:

- As the forces will not act simultaneously it is permitted to use the same lashings for more than one of the force directions.
- Straps (and nets) shall be tightened strongly, but not so tight that the load or rings are damaged. The lashing must be easy to remove at the station of unloading. The same tension must be applied to all lashings.
- Lashings shall be located near the centerline of the load. Initial positioning of the load is of great importance to get the center of gravity of the load as low as possible and thus avoids overturning forces.
- Whenever possible, the longest dimension of the load shall be placed lengthwise on the floor.

- Lashings may be made either from one ring around the item to another ring, or from one ring directly to an attachment point on the item.
- The lashing shall be applied in all force directions, i.e. the compartment wall/net may not be used for securing/lashing of the item.
- Ropes are prohibited unless the personnel using them are trained properly and the ropes used match the specifications according to IATA AHM 311.

Tie-down straps

There are two types of tie-down straps:

- Standard tie-down straps: The standard tie-down straps are made of fire resistant nylon webbing, and are provided with a patent buckle, a hook and a tie-down ring at each end. The straps are available in lengths of 3 and 5 meters, both with an ultimate strength of 550 kg.
- Heavy mass tie-down straps: The heavy mass tie-down straps are made of 1 3/4" inch wide fire-resistant nylon webbing, provided with steel quick-release hooks and steel-ending snap hooks. They are produced in length of 5 meters with an ultimate strength of 2270 kg.

Tie-down rings

The following types of tie-down rings are used:

- Standard tie-down rings, and
- Heavy mass tie-down rings.

4.1.21 Lashing of Bulk Load

The table below indicates the minimum number of straps and rings required for lashing of each load factor (force direction). The table is based on the following conditions:

- The restraint is limited by the capacity of the straps.
- When providing restraint for the same force the rings must be mounted with a minimum spacing of 20" (50 cm or 20 holes in floor tracks)

Mass of item (kg)	No. of straps	No. of rings
0-149	1	2
150-480	2	4
481-720	3	6
720-960	4	8
961-1200	5	10

Forces acting on the Items for which lashing is required shall be tied down to withstand the following G- load forces (times the mass of load):

- Bulk compartments: All forces 1.5 G.

4.1.22 Lashing of Pallets and in Containers, when lashing is required

Pallets: A pallet net shall be used for securing of the load on the pallet. If load so requires, straps can be used for additional securing.

4.1.23 Lashing on pallets.

RESERVED.

4.1.24 Lashing on Pallets and in Containers

Heavy mass straps

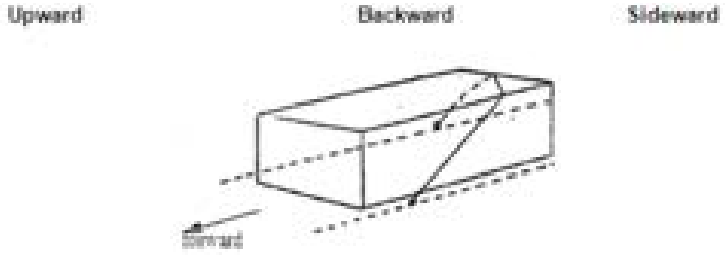
Use this table to get number of required heavy mass straps to 125" pallet net rings:

NOTE: Maximum 1 strap to each ring for the same force.

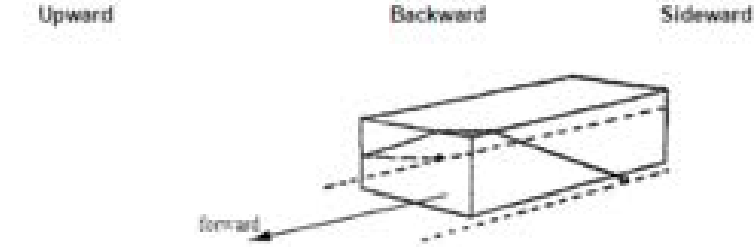
Mass of item (kg)	Upward force		All other forces	
	Strap	Ring	Strap	Ring
0-1000	1	2	1	2
1001-2000	2	4	1	2
2001-3000	3	6	2	4
3001-4000	4	8	2	4
4001-5000	5	10	3	6
5001-6000	6	12	3	6
6002-7000	7	14	4	8
7001-8000	8	16	4	8
8001-9000	9	18	5	10
9001-10000	10	20	5	10
10001-11000	11	22	6	12

4.1.25 Examples of Lashing

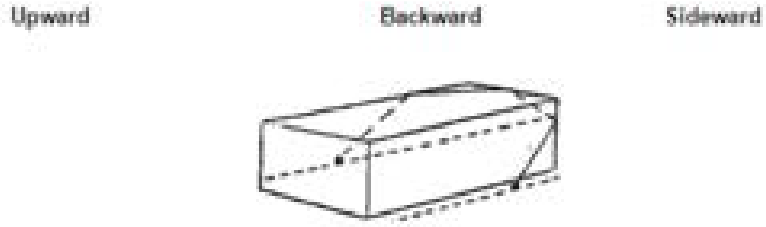
This diagram shows a strap arrangement where one strap compensates for three different forces:



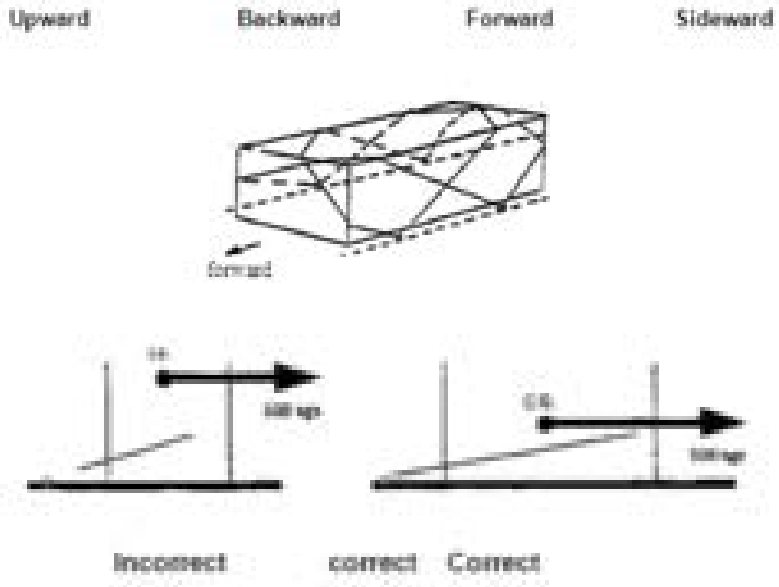
This diagram shows a strap arrangement where one strap compensates for three different forces:



This diagram shows a strap arrangement where one strap compensates for three different forces:



This diagram shows a strap arrangement where one strap compensates for three different forces:



4.2 LOADING IN COMPARTMENTS

4.2.1 Introduction

In spite of the time pressure under which loading operations take place, great care must be exercised to avoid damage to the aircraft, load and equipment.

All efforts must be made to avoid damage to the aircraft and the load, as it may jeopardize the safety of the aircraft and involve financial loss.

4.2.2 Reporting of damage to aircraft

Damage to the aircraft must always be reported to the Commander for evaluation and subsequent action before the next departure.

Any luggage hold must be checked for damage before loading and if damage discovered is shall be reported to commander.

4.2.3 General rules and standards

GRH 4.3.1

The following general rules and standards apply for loading in compartments:

- a written Loading Instruction must always be issued and adhered to when loading;
- all baggage must be tagged before loading in compartments;
- before loading the cargo hold is inspected to check for damage and ensure it is empty of other than documented transit.
- the Load Controller must immediately be contacted if unreasonable deviations are noticed between estimated mass shown on the Loading Instruction and:
  - actual offload,
  - actual transit load, and/or
  - actual on load.
- deviations to the Loading Instruction shall be decided by the Load Controller;
- cabin baggage, which is removed from passengers and loaded in compartments, shall be regarded as checked baggage and therefore recorded on the Loading Report;
- in addition to rules and procedures in this manual and the AHMs, the loading must be performed in accordance with local airport regulations;
- due to the risk of exterior aircraft damage, items that are difficult to handle due to mass, size or shape must not be loaded through compartment doors in close vicinity to trailing edges of wings, engine nacelles etc;
- loading is permitted only in the regular compartments, and under certain circumstances in the cabin.
- Stowage is absolutely prohibited in toilets, galleys, flight deck etc.;
- only non-odorous load may be loaded in the upper compartments (if applicable), adjacent to the passenger cabin;
- from an economic point of view it is essential that the embarking load is stowed tightly, so that the maximum volume and mass of revenue load can be accommodated at stations ahead;
- after loading completed all cargo holds nets to be closed in order to protect luggage from moving during the flight;
- the loading is not considered finished until compartment door covers and nets have been duly installed
- (even when compartments are empty) and all compartment doors have been properly closed;

- if last minute load is loaded after the Departure Check has been performed, the person responsible for the check must be notified.

4.2.4 Stowing rules

The following stowing rules must always be observed:

- If nothing to the contrary is stated in the Loading Instruction, the different categories of load shall be stowed in the following sequence:
  - cargo,
  - mail, and
  - baggage
- This way, the baggage will be located the nearest to the compartment door in front of cargo and mail.
  - Heavy items (HEA) must not be stowed on top of other load.
  - Heavy items (HEA) must not block baggage and mail.
  - Load for the next station must not be blocked by load for other stations en route.

4.2.5 Exceptions to stowing rules

The exceptions to the stowing rules shown below must be observed:

- On multi-leg flights, deviation from the sequence is permitted when the sequence cannot be adhered to without removal and re-stowage of blocking load categories.
- In critical volume situations, mail may be mixed with cargo and/or baggage.
- Last minute stand-by cargo may be loaded in front of mail and baggage for the same point of unloading, unless it consists of heavy items (HEA).
- The load shall be separated in the compartments, per station of unloading or per load category as apparent from the Loading Instruction/Report, by means of separation nets.

4.2.6 Baggage

In order to speed up delivery and transfer, baggage must always be stowed so that it can be unloaded first on arrival.

- Transfer baggage shall be separated from local baggage according to Loading Instruction.
- Stand-by baggage shall not be loaded until ordered by the Load Controller.

4.2.7 Counting of baggage pieces and mass

The pieces of baggage must be counted when they are loaded into a compartment or a container. The total number of pieces and their accumulated mass shall be recorded on the Loading Report.

4.2.8 Fragile load

To avoid damage, fragile load must not be loaded under other load. Examples of fragile load are: baby trolleys and musical instruments

This Side Up- labeled packages

All packages marked with This Side Up-labels must be secured in an upright position, i.e. with arrows pointing up.

Barrels and drums

The below restrictions apply when handling barrels and drums:

- Barrels and drums must not be dragged or dropped
- Barrels and drums may not be lifted directly on the base by mechanical means, e.g. with a forklift

4.3 LOADING OF UNIT LOAD DEVICE (ULD)

RESERVED

4.4 DANGEROUS GOODS

Refer to 9.16.19

4.5 LOADING OF SPECIAL LOAD

Refer to 9.15 - SPECIAL CARGO

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5. DOCUMENTATION OF LOAD

5.1. RULES FOR MASS AND BALANCE CALCULATIONS

5.1.1. Introduction

5.1.1 Introduction

Mass and Balance Control System comprise several types of operation with various procedures applied:

- Ad Hoc Charters
- Serial Charters
- Scheduled line flights
- Test flights
- Training flights

NOTE 1: The term Ad Hoc Charters includes such special flights as Demo, Delivery, Military and Royalty flights.

NOTE 2: Serial Charters are defined as a series of charter flights intended as an element of a holiday travel to contracted destinations.

For training flights, test flights and Ad Hoc Charter flights the responsibility for correct loading and load control rests with the Commander.

5.1.2 Mass calculation

For every flight a mass calculation (Load and Trim Sheet) is required to ensure that the:

- mass of the aircraft is within specified limits.
- number of passengers on board, and
- load in the compartments are within limits.

NOTE: Only qualified personnel are authorized to issue Load and Trim Sheets for actual flights. Load and Trim Sheets produced by EDP systems must be checked by qualified personnel

5.1.3 Balance Calculation

For every flight a balance calculation must be made to ensure that the aircraft is loaded and the passengers are seated in such a way that balance conditions are within allowed limits.

NOTE: Manual balance calculations may only be made by qualified personnel, using the balance table valid for the respective aircraft type and version.

5.1.4 Mass and balance calculation conditions

The commander shall ensure that during any phase of operation, the loading, mass and centre of gravity of the aeroplane complies with the limitations specified in the approved Aeroplane Flight Manual, or the Operations Manual, if more restrictive.

NOTE: Current and accurate Aircraft weight and Balance data with the limitations are published in the respective aircraft AHM560 taking in to account limitations of the Aircraft manufacturer (Airbus Weight and Balance Manuals) and FLY2SKY.

The weight and centre of gravity (CG) of each FLY2SKY airplane must be established by actual weighing before it is used for the purpose of commercial air transport. All aircraft are to be reweighed thereafter at intervals of four years.

A basic aircraft weight and CG position will be noted on the weighing report, or weight and centre of gravity schedule, as produced by the manufacturer or approved by the maintenance organization. These will be used by the FLY2SKY to calculate an airplane DOw and CG for

each airplane, as appropriate. The accumulated effects of modifications and repairs on weight and balance must be taken into account.

FLY2SKY maintenance department is responsible for provision of weighing results to FLY2SKY ground operations department. Based on this data AHM560 for the corresponding aircraft is prepared.

5.2 EXPLANATION OF LOAD CONTROL TERMS

In connection with issuance of Load and Trim Sheet some specific load control terms are used. The following types of terms are explained:

- Mass,
- Fuel,
- Load, and
- Balance

5.2.1 Mass terms

This table shows, in alphabetical order, the explanation of mass terms:

Term	Explanation
Actual Landin weight (LW)	Calculated mass of landing, i.e. actual take-off mass minus trip fuel.
Actual Take-off weight (TOW)	Gross mass of aircraft at brake release for take-off, i.e. actual zero fuel mass plus take-off fuel.
Actual taxi weight (ramp weight)	Actual take-off mass plus taxi fuel, i.e. mass of loaded aircraft before starting the engines.
Actual zero fuel weight (ZFW)	Dry operating mass plus total traffic load.
Basic weight (BW)	Basic empty mass or fleet mass, including: • aircraft structure • systems • engines • irremovable equipment • unusable liquids (fuel, oil and others) • standard loose equipment.
Dry operating weight (DOW)	Operational empty mass. Basic mass plus operational items such as crew and pantry (equipment, food, beverages).
Maximum landing weight (MLW)	Mass limitation for landing, governed by structural and/or operational requirements.
Maximum take-off weight (MTOW)	Mass limitation for take-off (brake release), governed by structural and/or operational requirements.
Maximum taxi weight (ramp weight)	Maximum gross mass for ground manoeuvres.
Maximum zero fuel weight (MZFW)	Structural mass limitation.
Operating weight (OW)	Dry operating mass plus take-off fuel.

5.2.2 Fuel terms

This table shows, in alphabetical order, the explanation of fuel terms:

Term	Explanation
Ballast fuel	Non-usable fuel used for balancing purpose (only possible on some aircraft). The ballast fuel is separated from take-off fuel (usable fuel) and loaded in a separate tank. The fuel must not be consumed or jettisoned during flight.
Ramp fuel (RF)	Mass of total amount of fuel on board before starting engines.
Fuel on board (FOB)	Mass of total amount of fuel on board before starting engines. It must be stated in IFS in fuel box.
Burn-off fuel	Taxi fuel plus trip fuel.
Reserve fuel	Difference between take-off fuel and trip fuel, consisting of: • Route reserve, • diversion, • holding, and • additional fuel.
Take-off fuel (TOF)	Mass of total usable fuel on board at the moment of take-off (brake release).
Taxi fuel	Mass of fuel to cover APU consumption, engine start and ground manoeuvres until start of take-off. Standard masses are used which are, with a few exceptions, applicable at every airport. The standard amount used depends on the aircraft type. The Commander may increase the amount if local conditions require that.
Trip fuel (TF)	Mass of the pre-calculated fuel consumption from take-off to touch-down at the next point of landing.

5.2.3 Load terms

This table shows, in alphabetical order, the explanation of load terms:

Term	Explanation
Allowed traffic load	The mass remaining after the subtraction of the operating mass from the allowed mass for takeoff, which can be based either on the zero fuel, takeoff or landing mass.
Dead load	Total mass of: • baggage • cargo • mail • unmanifested items (e.g. EIC).
Total traffic load (total payload)	Total mass of: • passengers • baggage • cargo • mail • unmanifested items (e.g. EIC).
Underload	Difference between allowed traffic load and load actually carried.

5.2.4 Balance terms

This table shows, in alphabetical order, the explanation of balance terms:

Term	Explanation
Basic index (BI)	Centre of gravity at basic empty mass expressed as an index value.
Center of gravity (CG)	Point about which an aircraft would be balanced if suspended.
Dead load index (DLI)	Dry operating index corrected for the balance influence of the load in compartments.
Dry operating index (DOI)	Centre of gravity at dry operating mass expressed as an index value. Basic index corrected for the balance influence of the loads included in dry operating mass.
Ground stability	During all phases of ground handling and maintenance, the airplane Centre of Gravity (CG) shall be well forward of the main landing gear to avoid airplane instability and tipping. Some of the major factors affecting the airplane will include, but are not limited to: Airplane empty mass and attitude, fuel, passenger and dead load loading, ramp slope and snow and wind loads. Instability: When above-mentioned factors contribute to move the CG aft toward the main landing gear and make the airplane instable, without going as far as the nose- wheel actually losing contact with the ground. Tipping: All the above, but with the addition that the nose-wheel actually loses contact with the ground and the airplane starts tilting backward.
Loaded index at takeoff weight (LITOW)	Loaded index at zero fuel mass corrected for the balance influence of fuel.
Loaded index at zero fuel weight (LIZFW)	Dead load index corrected for the balance influence of passengers in cabin (fuel not included).
Mean Aerodynamic Chord (MAC)	Imaginary reference line (chord) dividing the wing in two areas producing the same amount of lift. Location of CG of loaded aircraft is given as a percentage of the MAC.

5.2.5 Equipment Included in DOM and DOI

Included in DOM and DOI is:

- Standard equipment
- Route equipment

5.2.6 Standard equipment

Standard equipment is carried on board irrespective of route and version. Standard equipment includes, for example:

- Aircraft document briefcase.
- Compartment nets.
- Pantry and toilet water.

5.2.7 Route equipment

Route equipment includes, for example:

- Catering and sales goods (including trolleys)

5.3 STANDARD MASSES

The following topics describe which masses can be used for the different load control purposes.

5.3.1 Types of mass

Masses used for load control purposes can be of two different types:

- Actual mass
- Standard mass.

5.3.2 Examples of actual mass

Typical load types where actual mass is applied:

- Fuel and oil
- Cargo
- Mail.

5.3.3 Examples of standard mass

Typical load types where standard mass is applied:

- Passengers
- Crew
- Baggage.

5.3.4 Crew Members and Crew Baggage Masses

refer to 3.2.4 - Standard mass values

5.3.5 Fuel and Oil Masses

Actual mass is applied to fuel and oil. All references to tankage shall be made in kilograms.

5.3.6 Passenger Masses

refer to 3.2.4 - Standard mass values

5.3.7 Baggage Masses

There are two types of baggage masses used for load control purposes (refer to 3.2.4 - Standard mass values):

- Actual baggage mass per piece
- Standard baggage mass per piece (if weighting is not available)

5.3.8 Exceptionally heavy baggage versus standard baggage masses

The following applies to flights operating with standard baggage masses to compensate for exceptionally heavy baggage:

- When a flight is expected to carry, or identified as carrying, a significant number of passengers with exceptionally heavy baggage, the actual number of pieces and mass of that baggage shall be reported to the Load Controller and Loading Supervisor for insertion on the Loading Report and Load and Trim Sheet.
- Typical passengers to be checked for exceptionally heavy baggage are:
  - groups of seamen and military personnel.
  - ice hockey teams or other sport teams.
  - symphony/philharmonic orchestras.
- Any transfer station included in such passengers' itinerary must be noted in free text format under “SI” in the Load message. The text to include:
  - number of pieces

- mass
- onward flight number
- destination(s).

5.4 OTHER TYPES OF LOADS AND THEIR MASSES

5.4.1 Hand baggage mass

The mass of the passengers' hand baggage (including pets and service animals in the cabin (PET) is included in the passenger standard masses, and shall therefore be disregarded.

5.4.2 Cargo masses

For mass calculations on the Load and Trim Sheet and registration on the Loading Instruction/Report the actual mass of the cargo, according to the mass slips, apply.

5.4.3 Mail masses

The actual mass of mail shall be used on the Loading instruction/ Report and Load and Trim Sheet.

NOTE 1: Decimals in the total mass of all mail per station of unloading shall be rounded off to the nearest kilo.

NOTE 2: Diplomatic mail (DIP), when loaded:

- in the security locker in the cabin, shall not be recorded by mass on the Loading Instruction/ Report and Load and Trim Sheet.
- in the compartments, shall be specified by mass as Cargo (DIP) on the Loading Instruction/ Report, and included by mass in the general cargo figure on the Load and Trim Sheet.

5.5 INTRODUCTION TO THE LOADING INSTRUCTION/REPORT

Loading Instructions/Report is an informative document of load for Commander.

5.5.1 Types of Loading Instruction/Report

There are two types of Loading Instructions/Report forms that can be used for mass & balance information:

- Manual Loading Instruction/Report in full A4-size based on IATA format AHM515 can be prepared and issued by a qualified Agent, Load Masterr/Loading Supervisor.
- EDP Loading Instruction/Report based on IATA format AHM514 can be prepared and issued by a qualified Agent, Load Controller/Supervisor. The producing system may be either an EDP system of a handling agent approved by FLY2SKY or FLY2SKY Weight & Balance system.

5.5.2 Completion of Loading Instruction/Report

By signing the Loading Instruction/Report, the Load Planner and Loading Master/Loading Supervisor confirms that the data listed below has been entered correctly:

- Aircraft type, and, if applicable configuration.
- Aircraft registration.
- Departure and destination stations
- Flight number according to flight schedule, advice from FLY2SKY Airlines OCC or LDM.
- Passenger counts Males/Females/Children/Infants, passenger seating per zones, passengers total counts
- Actual baggage, cargo and mail data received from Load Control

- Aircraft has been loaded in accordance with instructions, including the deviations shown on the report all containers/pallets and bulk load have been secured in accordance with FLY2SKY regulations.

5.5.3 Signature on Loading Instruction/Report

The following rules apply when issuing a Loading Instruction/Report:

- The document - Loading Instruction/Report shall be prepared by qualified Ground Handling staff, must contain the name of the person who prepared it and the signature.
- Before loading, the Commander shall check that during all phases aircraft weight and balance conditions are correct, satisfies requirements, are within limits and indicate his acceptance by hand signature with planned loading distribution in LIR.
- After loading completed Load Master/Loading Supervisor confirms by his hand signature that the load and its distribution are in accordance with applicable regulations and Loading Instructions accepted by the Commander.

5.5.4 Distribution of Loading Instruction/Report after completion

After completion of the final Loading Instruction / Report it shall be distributed:
1. Two copies shall be delivered to the Commander
2. One copy shall be kept in the station file for 3 months.

NOTE 1: For empty flights LIR also is required.

NOTE 2: For samples of A320/A321 manual loading instructions / report refer to 3.4.1 - Manual Loading Instruction/Report – Bulk loaded aircraft.

5.6 INTRODUCTION TO THE LOAD AND TRIM SHEET

5.6.1 Types of Load and Trim Sheet

There are two types of Load and Trim Sheet forms that can be used for mass & balance calculations:

- Manual Load and Trim Sheets in full A4-size based on IATA format AHM516 can be prepared and issued by a qualified Agent, Load Controller/Supervisor or Pilot.
- Computerized (EDP) Load and Trim Sheets based on IATA format AHM517 can be prepared and issued by a qualified Agent, Load Controller/Supervisor. The producing system may be either an EDP system of a handling agent approved by FLY2SKY or FLY2SKY Weight & Balance system.
- E-Load and Trim Sheet prepared by means of EFB by PM and cross-checked and approved by PF.

5.6.2 Completion of Load and Trim Sheet

NOTE: The Commander must be notified in advance when a manual Load and Trim Sheet is being issued / used.

By signing the Load and Trim Sheet, the Agent or the Loading Controller/Supervisor confirms that the data listed below has been entered correctly:

- Flight number according to flight schedule, advised by FLY2SKY OCC operations control or LDM.
- Aircraft registration.
- Aircraft type, cabin configuration
- DOW/DOI according to crew composition
- DOW/DOI correction to applicable pantry code as published in Weight and Balance Sheet for respective aircraft, if applicable.

- Maximum Gross Masses for aircraft type in question as published in the aircraft type related AHM560.
- Take-off and Trip Fuel figures according to published data or information given by the flight crew or flight dispatcher.
- Transit load data according to incoming LDM or Load and Trim Sheet/Loading Instruction/Report given to Agent on arrival.
- Actual passenger data, as reported by the check-in staff at the gate counter.
- Actual baggage, cargo and mail data and distribution according to the Loading Instruction/Report.
- Balance calculation and centre of gravity of loaded aircraft are within prescribed limits. Total traffic load does not exceed allowed traffic load.
- If applicable, the Loading Controller/Supervisor shall check and correct the Load and Trim Sheet for necessary Last Minute Changes before it is presented to the Commander.

5.6.3 Signature on Load and Trim Sheet

The following rule apply when issuing Manual Load and Trim Sheet:

- The Load and Trim Sheet shall be prepared, cross checked and signed by Cockpit crew according to LIR signed by Load Master

The following rules apply when issuing Computerized Load Sheet (EDP Load and Trim Sheet):

- The Load and Trim Sheet shall be completed and signed by the Agent, Loading Controller/Supervisor.
- The PIC shall sign after cross check with Loading Instruction/Report.

The following rule apply when issuing e-load and trim sheet prepared by means of EFB:

- The Load and Trim Sheet shall be prepared by Cockpit crew according to LIR signed by Load Master, cross checked and electronically signed by PIC using his three-letter code.

5.6.4 Distribution of Load and Trim Sheet after completion

After completion of the final Load and Trim Sheet it shall be distributed:

1. Two copies delivered to the Commander.
2. One copy shall be kept in the station file for 3 month.

NOTE 1: If the Flight/Journey Log slip has been used as basic data for issuance of Load and Trim Sheet, the Flight/Journey Log slip copy shall always be kept in the station file.

NOTE 2: If the final Load and Trim Sheet has been manually corrected a copy must always be filed in the station file.

5.6.5 Samples of A320, A321 manual Load and Trim Sheet

Manual Loadsheet Report form

ALL WEIGHTS IN KG

FLY2SKY	LOADSHEET REPORT A320/A321	F07

DATE	A/C REG	FLT №	FROM	TO	CREW	PANTRY

PASSENGERS INFORMATION					
MALE/ADULTS	FEMALE	CHILDREN	INFANT	TOB	C/Y

OA	OB	OC

CARGO INFORMATION						
		CP1	CP2	CP3	CP4	CP5
BAGS	PC					
	KG					
TECH KIT	KG					
CARGO	KG					
TOTAL	KG					

TOTAL CARGO	KG

I certify that the load and its distribution are in accordance with this load sheet report and current Fly2Sky loading instructions.	Loading Supervisor Name and Signature:

LOADING INFO			REVISED LOAD/TRIM INFO		
ZFW/ZFWCG		%	ZFW/ZFWCG		%
TOW/TOWCG		%	TOW/TOWCG		%

LAST MINUTE CHANGE (LMC)			
SPECIFICATION	LOCATION	±	WEIGHT
TOTAL LMC			

COMMANDER NAME, CODE	COMMANDER'S SIGNATURE

ISSUE 1 REVISION 0 01/07/2021

ORIGINAL

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Manual Trimsheet Report form

03.04.2023/R10 — Trim sheet Airbus A320 LZ - MDI (Y180) — FLY2SKY

Flight:	Date:	A/C Reg.: LZ-MDI	Capt.	Sign.

DRY OPERATION TABLE - POTABLE WATER INCLUDED

LZ-MDI	2/0	2/3	2/4	2/5	2/6	3/0	3/3	3/4
DOW	42925	43150	43225	43300	43375	43010	43235	43310
DOI	45.77	45.02	45.99	46.95	47.93	44.65	43.9	44.88

LZ-MDI	3/5	3/6	4/0	4/3	4/4	4/5	4/6	Pantry Code ..... DOW/DOI corrected
DOW	43385	43460	43095	43320	43395	43470	43545	
DOI	45.84	46.81	43.55	42.8	43.77	44.74	45.71	

INDEX CALCULATION TABLE

DOI		
PAX		
1-FWD Cargo		
3 - AFT Cargo		
4 - AFT Cargo		
5 - BULK Cargo		
LIZFW		
MAC ZFW		
TOF Index		
LITOW		
MAC TOW %		
TRIM		
	-	+

LOAD COMPARTMENTS

1 - FWD Weight	1 - FWD Index corr.	3 - AFT Weight	3 - AFT Index corr.	4 - AFT Weight	4 - AFT Index corr.	5 - BULK Weight	5 - BULK Index corr.
152	-1	248	+1	137	+1	95	+1
457	-3	496	+2	274	+2	190	+2
761	-5	743	+3	410	+3	285	+3
1066	-7	991	+4	547	+4	380	+4
1370	-9	1239	+5	684	+5	475	+5
1675	-11	1487	+6	1675	+6	570	+6
1980	-13	1735	+7	1980	+7	665	+7
2284	-15	1983	+8		+8	760	+8
2590	-17	2230	+9		+10	855	+9
2900	-19	Max 2426	+9.79		+11	950	+10
3200	-21				+12	1045	+11
Max 3400	-22.33				+13	1140	+12
					+14	1235	+13
					+15	1330	+14
					+15.43	1425	+15
						Max 1497	+15.76

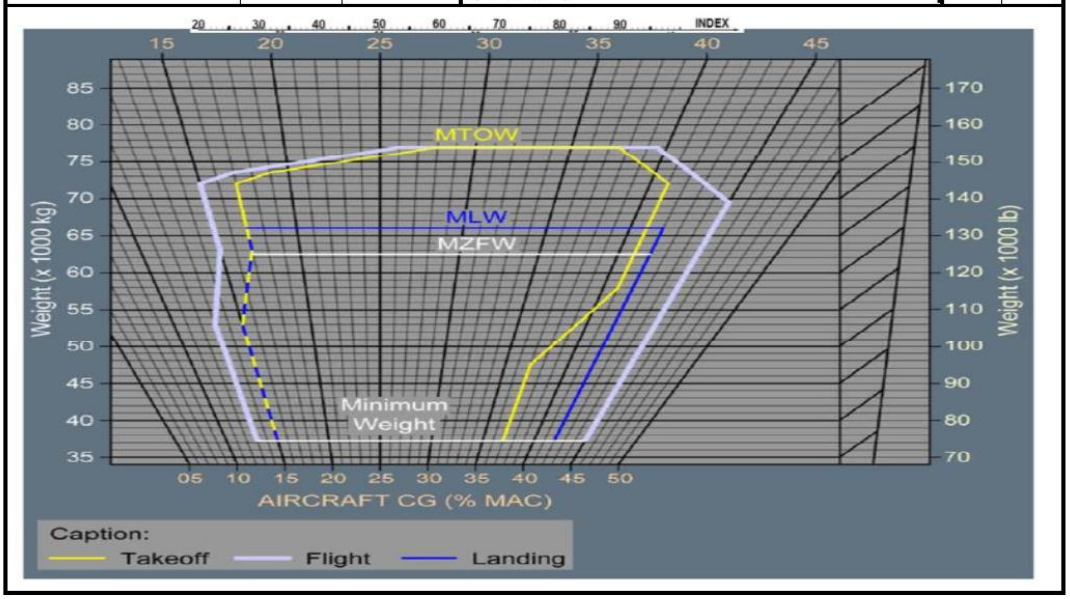
PASSENGERS INDEX CORRECTION

ROWS	1-10	11-20	21-30
PAX	OA	OB	OC
1-6	-3	0	+4
7-12	-7	+1	+8
13-18	-10	+1	+12
19-24	-14	+1	+16
25-36	-20	+2	+24
37-42	-24	+2	+28
43-54	-31	+3	+36
55-60	-34	+4	+40

TOTAL PAX INDEX CORRECTION

FUEL

Weight	Index corr.
3000	+1.60
3500	+1.07
4000	+0.56
4500	+0.06
5000	-0.40
5500	-0.85
6000	-1.26
6500	-1.66
7000	-2.04
7500	-2.23
8000	-2.73
8500	-3.04
9000	-3.29
9500	-3.42
10000	-3.41
10500	-3.27
11000	-2.99
11500	-2.59
12000	-2.08
12500	-1.39
13000	-1.92
13500	-2.55
14000	-3.25
14500	-4.02
15000	-4.80
15500	-5.58
16000	-6.35
16500	-7.13
17000	-7.91
17500	-8.28
18000	-9.14
18500	-10.23
FULL 18691	-11.12



Sample of Electronic Load Sheet

L O A D S H E E T PREPARED BY : JDL
ALL WEIGHTS IN Kg APPROVED BY : JDL
FLIGHT F69001 DATE 13Feb17 TIME 1425
FROM/TO A/C REG CREW
VVVH/VVTS LZ-MDO (3/4)
TOTAL TRAFFIC LOAD 15635 UNDERLOAD 1222
DRY OPERATING WEIGHT 43481 BASIC WEIGHT 42516
ZERO FUEL WEIGHT ACT 59116 MAX 61000
TAKE OFF FUEL 8600
TAKE OFF WEIGHT ACT 67716 MAX 77000
TRIP FUEL 4438
LANDING WEIGHT ACT 63278 MAX 64500
BALANCE
BI 51.05 (%MAC 25.6)
DOI 50.45 (%MAC 25.2)
LITOW 65.6 (%MAC 30.5)
LILAW 69.1 (%MAC 32.2)
LIZFW 68.5 (%MAC 32.5)
FLAPS ALL : STAB -0.4 DOWN (%MAC: 30.5)
CABIN AREA TRIM
AVERAGE SEATED PAX WEIGHT IN CABIN (81 Kg)
60/60/60 in cabin
CABIN (A168 C12 I4)
Name Kg Index
OA 4844 -32.3 60
OB 4844 4.7 60
OC 4844 39.6 60
Jump 0 -0.0 0

Totals: 14532 12.0 180 Pax + 4 Infant + 0 Staff

CARGO

Name Kg Index Max Kg
1 0 0.0 3402
3 600 2.4 2426
4 503 3.7 2110
5 0 0.0 1497

Totals: 1103 6.1
Bag 1103 Cargo 0 Mail 0 Other 0
Ops Info
PANTRY : A (410 Kg 2.6i)
Pax Constants (Kg): A84 C35 I0
LDM
PIC527/13.YLLCK.320/180.3/4
-.168/12/4.0.T1103.3/600.4/503
.PAX/0/0/180.COM/0/0
SI

B/1103.C/0.M/0
PAX WEIGHTS USED A 84 C 35 I 0
C 0 M 0 B 0/ 1103 O 0 T 0
Notes
PREFLIGHT INSPECTION
Origin of the previous flight: VVTS
Date: 13Feb17
Flight Number: VAW527
Route: VVVH-VVTS
Security Search Completed at: 1358
Cockpit: Yes
Cabin: Yes
External Security Search: Yes
By signing this Aircraft Security Search/Check, the Commander certifies that the appropriate security search/check has been performed without findings Loadsheet Version 5.2.9
Calculation Time 13Feb17 14:18
END OF LOADSHEET

5.7 LOAD CONTROL SUPERVISION

5.7.1 General

Within the area of aircraft loading and mass and balance calculations, Load Control Supervision is the overall activity to secure flight safety. The supervision activity contains several checks to be performed. They are further described in this section.

5.7.2 Scope of Supervision

The checks performed shall secure that:

- The Load has been correctly distributed and secured.
- None of the aircraft's limitations have been exceeded.
- All relevant instructions have been followed.
- The load control documents correctly reflect the amount of load and its distribution, as well as the correct number of persons on board.

5.7.3 Responsible for supervision

A qualified Load Controller or the Commander can perform supervision. It is possible to split the responsibility between the Load Controller and the Loading Supervisor, provided the Loading Supervisor is properly trained.

5.7.4 Checking the Load and Trim Sheet

In order to secure that a correct Load and Trim Sheet is presented to the Commander certain checks are to be performed in situations given below

5.7.5 Responsible for checking

A person qualified to act as Load Controller shall perform the checking of the Load and Trim Sheet.

When to check

- The Load and Trim Sheet shall be checked when:
- A manual Load and Trim Sheet is issued
- An EDP Load and Trim Sheet is issued by a handling agent system

NOTE: Checks only needed according to steps 4, 5, 6 (and 13) below.

How to check

Follow the instruction below when checking the Load and Trim Sheet:

Step	Action
1	Ascertain that correct version-bound documents are used.
2	Check the actual aircraft registration, version and crew with corresponding notations on the Load and Trim Sheet.
3	Check that correct DOW, DOI and maximum gross weight according to the AHM have been inserted on the Load and Trim Sheet. Tick off boxes checked.
4	Compare the total load per compartment according to the signed Loading Instructions/Report with the corresponding figures on the Load and Trim Sheet.
5	Check and tick off the take-off fuel on the Load and Trim Sheet against the ramp fuel less taxi fuel on the fuel slip.
6	Compare the actual number of passengers as reported from the gate with the corresponding figures on the Load and Trim Sheet.
7	Check that the actual passenger figures on the Load and Trim Sheet do not exceed the maximum amount permitted on the applicable aircraft version.
8	Check that the actual masses in the compartments do not exceed the maximum compartment capacities.
9	Check that actual gross masses on the Load and Trim Sheet do not exceed the maximum gross masses.
10	Compare actual ZFW on the Load and Trim Sheet with pre-calculated ZFW on the Loading Instruction. The Load Controller shall satisfy herself/ himself that differences are not due to miscalculations in the actual mass calculation.
11	Check that the balance calculation is correct and that the centre of gravity is within allowed limits.
12	Compare actual DLI/LIZFW on the Load and Trim Sheet with pre-calculated DLI/ LIZFW on the Loading Instruction/Report. The Load Controller shall satisfy herself/himself that differences are not due to miscalculations in the actual balance calculation.
13	Sign and/or countersign the Load and Trim Sheet.

5.7.6 Checking the Tolerance between Load and Trim Sheet and Loading Instruction Report

This load control check is a manual check that reported load figures correspond with figures as stated on the Load and Trim Sheet.

5.7.7 Responsible for checking

The check shall be performed by a person qualified to act as Load Controller

The following rules must be adhered to when performing the check: The check must always be performed.

Additional load after the check must not be accepted as tolerance. Such load must be handled as LMC on the Load and Trim Sheet.

5.7.8 Differences in baggage masses

The baggage masses on the Loading Instructions Report and the Load and Trim Sheet may only differ when:

- actual baggage mass is used on the Load and Trim Sheet, and
- standard baggage mass is used on the Loading Instructions/Report.

The masses may then differ up to the amount given as Tolerance per aircraft type.

5.8 TOLERANCE BETWEEN LOAD AND TRIM SHEET AND LOADING INSTRUCTIONS/REPORT

The following instruction shall be used for the checking of tolerance between Load and Trim Sheet and Loading Instructions/Report:

Step	Action	
1	Calculate the difference between total mass per compartment on the Loading Report and the Load and Trim Sheet.	
2	Add the differences for all compartments. **NOTE:** The differences shall be added irrespective of plus or minus.	
3	Compare the sum of all differences with the tolerance for the applicable aircraft.	
4	Is the tolerance exceeded?	
	If…	**Then…**
	YES	1. Then check totals for miscalculations, and 2. Check cargo and mail figures for non-allowed differences If still yes: Then the Load Controller/Supervisor shall decide what type of action shall be taken, in order to satisfy herself/ himself that the Load and Trim Sheet is correct.
	NO	No further actions needed. Procedure completed.

5.8.1 Tolerance between Load and Trim Sheet and Flight/Journey Log Slip

The load control checks that reported fuel figures stated in the box FOB (fuel onboard) on the Flight/Journey Log Slip correspond with figures as stated on the Load and Trim Sheet.

It is of out-most importance that if the allowed tolerance is exceeded and there is a difference in fuel figures to make sure to immediately contact responsible person for corrective action.

The following rules must be adhered to when performing the check:

- The check must always be performed.
- Take-off fuel on the Load and Trim Sheet shall be equal to required ramp fuel minus taxi fuel.
- If the actual ramp fuel (RAF) exceeds the required ramp fuel with more than the tolerance given (see table below), then:
  - Correct Load and Trim Sheet to show actual ramp fuel on the Log Slip minus taxi fuel, or
  - Perform defueling.

These are the tolerances between:

- take off fuel on the Load and Trim Sheet, and
- actual ramp fuel on the JL minus taxi fuel.
- Tolerance for A320/A321 is +100kg.

Follow the instruction below when checking the Load and Trim Sheet against the Log Slip:

Step	Action	
1	Compare the takeoff fuel on the Load and Trim Sheet with actual ramp fuel in the IFS minus taxi fuel.	
2.	Do the figures correspond (within the tolerance)?	
	If…	Then…
	YES	go to step 4 below.
	NO	continue with step 3 below.

3.	Does the difference create overload?	
	If…	**Then…**
	YES	take necessary decisions in co-operation with the Commander in order to act as needed, for example defueling and/or off-loading. Then continue with step 4 below
	NO	continue with step 4 below.
4	Amend the Load and Trim Sheet to reflect the actual ramp fuel on the Log Slip minus taxi fuel. **NOTE:** Manual fuel correction on EDP Load and Trim Sheet is not allowed. New Load and Trim Sheet has to be issued.	

5.8.2 Checking the Passenger Figures

This load control check is a manual check that actual number of embarked passengers corresponds with the number of passengers as stated on the Load and Trim Sheet.

5.8.3 Responsible for checking

A person qualified to act as Load Controller/Supervisor shall perform the check.
The following rules must be adhered to when performing the check:

- The check shall always be performed.
- The passenger figures on the Load and Trim Sheet must be equal to the number of passengers as reported from the gate.
- No tolerance applies.

Follow the instruction below when checking Passenger Figures on the Load and Trim Sheet:

Step	Action
1	Compare the following passenger figures on the Load and Trim Sheet with passenger figures as reported from the gate: • Total number, • Number per class (if applicable), and Section (if applicable).
2	Is there any difference? If yes: Inform the Commander and amend the Load and Trim Sheet if necessary.

5.9 Reserved

5.10 DESCRIPTION OF OTHER DOCUMENTS

5.10.1 Trip file content

IOSA CGO 3.2.3

Legal provisions prescribe the carriage of the following documents listed below on each flight.

These documents shall be provided by FLY2SKY Airlines:

- Operational Flight Plan
- Aircraft technical log
- Details of the filed ATS Flight Plan
- Appropriate NOTAMS/AIS Briefing Documentation
- Appropriate Meteorological Information
- Current maps and charts and associated documents
- Forms to comply with the reporting requirements of the
- DG acceptance checklist and transport document (to be stored in cargo agents operational records for at least 3 months after flight departure)

These documents shall be provided by Handling Agent to Operating Crew:

Document	Number of copies
Mass and balance documentation (LIR, LS)	3 pcs
Passenger Name List (PNL)	2 pcs
Notification of special categories of passenger such as security personnel, if not considered as crew, handicapped persons, inadmissible passengers, deportees and persons in custody (PSM)	2 pcs
If applicable, catering order	2 pcs
If applicable, Notifications on Special loads including dangerous goods including written information to Commander (NOTOC)	2 pcs
If applicable Shipper's declaration	2 pcs
If applicable, any other documentation which may be required by the states concerned with this flight, such as Cargo Manifest, Air Waybill	2 pcs

NOTE 1: Copy of each document provided to Commander shall be kept in the station file at Ground Handling agent premises in accordance with regulatory requirements but no less than 3 months. GRH 3.3.5

5.11. INTRODUCTION TO NOTIFICATION TO CAPTAIN (NOTOC)

The Commander must be provided as soon as practicable prior to departure of the aircraft with accurate and legible written information to any load of a potentially hazardous nature. The purpose of the Notification to Captain (NOTOC) form is to notify the Commander when dangerous goods and/or other special load are included in the load information. Passengers needing special attention shall also be included. The NOTOC must be readily available to the Commander during the flight. The information to the Commander must also include confirmation that there is no evidence of any damaged or leaking packages have been loaded on the aeroplane. By signing the Notification to Captain, the Loading Controller/Supervisor confirms that the data listed below has been entered correctly.

The NOTOC form shall include the following: IOSA GRH 3.3.4; IOSA CGO 3.2.14

- Air Waybill number, If applicable.
- Proper shipping name and/or UN/ID number, and where required, technical name(s).
- Classification, and for Class 1, division and compatibility group.
- Packing group.
- Identified subsidiary risks.
- For non-radioactive material, number of packages, exact loading location and, as applicable, net quantity or gross weight of each package, except:
- For UN 1845: carbon dioxide, solid (dry ice), UN number, proper shipping name,
- For UN 3480, (Lithium ion batteries) and UN 3090 (lithium metal batteries): At the option of the FLY2SKY, only the UN number, proper shipping name, class, total quantity at each loading location, and whether the package must be carried on a cargo-only aircraft are required which can't be transported by FLY2SKY. UN 3480 (Lithium ion batteries) and UN 3090 (lithium metal batteries) shall be carried under a State exemption have to meet all requirements specified in such paragraph.
- Classification, total quantity in each aircraft hold and offload airport.
- For radioactive material, number and category of packages, overpacks or freight containers, exact loading location and, as applicable, transport index for each package
- Any restriction for transport on cargo aircraft only.
- Offload airport.

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- Dangerous goods transported under a state exemption. If applicable.

An indication that aircraft loading personnel observed no evidence of damage to or leakage from packages, or leakage from ULDs, loaded onto the aircraft.

NOTOC shall contain information on telephone number where copy of NOTOC can be obtained during the flight. TI 7; 4.1.1-4.1.7

5.11.1 Types of NOTOC

There are two types of NOTOC forms that can be used for mass & balance calculations:

- Manual NOTOC full A4-size based on IATA format AHM381 can be prepared and issued by a qualified Agent, Load Controller/Supervisor.
- EDP NOTOC based on IATA format AHM382 can be prepared and issued by a qualified Agent, Load Controller/Supervisor. The producing system may be either an EDP system of a handling agent approved by FLY2SKY or FLY2SKY Airlines Weight & Balance system.

5.11.2 Signature on NOTOC:

The following rules apply when issuing a NOTOC:

- The NOTOC shall be completed and signed by the Load Planner or the Loading Controller/Supervisor.
- The Commander shall sign after cross check with Cargo Manifest / Air Waybill.

5.11.3 Distribution of NOTOC after completion

(IATA AHM384) GRH 3.3.7; GRH 3.3.8

Distribution of NOTOC after completion

After completion of the NOTOC, it shall be distributed:

1. Two copies delivered to the Commander.
2. One copy shall be kept in the station file for 3 months.

NOTE 1: When NOTOC is not prepared by the load controller, the person preparing the NOTOC must ensure that the Load Controller/Supervisor will receive a copy of the NOTOC in order to ensure that load plan will take segregation requirements into account.

NOTE 2: In case of transport of Dangerous goods as cargo Ground Handling agent shall send NOTOC (with information about transported Dangerous goods) signed by person responsible for loading and by Captain of the flight before departure to FLY2SKY Operation Control Centre Officer e-mail: OCC@fly2sky.aero. NOTOC shall be readily available until the aircraft transporting the dangerous goods has arrived at the destination airport. The intent of this provision is to ensure operational control personnel has ready access to such information so it can be reported without delay in the event an accident or serious incident shall occur.

FLY2SKY`s requirement is that 1 legible copy of the information to the pilot-in-command must be retained on the ground for a minimum period of three months after the flight on which the dangerous goods were transported. This copy must have an 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 (Loading Controller/Supervisor) and must have indication on it or with it that the pilot-in-command has received the information (Pilot signature). The copy, or the information contained in it must be readily accessible at the airport of last departure and next scheduled arrival, until after the flight to which the information refers.

NOTE: FLY2SKY allows each Ground Handling/Cargo provider to use their own NOTOC form if the form includes all points mentioned in GOM 5.11.

5.11.4 Sample of manual Notification to Captain (NOTOC)

SPECIAL LOAD NOTIFICATION TO THE CAPTAIN (NOTOC)

Station of loading	Flight number	Date	Aircraft registration	Prepared by

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 Transient 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 loading packages containing dangerous goods have been loaded on the aircraft												

OTHER SPECIAL LOAD

Station of unloading	Air Waybill Number	Contents and Description	Number of packages	Quantity					Code (see reverse)	Loaded	
										ULD ID	Position

Loading Supervisors Captain's Signature	Other

SPECIAL LOAD NOTIFICATION TO THE CAPTAIN (NOTOC)
DANGEROUS GOODS / OTHER SPECIAL LOAD codes

Imp Code	Nam	Class	Division/ Compatibility Group	Imp Code	Name
RCX	Explosives	1	1.3C	AVI	Live Animals
REX	Explosives	1	1.1,1.2,1.3,1.4F,1.5,1.6	EAT	Foodstuffs
RGX	Explosives	1	1.3G	FIL	Undeveloped Films
RXB	Explosives	1	1.4B		Unexposed Films
RXC	Explosives	1	1.4C	HUM	Human Remains
RXD	Explosives	1	1.4D	PEA	Hunting trophies, Skin
RXE	Explosives	1	1.4E		and all articles made
RXG	Explosives	1	1.4G		from or containing
RXS	Explosives	1	1.4S		parts of species
RFG	Flammable Gas	2	2.1		listed in CITES
RNG	Non-Flammable, Non-Toxic Gas	2	2.2		
RCL	Cryogenic Liquid	2	2.2	PEF	Flowers
RPG	Toxic Gas	2	2.3	PEM	Meat
RFL	Flammable Liquid	3		PEP	Fruits and Vegetables
RFS	Flammable Solid	4	4.1		
RSC	Spontaneously Combustible	4	4.2	PER	Perishables
RFW	Dangerous When Wet	4	4.3	PES	Seafood/Fish
ROX	Oxidizer	5	5.1		for human consumption
ROP	Organic Peroxide	5	5.2	VAL	Valuable Cargo
RPB	Toxic substance	6	6.1		
RIS	Infectious substance	6	6.2		
RRW	Radioactive – White	7	Cat. I		
RRY	Radioactive – Yellow	7	Cats II and III		
RCM	Corrosive substance	8			
RSB	Polymeric Beads	9			
MAG	Magnetized Material	9			
ICE	Carbon dioxide, solid (Dry Ice)	9			
RMD	Miscellaneous Dangerous Goods	9			
CAO	Cargo Aircraft Only				

NOTOC Form available in Centrik Library.

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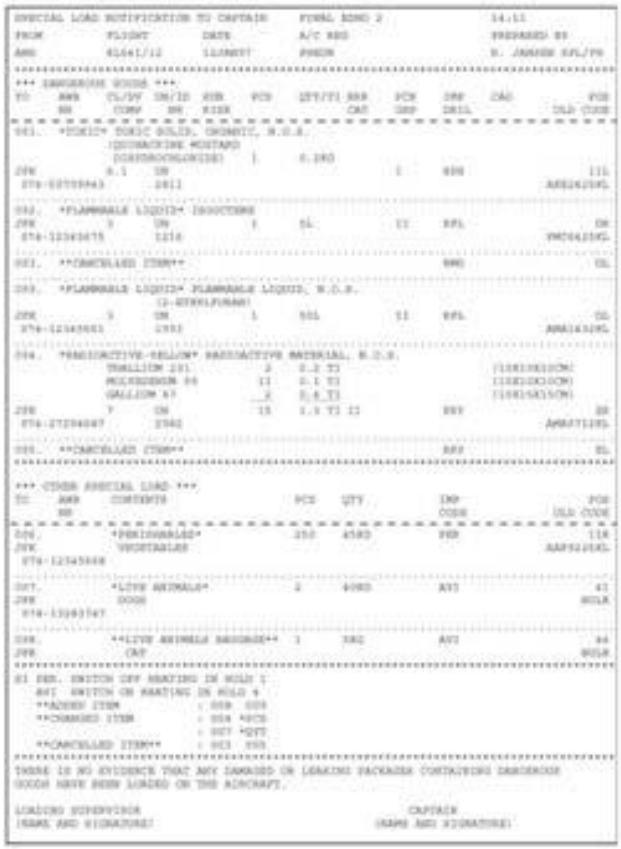
5.11.5 Sample of EDP Notification to Captain (NOTOC)



5.12 INTRODUCTION TO AIR WAYBILL (AWB)

The IATA DGR requires that the AWB accompanying any shipment of dangerous goods is completed with specific information by the shipper.

AWB means the document made by or on behalf of the shipper, which evidences the contract concluded between the shipper and the air carrier. The AWB is issued by the shipper's agent (forwarding agent) or a responsible carrier's staff, based on the Shipper's Instructions.

The AWB must be issued as a printed document (typed print using cargo system or without it) and must accompany the shipment of D.G. until its delivery to the consignee.

An AWB containing both dangerous and non-dangerous goods must show the dangerous goods separately by listing them first. The only exception to this is for dry ice when used as a refrigerant.

AWB(s) accompanying dangerous goods consignments must include the following statements in the "Handling Information" box:

"Dangerous goods as per attached Shipper's Declaration", or

"Dangerous Goods as per attached DGD".

Total Number of Hazardous certificates attached

"Cargo Aircraft Only" or "CAO", if applicable.

For mixed consignments the number of pieces of dangerous goods in the consignment must be shown either before or after the above statement.

NOTE: For infectious substances the shipper must confirm that advance arrangements have been made with the consignee.

For dangerous goods NOT requiring the Shipper's Declaration, a full description of goods in 'Nature and Quantity of Goods' box of the AWB, which must show in sequence, the proper shipping name, class or division number, packing group, number of packages, net quantity per package, packing instruction.

On carrier flights, the AWB format under the IATA 600a and 600b resolution must be used at least with the following numbers and sequence of AWB originals and copies:

5.12.1 Distribution of AWB after completion

Original 1 – Issuing carrier

Original 2 – Consignee

Original 3 – Shipper

Copy 4 – Delivery receipt

Copies 5 / 6 / 7 – Extra copies

Copy 8 – Agent

The colors of AWB copies and originals are optional, not mandatory. The AWB must be completed in accordance with the above resolution, unless specified otherwise by the carrier.

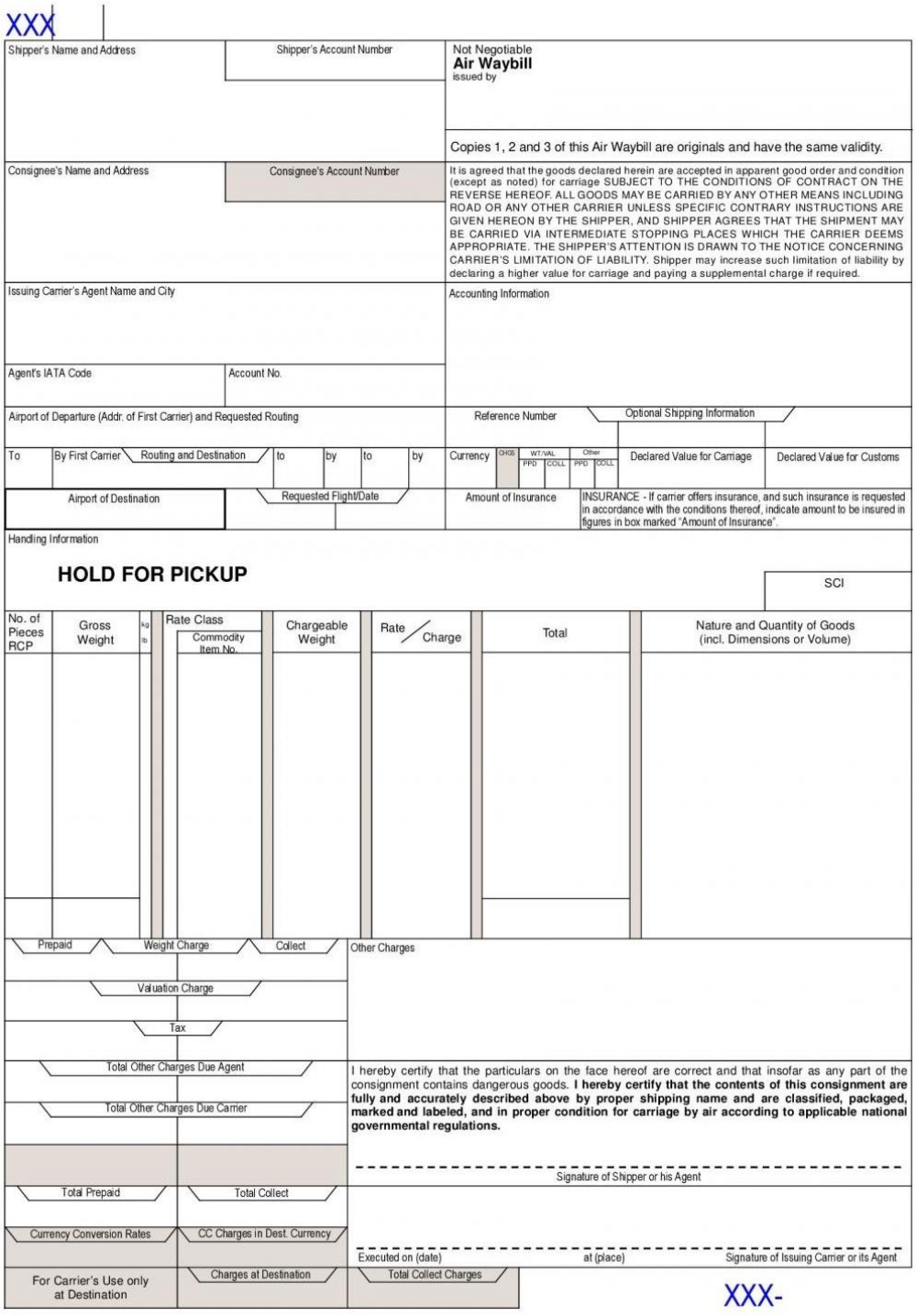
The AWB evidences the transfer of liability for the shipment from the shipper (agent) to the carrier, from the moment of the goods acceptance for carriage at the departure airport until their delivery to the consignee at the destination airport.

The shipper shall enter shipper's and consignee's names and their full addresses, shipment routing, type of payment and all specific requirements regarding transport and handling. Should the AWB show the final destination in other country than consignee´s address, such case is allowed, and the destination is applicable for the shipment delivery by Carrier.

The shipper is fully responsible for the accuracy and completeness of information in the AWB provided by him/her or his/her agent. The shipper is liable for damages the carrier incurs due to incorrect or incomplete data.

By signing the AWB, the shipper acknowledges the conditions of the contract as specified on the reverse side of the AWB and accordance with the FLY2SKY rules of carriage for cargo. The carrier confirms the conclusion of the contract of carriage by counter-signing the AWB by its representative (or its agent) and returning the validated original.

5.12.2 Sample of AWB



XXX

Shipper's Name and Address	Shipper's Account Number	Not Negotiable **Air Waybill** issued by
		Copies 1, 2 and 3 of this Air Waybill are originals and have the same validity.
Consignee's Name and Address	Consignee's Account Number	It is agreed that the goods declared herein are accepted in apparent good order and condition (except as noted) for carriage SUBJECT TO THE CONDITIONS OF CONTRACT ON THE REVERSE HEREOF. ALL GOODS MAY BE CARRIED BY ANY OTHER MEANS INCLUDING ROAD OR ANY OTHER CARRIER UNLESS SPECIFIC CONTRARY INSTRUCTIONS ARE GIVEN HEREON BY THE SHIPPER, AND SHIPPER AGREES THAT THE SHIPMENT MAY BE CARRIED VIA INTERMEDIATE STOPPING PLACES WHICH THE CARRIER DEEMS APPROPRIATE. THE SHIPPER'S ATTENTION IS DRAWN TO THE NOTICE CONCERNING CARRIER'S LIMITATION OF LIABILITY. Shipper may increase such limitation of liability by declaring a higher value for carriage and paying a supplemental charge if required.
Issuing Carrier's Agent Name and City		Accounting Information
Agent's IATA Code	Account No.	
Airport of Departure (Addr. of First Carrier) and Requested Routing		Reference Number / Optional Shipping Information

To	By First Carrier / Routing and Destination	to	by	to	by	Currency	CHGS	WT/VAL PPD	WT/VAL COLL	Other PPD	Other COLL	Declared Value for Carriage	Declared Value for Customs

Airport of Destination	Requested Flight/Date	Amount of Insurance	INSURANCE - If carrier offers insurance, and such insurance is requested in accordance with the conditions thereof, indicate amount to be insured in figures in box marked "Amount of Insurance".

Handling Information

HOLD FOR PICKUP

SCI

No. of Pieces RCP	Gross Weight	kg / lb	Rate Class / Commodity Item No.	Chargeable Weight	Rate / Charge	Total	Nature and Quantity of Goods (incl. Dimensions or Volume)

Prepaid	Weight Charge	Collect	Other Charges
	Valuation Charge		
	Tax		
Total Other Charges Due Agent			I hereby certify that the particulars on the face hereof are correct and that insofar as any part of the consignment contains dangerous goods. **I hereby certify that the contents of this consignment are fully and accurately described above by proper shipping name and are classified, packaged, marked and labeled, and in proper condition for carriage by air according to applicable national governmental regulations.**
Total Other Charges Due Carrier			Signature of Shipper or his Agent
Total Prepaid	Total Collect		
Currency Conversion Rates	CC Charges in Dest. Currency		Executed on (date) at (place) Signature of Issuing Carrier or its Agent
For Carrier's Use only at Destination	Charges at Destination	Total Collect Charges	

XXX-

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5.13. INTRODUCTION TO CARGO MANIFEST

The cargo manifest is a document prepared by the carrier or his appointed handling agent to inform airports authority, customs, and agent involved of origin, transit and destination airport.

- The cargo manifest must contain:
- Carrier
- Aircraft registration
- Flight number
- Date
- Point of loading
- Point of unloading
- Air waybill reference and for each AWB
- Nr of pieces of goods
- Nature of goods
- Gross weight
- Origin
- Destination
- Total pieces of shipment
- Total weight

The cargo manifest must be accurately completed. Failure to do so (i.e. including all items) may lead to punitive action by customs. Misdeclaration of weights can cause serious problems with aircraft safety and loading requirements.

5.14. INTRODUCTION TO SHIPPER`S DECLARATION FOR DANGEROUS GOODS (DGD)

(IATA Dangerous Goods Regulations 8.1)

The shipper is responsible for the completion of a prescribed declaration form, “Shipper's Declaration for Dangerous Goods”, for each shipment containing Dangerous Goods as defined or classified in IATA Dangerous Goods Regulations.

Two copies of the declaration must be completed and signed by the shipper. It may not be signed by a freight forwarder or cargo agent on behalf of the shipper. It may, however, be signed by a party undertaking the dangerous goods packing and preparation on behalf of the shipper.

The shipper may amend or alter the entries made on the declaration provided any amendments or alterations are signed by the shipper. Entries in different handwriting or handwriting and typing are not amendments or alterations.

The Declaration must be in English and may, if required, be supplemented by an accurate printed translation in another language.

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Sample of Shipper's Declaration

SHIPPER'S DECLARATION FOR DANGEROUS GOODS

IATA

Shipper

Air Waybill No.

Page of Pages

Shipper's Reference No. (optional)

Consignee

Two completed and signed copies of this Declaration must be handed to the operator.

WARNING

Failure to comply in all respects with the applicable Dangerous Goods Regulations may be in breach of the applicable law, subject to legal penalties.

TRANSPORT DETAILS

This shipment is within the limitations prescribed for:

(delete non-applicable)

XXX XXX

Airport of Departure (optional):

Airport of Destination (optional):

Shipment type: *(delete non-applicable)*

XXXXXXXXXX XXXXXXXXXX

NATURE AND QUANTITY OF DANGEROUS GOODS

Dangerous Goods Identification				Quantity and Type of Packing	Packing Inst.	Authorization
UN or ID No.	Proper Shipping Name	Class or Division (subsidiary hazard)	Packing Group			

Additional Handling Information

I hereby declare that the contents of this consignment are fully and accurately described above by the proper shipping name, and are classified, packaged marked and labelled/placarded, and are in all respects in proper condition for transport according to applicable international and national governmental regulations. I declare that all of the applicable air transport requirements have been met.

Name of Signatory

Date

Signature *(See warning above)*

Clear Form Print

6. MESSAGES

6.1 LOAD AND PASSENGER CODES

6.1.1 Load information codes

B — baggage not otherwise specified.
C — general cargo or mixed units.
D — crew baggage (when not included within “E” or “S”).
E — equipment, e.g. unmanifested flight spares, in compartment.
F — first class baggage and/or priority handled baggage.
M — mail.
Q — courier baggage.
S —sort on arrival (describes a rummage container, i.e. contents of different categories and on-line destinations).
T — load for transfer to various connecting flights.
Z — load deliberately mixed by destination when these destinations are known to be beyond a planned reloading station.

6.1.2 Additional baggage load information codes

The codes listed below shall be used to distinguish different baggage categories and to give information in connection with the handling of baggage, e.g. BT for transfer baggage.
BF — First Class and all other Priority
BT — Transfer
BH — Hot Connection
BS — Short Connection
BG — Tail to Tail Transfer/Through Units
BD — Domestic Transfer

6.1.3 Additional Cargo Load Information Codes

The codes listed below shall be used to distinguish different cargo load categories and to give information in connection to handling of cargo, e.g. CI for international transfer cargo, CA for domestic transfer cargo and CL for local cargo.

CA — Domestic Transfer
CG — Through Units
CI — International Transfer
CL — Local
CP — Priority

6.2 CODES FOR LOADS REQUIRING SPECIAL ATTENTION

6.2.1 Identification codes

The codes shown below shall be used to identify those types of load which require special handling and/or special treatment.

When used on Loadsheet/Load message the codes (and the details) are entered as follows:

- for passenger or passenger/cargo aircraft in the “Remarks” box of the respective destination;
- for all cargo aircraft in the “SI” box preceded by the destination code in case of multi-sector flights. The destination code must be preceded by a full stop;

- each code must be preceded by a full stop. The code is followed by an oblique (/) if further loading details are to be shown; loading positions to be shown must be in accordance with IATA AHM510
- for dangerous goods, if restrictions based on total quantity apply, quantity may be shown in the "SI" box together with the Cargo-IMP code, when necessary.

On other documents only the code need be used, other details are optional.

Code	Description	Notes to Loadsheet and LDM (examples)	NOTOC
AOG	Spare parts required for Aircraft on Ground; followed by the loading position.	(.AOG/1) (.AOG/36R)	No
AVC	Cold blooded animals; followed by the loading position	.AVC/4 .AVC/13P	Yes
AVI	Live animals; followed by the loading position.	.AVI/4 .AVI/13P	Yes
AVP	Aquatics and Live Fish; followed by the loading position	.AVP/4 .AVP/13P	Yes
BAL	Ballast (not manifested); followed by the loading position and mass.	.BAL/1/250 .BAL/11P/1200	No
BED	Stretcher installed; followed by the total number of seats blocked by the stretcher arrangement and number of passengers travelling on these seats (invalid and accompanying) and class. **NOTE:** The passengers, if any, are included in the PAX FCM/Y distribution.	.BED/6/0M .BED/6/1 M .BED/12/2M .BED/6/1Y .BED/12/2 Y	No
CAO	Packages of dangerous goods labelled Cargo Aircraft Only (CAO label) which only may be loaded on cargo aircraft in compartments accessible during flight, or in accessible pallet positions on the main deck; followed by the loading position and mass.	CAO/B/58	Yes
CAT	Cargo Attendant on Cargo Aircraft; followed by the number of cargo attendants.	(.CAT/2)	No
COM	Company Mail (unmanifested); followed by the loading position and mass.	(.COM/4/25)	No
COU	Courier baggage and musical instruments in passenger seats; followed by the number of seats occupied per class. **Notes:** • COU is included in the PAX FCM/Y distribution • This code is not IATA standard.	.COU/0/2	No
DHC	Dead Heading Crew; Crew positioning to/from duty not directly involved in the operation of the	.DHC/1/2	No

	flight, occupying passenger seats. The code must be followed by the number of seats occupied per class. **Note:** DHC are included in the PAX FCM/Y distribution.		
DIP	Diplomatic Mail in custody of the airline; followed by loading position and number of bags. **NOTE:** Loading position shall be excluded if loaded in cabin.	.DIP/2 .DIP/1/2 .DIP/36L/2	No
EAT	Not hermetically packed foodstuff intended for consumption by humans or animals; followed by loading position.	.EAT/2 .EAT/12P	No
EIC	Equipment in Compartment; (unmanifested items not included in the Dry Operating Mass/Index such as additional flight kits, loading and lashing equipment) followed by the loading position and mass. **NOTE:** Containers, pallets, igloos, nets as well as loading equipment and lashing materials used on/in ULDs will not be considered as EIC.	.EIC/2/500 .EIC/34L/250	No
BEH	Stretcher kit hold loaded; followed by the loading position and mass.	.BEH/4/35	No
BIG	An item loaded on two or more pallets or which, due to its size or mass, requires special handling/equipment for loading and offloading. The code is followed by the foremost and rearmost loading positions over which the piece is loaded, and the mass of the piece. The code BIG: is applicable only to pallet loaded items, can also be used in conjunction with the code OHG e.g. BIG/AB/7500.OHG/AB/C45.	.BIG/11P12P/ 1567	No
EVP	Extra volume passenger; followed by the number of extra occupied seats per class. **NOTE:** • The passenger her-/himself is included in the PAX FCM/Y distribution. • This code is not IATA standard.	.EVP/0/1 .EVP/1	No
FIL	Undeveloped film; followed by the loading position.	.FIL/3. .FIL/33R	No
HEA	Heavy items weighing 150 kg or more per piece; followed by the loading position and mass. **NOTE:** • Two or more heavy pieces in the same compartment must be shown	.HEA/1/196 .HEA/1/188 .HEA/1/205	No

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	individually.		
HEG	Hatching eggs; followed by the loading position.	.HEG/2 .HEG/22P	Yes
HUM	Human Remains in coffins; followed by the loading position and mass. **NOTE:** • The code HUM is not required for funeral urns. • An additional HEA remark for HUM weighing more than 150 kg is not required.	.HUM/1/258 .HUM/22P/165	Yes
ICE	Dry ice (Carbon-Dioxide); followed by the loading position.	.ICE/4 .ICE/11R	Yes
LHO	Live human organs or blood; followed by the loading position.	.LHO/1 .LHO/37R	Yes
MAG	Magnetized Materials (labelled); followed by the loading position.	(.MAG/4) (.MAG/22P/675)	Yes
OHG	Items loaded on one or more pallets that overhang positions other than those on which they are loaded. The code is followed by the foremost and rearmost loading positions on which the piece is loaded and followed by the loading position overhung by the load and the length of the overhang in centimeters. **NOTE:** The overhang information is to be repeated, if required.	.OHG/22P/ 21P100 .OHG/12P/11P90721P80	No
PAD	Passengers not entitled to firm booking; followed by the number of seats occupied per class. **NOTE:** PAD are included in the PAX FCM/Y distribution.	.PAD/0/1/12 .PAD/0/5 .PAD/3	No
PER	Perishable Cargo; followed by the loading position.	.PER/2 .PER/31L	Yes
RCL	Cryogenic liquids (deeply refrigerated gases); followed by the loading position.	.RCL/2 .RCL/12L	Yes
RCM	Corrosive (labelled); followed by the loading position.	.RCM/1 .RCM/21R	Yes
RCX	Explosive 1.3C (labelled); followed by the loading position.	.RCX/2 .RCX/22P	Yes
RFG	Flammable compressed gas (labelled); followed by the loading position.	.RFG/2 .RFG/22R	Yes
RFL	Flammable liquid (labelled); followed by the loading position.	.RFL/1 .RFL/33L	Yes

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RFS	Flammable Solid (labelled); followed by the loading position.	.RFS/2 .RFS/33R	Yes
RFW	Dangerous when wet (labelled); followed by the loading position.	.RFW/1 .RFW/22P	Yes
RIS	Infectious substance (labelled); followed by the loading position.	.RIS/1 .RIS/31R	Yes
RMD	Miscellaneous Dangerous Goods; followed by the loading position.	.RMD/1 .RMD/11P	Yes
RNG	Non-flammable gas (labelled); followed by the loading position.	.RNG/1 .RNG/34L	Yes
ROP	Organic peroxide (labelled); followed by the loading position.	.ROP/1 .ROP/32R	Yes
ROX	Oxidizer (labelled); followed by the loading position.	.ROX/1 .ROX/11P	Yes
RPG	Toxic gas (labelled); followed by the loading position.	.RPG/1 .RPG/34L	Yes
RAW	Radioactive category I - white (labelled); followed by the loading position.	.RRW/1 .RRW/11P	Yes
RRY	Radioactive categories II and III - Yellow (labelled); followed by the loading position and the sum of Transport Indexes per shipment. **Note:** If decimals are shown this must be separated by the abbreviation "PT" (point), to indicate the decimal point.	.RRY/1/3 .RRY/34R/4 .RRY/32L/4PT5	Yes
RSB	Polystyrene beads (no label); followed by the loading position and mass.	.RSB/1/12 .RSB/11P/95	Yes
RSC	Spontaneously combustible (labelled); followed by the loading position.	.RSC/2 .RSC/21R	Yes
RXB	Explosive 1.4B (labelled); followed by the loading position.	.RXB/2 .RXB/37R	Yes
RXC	Explosive 1.4C (labelled); followed by the loading position.	.RXC/1 .RXC/22P	Yes
RXD	Explosive 1.4D (labelled); followed by the loading position.	.RXD/2 .RXD/21P	Yes
RXE	Explosive 1.4E (labelled); followed by the loading position.	.RXE/1 .RXE/11P	Yes
RXS	Explosive 1.4S (labelled); followed by the loading position.	.RXS/1 .RXS/33L	Yes

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SOC	Seats occupied/blocked by cargo, mail or baggage (except courier baggage); followed by the number of seats occupied/blocked per class. **Note:** SOC is not included in the PAX FCM/Y distribution.	.SOC/0/9 .SOC/2/45	No
XCR	Operating Crew occupying passengers seat(s) when no crew seat(s) available; followed by number of seats occupied per class. **NOTE:** XCR is included in the PAX FCM/Y distribution.	.XCR/0/2 .XCR/2/2	No
VAL	Valuable cargo.	No	Yes
UM	Unaccompanied minor(s) aged 5-12 years. Note: This code is not IATA/AHC standard and can be excluded if the information is written on the Loadsheet. Reference: GOM "Description of the Manual Load-sheet".	No	No
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 the aircraft. NOTE: This code is not IATA/AHC standard and can be excluded if the information is written on the Loadsheet. Reference: GOM "Description of the Manual Load-sheet", field 53.	No	No
WCHS	Wheelchair - S for Steps. Passenger cannot ascend/descend steps, but is able to make his/her own way to/from cabin seat, requires wheelchair or mobile lounge and must be carried up/down steps. **NOTE:** This code is not IATA/AHC standard and can be excluded if the information is written on the Loadsheet.	No	No
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. **NOTE:** This code is not IATA/AHC standard and can be excluded if the information is written on the Loadsheet. Reference: GOM "Description of the Manual Load-sheet".	No	No

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6.2.2 Pallet Contour Codes

Code	Description	Notes to Loadsheet and LDM (examples)
PLD	Pallet Lower Deck. Indicates a pallet which can be loaded on the lower deck of a particular aircraft type. Two alpha-numeric preceded by an oblique to indicate the pallet contour, if required. Example: .PLD **NOTE**: Without any further specification the code PLD indicates a pallet with a height of not more than 162 cm (62 in).	.PLD(/mm)
PMD	Pallet Main Deck. Indicates a pallet which can only be accommodated on the main deck of a particular aircraft type. Two alpha-numeric preceded by an oblique to indicate the pallet contour. Example: .PMD/Q6 (up to 8 ft high) .PMD/Q7 (8-10 ft high)	.PMD/mm
PWG	Pallets that utilise extensions (wings) to increase the capacity of the pallet. **NOTE:** Whenever a winged pallet is loaded in such a way that the overhang affects adjacent positions, the code OHG shall be used in addition.	.PWG

6.3 DELAY CODES

Use the following codes to express the reason for delay, diversion or other irregularities in aircraft MVT/DIV and other messages. The standardization of codes used for this purpose is essential for commonality in EDP systems, uniform agency handling, exchange of information, statistical comparison and management analysis.

Two-digit codes (numeric) are primary, as shown below.

Handling Agents using alpha codes shall provide for the transmission of numeric codes, either manually or automatically. A description of a code may cover several possible statements. Where there is still some doubt of interpretation, use the SI to amplify.

It is essential that these codes be applied impartially and not be considered as reasons for blame but rather to identify corrective action.

Digest – Delays to Air Transport in Europe

A. Standard IATA Delay Codes (AHM730)

Others

00-05 AIRLINE INTERNAL CODES
06 (OA) NO GATE/STAND AVAILABILITY DUE TO OWN AIRLINE ACTIVITY
09 (SG) SCHEDULED GROUND TIME LESS THAN DECLARED MINIMUM GROUND TIME

Passenger and Baggage

11 (PD) LATE CHECK-IN, acceptance after deadline
12 (PL) LATE CHECK-IN, congestions in check-in area
13 (PE) CHECK-IN ERROR, passenger and baggage
14 (PO) OVERSALES, booking errors
15 (PH) BOARDING, discrepancies and paging, missing checked-in passenger
16 (PS) COMMERCIAL PUBLICITY/PASSENGER CONVENIENCE, VIP, press, ground meals and missing personal items
17 (PC) CATERING ORDER, late or incorrect order given to supplier
18 (PB) BAGGAGE PROCESSING, sorting etc.
19 (PW) REDUCED MOBILITY, boarding / deboarding of passengers with reduced mobility.

Cargo and Mail

21 (CD) DOCUMENTATION, errors etc.
22 (CP) LATE POSITIONING
23 (CC) LATE ACCEPTANCE
24 (CI) INADEQUATE PACKING
25 (CO) OVERSALES, booking errors
26 (CU) LATE PREPARATION IN WAREHOUSE
27 (CE) DOCUMENTATION, PACKING etc *(Mail Only)*
28 (CL) LATE POSITIONING *(Mail Only)*
29 (CA) LATE ACCEPTANCE *(Mail Only)*

Aircraft and Ramp Handling

31 (GD) AIRCRAFT DOCUMENTATION LATE/INACCURATE, weight and balance, general declaration, pax manifest, etc.
32 (GL) LOADING/UNLOADING, bulky, special load, cabin load, lack of loading staff
33 (GE) LOADING EQUIPMENT, lack of or breakdown, e.g. container pallet loader, lack of staff
34 (GS) SERVICING EQUIPMENT, lack of or breakdown, lack of staff, e.g. steps
35 (GC) AIRCRAFT CLEANING
36 (GF) FUELLING/DEFUELLING, fuel supplier
37 (GB) CATERING, late delivery or loading
38 (GU) ULD, lack of or serviceability
39 (GT) TECHNICAL EQUIPMENT, lack of or breakdown, lack of staff, e.g. pushback

Technical and Aircraft Equipment

41 (TD) AIRCRAFT DEFECTS.
42 (TM) SCHEDULED MAINTENANCE, late release.
43 (TN) NON-SCHEDULED MAINTENANCE, special checks and/or additional works beyond normal maintenance schedule.
44 (TS) SPARES AND MAINTENANCE EQUIPMENT, lack of or breakdown.
45 (TA) AOG SPARES, to be carried to another station.
46 (TC) AIRCRAFT CHANGE, for technical reasons.
47 (TL) STAND-BY AIRCRAFT, lack of planned stand-by aircraft for technical reasons.
48 (TV) SCHEDULED CABIN CONFIGURATION/VERSION ADJUSTMENTS.

Damage to Aircraft & EDP/Automated Equipment Failure

51 (DF) DAMAGE DURING FLIGHT OPERATIONS, bird or lightning strike, turbulence, heavy or overweight landing, collision during taxiing
52 (DG) DAMAGE DURING GROUND OPERATIONS, collisions (other than during taxiing), loading/off-loading damage, contamination, towing, extreme weather conditions
55 (ED) DEPARTURE CONTROL
56 (EC) CARGO PREPARATION/DOCUMENTATION
57 (EF) FLIGHT PLANS
58 (EO) OTHER AUTOMATED SYSTEM

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Digest – Delays to Air Transport in Europe

Flight Operations and Crewing

61 (FP) FLIGHT PLAN, late completion or change of, flight documentation
62 (FF) OPERATIONAL REQUIREMENTS, fuel, load alteration
63 (FT) LATE CREW BOARDING OR DEPARTURE PROCEDURES, other than connection and standby (flight deck or entire crew)
64 (FS) FLIGHT DECK CREW SHORTAGE, sickness, awaiting standby, flight time limitations, crew meals, valid visa, health documents, etc.
65 (FR) FLIGHT DECK CREW SPECIAL REQUEST, not within operational requirements
66 (FL) LATE CABIN CREW BOARDING OR DEPARTURE PROCEDURES, other than connection and standby
67 (FC) CABIN CREW SHORTAGE, sickness, awaiting standby, flight time limitations, crew meals, valid visa, health documents, etc.
68 (FA) CABIN CREW ERROR OR SPECIAL REQUEST, not within operational requirements
69 (FB) CAPTAIN REQUEST FOR SECURITY CHECK, extraordinary

Weather

71 (WO) DEPARTURE STATION
72 (WT) DESTINATION STATION
73 (WR) EN ROUTE OR ALTERNATE
75 (WI) DE-ICING OF AIRCRAFT, removal of ice and/or snow, frost prevention excluding unserviceability of equipment
76 (WS) REMOVAL OF SNOW, ICE, WATER AND SAND FROM AIRPORT
77 (WG) GROUND HANDLING IMPAIRED BY ADVERSE WEATHER CONDITIONS

ATFM + AIRPORT + GOVERNMENTAL AUTHORITIES

AIR TRAFFIC FLOW MANAGEMENT RESTRICTIONS

81 (AT) ATFM due to ATC EN-ROUTE DEMAND/CAPACITY, standard demand/capacity problems
82 (AX) ATFM due to ATC STAFF/EQUIPMENT EN-ROUTE, reduced capacity caused by industrial action or staff shortage, equipment failure, military exercise or extraordinary demand due to capacity reduction in neighbouring area
83 (AE) ATFM due to RESTRICTION AT DESTINATION AIRPORT, airport and/or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights
84 (AW) ATFM due to WEATHER AT DESTINATION

AIRPORT AND GOVERNMENTAL AUTHORITIES

85 (AS) MANDATORY SECURITY
86 (AG) IMMIGRATION, CUSTOMS, HEALTH
87 (AF) AIRPORT FACILITIES, parking stands, ramp congestion, lighting, buildings, gate limitations, etc.
88 (AD) RESTRICTIONS AT AIRPORT OF DESTINATION, airport and/or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights
89 (AM) RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTIONS, including Air Traffic Services, start-up and pushback, airport and/or runway closed due to obstruction or weather[1], industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights

Reactionary

91 (RL) LOAD CONNECTION, awaiting load from another flight
92 (RT) THROUGH CHECK-IN ERROR, passenger and baggage
93 (RA) AIRCRAFT ROTATION, late arrival of aircraft from another flight or previous sector
94 (RS) CABIN CREW ROTATION, awaiting cabin crew from another flight
95 (RC) CREW ROTATION, awaiting crew from another flight (flight deck or entire crew)
96 (RO) OPERATIONS CONTROL, re-routing, diversion, consolidation, aircraft change for reasons other than technical

Miscellaneous

97 (MI) INDUSTRIAL ACTION WITH OWN AIRLINE
98 (MO) INDUSTRIAL ACTION OUTSIDE OWN AIRLINE, excluding ATS
99 (MX) OTHER REASON, not matching any code above

SOURCE: IATA – Airport Handling Manual (730 & 731)

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7. PASSENGER BAGGAGE AND HANDLING

This chapter contains the information on passenger handling procedures (check-in, seating, passenger categories, irregularities, delays, etc.)

7.1 PASSENGER DOCUMENTS AND FORBIDDEN ITEMS

PLACARDS

For passenger convenience and to ease the passenger handling procedure the following documentation shall be used:

- Forbidden items list
- Passenger documents

7.1.1 Forbidden Items Placards

These are the placards that contain the list of prohibited items as per current IATA DGR edition Requirements for forbidden items placards:

- As a minimum requirement, warning notices must be displayed at ticket desks, check-in desks, departure gates and baggage claim areas.
- Information on dangerous goods shall be displayed in such a manner that passengers are warned about the types of dangerous goods that must not be carried on-board of an aeroplane.
- Check-in agents must make reference to the dangerous goods poster and ask the customer if they could be carrying any hidden dangerous goods within the baggage.
- Customer tickets and e-tickets must also contain information on the carriage of dangerous goods onboard an aircraft.
- Where ticket purchase and/or boarding pass issuance can be completed by passengers without the involvement of another person, the passenger is required to acknowledge that the requisite information has been presented.

NOTE: Only current editions of the IATA Dangerous Goods Regulations (DGR), ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions), or equivalent documentation including addenda must be used. This documentation must be readily available at check-in and boarding operations.

7.1.2 Passenger documents

These are the documents a passenger needs for travel, such as:

- Travel documentation
- Ticket documentation

Travel documentation for example is a passenger's:

- Passport or National ID
- Visas
- Certificate of Vaccination

Other documents required by laws, regulations of the countries concerned

- Ticket documentation for example is a passenger's airline ticket.

7.2 DOCUMENT CONTROL

7.2.1 Document Control Policy

Document control shall be based on travel document requirements published in Travel Information Manual (TIM) and in the TIMATIC Information System.

It must be noted that every time FLY2SKY transports passengers who, for some reason, cannot present valid travel documents, FLY2SKY risks to be subjected to fines, detention costs, return costs and in some cases escort costs.

The purpose of document control is to:

- avoid fines, detention, return and escort costs for deported passengers;
- maintain good relations with immigration authorities in all countries;
- minimize the risk for the passenger to be refused transportation en route.

7.2.2 Document Control

Document control MUST be performed when a FLY2SKY passenger is checking in for a flight between two or more countries or boarding an aircraft.

Document control for FLY2SKY passengers shall be performed by FLY2SKY personnel or other personnel contracted on behalf of FLY2SKY.

7.2.3 Refusal of Transportation

Passengers shall be refused transportation when:
they cannot present valid travel documents for departure from the country where the journey commences;

- they cannot present valid travel documents for entrance into the country of destination (visa, permit of residence);
- they cannot present valid travel documents for transfer/transit in countries en route;
- the passenger has failed to observe the instruction of FLY2SKY;
- the passenger has refused to submit to a security check;
- the ticket has been purchased from entity other than the issuing carrier or its authorized agent;
- the person presenting the ticket cannot prove that he/she is the person named in FLY2SKYticket and Company reserves the right to retain ticket.

NOTE: In case of issues mentioned above, FLY2SKY ground operations department shall be contacted, before check-in for the flight is closed and before passenger embarkation starts.

7.2.4 Ticket Documentation and types

Every passenger, regardless if adult, child or infant must be in possession of a valid ticket/confirmed reservation drawn for respective FLY2SKY flight.

7.2.5 Ticket Issue

Ticketing services currently are not available for Fly2Sky flights. All tickets for VAW/F6 flights are issued by an authorized Travel Agent/Tour Operator. Authorized agents use their specific tickets forms approved by FLY2SKY.

7.2.6 Ticket Check

When handling a passenger ticket, always check the following:

- any restrictions entered in the ticket;
- name of passenger not changed;
- destination, flight number and class filled in;
- free baggage allowance.

7.3 TICKET FRAUD PREVENTION

7.3.1 Background

Systematic attempts are made to defraud the airlines e.g. by means of:

- Counterfeit tickets
- Stolen tickets

7.3.2 Guidelines

Observe the following guidelines to detect and prevent frauds:

- Treat flight and excess baggage coupons as valuables
- Do not write over or alter original information in tickets
- Be suspicious of irregular ticketing in documents presented at check-in.

7.3.3 Boarding passes/baggage tags and stickers

Forms such as boarding passes, baggage tags and revalidation stickers must not be left unattended and shall be safely stored and kept out of reach of the public.

7.3.4 Confronted with stolen or counterfeit ticket

Use the following guidelines if confronted with obviously, or suspected stolen or counterfeit tickets:

- memorize appearance and special identification characteristics of the passenger;
- keep the ticket and passport of the passenger;
- try to delay the check-in process, mentioning the trouble in check-in system;
- discreetly alert a supervisor e.g. through a colleague or phone in order to help solve the trouble in system;
- explain to supervisor existing problem and ask to take care of passenger and documents.

NOTE: Supervisor shall contact FLY2SKY Ground Operations immediately in order to clarify the problem with possibility of stolen or counterfeit ticket.

7.4 PASSENGER CHECK-IN

7.4.1 Staff requirements for check-in

Check-in shall be carried out efficiently by qualified staff in uniform and a trainee has to have "Trainee" badge. It will make passengers understanding and less stressful if check-in is slow or problem appeared at check-in counter.

FLY2SKY allows only one trainee for check-in counters which shall be accompanied by supervisor.

NOTE 1: The responsibility for the check-in phase rests with the check-in staff.
NOTE 2: Passengers of FLY2SKY flights are checked-in only at the airport check-in counters. No other methods of check-in (ex. electronic/remote or manual check-in) are available on FLY2SKY flights.

7.4.2 Check-in Counter Requirements

Check-in counters must always be in clean and in good order, equipped with all necessary signs, labels, equipment, spare baggage and boarding passes and dangerous goods placards:

7.4.3 Separate Check-in Counters

In order to provide good service to our passengers separate counters may be requested and must be available for:

- Business Class passengers
- Superior Class passengers
- Economy Class passengers

Separate check-in counters may be provided on request for certain categories of passenger, if possible and required:

- Groups & Groups with ASR (advance seat reservation)
- Passengers with hand baggage only
- Standby passengers (PAD)
- Families with kids
- PRMs

7.4.4 Deadlines of Check-in

The latest check-in time is 40 minutes prior to departure. Passengers who arrive at check-in after deadline may be accepted, if this causes no delay to flight departure time and/or not cause discomfort to other passengers.

7.4.5 Problems at the Check-in

Problems arising at the check-in shall, whenever necessary, be handled away from ordinary check-in counters.

In order not to delay and maintain the check-in process, it is recommended to call for supervisor to handle arisen problems and kindly explain to passenger to wait for supervisor.

NOTE: For the following passenger categories seat reservation is necessary while their problem is being solved:

- PRMs
- Families with kids
- Superior class passengers
- VIP/CIP

7.5 PASSENGER SEATING

7.5.1 Seating allocation rules for Superior Class

At the check-in, passengers who have booked Superior Class seats via FLY2SKY Ground Travel Agency are seated in the forward part of the cabin. If Superior Class passenger belongs to the category of passengers, who cannot be seated on emergency exits due to safety reasons, check-in agent must reassign them to the seats as close as possible to the front part of the cabin.

7.5.2 Seating allocation rules for Economy Class

At the check-in desk economy class passengers' seats are assigned on a "First Come - First Served" principle. The seat assignment is performed automatically by the check-in system.

The following rules apply when seating passengers:

During check-in it is necessary to allocate ABPs (able bodied passengers) on emergency rows.

Please check PRM/INF/CHD/UM/VIP/CIP and other passenger categories seating restrictions (refer to 7.10 on page 7–23).

If no special request from FLY2SKY Ground Operations or Commander, seats must be distributed evenly in the cabin in order to avoid extreme balance conditions.

Passengers shall be seated where they may best assist and not hinder an emergency evacuation from the aircraft.

If conditions permit, it is recommended to follow passenger's wish to have an aisle or window seat.

Passengers with PETC shall be seated on a most rearward seat of the class/cabin.

NOTE: Low Loads. Loading procedure if low load is planned for the flight and until no request from FLY2SKY.

Airlines Ground Operations or PIC is received:
1. Start passenger allocation from row 14 to back and forward.
2. Bags, cargo, mail and other loads shall be loaded first in cargo compartment #3. (If 3 is full - rest to cargo compartment #4).

7.5.3 Cancellation of seat assignment

Seat assignment may be omitted if it will cause a delay, e.g. due to change of aircraft/version or system breakdown.

The decision to cancel seat assignment is to be taken by check-in supervisory staff with the Senior Cabin Crew confirmation.

7.5.4 Non-reclinable seats

There are seats that have no or reduced recline. For comfort reasons, they shall not be allocated until all other seats are occupied. If used, the passenger must be informed about the limited comfort. Non-reclinable seats are located on emergency exits, overwing emergency exits, last row seats with bulkhead at the back.

7.5.5 Cabin crew seats

Cabin crew seats may be used by personnel according to OM-A 8.3.13.

- Pilots on training duties;
- The following personnel may be allowed to occupy a jump seat provided they are listed in the General Declaration or, they hold a valid travel ticket:
- Duty positioning crew employed by airline when no seat available in the passenger cabin;
- Additional crew – flight and cabin crew who have specific duties to perform in-flight in addition to the normal operating crew. (This includes supernumerary or crew who are traveling for purpose of familiarization);
- Ground Operations Manager and Station Manager when positioning to, from, or carrying out audit duties;
- Flight and cabin crew employed by FLY2SKY, who are out of duty but either traveling to start their duty, or traveling after its end, when no seta available in the passenger cabin and only when wearing uniform.

In addition, and only when prior permission is given by the DFO the following people may be carried on a jump seat provided that, they have valid company ID and travel ticket.

- FLY2SKY employees other than listed above.

7.5.6 Emergency exit area

The emergency exit area is defined as the emergency exit seat row(s) and the row in front of the actual emergency exit seat row.

7.5.7 Over-wing area

The over wing area is defined as the seat rows from the forward edge of a wing to the aft edge of a wing.

7.5.8 Flight deck seats

Flight Deck seats may be used by passengers according to OM-A 8.3.13 only the following cases:

- The carriage of persons on the flight deck jump seat(s) is approved by DFO;
- Representative of the authority responsible for certification, licensing or inspection if this is required for performance of his official duties.

Approval shall be communicated to Commander by email in case they hold a valid travel ticket or by listing the name of the person in the General Declaration (GenDec).

7.6 PREPARATION OF SEAT PLAN

There are cases when it is necessary to prepare a flight by blocking and pre-seating certain seats for specific passenger categories. The table below shows the instructions how to ensure an efficient and smooth seating phase:

Step	Action
1	Check aircraft version and/ or configuration and secure that the applicable seat plan is inserted.
2	Check, if seats or sections shall be blocked for: • Booked passengers e.g. Superior Class, PRM, WCHS/R/C, UM etc. • Balance conditions
3	Check PNL, if applicable, and mark out seats according to seat indications.
4	Open the flight for check-in.

7.7 CHECK IN COUNTER

7.7.1 Check-in Counter - Opening

Check-in counters shall be manned for passengers: 2 hours before STD (Scheduled time of departure).

The check-in personnel must verify if special check-in request/instructions have been sent from FLY2SKY Ground Operations for current flight.

FLY2SKY logo, destination, flight number and STD or ETD shall be displayed on check-in counter screens.

Dangerous goods warning signs shall be visible at the check-in and gate counters.

Passenger queues shall be managed by stanchions to allocate passengers in sequence.

Hand baggage frame positioned nearby check-in (optional and on request).

7.7.2 Ground Operations Process of Document Control and Seat Assignment

Personal attention shall be paid to each passenger appearing on a check-in counter.

Step	Action
1	Ask the passenger to submit passport or ID card and ticket.
2	Check passenger's name in a DCS or passenger name list If passenger's name is in a system: go to step 3 If passenger's name is not in a system: Address passenger to tour operator's agent who has issued ticket or contact check-in supervisor contact with FLY2SKY Ground Operations.
3	Ask passenger about seating preferences. a. For Superior Class passengers assign seat booked by FLY2SKY Ground Operations b. For Economy Class passengers start passenger allocation from the middle of the cabin to back and forward. When assigning seats, do not assign seats on emergency exits to the following passenger groups: a. PRM b. UM c. Passengers with INF or CHD

	d. Blind/Deaf/Mentally sick. e. Elderly people. f. Deportees and Inadmissible
4	Issue baggage tag and affix it on the back side of the ticket/ boarding pass.
5	Issue boarding pass
6	Return ticket and travel documents to the passenger
7	Inform about operating carrier, flight number, terminal No, gate No., boarding time, delay etc.
8	Issue to passenger invitation to the Business Lounge (Business class passengers)

7.7.3 Process of Baggage Acceptance

Step	Action
1	Ask passenger about number of checked and hand baggage. Ask the passenger to submit baggage for weighing.
2	Is the single piece of checked baggage weighing 32 kg or more? If no: go to step 3 If yes: refuse to accept baggage and address the passenger to closest cargo agent office.
3	Is the single piece of hand baggage weighing more than 8 kg or dimension more than 55x45x25cm? If no: go to step 4 If yes: inform the passenger about hand baggage restrictions and advice to check it in. Does the checked/hand baggage consist of any unusual or dangerous goods items from
4	Does the checked/hand baggage consist of any unusual or dangerous goods items from the list/diagram of DG attached to check-in desk? If no: go to step 5 If yes: ask the passenger about the contents to ensure that the baggage does not contain any dangerous goods. Advice the passenger to remove DG items.
5	Does the baggage have any loose items, such as walking sticks, umbrellas or straps/belts fastened to the outside of the baggage? If no: go to step 5 If yes: ask passenger to remove loose items.
6	Gate items such as baby strollers etc. must be weighed, checked-in, tagged at all times and loaded in cargo compartment. If passengers request to use it in airport terminal until boarding to the aircraft, gate items shall be taken away from A/C entrance and loaded in cargo compartment.
7	Remove old baggage tags and inspect the baggage for damage.
8	If the baggage is damaged, fragile or inadequately packed, inform passenger, put a note in a system that baggage is damaged and mark damaged area on a Limited Release Tag diagram. Request for passenger's signature on a Limited Release Tag.
9	Affix baggage tag to the checked baggage and passenger tag on the back side of the passport/ID card or ticket. Affix hand baggage tag to the hand baggage.

NOTE: FLY2SKY may refuse to accept baggage containing dangerous goods and baggage that is not properly packed. Such baggage may cause damage to aircraft and/or other load. FLY2SKY has the right to verify the contents of the baggage, preferably in the presence of the passenger.

FLY2SKY may refuse to compensate baggage damage which is not properly packed or may affect on other items stowed in a baggage.

Passenger may carry special baggage, e.g. weapons for which additional identification tags shall be used (refer to 3.3.16 - Munitions of War and 3.3.17 - Sporting Weapons).

7.7.4 Check-in Counter Closing

Check-in counter shall be closed 40 minutes before STD.

All unused baggage tags, information stands, tickets and materials with FLY2SKY logo used for passenger boarding shall be removed from check-in counter.

Check-in counter area shall be left clean after counter has been closed.

7.8 PASSENGER BOARDING

7.8.1 Introduction

The boarding activities shall always be well prepared and planned for.

The Commander of a flight has the highest authority as to the execution of this flight with regard to aircraft operation, safety and security. The Commander shall be immediately and continuously informed about any irregularity, potentially affecting the safety and security of the flight.

The boarding phase is very important for service as well as for operational reasons. It is therefore important to establish contact between gate staff and cabin crew before starting to board a flight.

NOTE: The responsibility for the boarding phase rests with the gate staff.

7.8.2 Boarding preparation

It is important to plan the process of boarding before starting the actual boarding. The gate staff shall prepare the co-operation with all involved parties such as Flight Crew, Cabin Crew, Ramp Handling staff and others, if applicable.

Before boarding the following tasks must be carried out:

- Check if boarding priority requests have been sent from FLY2SKY Ground Operations for current flight.
- Check aircraft position before boarding, it might be positioned at Air Bridge or remote parking.
- Permission for boarding commencement received from Commander and agreed with SCCM (Senior Cabin Crew Member).
- Ensure that aircraft seat plan and position of cabin divider is correct.
- Pay attention to hand luggage.

NOTE: In order to avoid discussions about cabin baggage close to departure, large cabin baggage shall be indicated already before boarding. Hand baggage that exceeds the limits shall be tagged and loaded in the aircraft cargo compartment.

7.8.3 Air Bridge boarding

Passenger boarding, using air bridge, shall be controlled by gate staff. Before gate counter opening ensure that Air Bridge positioned to the aircraft in a proper way and aircraft entrance door is opened.

NOTE: Do not remove Air Bridge until the number of passengers on board has been checked and the approval from Commander has been obtained.

7.8.4 Remote parking boarding

Passenger boarding using remote parking shall be controlled by gate staff. Sufficient number of buses according to passenger number must be ready at the gate counter. Passengers shall be conducted to the aircraft in groups.

Staff accompanying the bus with the passengers shall observe that all of the passengers have disembarked from the bus, embarked on the aircraft, and no other staff/persons joined the embarked passenger group.

When passengers are directed to the aircraft without transport, staff shall direct them to the aircraft and make sure that all safety measures have been taken to avoid all possible situations which might result in an accident (ice, ground transport, propellers, jet blast etc.)

NOTE: Do not remove passenger steps until the number of passengers on board has been checked and the approval from Commander has been obtained.

7.8.5 Change of seats

Whenever it is reasonable and does not overrule safety or balance limitations, gate staff shall comply with wishes from passengers about seat changes, etc.

7.8.6 Boarding of special passenger categories

For the following passenger categories boarding priority can be requested by FLY2SKY Ground Operations:

- PRMs
- Superior Class
- Families with Children’s
- Groups & Groups with ASR (advance seat reservation)
- VIP/CIP

7.8.7 Boarding of standby passengers (PAD)

PAD shall board the aircraft as last passengers from the queue; however, if possible to accommodate seats for standby passengers; they may embark together with the other passengers in the same class.

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7.9 GATE COUNTER

7.9.1 Staff requirements for gate counter

Passenger boarding shall be carried out efficiently by qualified staff in uniform and trainee has to have "Trainee" badge. It will make passengers understanding and less stressful if boarding is slow or problem appeared at gate counter. FLY2SKY allows having only one trainee for gate counter which shall be accompanied by supervisor.

7.9.2 Gate counter – Opening

Gate Counters shall be manned for passengers 40 minutes before STD.

FLY2SKY logo, destination, flight number and STD or ETD shall be at gate counter screens.

Step	Action
1	Announcement about gate opening and position number shall be given via airport's Passenger Address system.
2	Passenger queues shall be managed by gate personnel to allocate passengers in sequence.
3	Check at the gate counter: a. Boarding pass. b. Name/Surname/Photo in a passport or ID card. c. Hand baggage tag shall be observed. d. During boarding process, all gate items must be monitored by gate agent if they were checked-in or not (by looking for baggage tag). If such items are not checked-in, 20kg shall be added to the total load figures for each gate item. Gate items loaded to the cargo compartment from A/C entrance shall be reported in LIR to Commander.
4	After all passengers embarked the airplane, print the following information to flight crew: 1. Local checked-in Passenger Name List - 2 copies. 2. Seat Distribution List including Transit Seating – 3 copies 3. Passenger and Baggage Load final figures – 2 copies 4. No-show Passenger List – 2 copies

7.9.3 Gate counter – Closing

Gate counter shall be closed after aircraft door has been closed.

All unused documents, prints and materials left after passenger boarding shall be removed from gate counter.

7.9.4 Security Arrangements at Boarding Areas

Security measures shall be taken during passenger boarding at gate counter. Passengers shall be manned in queue.

Gate counter staff shall consist of minimum 2 persons and they shall have communication devices (portable radio communications, gate counter phone, mobile phone) in case if issues at the gate counter appear.

Passenger without boarding pass or personal ID document shall not be allowed to enter the gate.

No other staff is allowed to enter the gate unless, it is not FLY2SKY, nominated Handling Agent, or Airport staff.

Before entering the gate they shall present respective ID card and name reason of needed access. Cabin crew shall be informed about such staff appearance.

After the boarding has been completed gate doors shall be closed and unused documents, prints and materials left after passenger boarding shall be removed from gate counter.

7.9.5 Gate Announcements

Announcement about gate counter opening and position numbers shall be given via airport's Passenger Address system.

Gate announcement language shall be:

- English, Bulgarian (for flights from Sofia)
- English and local language (for the rest of flights)

It is recommended to continue gate announcements during boarding process.

Announcement with passenger's name in case of no-show passengers at the gate shall be given.

7.9.6 Sending a Passenger Service Message (PSM)

Handling Agent shall, as soon as possible after completion of passenger boarding, send a Passengers Service

Message, (PSM), to inform the disembarkation (and optionally transit) station(s) of any passengers carried on a flight who require assistance or special handling.

7.9.7 Sending a Passenger Transfer Message (PTM)

Handling Agent shall, as soon as possible after completion of passenger boarding, inform en route stations of transfer passengers and their checked baggage with Passenger Transfer Message (PTM).

7.10 PASSENGER CATEGORIES

7.10.1 Children

When practicable, board adults with children first, and give assistance where necessary. There is no objection to ground staff carrying babies if requested to do so, however, it is considered preferable for the parents to carry their own children and for ground staff to assist with cabin baggage, etc.

An adult person must be seated near the children as they are, in general, unable to follow emergency indications transmitted in verbal form or signals.

NOTE 1: Children may not be seated on emergency exits or jump seats. For seating procedures see respective aircraft seating plan.
NOTE 2: When many children are to be carried (more than 15 in 1 group of passengers, for example sports team) it will be considered a special flight and 1adult person must take care of each group of 15 children.

Children category is defined as follows:

7.10.2 Child

CHD – Child – A child that has reached 2 but not 12 years of age. A 12 year passenger will be considered as an adult passenger.

7.10.3 Unaccompanied minor

UM – Unaccompanied minor – A child who has reached 5 but not 12 years of age and is traveling alone.

Children under 5 years of age shall not be accepted if travelling unaccompanied.

Unaccompanied minor will be accepted if the following requirements are met:

a. The parents (father, mother or guardian) must take care of the unaccompanied minor at the airports of departure and destination
b. The parents must fill in the UM form at the destination airport.
c. UM form 1st copy stays with unaccompanied minor and attached to the ticket.
d. UM form 2nd copy stays with parents at destination airport
e. UM form 3rd copy stays with FLY2SKY agent on departure station
f. UM form 4th copy handed over to SCCM with unaccompanied minor
g. UM form 5th copy stays with FLY2SKY agent on destination station

At the airport of destination, the unaccompanied minor shall be accompanied by agent until he/she is delivered to the person whose name appears in the travel documents. This person must identify themselves and present personal ID document for identification check, as well as sign in agent's UM form 5th copy that UM was received.

UM service shall be requested from FLY2SKYGround Operations in advance in order to make arrangements.

Maximum 8 unaccompanied minors per flight can be accepted due to special attention needed.

NOTE: Commander and cabin crew shall be informed about the UM passenger number on board. Unaccompanied minor shall be seated in the front or rear parts of the cabin in such way that he/she may be watched over by cabin crew.

7.10.4 Infants

IOSA CAB 3.4.1 (iv); IOSA 3.4.5; AMC1 CAT.IDE.A.205

Infant (INF) - a person under the age of two years.

Infants shall be seated on the lap of an adult passenger properly secured by a supplementary loop belt unless the applicable seat fare has been paid and the infant sits in a car type seat. CAT.OP.MPA.225 (b)(2).

During take-off and landing and under turbulent weather conditions, the seat belt shall go trough the loop of the infant belt and shall be fastened around the adult person, who will hold the infant firmly and the infant loop belt is fastened on infant or the infant will be secured in a car-type seat.

The number of INF accepted on board of FLY2SKY flights are up to 20 in Airbus A320 and 25 in Airbus A321 depending on equipment (infant loop belts and Life jackets) quantity and availability on board.

Infant Loop belts and infant life jackets shall be distributed after boarding is completed.

The number of oxygen masks in PSU in different aircraft versions may vary. The exact number of masks is shown on respective aircraft seating plan. Infants could be seated on a half rows where 4 masks per particular half of the presented.

Carriage of car type seat shall be requested from FLY2SKY Ground Handling and Cargo operations in advance. FLY2SKY does not provide car type seats (Child Restraint Device), but passenger may use their own forward facing car type seats approved for use in aircraft provided that extra seat is booked. Car type seat can be approved if any of following labels are indicated on it:

The seat's maximum horizontal measure shall not exceed 65 cm and height - 45 cm.

Car type seats shall not be installed in exit rows and in seat row in front of the over wing exit. Car type seat shall be placed in window or in middle seat, where it doesn't obstruct exit. Passenger sitting in the aisle and holding infant shall be advised to take middle or window seat due to safety reasons. If not possible to change the seat, infant shall be held with its legs to aisle and head to window.

An adult may travel only with 2 infants if additional seat is booked for travel. The requirements shall be complied if one infant is able to sit on a seat or in a car type baby seat and the other infant sits on the lap of an adult.

7.10.5 Persons with reduced mobility (PRMs)

The acceptance for transportation of sick, disabled and handicapped passengers is restricted in the interest of their own safety and that of other passengers. A person with reduced mobility (PRM) is understood to mean a person whose mobility is reduced due to physical incapacity (sensory or locomotor), an intellectual deficiency, age, illness or any other cause of disability

when using transport, and whose situation requires special attention and the adaptation, to his needs, of the service made available to all passengers. FLY2SKY is entitled to insist upon the production of a written report on fitness for travel, issued by a medical doctor or the medical official at the airport. No transportation, under any circumstances, will be provided to a person who:

- has a contagious/infectious disease, e.g. open tuberculosis, infectious hepatitis; scarlet fever, diphtheria,
- chickenpox etc.;
- has suffered a heart attack or stroke within the last eight weeks;
- requires medical treatment by pneumatically or electrically operated apparatus which, for specific reasons, is not allowed to be operated on board;
- is pregnant with a period of pregnancy of 34 weeks or more (taking into account the date of return flight planed in the passenger's voyage schedule).

The following definitions and assistance shall be used for categorizing PRM's:

PRM category	Characteristics	Assistance
WCHR	Passenger can walk short distances and walk up or down stairs. Can walk in the cabin and is able to climb aircraft stairs alone. Assistance from/to aircraft is necessary.	Passenger travelling in their own wheelchair: that only requires a wheelchair or other means for movements between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.
WCHS	Passenger cannot walk up or down aircraft stairs but can walk in the cabin alone.	Passenger travelling in their own wheelchair: that only requires a wheelchair to move between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal and require lift on/ lift off assistance onto and off the aircraft.
WCHC	Passenger cannot walk or stand and will be accompanied to and from their cabin seat.	Passenger travelling in their own wheelchair: that requires assistance at all times from arrival at the airport to seating in the aircraft (requires lift on/ lift off assistance onto and off the aircraft) or, if necessary, in a special seat fitted to his/her specific needs, the process being inverted at arrival.
BLND	Blind passenger. (only if assistance is expressly requested and prior notification is given)	Individual needs will be respected. **NOTE**: Requires walker to and from the terminal to the aircraft if travel alone.
DEAF	Deaf passenger or deaf without speech. (only if assistance is expressly requested and prior notification is given)	Individual needs will be respected. Requires a separate briefing from the cabin crew regarding safety procedures.
DEAF/ BLND	Blind and deaf passenger, who can move about only with the help of an accompanying person.	Individual needs will be respected.

		NOTE: Passenger shall be accompanied Individuals: One (1) assisting person for every DEAF passenger Group: One (2) assisting person for every DEAF/BLIND passengers.
DPNA	Disabled passenger with intellectual or developmental disability needing assistance.	No on-board assistance required.

MAAS - passengers in need of special help. The assistance may be required on arrival upon passengers request for an additional cost. Assisting person would meet the passenger right at the door of the aircraft of the entrance to the terminal.

Before accepting such passengers for transportation, FLY2SKY will ascertain the availability, from departure to arrival, of staff trained and qualified to meet their needs and of the appropriate medical equipment.

FLY2SKY will offer WCHS/WCHC alternative flights if wheelchairs cannot be confirmed.(EC)No1107/2006 Article4(1)

Accompanying passenger providing assistance will be required if a passenger cannot independently: (EC)No1107/2006 Article4 (2)

- Reach an emergency exit unaided
- Go to the toilet unaided
- Unfasten a seat belt
- Retrieve and fit a life jacket
- Fit an oxygen mask

FLY2SKY provides the assistance specified below without additional charge to a PRMs: (EC)No1107/2006 Annex II Carriage of recognized assistance dog in the cabin.

In addition to medical equipment, transport of up to two pieces of mobility equipment per PRM, including electric wheelchairs (subject to advance warning of 48 hours and to possible limitations of space on board the aeroplane, and subject to the application of relevant legislation concerning dangerous goods, refer to OM-A Chapter 9).

Communication of essential information concerning a flight in accessible formats.

The making of all reasonable efforts to arrange seating to meet the needs of PRM on request and subject to safety requirements and availability.

Where PRM is assisted by an accompanying person, FLY2SKY will make all reasonable efforts to give such person a seat next to PRM.

For the allocation of seats to other handicapped passengers refer to CCOM Ch. 8.21.

7.10.6 Assistance and arrangements for PRM's

Assistance and arrangements necessary to allow disabled persons and persons with reduced mobility:

- arrange assistance upon arrival at an airport and assist them upon their request at the designated points
- inside and outside terminal buildings;
- move from a designated point to the check-in counter;
- check-in and register baggage;

- proceed from the check-in counter to the aircraft, with completion of emigration, customs and security
- procedures;
- board the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate;
- proceed from the aircraft door to their seats;
- store and retrieve baggage on the aircraft;
- proceed from their seats to the aircraft door;
- disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate;
- proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and
- customs procedures;
- proceed from the baggage hall to a designated point;
- reach connecting flights when in transit, with assistance on air and land sides and within and between terminals as needed;
- move to the toilet facilities if required.

When a disabled person or person with reduces mobility is assisted by an accompanying person; this person must, if requested, be allowed to provide the necessary assistance in the airport and during embarking and disembarking.

Ground handling of all necessary mobility equipment (ex. such as electric wheelchairs): shall be provided and is subject to advance warning of 48 hours, to possible limitations of space on board of the aircraft, and to the application of relevant legislation concerning dangerous goods.

Temporary replacement of damaged or lost mobility equipment, albeit not necessarily on a like-for-like basis shall be provided.

7.10.7 Stretchers

Stretcher service is not provided by FLY2SKY.

7.10.8 Seat assignment for PRM's and accompanying persons

Disabled passenger, as well as, its accompanying person shall, when allocated in ordinary cabin seats, be seated as close as possible to the exits without blocking an emergency exit to any passenger.

PRM passengers to be assigned at window seats. Passengers may be seated close but not adjacent to floor level exits, near toilets, in any aisle seat with moveable armrests. PRM can be seated on both sides in the first row, but only on the window seat at aircraft.

Passengers with stiff legs, fractured legs in plaster, paraplegics, etc., shall be accommodated in the seats allowing the maximum space for their comfort, or space for leg support devices, with the least possible disturbance to the passengers in the adjacent seats. Limbs and plaster casts shall not obstruct the aisle or emergency exits.

Persons with a disability, affecting only one side of their body (hemiplegics, artificial limb, arm or leg in cast, splint or brace, etc.), shall be seated in an aisle seat with the unaffected side of their body towards the aisle; this will facilitate their mobility in cases of emergency.

If crutches, canes and similar walking aids are stored in a special location in the cabin, the users of such aids shall be assigned seats nearby, so as to permit quick access to the aids when needed.

7.10.9 Seat assignment of for visually impaired passenger and guide dog.

Guide dogs for visually, hearing impaired passengers, or disabled individuals, travel in a passenger cabin free of charge and arrangement shall be done in advance, in order to check availability of seat and cabin space for particular flight.

When travelling with a guide dog owners shall bring with them a suitable car safety harness for securing the dog at take-off, landing and turbulence and at any other required time during flight (a collar and lead will not be acceptable for this).

Passengers with a guide dog cannot be denied any seat, unless the animal obstructs an aisle or other area that must remain clear in case of an emergency evacuation. Smaller dogs can fit under airline seats, which may provide them with a more secure ride, while for larger dogs, bulkhead seats may be a better option. Recommended seat for the passenger accompanied by a guide dog is in the first row 1 A/F.

NOTE 1: Commander shall be informed about the disabled passenger number on board.
NOTE 2: Disabled persons may not be seated on emergency exits or jump seats.

7.10.10 Sick Passengers

A sick passenger needs Medical Clearance for Air Travel from his doctor allowing a sick passenger to travel by air. It shall be presented at the check-in.

NOTE: Commander and cabin crew shall be informed about the sick passenger number on board.

7.10.10.1 Asthmatics

Asthmatic passengers can be accepted without prior permission. Cabin crew must be advised in case Portable Oxygen maybe required during the flight.

7.10.10.2 Diabetics

Passengers suffering from diabetes may find their condition affected by travel sickness and they may have complications. They may also require special diets and either insulin injections or tablets to cabin baggage.

7.10.10.3 Booked Oxygen

Not allowed.

7.10.10.4 Oxygen Concentrator / Generator

Passenger may carry their own oxygen concentrator/generator, as well their own gaseous air or oxygen cylinders in carry-on luggage. 1 cylinders up to 5kg gross weight and maximum 0.5m long and 250mm in diameter.

Passengers are required to carry a medical certificate confirming the cylinders/concentrators are required for medical reasons and that they are fit to fly. Concentrator/Generator may be used during all phases of flight.

Type	Allowed	Max Allowed	Not allowed	Restrictions
Oxygen concentrator in cabin	x			
Oxygen concentrator in cargo	x			
Gaseous air or oxygen cylinders	x	1 cylinder up to5 kg gross		Max 0.5m long and

				250mm diameter
Liquid oxygen cylinders or systems			x	
Chemical oxygen generators			x	

Personal medical oxygen devices that utilize liquid oxygen forbidden for transportation.

Oxygen concentrator/generator - passenger may carry their own oxygen concentrator/generator. The crew shall be informed about this during briefing, this is a conformation that FLY2SKY Ground Handling and Cargo Operations agents has been advised and made arrangements to the service. Concentrator/Generator shall be safety stowed away during take-off and landing. Passenger is allowed to use it during the cruise.

7.10.10.5 Reserved

7.10.6 Artificial limbs

Passengers with artificial limbs may be carrying cylinders of CO2 for the operation of their limbs.

7.10.11 Corpulent Passengers

It is possible to buy an extra seat. Extra seat request shall be addressed to FLY2SKY Ground Operations in advance (48 hours).

NOTE 1: Cabin crew shall be informed about corpulent passengers' number on board and their seating arrangements with reclaimable armrests.
NOTE 2: Corpulent passenger shall be seated on window seats. Seating of corpulent passengers on aircraft emergency rows are prohibited.

7.10.12 Expectant Mothers and New-Born Babies

If the expectant mother is in normal health and with no pregnancy complications, she shall be accepted for travel up to 27 weeks (inclusive) without a medical certificate. Expectant mother takes full responsibility for the health of herself and fetus /baby in any case in accordance with the conditions of carriage, especially when:

- There is uncertainty of progress of pregnancy or time of birth;
- Complications in delivery may be expected.

Healthy newborn babies provided not prematurely born, within the first 14 days after birth and shall have clearance to travel by letter from their Dr./Obstetrician/Pediatrician stating fit to fly.

Air travel is prohibited for expectant mothers and newborn babies if:

- Passenger in term more than 34 weeks in case of single pregnancy.
- Passenger in term more than 32 weeks in case of multiple pregnancy.
- Passenger within the first 7 days after delivery

Between 28th and 32nd/34th week of pregnancy a medical certificate stating fitness for air travel from doctor is recommended, issued within 14 days prior to commencement of air travel.

NOTE 1: Commander shall be informed about expectant mother or new-born baby on board.
NOTE 2: Expectant mothers and newborn babies may not be seated on emergency exits or jump seats. For seating procedures see respective aircraft seating plan.

7.10.13 Transportation of inadmissible passengers, deportees or persons in custody

"Inadmissible Passengers" (INADs) are passengers who are refused admission to a country by authorities of such country, e.g., due to lack of a visa, expired passport, lack of funds or suspected intent to illegally take up employment. Unless explicitly ordered otherwise by the authority refusing entry, an INAD shall be carried outbound again on a flight (flights) of the inbound carriers) to a country of their choice where there is no risk of them being refused entry again, but no further than his home country or country of permanent residence.

"Deportees" are foreign persons who had legally been admitted to a country or who had entered a country illegally, and who at some later time are formally ordered by the authorities to be removed from that country. Apart from illegal entry, reasons for removal comprise expiry of residence permit, offences or criminal acts committed in the deporting country, extradition at the request of another country.

GRH 3.7.6

Request for transportation of inadmissible passengers, deportees or persons in custody shall be sent 2 days in advance to FLY2SKY Security department. Once the request is confirmed, Security Department shall notify the Commander and FLY2SKY OCC about the intended carriage of inadmissible passengers, deportees or persons in custody and the reason for carriage by "Special Categories of Passenger Notification" form or by email.

FLY2SKY and Commander (who shall be notified by "Special Categories of Passenger Notification" form or email from Security Department prior to departure of the intended carriage of inadmissible passengers, deportees or persons in custody and of the reason for carriage) have not only the right, but the duty to refuse transportation of such passengers if their carriage poses any risk to the safety of the airplane or its occupants.

FLY2SKY and Commander are entitled to be informed of the reason for the deportation and, if necessary, to insist on the passenger being escorted during the flight by a representative of the deporting country, with a ticket at the applicable fare being provided for such representative by the deporting authority. In particular deportees who: will physically resist carriage, or have already been denied transportation by another company, or might endanger the safety of the airplane or of its load, of other passengers or of the crew, or are deported after execution/suspension of a sentence for a crime of violence, shall be carried only under escort of a government official, or of a properly trained staff, or of a similarly trained guard provided by a commercial agency.

The relevant Authority will determine in coordination with the Director Flight Operations, if a deportee requires an escorting officials or guards, and they will also determine how many escorting officials or guards are required to guarantee the safety of the flight.

Whenever it has been determined that the passenger requires an escort, such escorting person shall be present and on duty when the passenger is checked in; and shall remain so until the company relinquishes responsibility for the passenger after transportation.

Commander upon notification by "Special Categories of Passenger Notification", shall, prior to departure, brief his entire crew accordingly. Whenever feasible, such passengers shall be boarded prior to other passengers in order to provide utmost discretion; if, at this stage, a deportee physically resists boarding the airplane he shall be refused embarkation and transportation.

Information on the carriage and reason for such carriage must be forwarded by telex, telefax or phone to the ground staff or handling agent at the respective down line station(s) who, in turn, shall confirm receipt of this information and shall inform the local authorities.

7.10.14 Potentially disruptive passengers

GRH 3.1.6

FLY2SKY policy is that no disruptive behavior is acceptable and that appropriate measures shall be taken depending on the level of aggression. In case of violence and abuse from disruptive passenger company has the right to refuse admission on board the aircraft.

It is also the policy of FLY2SKY to support its employees in their actions and efforts to enforce order on board its aircraft and to prosecute offenders.

7.10.15 Intoxicated passengers

GRH 3.1.6

FLY2SKY has the policy that no disruptive behavior is acceptable and that appropriate measures will be taken depending on the level of aggression. It is also the policy of FLY2SKY to fully support its employees in their actions and efforts to enforce order on board its airplanes and to prosecute offenders. Rules and procedures concerning handling of disruptive passengers in flight are published in FLY2SKY Flight Operations Manual and Cabin Crew Operations Manual.

It is recognized that disruptive behavior often starts at the airport. Ground handling agent personnel must therefore ensure the following:

- Refuse boarding to persons intoxicated to such a state that their carriage would threaten the safety of the flight or when carriage of such persons would cause undue discomfort to other passengers or crew
- In case it is necessary, airport security department shall be informed and police called out to control boarding processed in safe and secure manner.
- In case of aggressive behaviour of passenger at the airport before boarding, ground handler shall deny boarding to unruly passenger or disruptive passenger, ask for police assistance and inform to FLY2SKY Ground Operations and Security Departments.

NOTE: When unruly or disruptive incident occur on board see reference CCOM 8.20.

In case a potentially disruptive/intoxicated passenger is discovered at the check-in desk, Ground Handling agent shall notify the passenger about company policy related to handling intoxicated passengers and encourage the passenger to stop consuming alcoholic drinks.

Passenger can be accepted at check-in if he/she is not intoxicated to such state that his/her carriage can endanger the safety of the flight or cause discomfort to other passengers.

- is not showing any signs of potential hazard.
- is not showing any aggressiveness in his/her behaviour.

At the gate the condition of passenger shall be reevaluated by gate staff. Depending on the condition of passenger, the decision has to taken by gate staff. The passenger shall be either refused boarding and his/her bag removed from flight or boarded and baggage loaded on board. Loading team shall be notified on the decision immediately.

7.10.16 VIP, CIP

VIP and CIP seating conditions will be pre-advised by FLY2SKY Ground Operations.

Whenever possible, VIP or CIP status passengers shall be seated in the first rows or higher class seats.

NOTE: Cabin crew shall be informed about number of VIP/CIP passengers and their sitting arrangements.

7.10.17 Standby Passengers (PAD)

Passenger having a FLY2SKY ID ticket has PAD (Passenger Available for Disembarkation) status. This passenger is available for disembarkation if operational conditions require this.

PAD's shall be checked-in as the last passenger from the PNL (passenger name list).

PAD shall board the aircraft as last passengers from the queue; however, if possible to accommodate seats for standby passengers; they may embark together with the other passengers in the same class (refer to 7.8.7 - Boarding of standby passengers (PAD)).

7.10.18 Travelling Staff

Travelling staff shall be checked-in as other passengers.

7.11 PASSENGER IRREGULARITIES

7.11.1 Service level

The level of FLY2SKY efficiency and service in irregularity situations may be decisive in keeping the passenger as future customer. Irregularities cause the passenger great inconvenience and all efforts shall therefore be made to:

- Eliminate, avoid or reduce the effect of irregularities to the greatest possible extent.
- Handle irregularity situations with a high degree of efficiency and service.
- In order to ensure quality requirements the passengers must be carried to final destination in time period as close to the original schedule and with maximum consideration to their needs and comfort.

The basis for the policy is that passenger compartment tickets that constitute one contract for travel services.

7.11.2 Eligibility

To be eligible for compensation the passengers must fulfil the following criteria:

The passengers must have a confirmed ticket for the flight concerned.

The passengers must present themselves for check-in as stipulated and the time indicated in advance in writing. If no time is indicated in writing, not later than 45 minutes before departure.

7.11.3 Claims due to delayed & cancelled flight

Passenger claims for direct monetary losses, inconvenience, lost working time, missed meetings, etc., due to delayed / cancelled flight, shall be in principle rejected.

7.11.4 Special attention to passenger categories

In connection with irregularities the following passenger categories may for various reasons need special attention:

- VIP / CIP
- Superior Class
- UM
- PRM
- Passengers traveling with infants, kids
- Seamen
- Tour groups

7.12 DELAYS

7.12.1 General

Passengers, whose flights are delayed for a specified time, shall be adequately cared for and shall be able to cancel their flight with reimbursement of their tickets or to continue the flight under satisfactory conditions.

Care for passengers, awaiting an alternative or a delayed flight, may be limited or declined, if the provision of the care would itself cause further delay.

Special attention shall be paid to the needs of persons with reduced mobility (PRM) and any persons accompanying them as well to the unaccompanied children (UM), passengers with kids and elderly people.

If the delay is due to late arrival of incoming aircraft, all efforts must be made to speed up ground time, so that departure would be as close to the scheduled as possible.

The Handling Agent shall coordinate, wherever possible, and co-operate/liaise with parties involved so that all those affected by the delay may take appropriate action.

The Commander must be advised in any complications/problems caused by delay.

7.12.2 Information to tour operators/travel agencies

Tour operator/travelling agency will be informed of the irregularity by FLY2SKY Ground Operations department or Operations Control Centre as soon as possible in order to enable them to take appropriate measures and arrange passenger transportation from hotel to airport accordingly, thus avoiding the unnecessary waste of time for passengers at the airport.

Information to tour operators/travel agencies and any special arrangements (transport, hotel prolongation) shall be confirmed by FLY2SKY ground operations department.

7.12.3 Information to passengers

Information to passengers about delay shall be announced via Passenger Address system. The message about delay shall specify the reason of delay (Example: weather conditions, technical delay or operational delay).

Reason of delay shall be checked with/requested from FLY2SKY ground operations department in order to avoid uncertain/faulty information to passengers.

When the duration of delay is known, announcement to passengers shall specify the new boarding time. When establishing new ETD, being too optimistic is to be avoided. Additionally, passengers shall be updated with information on check-in/gate screens about the ETD.

When the duration of delay is unknown, announcement to passengers shall specify next period of time when information might be available. It is necessary to update passengers every 30 minutes.

Handling Agent and Airport staff are requested not to use, in any case phrases such as – “Indefinite delay information” or “Trouble” …etc. which can cause further problem to crew or FLY2SKY.

7.12.4 Written information to passengers

All passengers who are personally affected by Long Delays must be offered written information about their rights in this specific situation.

The delay is considered long if the delay of the departure is expected at least:

- 2 hours for the flights up to and including 1500 km in distance;

- 3 hours for the flights between 1500 km and 3500 km in distance.

7.12.5 Passenger care procedure in case of delay

Care shall be offered to all passengers regardless of the reason of delay if the Long Delay happens. (See the table below).

Flight	Care
All flights with 0-2 hours delay	No care is offered
All flights with 2-3 hours hour delay	• Communications – 2 free phone calls or e-mails. • Soft drinks, snacks
All flights with 3-5 hours hour delay	• Meals and refreshments in a reasonable relation to the waiting time • Communication – 2 telephone calls free of charge or e-mails.
All flights with over 5 hours delay	• Meals and refreshments in a reasonable relation to the waiting time • Communication – 2 telephone calls free of charge, fax messages or emails • Reimbursement of the full cost of the ticket at the price it was bought for the part (-s) of the journey not made (no further re-routings) OR • For transit passengers: if the flight is no longer serving any purpose in relation to the passenger's original travel plan - reimbursement of the full value of the ticket including the part (-s) of the journey already made is provided and a return flight to the first point of departure, at the earliest opportunity is arranged. OR • Rebooking to a later date if seats are available. OR • Re-routing.
All flights with over 5 hours delay	If the duration of the delay is such as to require overnight stay, Handling Agent shall contact FLY2SKY Ground Operations and receive an authorization to proceed with hotel and transport arrangement

FLY2SKY cooperates with local Ground Handling agents to try and secure a hotel that fulfils the following requirements:

1. Minimum 3 star International hotel in Europe / Minimum 4 star International hotel in Asia, Africa, and South America.
2. Short distance from airport
3. Provides a secure transport to and from the airport.

7.13 DENIED BOARDING

7.13.1 General

A passenger that has valid flight ticket to the respective flight with confirmed space reservation (ticket has indication of the flight number, departure date and time and states "OK"

or other valid sign proving that the carrier has confirmed space in the aircraft) and, who at the appointed time before the flight is in the boarding area.

FLY2SKY is free to make distinction between compensation given to those passengers who volunteer for Denied Boarding and the compensation given to those passengers who are involuntarily Denied Boarding.

FLY2SKY has decided to differentiate the compensation to those two passenger groups.

NOTE: In an aircraft version/type change situation due to technical reasons, no Denied Boarding compensation shall be paid. (Care can be offered).

In case of denied boarding, all possible attempts shall be made by FLY2SKY staff to ensure satisfaction of the passenger, despite the inconveniences encountered. Handling Agent staff shall call for volunteers for Denied Boarding. It has to be done at the check-in or at the gate before boarding. Passengers may be Denied Boarding involuntarily if there are not enough volunteers. PAD passengers shall be denied boarding before revenue passengers.

7.13.2 Written information to passengers

All passengers who are personally affected by Denied Boarding situation must be offered written information about their rights in this specific situation.

7.13.3 Eligibility for denied boarding compensation

A passenger who cannot be accommodated on a flight is eligible for Denied Boarding compensation (DBC):

- if the passenger is in possession of a ticket with confirmed reservation for specified flight;
- if the passenger has presented himself for check-in for the flight at the place and time specified by FLY2SKY;
- children (infants excluded) shall be given the same compensation as adult passengers.

7.13.4 Not eligible for denied boarding compensation

A passenger is not eligible for Denied Boarding Compensation (DBC) if;

- he is traveling with any kind of Industry / Agent discount ticket;
- accommodation is not possible due to flight cancellations;
- he / she has refused to undergo a security check or to obey the lawful travel regulations by countries with regard to health, entry permission, etc.;
- the behaviour, health or condition of the passenger is such that it entitles the carrier to refuse carriage; a selling office has contacted a passenger in advance and he/she has agreed to a re-routing or rebooking and the new arrival time to destination is not later than the original.

7.13.5 Categories not to be denied boarding

The following categories of passengers may under no circumstances be denied boarding:

- Unaccompanied minors (UM)
- Elderly and/or passengers with reduced mobility (PRM)
- Ship joining seamen
- Passengers affected by previous flight irregularities
- Transit / transfer passenger

7.13.6 Categories not to be involuntary denied boarding

The following categories of passengers may not be involuntary denied boarding:

- Business Class passengers
- VIP/CIP

7.13.7 Order for offloading/denied boarding

In case of denied boarding the following order for off-loading shall apply:

1. Non-booked PAD passengers;
2. Booked PAD passengers (except Passive Crew);
3. Non-booked revenue passengers - Economy Class passengers before Business Class passengers;
4. Booked revenue passengers:- Economy class passengers before Business class passengers;
5. Booked revenue passengers with no onward connection;
6. Booked revenue passengers with connection to another airline with the final destination in Europe;
7. Booked revenue passengers with connection to another airline with the final destination outside Europe

7.13.8 Denied boarding compensation procedure

Passenger shall be asked to fill in Denied Boarding Form:

1. Original stays with Passenger
2. Copy to Handling Agent
3. Copy for FLY2SKY

Passenger shall contact directly FLY2SKY ground operations department GHM@fly2sky.aero about the compensation. Compensation shall be paid out by electronic bank transfer.

Children (excluding infants) are entitled to the same compensation as adult passengers.

Additionally, FLY2SKY shall take up all passenger expenses related to the delay:

- Meals
- Reasonable usage of telephone calls/faxes
- Hotel in case of overnight stay including transportation to/from airport
- Re-booking, re-routing or travel at a later date if seats available only.

Flights	Compensation
For flights of 1,500 km or less	EUR 250,00
For longer flights within EU and other flights between 1,500 and 3,500 km	EUR 450,00
For flights over 3,500 km outside EU	EUR 600,00

7.14 REROUTING

7.14.1 Rerouting procedure

For rerouting arrangement FLY2SKY Ground Operations shall be contacted. The following information for rerouting planned passenger shall be sent:

1. Passenger's name/surname
2. Reason of rerouting
3. Available soonest rerouting and airline at the departure airport
4. Ticket price for rerouting.

FLY2SKY Ground Operations has option to organize rerouting for passenger.

If the passenger has been offered to be re-routed to his/her final destination on an alternative flight where he/she will arrive later than the scheduled arrival time original flight, the compensation for rerouting will be:

Flights	Compensation
For flights of 1,500 km or less and delayed by 2 hours	EUR 125,00
For longer flights within EU and other flights between 1,500 and all other flights between 1,500 and 3,500 km and delayed by 3 hours	EUR 200,00
For flights over 3,500km outside EU and delayed by 4 hours	EUR 300,00

The amounts of compensation need not exceed the price of passenger ticket in respect of his/her final destination.

7.15 CANCELLATION

7.15.1 Passenger care procedure in case of cancelled flight

In case of cancellation of a flight the passengers shall be offered assistance by Ground Handling Agent after confirmation received from FLY2SKY Ground Operations department:

Flights	Compensation
Flight cancelled	• Full cost Reimbursement of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made, if the flight is no longer serving any purpose in relation to passenger's original travel plan, together with, when relevant, a return flight to the first point of departure at the earliest opportunity; OR • Re-routing, under comparable transport conditions, to passenger's final destination at the earliest opportunity; OR • Re-routing, under comparable transport conditions, to passenger's final destination at a later date at their convenience, subject to availability of seats. In addition, passenger shall be offered: • Meal/refreshments in a reasonable relation to the waiting time; • Hotel accommodation in cases where a stay of one or more nights becomes necessary; • Transport between the airport and place of accommodation; • 2 telephone calls, telex or fax messages, or e-mails.
	Passengers have no right to compensation when: • They are informed of the cancellation at least two weeks before the scheduled time of • departure; OR • They are informed of the cancellation between two weeks and seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than two hours before the scheduled time of departure and to reach their final destination less than four hours after the scheduled time of arrival; OR • They are informed of the cancellation OR • Chartered flight was cancelled by tour operator/travel agency

7.16 PASSENGERS BEING DOWNGRADED

7.16.1 Passenger downgrading procedure

If, on an overbooked flight, passenger agrees to be placed in a lower class than on his/her original booking, he/she entitled to reimbursement of a percentage of the difference in price.

Downgrading	Compensation
For all flights of 1,500 km or less	30% of the ticket price
For intra-EU flights more than 1,500 km and for all other flights between 1,500 and 3,500 km	50% of the ticket price
For all flights greater than 3,500 km	75% of the ticket price

7.16.2 Passenger upgrading procedure

If on an overbooked flight, passenger can be offered a seat in a higher class than his/her original booking, FLY2SKY will not charge passenger an additional payment for this seat.

7.17 MEAL COUPON

7.17.1 General

To assist passengers facing delays, it is possible to offer the passengers compensation in the form of refreshments or meals, or a Meal Coupon for the passengers to use as payment in various cafés or restaurants, locally agreed on each station with Handling Agent.

Below are the minimum requirements for FLY2SKY flights, when arranging meal service for passengers. Each situation shall be viewed individually and value of meal coupon shall be agreed with FLY2SKY Ground Operations prior issuance to passengers.

When meal service is arranged, considering the time of the day, the meal plan for the delayed flight and its availability, coordinated with the FLY2SKY Ground Operations shall be provided.

Type of Meal	Offer
A drink/tea or coffee and snacks	After 2 hours
Meal	After 3 hours
Other	In special cases approval from FLY2SKY Ground Operations shall be received

7.17.2 Issuing a meal coupon

There is one type of compensation voucher. That is a meal coupon which shall be used when passengers are offered meals or refreshments on FLY2SKY account, but local deviations may exist.

When arranging meals for a large number of passengers/groups, arrangements may be made directly with the cafe/restaurant, without issuance of meal coupon.

Issuing meal coupon to passenger follows these steps:

Step	Action
1	Mark the type of refreshment/meal in the appropriate box with an “X”
2	State the total value and write the amount in words
3	Complete the Card with the flight number, date, reason, passenger name and name of the agent

NOTE: The meal coupon consists of 2 pages - 1 original and 1 copy. The original is for the passenger and the yellow copy is to be kept in a local station file for accounting purposes.

7.17.3 Amounts and validity of meal coupon

Following rules apply to issuance of FLY2SKY meal coupon:

- The value is filled on the coupon at issuance.
- A meal coupon is valid on date shown.
- Cash return shall not be given.
- Cash refund is not possible.
- A meal coupon shall not be reissued

7.18 REFUSAL OF CARRIAGE

7.18.1 General

Refusal of carriage is a serious decision that may result in legal action, and shall be treated with great courtesy.

FLY2SKY shall refuse to carry a passenger when the passenger:

- fails to submit himself / herself or his / her baggage to security control;
- fails to observe, or refuses to obey, safety rules or instructions of the company;
- is obviously under the influence of alcohol or drugs;
- appears or behaves offensively to other passengers;
- requires nursing due to medical condition;
- suffers from a contagious disease;
- has a degree of physical infirmity that travel is likely to result in complications;
- is handcuffed;
- presents a ticket issued to another person, or a stolen or counterfeit tickets;
- is unacceptable for carriage for any reason as decided by the Commander;
- does not possess the required documents, e.g. visas.

Check-in Supervisory staff only, Handling Agent’s Station Manager and Duty Managers, can make the decision of refusal of carriage.

If passenger was refused for carriage, required information shall be sent to FLY2SKY Ground Handling:

1. Passenger name/surname
2. Date of refusal for carriage
3. Flight number
4. Destination where passenger was refused
5. Reason of refusal

7.18.2 Passenger without required travel documentation

When in doubt, always refer to TIMATIC for official information regarding health, immigration and customs requirements for countries involved in the routing of passenger.

The handling Agent's check-in staff is responsible for the required flight travel documentation check.

7.19 Special provisions during pandemic situations (COVID-19)

FLY2SKY Ground Operation Department to instruct ground handling about below special procedures:

- special boarding procedures:
- to start boarding from last rows to front rows in order to reduce boarding time and passenger
- contact (airbridge boarding);
- to notify passengers to keep safe distance during boarding trough the airbridge and on stairs;
- to notify passengers to keep safe distance during bus transportation on apron.

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8. DEPARTURE ACTIVITIES

8.1. DEPARTURE ACTIVITIES

GRH 3.1.2

At all stations, where FLY2SKY operates with planned traffic, all incoming FLY2SKY aircraft shall be serviced by personnel who are properly trained for these tasks, i.e. aircraft receiving routines, marshalling signals, jet-bridge operation and safety hazards.

Ramp agent/Turnaround coordinator shall coordinate aircraft arrival activities in order to ensure a safe, secure and efficient operation through comply with local regulations and FLY2SKY operating procedures.

Before departure activities ramp agent shall check if all required equipment for turnaround will be available. During departure activities ramp agent, together with loading personnel, shall check if all the loads for a given destination are offloaded. Subcontracted GSP shall ensure that designated ramp agent(s) will be available for turnaround activities and the agent will supervise all activities concerning the aircraft, crew, passengers, baggage, cargo and ramp handling. Subcontracted GSP organization must ensure that only qualified employees will be responsible for ramp handling. Ramp agents shall always be easily identifiable for both crew members and passengers. The use of a safety vest and a possession of the valid airport I.D. are mandatory.

Ground Service Equipment (GSE) shall be maintained and operated accordingly to the manufacturer's recommendations. Ramp agent must arrange all requested equipment, according FLY2SKY request, which can include – aircraft chocks, cones, passenger steps or passenger bridge, loading equipment, toilet and lavatory services, fuelling and De/Anti-icing/anti-icing, towing and push-back if necessary.

During turnround activities, Ramp Agent must:

- Upon arrival, do an arrival check (walk around) the aircraft and check for any damage of aircraft. In case of damage inform the flight crew and FLY2SKY operations.
- Offload baggage and cargo/mail.
- Perform catering services if requested.
- Perform cabin cleaning and preparation services if requested.
- Check all required equipment for ramp handling, loading de-boarding/on-boarding is available.
- Supervise aircraft movement do marshalling, FOD prevention (aircraft towing – if requested).
- Pick up, deliver and load the baggage and cargo/mail according to loading instruction.
- Supervise aircraft refueling while passengers are on board.
- Supervise aircraft services (portable water and lavatory services, catering services).
- Supervise ramp security and airside safety precautions.
- Secure loads.
- Check if all loads for destination are loaded.
- Secure and close cargo doors when loading is completed.
- Check if all doors and access panels are closed before departure.
- Perform a walk around and check for any damage of aircraft before departure. In case of damage inform the flight crew and FLY2SKY operations
- Arrange the transportation for passengers, baggage, cargo/mail and crew (if requested).
- Heavy items are secured against any movement in flight.
- Compartment floor limitations are observed.

- Nets and rails are fastened in all compartments and load is tied down and lashed if necessary.
- The relevant shipping papers are compiled and handed over to PIC.
- Supervise and communicate with crew during engine start.
- Remove all GSE before departure.

8.1.1. Embarkation of Passengers

Passenger stairways, crew ladder, etc. must be moved into close position before the passenger door is entirely opened.

8.1.2 Passenger Safety

Before embarking passengers, ground staff/flight crew must brief them on all relevant safety aspects (e.g. "No Smoking") that need to be observed whilst boarding the airplane. When jet ways are in use, ground staff must be positioned at appropriate locations to provide supervision and assistance.

When passengers are required to walk on the ramp they shall be escorted by ground staff to the airplane or their approved transport; passenger routes shall be clear of oil, ice, snow and other hazards and shall be selected in such a way as to prevent damages and accidents (e.g. no passing below wings or engines). Boarding shall not commence until clearance has been given by the Commander or his representative.

8.1.3 Passenger Stairs/Jet Bridge before embarkation

Personnel must make certain that the passenger stairway or bridge is:

- properly and safely placed at the aircraft entrances prior to door opening and in a locked position, remains always positioned at a cabin access door when such door is open unless an appropriate fall prevention device is placed across the open door.
- placed in such a way that the platform is one step lower than the cabin floor and with the front edge vertically under the cabin door sill,
- placed so that the distance between platform/side panels and the aircraft fuselage does not allow a person to accidentally fall down (maximum distance 15 cm), but not less than 5cm and that the surface is free from snow, ice, oil, etc., placed in such a way that the left side of the stairway/apron drive bridge/jet bridge aligns left of the left edge of the door opening, if not otherwise stated in local airport regulations, in order to clear the door in
- case of settling of the aircraft.
- not removed from an aircraft cabin access door unless the driver (or operator) has advised appropriate
- persons on the aircraft and on the ramp;
- is not removed from a position at an aircraft cabin access door until the door has been closed and secured by an authorized person or a highly visible safety device has been placed across an open door.

NOTE: Only adequately trained, qualified / authorized personnel shall be permitted to operate Ground support equipment.

- removed from a cabin access door immediately after such door is closed.
- If the stairway/apron drive bridge/jet bridge does not fulfil the above requirements, ground personnel shall supervise the embarkation.

Passenger boarding bridge

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

(1) Check that the PBB is serviceable before use.

(2) Report any malfunction of the PBB to the appropriate person/authority.

(3) Check that the walking surfaces are free of FOD, obstacles and safe for use.

(4) Only personnel required for the PBB operation shall be in the PBB while it is moving.

(5) The PBB shall be fully retracted or parked in its safe designated parking position prior to arrival and departure.

(6) The safety barrier shall be in place whenever the PBB is not at the aircraft.

(7) Make sure the movement path is clear before moving the PBB.

(8) When positioning the PBB at doors and driver/operator vision is restricted, use a guide person.

(9) Make sure the guide person can accurately judge clearances and communicate signals to the driver/operator. Stop immediately if visual contact with the guide person is lost.

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

(10) Move the PBB slowly towards the aircraft, avoiding any aircraft sensors or protrusions, until either the protective bumpers just touch the aircraft or the PBB's proximity sensors stop the movement. Pitot tubes and angle-of-attack sensors are close to aircraft front door. Use caution during the positioning maneuver to prevent damage to devices.

(11) Make sure the PBB does not contact the wing root leading edge fairing that extends under certain cabin access doors or any other sensors or fairings.

(12) Make sure any sliding rails and canopies on the PBB are fully retracted during positioning, and fully extended only once the equipment is in position.

(13) Maintain adequate clearance between the PBB and the bottom of the door, or as directed by the cabin door markings. This reduces the possibility that the aircraft door will rest on the PBB as the aircraft settles during loading and unloading.

(14) Engage any safety systems 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.

(15) Do not leave gaps between the PBB and the aircraft that would allow a person or large piece of equipment to fall through.

(16) Ensure that the cabin door is closed before removing the PBB.

(17) 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.

(18) When positioning is complete, the PBB controls shall be isolated, as applicable.

(19) Secure the PBB against unauthorized access.

CAUTION: Some types of PBB requires contact with the A/C for proper operation. “No Touch Policy” cannot be followed in such cases.

Passenger stairs

The following precautions shall be taken when operating passenger stairs:

(1) Check that the passenger stairs are serviceable before use.

(2) Check that the walking surfaces are free of contamination and safe for use.

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(3) Passenger stairs shall be outside the ERA before aircraft arrival and departure.

(4) Make sure the movement path is clear before moving the passenger stairs.

(5) Move the passenger stairs slowly toward the aircraft, avoiding any aircraft sensors or protrusions, until 3 to 5 cm from the aircraft fuselage or the equipment's proximity sensors stop the movement.

(6) When positioning passenger stairs at the aircraft doors and the driver/operator vision is restricted, use a guide person.

(7) Make sure the guide person can accurately judge clearances and communicate signals to the driver/operator. Stop immediately if visual contact with the guide person is lost.

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

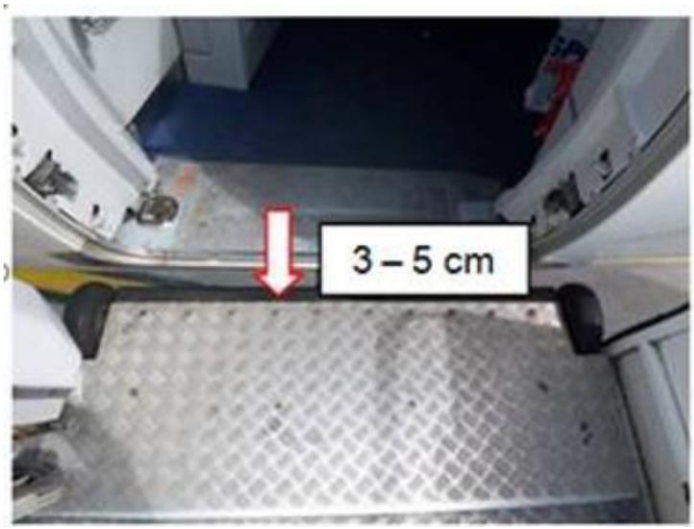
(8) If passenger stairs are towed, disconnect them from the tractor and manually position them at the aircraft. **Ensure the brakes are engaged once stairs are positioned to the aircraft.**

(9) Maintain adequate clearance between the passenger stairs and the underside of the cabin door, or as directed by the cabin door markings to prevent damage.

(a) required gap between the rubber buffer of boarding platforms and aircraft door sill is from 3 to 5 cm.

(b) required height difference between the door sill and boarding platform is from 18 to 22 cm.

Clearance between the passenger stairs/boarding platform and the underside of the cabin door



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(10) 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.

(11) Deploy stabilizers, if fitted. Do not allow anyone (except the operator) to use the stairs until the stabilizers are deployed.

(12) Make sure any slide rails and canopies on the passenger step platform are fully retracted during positioning.

(13) Extend side rail/s after the cabin door has been opened.

(14) Make sure passenger stairs are positioned so that the cabin door can be used as an unobstructed escape route in the event of an emergency/evacuation.

(15) Close the cabin door before removing the passenger stairs.

(16) After the cabin door has been closed, confirm there is no staff on the stairs prior to retracting stabilizers.

(17) If the stairs are not positioned on the aircraft, they shall be pulled back sufficiently to allow the deployment of slides in case of emergency.

Danger.

(1) Cabin doors shall only be in the open position if there is a GSE or boarding device positioned at the door.

(2) Cabin doors may never be opened without any equipment positioned at the aircraft.

(3) There is a risk of falling while operating cabin doors.

(4) Slide deployments can be fatal. If an armed door begins to open, do not attempt to hold the door, as you risk being seriously injured or killed by doing so.

8.1.4 Passenger stairs/Jet Bridge after embarkation

When ground personnel is out of the aircraft and the aircraft document briefcase is delivered on board, the cabin attendants must give a clear signal to the ground personnel before the passenger stairs/apron drive bridge/jet bridge may be unlocked and removed.

8.1.5 Fire Prevention and Firefighting

For information concerning Fire Prevention and Firefighting refer to 2.8.1 - Fire safety.

8.1.6 Fuelling with passengers on board

For information concerning fueling with passengers on board refer to 8.3 - AIRCRAFT FUELING PROCEDURES.

8.1.7 Fuelling with passengers disembarking / embarking

For information concerning fueling with passengers on board refer to 2.4.7 - Refueling / de-fueling with passengers embarking on board or disembarking.

8.1.8 Fuelling with one engine running

For information concerning fueling with one engine running refer to 8.3 - AIRCRAFT FUELING PROCEDURES.

8.1.9 Operation of handrails

Personnel responsible for operation of handrails, when applicable, can be related to any of these categories:

1. Ramp
2. Load control
3. Passenger handling

8.1.10 Closing of cabin doors

Cabin doors, i.e. passenger entrance and service doors shall be closed from the inside if crew is on board.

If the cabin/flight deck is empty, cabin doors shall be closed and locked. Evacuation slides must not be armed.

After completion of galley loading/unloading operations, galley-loading personnel shall close and lock service doors.

8.1.11 Removal of Stairway/Jet Bridge

Follow the procedure below to execute safe removal of passenger stairway/ jet ridge when crew is on board the aircraft:

Step	Action
1	Wait for a clear signal from the crew.
2	Inform the crew that the manually operated mobile passenger stairway, and/or motorized mobile passenger stairway, or jet bridge
3	Wait until the cabin door has been properly closed
4	Remove the: • manually operated mobile passenger stairway, and/or • motorized mobile passenger stairway, and/or • jet bridge, and /or apron drive bridge, as applicable. **NOTE**: Authorized personnel shall man parking position served by jet bridge until the aircraft has started the pushback in order to connect the jet bridge to the aircraft, if required. A jet bridge in retracted position can restrict proper inflation of the slides, and thereby hinder an emergency evacuation of the aircraft. Authorized personnel are not required to man apron drive bridges while waiting for de-/anti-icing or pushback, provided that the drive bridge is positioned so as not to hinder an emergency evacuation using the slides

8.1.12 GPU operation

Before connecting the GPU to the aircraft, the operator of GSE must make sure that GPU is disconnected from the tug/tractor.

Tug/tractor's parking brake shall be on. GPU unit must be either put on parking brake, or chocks must be installed to protect the unit from movement.

Before disconnecting GPU from the aircraft, the ground operator must check external ground power control panel (GPCP) that the aircraft is not using the GPU.

GPU can be disconnected from the aircraft only when "EXT PWR" indicator "NOT IN USE" on GPCP is ON and permission from flight crew is received.

Tug driver must make sure that GPU is disconnected from the aircraft before moving it out from the stand.

As recommendation FLY2SKY advises to place a cone on the drawbar of the GPU unit to remind staff to check if GPU is disconnected from aircraft before attaching it to the tug.

NOTE: Before physically disconnecting connector of the GPU from the aircraft, the ground operator must Deenergize the electrical power supply. If not, dangerous arcing will occur and aircraft systems could be damaged.

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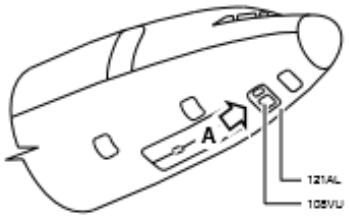

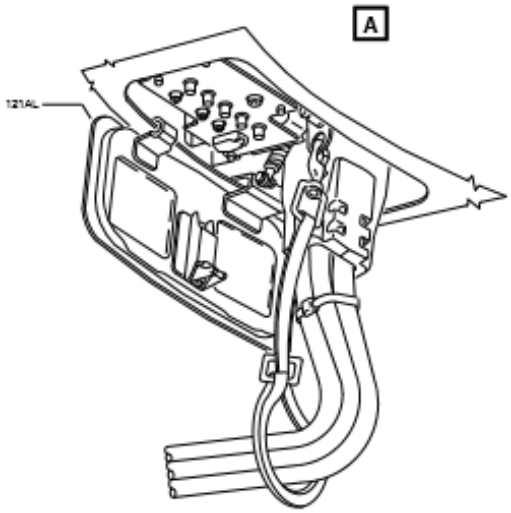

The Ground Power Control Panel (GPCP) and the external power receptacle are located in front of the nose landing gear. On this panel, 2 Lights indicate the Ground Power Unit availability (AVAIL light) and connection to the A/C network (NOT IN USE light).

8.1.13 Response to ground operations incidents and accidents

GRH 3.6.2; GRH 3.6.3; GRH 4.1.3

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.

It is the responsibility of Ground Handling Company to ensure that personnel are made aware of their specific responsibilities in the event of an emergency situation.

The ground handler shall instruct and train own staff in the procedures that must be enacted in emergency situations.

The procedures must clearly define responsibility for directing passengers and staff to a safe assembly area as appropriate to the type of emergency and the conditions at the time.

Types of Emergencies

Fuel Spill

1. Activate Emergency fuel shut-off.
2. Notify the Aircraft Commander or designated authority, Emergency services and Airport Authority.
3. Evacuate all persons, if required.
4. Contain spill by use of initial spill response kit. Secure the area.

Aircraft Fire

1. Notify the Aircraft Commander or designated authority, Emergency services and Airport Authority.
2. If directed, evacuate passengers and staff.
3. Attempt to extinguish the fire.
4. Secure the area.

Dangerous Goods Incident

1. Notify the Aircraft Commander or designated authority, Emergency services and Airport Authority.
2. Evacuate all persons, if required.
3. Secure the area,
4. Isolate the consignment and identify the source.

Security Incident

1. Assess threat, notify Aircraft Commander and Security Department of the airport where incident accrued and follow their instructions.
2. Evacuate all persons, if required.
3. Aircraft/equipment to be positioned as directed.

General items to consider in case of emergency accrues:

1. Electrical devices, portable electronic devices (PEDs), camera's including flashes must not be used.
2. Restrict all vehicle movement.
3. Secure the area and comply with the emergency services directions.
4. Control potential ignition sources.

NOTE: All accidents and incidents associated with aircraft ground handling operations shall be recorded and the records shall be retained.

8.1.14 Emergency Evacuation of Ground Personnel during Handling Operations (No Crew Present)

GRH 3.6.2; GRH 3.6.3

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 by Ground Handling provider. The procedures shall be written in conjunction with and complement existing building evacuation procedures as appropriate.
- These procedures would apply only when aircrew are not on board the aircraft and apply to ground personnel such as engineering, cleaning, catering, ramp etc.
- Refinement and integration of these procedures will require close and continued co-operation between stakeholders (airport authorities, airlines and contractors).
- A designated person “in charge” (supervisor etc.) on board the aircraft would take charge of the emergency, co-ordinate the evacuation and direct personnel to the assembly point.
- Different methods of evacuation from the aircraft 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.

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- Staff shall be trained in the evacuation procedures including periodic evacuation drills/practices.

NOTE: All accidents and incidents associated with aircraft ground handling operations shall be recorded and the records shall be retained.

8.2 RAMP HANDLING AT DEPARTURE

GRH 3.2.7

Close supervision of the following functions must be maintained:

- The ramp area is inspected and is free of:
  - Debris that could cause foreign object damage (FOD);
  - Contamination that could be hazardous to aircraft movement;
  - Objects that could be impacted by the aircraft or subjected to jet blast effect;
- All personnel and equipment not required for the departure procedure must be cleared from the restricted areas. The ramp area surface is free of debris that could cause foreign object damage (FOD) and anticollision lights shall be turned on prior push-back or start-up.
- Stairways, ladders, loading platforms, catering lifts, power cables and etc. must be removed so that the fuselage and doors are always not blocked in case of settling of the aircraft.
- If applicable, wing walker and/or other applicable personnel is present;
- Equipment and vehicles are positioned clear of the aircraft movement path. In case ASU required for startup communication with the flight crew on air starter unit (ASU) positioning, engine start sequence and identification of minimum specifications for volume and pressure of air supply;
- Wheel chocks and wing cones shall be removed upon the Commanders request.
- The wing cones shall always be removed from the aircraft-parking stand when all ground-handling activities have been finished;
- Prior to departure the entire aircraft shall be inspected for detection of possible damage or the presence of any irrelevant object, which may jeopardize the safe operation of the aircraft. Damage to the aircraft must always be reported to the Commander or qualified maintenance personal for evaluation and subsequent action before departure.
- A visual inspection shall be made of the aircraft to ensure:
  - All service doors/panels are closed and handles are flush with the fuselage;
  - Aircraft cabin and cargo doors are closed and handles are flush with the fuselage;
  - GSE and passenger boarding equipment are detached from the aircraft;
  - Landing gear safety pins are removed;
  - Aircraft servicing panels and/or hatches are closed and secured (except external power and headset panels);
  - GSE and vehicles are positioned clear of the aircraft moving path;
- Aircraft servicing panels and/or hatches are closed and secured (except external power and headset panels);
- The parking brake is always applied, with gear selector in park or neutral, and engine is switched off when equipment is parked and driver is leaving ground support equipment unattended. Equipment shall not be left unattended nosing aircraft and/or running engine even if parked outside the parking stand.
- Use of anti-collision lights;

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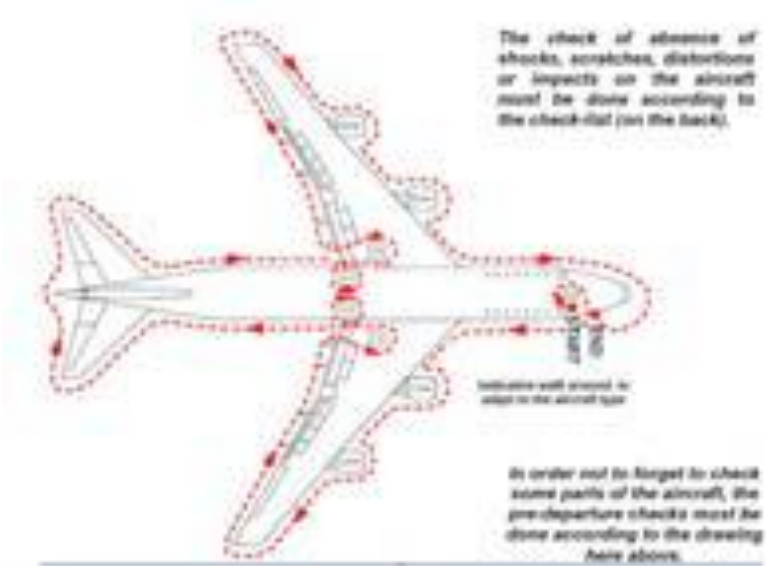
- Vehicles and personnel remain clear of aircraft engine intake and/or blast areas during engine start.
- The “all clear” signal shall be transmitted to the Commander when all ramp procedures are completed and tarmac situation permits taxiing.



8.2.1 Last-minute load

Notify the Commander or dispatcher if last-minute load is to be loaded after the Departure Check.

8.2.2 Communication

In order to ensure clear communication between the Commander and the responsible personnel, the interphone system shall be used. If proper contact cannot be established via interphone, the Commander and ground personnel shall agree on the respective signals before commencing pushback.

8.2.3 Closing of compartment doors

The compartment doors must be closed as soon as loading operations are completed, the person concerned must check that the:

- All loads requiring special handling shall be visually inspected to ensure they are secured against shifting. All necessary nets shall be properly closed.
- Compartment lights are switched off.
- Briefcase, containing the cargo and mail documents, is placed in its proper place.
- Door and the doorframe show no visible damage.
- Removing main gear wheel chocks before departure

For departures without pushback:

- The main gear wheel chocks cannot be removed safely after engine start, Chock the nose gear, and then remove the main gear wheel chocks before engine start up.
- Remove the nose gear wheel chocks according to flight deck crew orders.

8.3 AIRCRAFT FUELING PROCEDURES

GRH 4.1.1

Fuel shall be stored, handled and serviced in accordance with accepted standards (JIG).

The purpose of the aircraft fueling procedures is to make sure that the fueling is done correctly.

Fuel delivered to the aircraft must be:

- Of the correct grade and specification for each aircraft type;
- Free from contamination.

An acceptable meant of compliance is quality certificate of fuel provider.

In case of any doubt the fuel quality control may be performed by responsible person as follow:

A drain sample check taken after each refueling;

Whenever there is any doubt of the fuel quality, the Commander can request a fuel check using Shell water detector from the fuelling company to make sure that the fuel is of the correct grade and that the fuel is free of contamination.

During the audit of the fuel supplier, the compliance monitoring department shall check the critical aspects of the fuel supply system. As a minimum the following shall be included:

- Fuel facilities;
- Safety and quality procedures;
- Performance levels of personnel.

Fuel checks shall be documented and presented during the audit.

8.3.1 Fuel for ordinary use

For FLY2SKY aircraft, the following kerosene fuel grades according to specifications in the IATA Guidance Material for Aviation Turbine Fuels, latest issue, must be used:

- JET A-1 (freezing point-47°C).
- JP8 (freezing point -47°C).
- JET A (freezing point -40°C).

NOTE: When uplifting JET A, follow the precautions in the instructions for the respective aircraft type.

8.3.2 Fuel for exceptional cases

In exceptional cases, wide-cut JET B fuel can be used if:

- JET A-l, JP8 or JET A fuel cannot be made available.
- Precautions are taken according to the respective GOM 8.3.3 - Definition of Fuel Safety Zones:.

NOTE: The quantity of the JET B fuel uplifted must be noted in the Aircraft Technical Log.

WARNING: It is not permitted to fuel with passengers onboard the aircraft, if wide-cut JET B is to be used.

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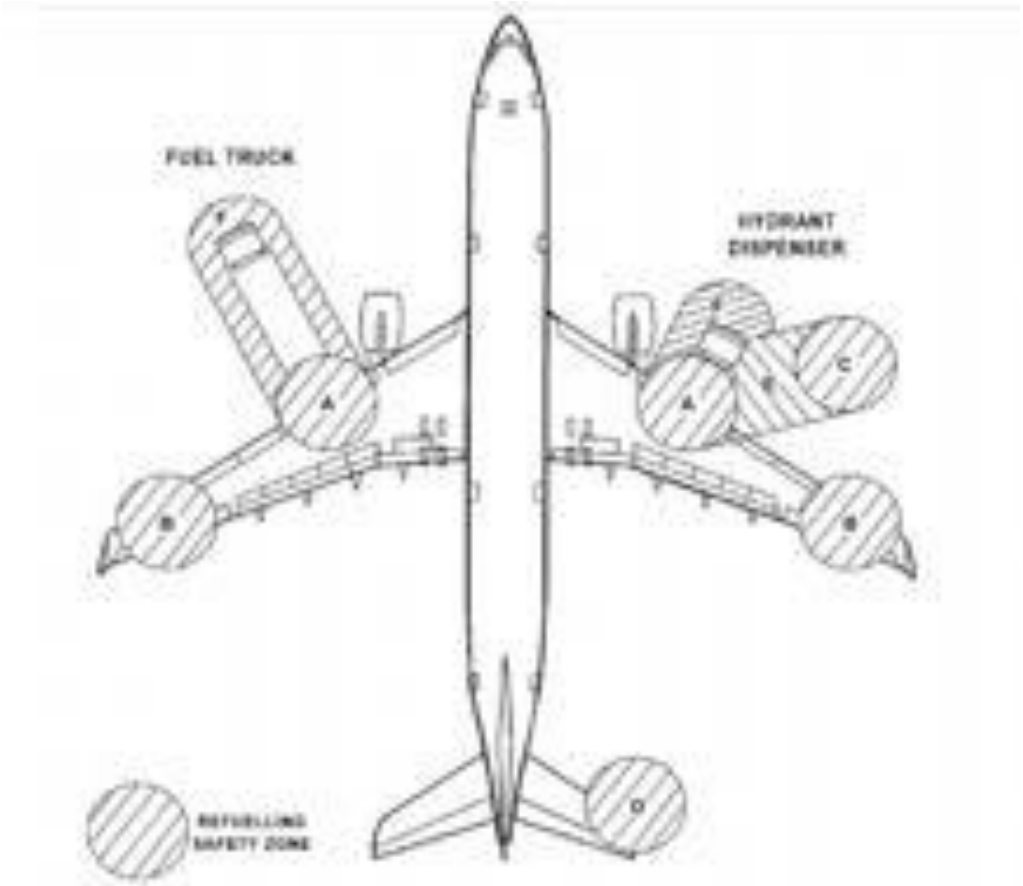
8.3.3 Definition of Fuel Safety Zones:

The refueling safety zone shall be regarded as an area extending 3m radially from fuelling receptacles, tank vents and aircraft fuelling connection points.

Equipment performing aircraft servicing functions shall not be positioned within a 3m of aircraft fuel system vent openings.

Due to the fire hazard associated with fuel vapours all personnel must be cautioned to ensure that items and processes such as; matches, open flames, welding, use of photographic flashbulbs etc. are kept out of the fuelling safety zone.

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



8.3.4 Fuel Safety Zone Restrictions:

- No smoking within 20m (65ft) of the aircraft unless local regulations demand a wider safety area;
- Do not use any handled portable electronic devices including cellphones, portable music players, portable game units or earpieces or headsets;
- Only use company-issued and approved radios, radio telephones, pagers, flashlights/torches, lamp and lighting systems, Battery chargers must not be operated;

- The connection or disconnection of any aircraft electrical equipment, including GPUs, batteries and battery chargers is not permitted;
- The APU may be started during refuelling if the start is an initial start or a restart after normal shut-down;
- Do not start the APU during refuelling if the APU had an automatic shut-down or a failed start attempt;
- The APU may be shut down during refuelling;
- Do not allow passengers to enter Fuel Safety Zone (FSZ);
- Avoid the use of motorized GSE within the FSZ;
- Do not park any equipment in the FSZ;
- Stay out of FSZ unless your presence is required for current job task / responsibility;
- Fuel hoses shall be positioned by the shortest way to the fuel inlets; a sufficient safety distance shall be kept from wheel-brakes (at least 1m) and the GPU air-inlet / outlet as applicable. Damage to fuel hoses shall be prevented according to AHM630/13.4 Fuel Hoses Safety;
- The hydrant shall be clearly marked by either marker or flag when in use;
- Bonding connections from fuelling truck to the aircraft must be established to discharge any static electricity before fuel hoses are connected and fuelling starts;
- Vehicles, except fuel trucks, shall not be positioned within the venting areas;
- Rip cords, if installed, must be ready for use, >dead man controls< if available, must e correctly pressed and released during fuelling process;
- Spilled fuel shall be removed or dried up immediately in the presence of the fire brigade before passengers are boarded;
- In case of overwing fuelling, ground and/or aircraft auxiliary power units shall be connected and switched on before commencement of fuelling/defueling and shall not be switched off or disconnected until fuelling/defueling is terminated; not electrical switch on the aircraft or on the ground power unit shall be operated whilst overwing fuelling is in progress, except such switches necessary for fuelling;
- During pressure fuelling electrical and/or electronic systems may be operated as far as required during preflight activities, except weather radar and microphone buttons on HF;
- During thunderstorm fuelling/defueling is strictly prohibited;
- Connecting/disconnecting electrical equipment to an aircraft during refuelling/defueling is strictly forbidden;
- Whenever possible the fuel truck shall be kept free of obstruction. GSE shall not obstruct or prevent the movement of fuelling vehicle away from the aircraft;
- Fuel hoses shall be positioned in a direct route to the fuel inlets; a sufficient safety distance, however, from aircraft wheel brakes and APU air intakes, where applicable, shall be observed;
- Flags or other devices shall be used to ensure couplings and hoses are clearly visible in order to prevent damage. Vehicle and equipment operators shall exercise caution to avoid damage to hoses;
- In case local procedures at station of departure allow Hydrant Servicers to stay on stand during emergency, clear exit rule could be ignored, but Fuelling Truck must have clear exit at all times.
- Equipment with metal wheels or metal studded tyres capable of producing sparks shall not be moved in the safety zones.
- In order not to damage the aircraft during fuelling, ensure that:

- The landing gear doors are closed.
- The wheel chocks do not get caught under the wheels.

NOTE: Make sure that the parking brakes are set if the wheel chocks are temporarily moved.

8.3.5 Emergency procedures in the event of Fuel spillage or fire

8.3.5.1 In the event of fuel leakage

Main responsible for the following actions person is Flight Coordinator/Supervisor:

- The fuelling must be stopped immediately.
- Flight crew or other qualified persons on-board the aircraft shall be notified.
- Notify Emergency, rescue and fire-fighting personnel and ensure summoning of necessary services.
- Appropriate ground response personnel or airport fire service shall be notified.
- As directed by the Commander or appropriate Authority evacuate all persons from the immediate area.
- Mobilise all available fire-fighting equipment as standby protection until the arrival of the airport emergency services.
- Control the movement of unauthorised personnel and equipment into the area.
- As far as possible, restrict all activities inside and outside the spill area to reduce the risk of ignition.
- All electrical equipment in use during the fuelling operation must be switched off immediately.
- Unload the APU and shut it down. DO NOT start the APU until the spilled fuel is removed and there is no further risk of spilled fuel or vapours.
- Normal operations must not be resumed on the aircraft or any engines started before the person in charge of the emergency determines that it is safe to continue.
- If fuel is spilled on any load, then such items are NOT TO BE LOADED into the aircraft.

8.3.5.2 In the event of fire

Main responsible for the following actions person is Flight Coordinator/Supervisor:

- Stop refuelling immediately, notify airport emergency services and dispatcher
- Notify PM about the case, provide all necessary help for safe passenger evacuation
- Notify Emergency, rescue and fire-fighting personnel and ensure summoning of necessary services
- Start refuelling truck evacuation immediately. If it is still possible evacuate all other GSE equipment
- Mobilise all available fire-fighting equipment, try to extinguish fire locally, if impossible - evacuate
- Control the movement of unauthorised personnel and equipment into the area.
- Report to FLY2SKY
- GH activities could re-start only after permitted by emergency services, pilot-in-command and FLY2SKY operations.

8.3.6 Safe Fuelling Procedures

- Refuelling vehicles should, if possible, always move forward into the fuelling position. If a fuelling vehicle has to be reversed, a guidance person must be used.
- Vehicles shall approach the aircraft at walking speed.
- Fuel trucks and their hoses must not block the access to the cabin and hold doors.

- Each trailer tank or towed service must remain coupled to their tractors.
- The aircraft and the fuelling vehicles must be electrically bonded together throughout the fuelling operation to ensure that no difference in electrical potential exists.
- Establishment of a bonding connection between the fuelling vehicle and aircraft to provide for dissipation of electrical energy that may develop.
- If the bonding cable connecting the fuelling vehicle to the aircraft becomes disconnected during ground operations the fuel operator must be immediately advised.
- Access to the hydrant emergency stop button must be visible and clear of obstruction and all ramp staff trained in its location and use.
- A lanyard must be attached to the hydrant pit valve and shall be extended on the apron such that it is free of obstruction and readily accessible to the fuelling operator and ground staff.
- The hydrant pit valve shall be identified by a four-winged flag or equivalent and clearly visible to other ground equipment handlers.
- Minimize length of hydrant inlet hose to limit the exposure of the hose to damage;
- The fuel operator must maintain control of fuelling operations using the handheld dead man device throughout the operation, remaining outside the vehicle cab at all times.
- Fuelling vehicles and equipment must have hoses of sufficient length to allow the fuelling platform to be fully lowered whilst the hoses/couplings are connected to the aircraft fuelling manifold.
- Extreme care must be taken to position refuelling vehicle and equipment correctly, ensuring that strain is not applied to the fuelling hoses, coupling and manifolds on the aircraft when the platform is lowered.
- Vehicles must be designed to ensure that the fuelling hoses cannot become entangled on equipment during movement of the fuelling vehicle's platform.
- Platforms must not be raised or lowered while fuelling operations are taking place.
- When raising the lift platform of fuelling vehicle, care must be taken to ensure that it does not touch any part of the aircraft.
- The fuel operator shall conduct a final walk around the vehicle before leaving the aircraft to ensure all hoses have been disconnected and stowed correctly.
- During fuelling, the fire extinguishers must be present on the stand and readily available.
- If fire occurs, it shall be controlled utilising either the apron extinguishers or extinguishers on the equipment. As soon as is practical, the equipment shall be removed from the vicinity of the aircraft.
- The rescue and firefighting service must be notified immediately in the event of a fire or major fuel spill.
- Fuelling trucks must always be equipped with a fire extinguisher(-s).
- Prohibition from connecting or disconnecting electrical equipment to the aircraft.
- Cessation of aircraft fuelling when it is determined lightning is a threat

NOTE: For Fire Safety refer to the GOM 2.8 Safety Procedures.

8.3.6.1 Fuelling with one engine running

N/A for FLY2SKY

Fuelling with one engine running (on idle) is only permitted if there are no other means for starting the engines available - when the:

- Aircraft has landed at an airport without suitable ground starting equipment.
- APU is inoperative.

NOTE: It must be permitted by the local Airport Authority and approved for the concerned aircraft type.

- Shall be supervised by a qualified airline representative
- Because of its non-routine nature, the operation shall be reviewed beforehand by the airline and fuelling company representatives
- The aircraft shall be positioned at a distance of at least 50 metres away from the passenger loading area of the terminal and any other building or other aircraft
- The aircraft shall be headed into the wind
- Where one-man fuelling would be carried out, an additional supervisor shall also be present
- Not to be started until all passengers have disembarked the aircraft and are kept at a distance of at least 50 metres
- All personnel involved in the fuelling operation shall be clear of the running engine, and all other personnel not directly needed for the fuelling operation shall maintain a safe distance of at least 50 metres from the aircraft:

Mobile fire-fighting equipment, with engine running and properly manned, shall stand by the aircraft.

1. Fuel shall be loaded on the side opposite to that of the running engine. The fuelling equipment shall be positioned a maximum distance from the running engine;
2. Remove fuelling equipment from the side where the fuelling has just been completed. Position fuelling equipment at least 50m from engine to be started;
3. Airline personnel start engine on the side which has just been fuelled;
4. Airline personnel shut down the engine of the side to be fuelled;
5. Position fuelling equipment adjacent to the wing to be fuelled at a maximum distance from the running engine;
6. Load fuel

WARNING: No passengers are permitted onboard of the aircraft, and no other servicing activities shall be undertaken until fuelling has been completed.

8.3.6.2 Refuelling / de-fuelling with passengers embarking, on board or disembarking

GRH 4.1.2; GRH 4.1.5

For all types of fuel, necessary precautions shall be taken, 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. CAT.OP.MPA 195 (B).

General rules to be followed during refuelling / de-fuelling with passengers on board:

1. The aerodrome fire services must be advised by flight crew that refuelling/de-fuelling will be taking place with passengers on board;
2. No individual items of electrical equipment may be switched on or off while fuelling/de-fuelling is in progress;
3. Use of toilets by passengers has to be limited, so there is no queuing in the aisles;
4. Passengers has to be embarking on board, seated and disembarked in accordance with normal procedures;
5. The position of the fuel bowser/installation relative to the aeroplane is to be such that it will not impede the rapid exit of passengers if an emergency evacuation becomes necessary;
6. Ground servicing activities and work inside the aircraft, such as catering and cleaning shall be conducted in such a manner that they do not create a hazard and allow emergency

evacuation to take place through those aisles and exits intended for emergency evacuation. AMC1 CAT.OP.MPA.195 (A)

When it is necessary to make refuelling / de-fuelling with passengers on board. With Commander's authority, passengers may embark, disembark in a turn or remain on board during fuelling/de-fuelling provided that the following precautions are observed:

1. Commander informs SCCM about the decision to fuel the aircraft with passengers on board and appoints one crew member to keep communication between flight deck ad fuelling staff. The communication can be performed by a member of the ground staff as well (Ground/Maintenance and Engineering crew). In order to ensure that crew members receive prompt notification of a situation threatening safety(such as major fuel spill or fire), the Flight deck, Cabin and Ground interphones will be used to allow contact between the Ground Crew supervising fuelling and the Crew members on board, so that the aircraft deplaned or evacuate as necessary.
2. Responsible person fur fuelling provides notification to the flight crew or other qualified personnel on board and/or appropriate personnel engaged in aeroplane ground handling activities when fuelling is about to begin and has been completed to ensure the flight and cabin crew are aware of fuelling operations and are in a position to effect expeditious evacuation of the aircraft if necessary.
3. SCCM informs crew, personnel and passengers via PA that re/de-fuelling will take place and when refuelling is completed; AMC1 CAT.OP.MPA.195 (C)(3)
4. SCCM instructs passengers via PA to unfasten their seat belts and refrain from smoking; AMC1 CAT.OP.MPA.195 (C)(6)
5. Ground handling staff must be advised if fuelling is to take place when passengers remaining on board.
6. Fire-fighting department must be notified.
7. If locally required, the airport authority must be informed and/or permission must be requested.
8. The ground area beneath the exits intended for emergency evacuation and slide deployment areas must be kept clear at doors where stairs are not in position for use in the event of evacuation; AMC1 CAT.OP.MPA.195 (C)(9) and
9. Provision is made for a safe and rapid evacuation as bellow: AMC1 CAT.OP.MPA.195 (C)(10)
   - passenger stairs or passenger loading bridge with interior access path must be at the airplane with main exit doors open. If stairs/air bridge is not available for rear entry door, the door must be closed and the Crew Member must be ready to arm the door in the event of a need to evacuate.
10. Where boarding bridge is in use, an interior access path is maintained from the aircraft to the terminal.
11. Where a passenger boarding bridge is not in use, aircraft passenger steps or an alternate means of emergency evacuation is in place
12. Minimum crew must be in the flight deck (1 pilot)
13. Minimum required number of cabin crew members for relevant type must be on board at assigned stations (according to Cabin Crew Manual Chapter 4) with one cabin crew member positioned by the boarding door and be prepared for an immediate emergency evacuation. All cabin crew members shall be positioned at their assigned doors if passengers are already on board. AMC1 CAT.OP.MPA.195 (C)(7)
14. Two-way communication shall be established and shall remain available by the aeroplane's intercommunication system or other suitable means between (see point 5 below) the ground crew supervising the refuelling and the qualified personnel on board the aeroplane; the involved personnel shall remain within easy reach of the system of

communication; fueller directly or via ground crew supervising refuelling must notify pilot (PM) when fuelling starts and ends. OR AMC1 CAT.OP.MPA 195 (C)(2); GRH 4.2.2(i)

15. PM confirms with the ground crew that:
    - this person remains on the ground within visual (eye) contact from flight deck; IOSA FLT 3.9.2 (iv)
    - in case of fuel related emergency, ground crew will make three times loud bang on the aircraft side to bring attention of the flight crew and assure two-way visual communication, and;
    - use standard emergency hand signals . Commander must remain on the flight deck for the duration of fuelling. Commander is responsible for initiation of emergency evacuation. AMC1 CAT.OP.MPA.195 (C)(1)

NOTE 1: For the purpose of this procedure, maintenance engineer, ground handling agent or fueller are considered as ground crew.

NOTE 2: If it is not possible to follow procedure above due to obstruction of visual contact (e.g., ambulance or catering truck at R1 door), co-pilot takes over the duty of ground crew or fuelling shall be suspended.

3. No smoking rules are rigidly enforced

4. 'FASTEN SEAT BELTS' signs must be off; AMC1 CAT.OP.MPA.195 (C)(4)

5. 'NO SMOKING' signs shall be on, together with interior lighting to enable emergency exits to be identified; AMC1 CAT.OP.MPA.195 (C)(5)

6. Cabin exits and aisles are unobstructed: baggage and trolleys securely stowed, no passengers standing in the aisle or by doors IOSA FLT 3.9.2 (i)

7. Provision of safe evacuation of passengers from beginning of fuelling process till fuelling process is completed must be available (refer to 8.1.13)

8. Ground handling activities and work inside aircraft must be conducted in such a way that the aisle and emergency exits designated for rapid deplaning or emergency evacuation remain unobstructed

9. If the presence of fuel vapour is detected inside the aeroplane, or any other hazard arises during re/defueling flight crew or other airplane personnel on board must be immediately notified and fuelling must be stopped; AMC1 CAT.OP.MPA.195 (C)(8)

When re-fuelling/de-fuelling is finished, seat belt signs are switched on by Commander, Cabin Crew will be advised via P.A. from flight deck "REFUELLING COMPLETED" or indication is switching "ON" the Fasten Seat Belt signs.

NOTE: When refuelling/de-fuelling and boarding is taking place simultaneously and Cabin Crew must be at their boarding positions, Boarding position of Over-wing exits are covered by Cabin Crew member, who does not have to arm slide of respective door. IOSA CAB 3.2.2 (iii)

8.3.6.3 Overwing fuelling

During overwing fuelling electrical equipment must not be used, connected or removed. Make sure that the leading edge slats and spoilers are made inoperative.

8.3.6.4 Fuelling procedures during Lightning

For Lightning activity the notification process may be broken down into 3 phases:
ALERT - Lightning activity is detected at a distance in excess of 8 km from your operation.
STOP/SUSPEND ACTIVITIES - Lightning activity is detected at a distance in excess of 5 km from your operation.
ALL CLEAR - Lightning activity has moved beyond 5 km and is heading away from your operation.

In case of a lightning threat:
On receipt of an Alert
Make preparations for the STOP phase.
Suspend non-essential activities in open areas.
Reduce fuelling pressures to prevent accumulation of static charges.
Avoid using highly conductive equipment.
On receipt of an Stop
Stop fuelling.
Discontinue aircraft communication by headset
Stop all ramp activity and clear ramp.

8.4 DEFUELING

When an aircraft is defueled, fuel vapour will flow from the fuel truck, generating a hazard zone, extending from the fuel truck tank vent.
WARNING: If the hydraulic system heat exchanger is installed in a tank:
Do not operate the hydraulic system if the fuel level is too low.
This may lead to fire or explosion.
If the fuel level is too low, a warning tag must be placed
on the left pilot's steering column or side stick, stating that the hydraulic system is inoperable due to low fuel level.

8.4.1 Defueling at extra precautions stations

Defueling must be performed according to instructions for the respective aircraft type.

8.4.2 Defueling with passengers onboard:

On other aircraft types, partial defueling of fuel tanks to lower the fuel quantity (when there is more fuel than required or to correct fuel unbalance) is permitted with personnel and passengers on board the aircraft, as long as the safety regulations for fuelling are followed. Including these applicable to the "extra precaution stations".
On no aircraft types defueling to empty tank(s) is permitted with personnel or passengers on board the aircraft.
The following general regulations apply to all aircraft types:

- If the APU is operated during the defueling, make sure that the fuel level in the tank supplying the APU is not below the minimum fuel level for APU operation. This is to prevent the APU stopping due to fuel starvation.
- Drain "unusable" fuel through sump drain tanks when required.

NOTE: It is permitted to defuel in a hangar if it is approved by the local regulations.

8.5 PUSHBACK

This section describes the pushback procedure which shall be followed whenever an aircraft is pushed from a parking stand, using:

- tractor with towbar
- towbarless tractor, or
- any other approved pushback device.

Safety principles to be observed during pushback:

- Equipment used is suitable for the aircraft type;
- Maximum aircraft nose gear turn limits are not exceeded;
- Standardized communication is used between the ground crew and the flight crew;
- A safe connection, operation and disconnection of the pushback or towing equipment

8.5.1 Departures without pushback

If departure takes place from a parking stand where pushback is not needed, the following ground personnel are required for start-up and moving out from parking stand:

- start-up communication person
- wing/tail walker guide(s), if applicable.

Remember to check that the parking stand is free from foreign objects (FOD) and wheel chocks, and tip cones are removed before giving the "All Clear" signal to the commander.

8.5.2 Ground personnel required for pushback

The following ground personnel are required for a pushback from a parking stand:

- tractor driver
- start-up communication person
- wing/tail walker guide(s), if applicable.

NOTE: If one-man operated pushback is used, the responsible person shall fulfil the responsibilities of the tractor driver and the start-up communication person prior to, during and after the pushback.

8.5.3 Wing/tail walker guide(s)

Whenever an aircraft is moved into, or out of or within a congested area (e.g. a hangar) there shall be wing/ tail walker guide(s) appointed to ensure the safety of the aircraft during the movement. The wing/ tail walker guide(s) shall establish and maintain communication with the tractor driver during the entire movement.

8.5.4 Towbarless tractor

To prevent overturning the towbarless tractor shall be equipped with an overturning protection and/or warning device.

8.5.5 Towbar

The towbar must be equipped with shear-bolts.

8.5.6 Towbarless tractor, ground power connection

If a towbarless pushback truck shall be connected to the aircraft before the ground power cable is disconnected; a guide man must always assist.

8.5.7 Bypass pin

The bypass pin shall be equipped with a clearly visible tag

8.5.8 Restrictions for engine use during pushback

The following restrictions regarding aircraft engines apply in connection with pushback of FLY2SKY aircraft:

- Pushback during engine start or when the engines are miming idle is approved if:
  - it has been agreed between the flight deck crew and the pushback personnel,
  - permitted by local regulations,
  - there is no restriction aiming at saving fuel, and
  - the weather and tarmac surface conditions allow that.
- The pushback driver shall inform the startup person if it is safe to start the aircraft engine(s) during pushback, considering traction and steering angles.
- FLY2SKY narrow-body aircraft with a maximum wingspan of 36 m may be pushed and line-up towed with the engines at idle power, provided this is permitted according to local regulations and restrictions and in agreement with FLY2SKY procedures.

NOTE: To prevent jack-knifing when the apron is slippery, the engines must not be started before or during the pushback. Sharp turns must be avoided to prevent skidding and scrubbing of the nose wheels, and damage to the nose gear steering mechanism, if the aircraft is pushed on uneven surfaces.

8.5.9 Maximum push-back speeds

The maximum allowed pushback speed during the entire pushback procedure is 5 km/h, which must not be exceeded at any time. However, the pushback speed shall always be adapted to the present apron condition.

8.5.10 Soft surfaces, snow, slope etc.

Contact maintenance, if the aircraft is pushed into soft sand, soil, mud or a snow bank, or must be pushed on a steep-up slope. Never use a heavier or more powerful tractor for pushback, than specified for the aircraft type.

8.5.11 Turning angle and nose gear load limitations

During pushback of FLY2SKY aircraft the maximum nose gear turning angle or nose gear load, as specified below must never be exceeded.

If maximum turning angle or maximum nose gear load is exceeded, or the aircraft brakes have been applied for an emergency stop during pushback, damage to the nose gear and steering mechanism may occur. If confirmed to have occurred, or is suspected, maintenance must be contacted prior to flight. Undetected nose gear damage may fail at a later date with possible serious impact on flight safety.

NOTE: The recommended mass of the pushback truck lies within the range of approximately 10% to 15% of the Maximum Ramp Mass of the aircraft.

NOTE: The maximum nose gear steering angle of all A320-200/321-200 aircraft is limited to 85 degrees

8.5.12 Exceeding the turning angles

On certain aircraft types the nose gear torsion links may be disconnected if the turning angles as specified in the table above need to be exceeded. Contact maintenance if exceeding the turning angles is required.

WARNING: Entering the pushback hazard zones while the aircraft is moving may cause serious or fatal injuries to personnel and is strictly forbidden.

To prevent this, make sure the headset cord length provides a minimum distance of 3 m to the gears, towbar and tractor, and that nobody enters the pushback hazard zone during the entire pushback.

8.5.13 Tractor driver prior to the preparation work

The following preparation work/checks shall be performed by the tractor driver prior to starting the pushback:

Step	Action
1	In co-operation with the start-up person decides: • If guidance of wing/tail walkers are needed. Reference: See "Wing/tail walker guide(s)" above. • If engines shall be started before, during or after pushback. • In which direction the aircraft shall be mined. • If deviations from standard pushback procedures are required.
2	Install the correct type of bypass/lockout pin correctly. **WARNING:** The steering bypass/lockout pin must be installed prior to connecting the towbar/towbaress tractor to the nose gear. Omission to obey this may cause serious injuries to personnel and/or severe damage to the aircraft.
3	Checks that the towbar or towbarless tractor is in operational condition and is suitable to aircraft type.
4	Connects the towbar/towbarless tractor to the nose gear tow fitting. When using a towbar, check for correct installation on the tractor. Before connecting a towbarless tractor to the nose wheel, ensure that the tractor is adjusted to the correct aircraft type.
5	Removes wheel chocks and wing cones.
6	Checks that no equipment, vehicle (e.g. de-icing truck) or aircraft is parked, entering or driven/taxied behind the aircraft.

8.5.14 Startup person duties prior to the pushback

The following preparation work/checks shall be performed and verified by the start-up person prior to starting the pushback:

Step	Action
1	In co-operation with the tractor driver decides: • if guidance of wing/tail walkers are needed. Reference: See "Wing/tail walker guide(s)" above. • if engines shall be started before, during or after pushback. • in which direction the aircraft shall be turned. • if deviations from standard pushback procedures are required.
2	That correct type of steering bypass/lockout pin is installed correctly.
3	Checks that the parking stand, particularly in the vicinity of the cargo compartments and behind the wheels, is free from foreign objects.
4	(If interphone communication is used) that the headset cord length meets the requirement of a safety distance of at least 3m to the nose wheels, tow bar and tractor.
5	That the communication with the flight deck is working.

8.5.15 Tractor drivers duties during and after the pushback

The tractor driver has the responsibility to ensure that the pushback and line-up towing to the "after pushback parking position" is performed safely and according to company and local airport regulations. If the tractor driver observes any problem related to safety, the pushback shall be stopped immediately.

CAUTIONS:

If the maximum turning angle is exceeded or the nose gear shock STMT extends into flight mode during a turn or is extended into flight mode when rum is initiated, or this is suspected, maintenance must be contacted prior to flight.

Do not perform pushback with the nose gear fully compressed or extended, as this will damage the nose gear internally and cause the aircraft to tip-over on its tail.

The following work, duties and precautions shall be performed by the tractor driver during and after the pushback:

Step	Action
1	Make sure the tip cones and wheel chocks have been removed.
2	Make sure the clear signal is received before starting the pushback.
3	Make sure the turning limit markings on the nose gear doors are in full view during the entire pushback and line-up towing.
4	Always start the pushback smoothly for the convenience of the passengers and to prevent overload on the nose gear.
5	Avoid pushback through snow banks. Any accumulation of snow in the wheels and brakes must be removed before flight.
6	At the completion of the pushback/line-up towing, decrease the speed smoothly and make sure the nose wheels are centered.
7	Set the parking brakes on the tractor and give the appropriate hand-signal to the startup person (fist clenched).
8	Wait for the startup person's signal showing that the aircraft brakes are set.
9	In co-operation with the startup person, disconnect and remove the tractor and towbar/towbarless tractor from the nose gear tow fitting.

8.5.16 Startup person's duties during and after the pushback

The following duties shall be performed by the start-up person during and after the Pushback:

NOTE: All signals shall be confirmed by the receiver.

Step	Action
1	Immediately prior to starting the pushback, make sure that nothing is parked behind the wings by visually checking under both wings.
2	Give the "brakes off" and "start to push" signal to the tractor driver.
3	Monitor that the maximum pushback angle is not exceeded and that the nose gear shock STMT does not extend into flight mode.
4	When the nose wheels are straightened and the aircraft has come to a complete stop and the "parking brakes set" signal from the tractor driver is received, order the Commander to set the aircraft brakes.
5	Wait for the "brakes set" signal from the Commander.
6	Give the "brakes set" signal to the tractor driver.
7	In co-operation with the tractor driver, lower the towbar wheels and disconnect the towbar from the tractor to relieve towbar tension, and disconnect the towbar/towbarless tractor from the nose gear.
8	When the towbar and tractor or towbarless tractor is removed - clear of the nose gear hazard area, remove the steering bypass/lockout pin **WARNING:** Do not remove the steering bypass/lockout pin before the towbar/towbar less tractor is disconnected from the nose gear and is moved clear of the nose gear. Failure to obey this may cause serious injuries to personnel and/or severe damage to the aircraft.

9	Make sure that the steering bypass/lockout lever returns to normal position for flight (i.e. ensures that the nose gear steering is engaged).
10	Make sure the tractor and towbar are moved clear of the aircraft out-taxiing hazard area, before “all clear” signal is given. In connection with the “all clear” signal, also hold up the steering/bypass pin to confirm to the Commander that it has been removed from the aircraft.

8.5.17 Startup with push-back

Push-back of the aircraft is performed at a few of the international line stations. The nose gear steering to be deactivated.

The rules for pushback are:

a. There must be two-way verbal communication.

b. If APU is unserviceable, one engine must be started before starting push-back.

Before connecting the tow-barless tow-truck to the aircraft:

- Ground shall inform the Flight Crew about the use of a tow-barless tow-truck; and
- Set steering bypass pin;
- Remove the wheel chocks;
- Connect the tow-barless tow-truck to the aircraft and lift the aircraft.

The communication procedure for tow-barless pushback is as follows:

Event	Flight Deck	Ground
When ready to connect the tow-barless tow-truck to the aircraft	”Ground from Cockpit” “Parking brake on”	“Cockpit from Ground” “Set parking brake”
When ready for push back and push back clearance received from ATC	“Ground from Cockpit, cleared for push…..(instruction face to the EAST/WEST/NORTH/SOUTH, ABEAM…….)”	“Cockpit from Ground, release parking brake”
Start of push back	“Parking brake released, clear to push”	“Commencing push back…..(instruction face to the EAST/WEST/NORTH/SOUTH, ABEAM…….)”
When ready to start engines	“Clear to start?”	”Clear to start”

	"Starting engine (engine number)"	

Before completing the push-back, ensure that the tow-truck and the aircraft are aligned in a straight line. This ensures that the nose wheel is centered.

Event	Flight Deck	Ground
When push back completed	"Parking brake set on"	"Pushback completed, set parking brake"
When ready to disconnect	"Clear to disconnect (hand signals on left/right)"	"Disconnecting (hand signals on left/right)"

The communication procedure for tow-barless pushback is as follows:

Event	Flight Deck	Ground
When ready for push back and push back clearance received from ATC	"Ground from Cockpit, cleared for push"	"Cockpit from Ground, release parking brake"
Start of push back	Parking brake released, clear to push"	"Pushing back"
When ready to start engines	"Clear to start?" "Starting engine (engine number)"	"Clear to start"
When push back completed	"Parking brake set on"	"Pushback completed, set parking brake"
When ready to disconnect	"Clear to disconnect (hand signals on left/right)"	"Disconnecting (hand signals on left/right)"

8.6 TOWING

This section describes towing with a towbarless tractor or a towbar and a tractor.

The procedure is applicable whenever an aircraft is moved without its own power.

8.6.1 Responsibility

The tractor driver is in charge of the towing operation. He/she shall co-ordinate all related activities with the flight deck operator and other parties.

8.6.2 Wing/tail walker guide(s)

Whenever an aircraft is moved into, or out of or within a congested area (e.g. a hangar) there shall be wing/ tail walker guide(s) appointed to ensure the safety of the aircraft during the movement. The wing/tail walker guide(s) shall establish and maintain communication with the tractor driver during the entire movement.

8.6.3 Flight deck operator

During aircraft towing a qualified and approved flight deck operator must always be seated in the left seat in flight deck (in absence of flight crew).

Whenever towbarless towing is performed, no flight deck operator is required.

8.6.4 Towing tractor

To minimize acceleration and deceleration loads on the nose gear, the towing tractor shall be equipped with a torque converter.

Only use equipment certified for handling of the specific aircraft type.

8.6.5 Towbarless tractor

To prevent overturning the towbarless tractor shall be equipped with an overturning protection and/or warning device.

8.6.6 Towbar

The towbar must be equipped with shear-bolts, in operational condition and suitable for aicraft type.

8.6.7 Towing turning angle and nose gear load limitations

During towing, maximum nose gear turning angle or nose gear load must never be exceeded.

CAUTION:

If maximum turning angle or maximum nose gear load is exceeded, or the aircraft brakes have been applied for an emergency stop during towing, damage to the nose gear and steering mechanism may occur. If confirmed to have occurred, or are suspected, maintenance must be contacted prior to flight. Undetected nose gear damage may fail at a later date with possible serious impact on flight safety.

8.6.8 Towing turning angle and nose gear load limitations

The table below shows maximum towing turning angles and maximum allowed towing load for aircraft types and models operated by FLY2SKY.

The maximum allowed turning angle during towing is indicated by red painted vertical stripes on the nose-gear doors. The recommended mass of the towing truck lies within the range of 10% to 15% of the Maximum Ramp Weight of the aircraft.

NOTE: The maximum nose gear steering angle of all A320-200/321-200 aircraft is limited to 85 degrees.

8.6.9 Exceeding the maximum turning angles

On certain aircraft types the nose gear torsion links may be disconnected if the turning angles as specified in the table above need to be exceeded.

Contact maintenance if exceeding of the turning angles is required.

8.6.10 Towing rules

Below you will find rules related to the towing operation:

CAUTION:

Engines must not be running during towing. Failure to obey this may cause severe structural damage in case of jack-knifing. Before towing is started, the tractor driver and/or the dispatcher must receive a positive confirmation from Commander/flight-deck operator that no engine is miming. This is not applicable for line-up towing.

WARNING: Entering the towing hazard zones while moving the aircraft is forbidden. Failure to obey this can cause fatal injuries.

- When towing a narrow-body or small-body aircraft, maintain a safe distance between the wing/stabilizer tips and nearest obstacle.
- When towing a wide-body aircraft maintain a minimum distance of one third of the wings between the wing/stabilizer tips and nearest obstacle.
- Keep a distance of at least 10 meters between the wing tip fuel vents of the towed aircraft and the APU exhaust of parked aircraft, to equipment with combustion engines/heaters, and between the APU exhaust of the towed aircraft and the wing tip fuel vents of parked aircraft.
- Always adjust the towing speed to the present conditions. However, do not exceed 25 km/h.
- Make a smooth start and stop to prevent overload of the nose gear, and slow down the speed considerable before milling. Make sure the aircraft is moving before initiating a turn.
- As a general rule taxi guidelines shall be followed when towing an aircraft. If local regulations permit or requires deviations, special precaution must be taken to avoid obstacles.
- The aircraft shall be towed in a straight line the last meters at the completion of the towing with the nose wheels centred. This is to prevent tire-twisting stress and leakage from the landing gear shock due to side loads, and to avoid lockup of the nose gear steering system.
- If it's necessary to push back the aircraft before towing, take great care and make the pushback operation as short as possible.
- If one or more tires are flat or the aircraft is towed into soft sand, earth or mud, or gets stuck in a snow bank, or must be towed on a steep up-slope, contact maintenance. Never use a heavier or more powerful towing tractor for nose gear towing than specified for the aircraft type.
- Certain aircraft types require ballast when towed empty to ensure sufficient contact between the nose wheels and the ground.

When temporary ballasting the aircraft for towing, this must be notified to Commander to ensure offloading of the ballast prior to flight. Failure to obey this can cause serious aircraft control problems during flight, which may endanger the safe operation of the aircraft.

8.6.11 Braking rules

When it is necessary to reduce the stopping distance, or when there is risk for jack-knifing (i.e. the tractor is pushed by the aircraft into an un-controlled turn), the tractor driver shall order the flight deck operator to brake the aircraft as required.

The flight deck operator shall only take the initiative to brake the aircraft when there is an immediate or impending dangerous situation, which seems to be overseen by the tractor driver.

In case of inter-phone or radio communication failure, the tractor driver shall order the flight deck operator to brake the aircraft by sounding the tractor horn repeatedly with short signals. The flight deck operator shall order the tractor driver to brake by flashing the nose gear taxi light.

Prior to turning, the tractor driver shall slow down the speed. While turning on a down-slope or on a slippery surface and reducing of the towing speed is needed, the tractor driver shall order the flight deck operator to brake the aircraft to prevent jack-knifing.

8.6.12 Tractor driver preparation to work/duties prior towing

The tractor driver shall performed and is responsible for the following preparation work/duties prior to the towing]:

Step	Action
1	Perform briefing with the flight deck operator, and make sure that procedures are established for: • Braking. • Two-way communication during the entire towing operation.
2	Decide if wing- and tail-walkers are needed and their position. Reference: See Wing/tail walker guide(s) above.
3	Install the aircraft's own landing gear down lock pins.
4	Install the correct type of steering bypass/lockout pin correctly. (If already installed, verify correct installation and pin).
5	Check that the chrome is visible on all landing gear stmts.
6	Check that the nose gear shock stmt extension does not exceed the flight mode position (where applicable), or is fully extended.
7	Check that no tire is flat or penetrated by foreign objects.
8	Inspect the towbar and tractor or the towbarless tractor tow fittings before the towbar/towbarless tractor is connected to the nose gear.
9	Connect the towbar or the towbarless tractor correctly to the nose gear tow fitting and the towbar to the tractor. Check that the connections are properly locked.
10	Perform a final inspection around the aircraft and make sure that: • No equipment, vehicles or other obstacles will interfere with the aircraft during towing and the initial pushback (when applicable). • The parking stand, particularly in the vicinity of cargo compartments and the wheels are free from foreign objects.
11	Remove wheel chocks and tip cones, if applicable.
12	Activate the beacon-light on the towing tractor and maintain it on during the entire towing operation.
13	If towing is done during limited visibility or in darkness, with the aircraft not electrically powered, either install portable lights or the aircraft shall be followed by a car equipped with a beacon-light.

8.6.13 Towing procedure

Follow these steps when you are towing:

Step	Action
1	When applicable, obtain permission from ATC prior to towing.
2	Inform the flight deck operator that towing is about to start.
3	When “BRAKES OFF” is confirmed, start towing smoothly.
4	Adjust the towing speed according to local regulations, braking conditions and other external conditions. Do not exceed 25 km/h.
5	When approaching the parking stand, gate or hangar/confined area: • Decrease speed. • Position and inspect wing walkers (if needed). • Tow the aircraft straight to relieve side loads on the gears.
6	Park the aircraft and perform following for applicable aircraft type: Install wheel chocks at the main landing gears. Install wing tip cones. Close all entry, service, cargo and access doors (as applicable). Check that the aircraft has not been damaged during the towing. Check that no foreign object has penetrated the tires. When required, perform the applicable aircraft parking procedures according to the respective AHM. **NOTE**: When parking the aircraft outdoors at non-guidance areas, make sure the distance to other parked aircraft is not less than 7.5 meters and the distance between the wing tip fuel vents and the APU exhaust of other parked aircraft is not less than 15 meters. If the aircraft is parked for flight, remove the towbar and stow the: • Steering bypass (lockout) pin on the towbar. • Landing gear down-lock pins on flight deck.

CAUTION

- If the nose gear shock stmt extends into flight mode during rum is extended into flight mode when a turn is initiated, maintenance must be contacted prior to flight.
- Have in mind that in a turn the outer wing tip speed will be much higher than the towing speed, and that on certain aircraft types, if the outer wing tip goes free of obstacles in a 90° turn, the tail may not
- Do not tow the aircraft with the nose gear compressed or fully extended, as this will damage the nose gear internally and/or cause the aircraft to tip-over on its tail.

8.7. Adverse Weather Condition Operations

GRH 3.2.10

8.7.2. General

It is Airport/Ground handling company responsibility to establish a process of monitoring of weather conditions that may affect the ground operation. A process shall be in place to advise in a timely manner of forecast weather conditions that may affect the ground operations. Under certain conditions, consideration shall be given to suspending the ground operations.

8.7.2. High Wind Conditions

High winds pose a great risk of damage and the following minimum precautions shall be taken:

c) Ensure the safety of the aircraft by installing additional chocks and removing all equipment form around the aircraft.

d) Take extreme care when opening or closing any aircraft doors.

e) Make sure parking brakes are set on all parked GSE.

f) Set parking brakes and secure by additional means, if necessary, all non-motorized ramp equipment. (i.e. baggage carts and ULD dollies.)

8.7.3. High Winds Activity Table

The following actions must be taken when sustained winds and/or gusts of wind 25 KTS or greater are predicted however it is the actual wind speed at the aircraft parking position , which constitutes the risk for injures or damages;

Staff Actions	25 to 39 kt 46 to 72 km/h	40 to 59 kt 73 to 110 km/h	Above 60 kt Above 111 km/h
Chock aircraft landing gear as per Aircraft Out of Service/Night–Stop/High Wind, see 4.2.2.	✓	✓	✓
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			✓

WARNING:
High winds pose a great risk of damage and injury.

8.7.4. Storm Lighting

8.7.4.1. Storm Lighting Work Instructions

On receipt of an ALERT:

a) Make preparation for the STOP phase.

i) Suspend non-essential activities in open areas and ensure any staff using or about to use headsets are informed of the alert.

ii) Fueling operations can continue, however the proximity of the thunderstorm/lighting shall be continually monitored.

iii) Avoid using highly conductive equipment.

b) On receipt of STOP

i) Stop fueling. Fueling hoses cannot be left attached to the aircraft during any Thunderstorm/Lighting event.

ii) Discontinue aircraft communication by headset.

iii) Stop all ramp activity and clear ramp.

iv) Personnel shall seek shelter inside buildings or inside metal bodied vehicles. No one shall seek shelter under any part of the aircraft, loading bridge, near light poles, fences, under trees.

v) In accordance with local procedures, the aircraft may come on stand but the aircraft doors shall remain closed and ground servicing suspended.

WARNING:

Failure to follow procedures could result in a fatal accident.

LEVELS	ACTION
Amber – ALERT **Lighting activity is detected at a distance in excess of 8km (5 miles) from your operation**	**Disseminate lighting warning to airside operating staff so they can prepare and plan their activities to be ready in case of a Red Alert in accordance with local regulatory requirements.**
Red – STOP/SUSPEND **Lighting activity is detected within 5kmm (3miles) of your operation**	**Disseminate the order to stop all activities and seek shelter to all airside operating staff.**
Green – ALL CLEAR **Lighting activity has moved beyond 5 km (3 miles) and is heading away from your operations.**	**Disseminate the order to resume normal activities to all airside operating staff.**

The distance referred to above may vary depending on local climatic parameter.

8.7.4.2. Lighting Alert Callout

In the absence of an integrated airport notification system, all airside operating staff shall be aware of the following procedures:

a) Use the counting method to detect/predict lighting activity. Determine the corresponding level based on the counting method diagram, see 8.7.4.3.

b) The responsible person notifies all airside operating staff of the lighting alert level. If the person responsible is not available, the counting method shall be used by all airside operating staff for self-protection.

c) In case of a Red Alert, proceed to designated shelter.

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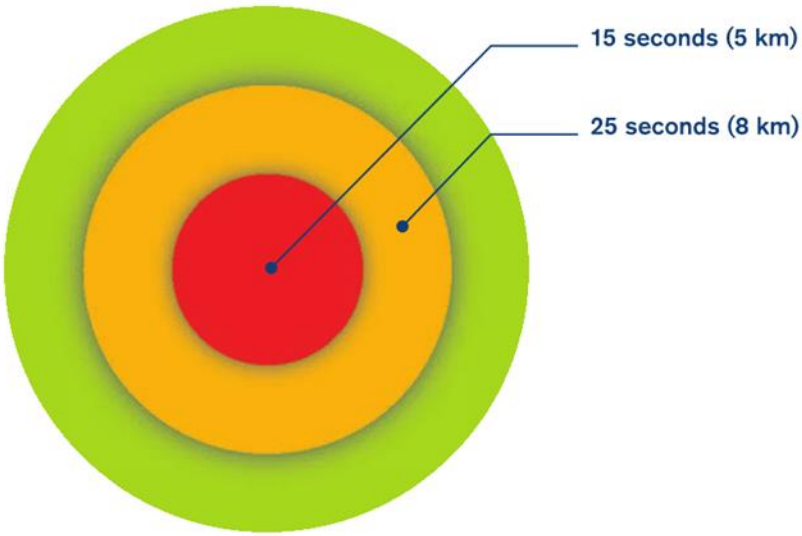
8.7.4.3. Counting Method

The counting is used when an integrated airport notification system is absent. It is used to estimate the level of lighting activity.

Counting Method hart:



NOTE 1: The time indicated is the time between the lighting and the sound of thunder.

NOTE 2: If the counted time is less than 15 seconds, the lighting activity is less than 5km from the airport.

NOTE 3: If the counted time is between 15 seconds and 25 seconds, the lighting activity is between 5 and 8 km from the airport.

8.7.5. 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 accident. 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) Wintery or Slippery Apron Conditions
c) Winter weather brings extra hazards, which require awareness and more care on the part of personnel working on the apron to prevent accident. The following precautions to reduce accident risk shall be taken:
d) Plan additional time for all ramp activities and take extra care when walking across apron surfaces, which can be slippery.

WARNING:
Reduce speeds in slippery apron conditions. Adjust all activities and operations on the ramp to suit the conditions at the time.

8.7.6. Sandstorm and Low Visibility

The following minimum precautions shall be taken:

a) Issue appropriate Personal Protective Equipment (PPE) such as googles, masks, covered clothing.
b) Ensure the provision of shelter , as required

8.7.6. Intense Heat

The following minimum precautions shall be taken:

a) Issue appropriate PPE (i.e. covered clothing)
b) Ensure provision of rehydration staff
c) Ensure the provision of a temperature-controlled environment during rest brakes

8.7.7. PAX safety during fuelling

Ensure all passenger service personnel have up to date information on weather event. Be prepared to move passengers to safe areas in terminal.
Passenger enplaning/deplaning may need to be suspended during the weather alert phases.

8.7.8. Precautions to reduce accident risk

Adverse or poor weather conditions may have a negative impact on aircraft handling activities and ground safety.

Winter or Slippery Apron Conditions Winter weather brings extra hazards which require awareness and more care on the part of personnel working on the aprons to prevent accidents. The following precautions to reduce accident risk must be taken:
a) Plan additional time for all ramp activities and take extra care when walking across apron surfaces which can be slippery.
b) Take extra care when driving, especially approaching the aircraft. Remember that vehicles require greater distance to stop safely.
c) Operators of potable water tankers and toilet servicing vehicles must be vigilant that there is no spillage or leakage that can lead to subsequent freezing. Care must be taken to keep spillage and overflow to a minimum.
d) Close all entrance and cargo hold doors as soon as possible and keep them closed to avoid precipitation or snow entry into the aircraft.
e) Reduce speeds in slippery apron conditions. Adjust all activities and operations on the ramp to suit the conditions at the time.

8.8. De-icing/Anti-icing of the Aircraft on the Ground

IOSA GRH 4.2.1

8.8.1. General

This chapter defines De-icing/Anti-icing program and procedures for FLY2SKY aircraft on ground and requires that Handling Company providing De-icing/Anti-icing services will maintain safety and quality standards applicable by the latest "AEA Recommendations for De-Icing/Anti-icing of Aircraft on the Ground.

The above makes the current requirements, rules and procedures applicable to all external providers that perform de/anti- icing services for FLY2SKY.

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 shall 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.

Facilities

At all airports to which FLY2SKY operates de-icing/anti-icing services are provided by handling partners in accordance with handling agreement.

Safe and efficient aircraft operations are of primary importance in the development of any airport de-icing/anti-icing facility. Airport de-icing/anti-icing facilities are required at airports where ground snow and icing conditions are expected to occur. This would include which serve aircrafts than can develop frost or ice on critical surfaces as a result of having very cold fuel in their fuel tanks, even though the airport itself is not experiencing ground icing conditions.

Design considerations shall include siting, sizing, environmental issues and the operational needs of airport users in an effort to maximize the de-icing/anti-icing capacity while maintaining maximum capacity and efficiency. The design of de-icing/anti-icing facility shall, to the extent practicable, meet the needs of air carriers, airport authorities and other elements of aviation community, as outlined in aircraft ground di-icing/anti-icing programmes. The facilities shall be designed to offer maximum in safety, efficiency and flexibility to the user.

The provide shall have proper equipment for de-icing/anti-icing and must prove that it is held in good conditions and properly maintained.

Numerous factor affect the basic design of any de-icing/anti-icing facility. In determining the de-icing/anti-icing operational capacity of the airport, it is recommended that the airport have facilities with a de-icing/anti-icing capability equivalent to the maximum peak hour departure rate that can be managed by the ATC units during de-icing/anti-icing operations.

Environmental concerns are becoming increasingly important in the design of any facility. In therefore follows that de-icing/anti-icing facilities must be designed in accordance with environmental rules and regulations. Environmental factors that have to be considered are:

- Protecting the environment against toxic substances;

- Isolating and collecting used glycol and any other de-icing/anti-icing contaminants to prevent run-off into the airport storm drainage system; and
- Recycling used glycol.

The size and number of de-icing/anti-icing facilities on an airport shall be determined by at least the following factors:

- Methods and procedure used – The airport shall plan for the two-steps de-icing/anti-icing procedure for all de-icing/anti-icing operations, even though some operators may choose the one-step procedure on some occasions. As the longer of in two processes, two-step procedure increases estimated processing times and may therefore require more and larger de-icing/anti-icing facilities. This method of planning shall help to ensure that the airport is able to achieve the maximum aircraft departure flow rates.
- Variations in meteorological conditions – Precipitation type, rate and frequency all affect airport de-icing/anti-icing operations. Airport that experience heavy, wet showfalls or freezing rain will require more de-icing/anti-icing facilities in order to maintain aircraft departure flow rates. When these conditions occur frequently, consideration shall also be given to locating de-icing/anti-icing facilities as close to the runway as practicable.
- Types of aeroplanes receiving treatment – The application time required to de-ice/anti-ice various type aircrafts, for the same weather conditions, can vary substantially. Narrow-body aeroplanes require less time than their wide-body counterparts, and aeroplanes with center-mounted fuselage engines require more time than aeroplanes with only wing-mounted engines.
- Minimizing time between de-icing/anti-icing and take-off. – Locating remote pad facilities with storge capabilities as close as practicable to the runway can mitigate operational limitations.
- Bypass taxi capability – To further maximize departure flow rates for all aircrafts, the location and size of de-icing/anti-icing facilities shall be such that they allow for bypass taxiing during de-icing/anti-icing operations.

Facilities components

De-icing/anti-icing facilities have the following components:

- De-icing/anti-icing pads for the maneuvering of aircrafts
- De-icing/anti-icing system comprising one or both of the following:
  - Mobile vehicles
  - Fixed equipment
- Bypass taxiing capability
- Environmental run-off mitigation measures
- Permanent or portable night-time lighting system; and
- Support facilities that may include:
  - Storage tanks and transfer system for de-icing/anti-icing fluids; and
  - De-icing crew shelter

Responsibilities

Responsibility for the delegation, regulation and control of aircraft ground de-icing operations are counted within this subsection.

The following responsibilities apply with regard to aircraft operating under snow and ice conditions. The FLY2SKY Ground Operations Manager shall be responsible for ensuring that the necessary infrastructure is in place at the stations in order to maintain safe operations during ground icing conditions.

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The Company responsible for the de-icing/de-icing operation shall maintain vehicles/equipment, fluids, training and procedures, in accordance with the latest edition of the relevant ISO Specification (ISO 11075 through 11078) and/or SAE documents (ARP 4737, AMS 1424, AMS 1428, ARP 1971, ARP 4047) and/or AMM recommendations on de-icing.

Personnel carrying out the de-icing/anti-icing operation must be trained for their position prior assigned to duty and is responsible for ensuring that the task is performed in accordance with the requirements detailed in Chapter 8.8. and the last addition of ISO 11076 and SAE ARP 4737 on de-icing.

The person responsible to final release/dispatch of the aircraft is responsible for ensuring that the aircraft has been de-iced in accordance with the requirements detailed in Chapter 8.8. and the last addition of ISO 11076 and SAE ARP 4737.

Service provider engineer`s responsibilities

The engineer de-icing/anti-icing the aircraft is responsible for ensuring that the following steps of the de-icing/anti-icing procedure have been completed correctly:

- Fluid checks (mixture and temperature checks)
- Contamination check
- De-icing/anti-icing the aircraft
- Post treatment check
- Inform Captain when all personnel and equipment have been moved clear of the aircraft.

The signature in the tech log by an appropriately approved engineer represents an explicit statement that the aircraft has been properly de-iced/anti-iced and that the “Post Treatment Check” has been carried out.

Technical Handling Agent`s Responsibilities

At all of the stations the de-icing/anti-icing procedure is carried out by FLY2SKY agents or by the airport authority. When FLY2SKY requests Handling Agent to do de-icing/anti-icing an aircraft., the handling agent is responsible for ensuring that the following steps of the de-icing/anti-icing procedure have been completed correctly:

- Fluid checks (mixture and temperature checks)
- Contamination check
- De-icing/anti-icing the aircraft
- Post treatment check
- Inform Captain when all personnel and equipment have been moved clear of the aircraft.

NOTE: The Captain/Aircraft engineer will have to configure the aircraft for the de-icing/anti-icing procedure. Therefore, the captain/Aircraft engineer must authorize the de-icing/anti-icing procedure.

Captain`s Responsibilities

The captain shall be responsible for the following steps:

- Aircraft is properly configured prior to beginning the de-icing/anti-icing process
- Contamination check
- Calculation of the Holdover Time
- Pre take-off check
- Pre take-off contamination check
- Before reconfiguring or moving the aircraft, check with the ground crew that all de-icing/anti-icing operations are complete, and all personnel and equipment are clear of the aircraft.

NOTE: While the Captain is not directly involved in de-icing/anti-icing the aircraft he/she is ultimately responsible for ensuring that the aircraft is correctly de-iced/anti-iced before flight.

Requests for de-icing/anti-icing

Requests for de-icing or anti-icing will be made by the sub-contracted engineering or by the Commander of aircraft (in consultation with de-icing/anti-icing operator) after inspection of the aircraft following by the attention to local prevailing weather conditions.

Once the specific requirements has been established, the subcontracted maintenance organisation or the ground handling agents according to the Commander`s request will contact nominated de-icing/anti-icing subcontractor requesting that de-icing/anti-icing be performed (the request shall include the exact nature of the service to be provided, the aircraft registration and stand number).

De-icing/Anti-icing processes, availability and adequacy of de-icing/anti-icing equipment, facilities, and areas are subject of monitoring and audit by FLY2SKY Compliance monitoring Department.

8.8.2. Applicable Documents

• ICAO Doc 9640 (Manual of Aircraft Ground De-icing/Anti-icing Operations

• SAE AS 6285 (Aircraft Ground De-icing/Anti-icing Processes)

• SAE AS 6286 (Training and qualification Program for De-icing/Anti-icing of Aircraft on the Ground, Slash Sheets SAE AS6286/1 up to 6286/6

• SAE AS 6332 (Qualification Assurance Program for De-icing/Anti-icing of aircraft on the Ground)

• SAE ARP (Aircraft Ground De-icing/Anti-icing Communication Phraseology for Flight and Ground crews)

• SAE ARP 1971C (Aircraft De-icing Vehicle - Self – Propelled)

• SAE AMS 1424 (De-icing/Anti-icing Fluid, Aircraft, SAE Type I)

• SAE AMS 1428 (Fluid, Aircraft De-icing/Anti-icing, Non-Newtonian SAE Types II, III and IV)

8.8.3. Definitions

Active frost. A condition when frost is forming. Active frost occurs when the surface temperature is at or below 0ºC and at or below the dew point.

Anti-icing. Anti-icing is a precautionary procedure by which clean aircraft surfaces are protected against the formation of ice and frost and the accumulation of snow and slush for a limited period of time.

Anti-icing fluid:

a) Type I fluid;

b) Mixture of water and type I fluid;

c) Type II fluid, type III fluid or type IV fluid;

d) Mixture of water and Type II fluid, type III fluid or type IV fluid

NOTE: Fluids mentioned in a) and b) must be heated to ensure temperature of 60 ºC minimum at the nozzle.

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

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Cold-soak effect. The wings of aeroplanes are said to be "cold-soaked" when they contain very cold fuel as a result of having just landed after a flight at high altitude or from having been refuelled with very cold fuel. The following factors contribute to cold-soaking: temperature and quantity of fuel in fuel cells, type and location of fuel cells, length of time at high altitude, temperature of refuelled fuel and time since refuelling.

The following factors contribute to cold-soaking: temperature and quantity of fuel in fuel cells, type and location of fuel cells, length of time and high altitude flights, temperature of re-fuelled fuel and time since refuelling.

Clear ice. Whenever precipitation falls on a cold-soaked aeroplane when on the ground, clear icing may occur. Even in ambient temperatures between –2°C and +15°C, ice or frost can form in the presence of visible moisture or high humidity if the aeroplane structure remains at 0°C or below. Clear ice is very difficult to detect visually and may break loose during or after take-off.

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

Contamination check: Check of aircraft surfaces for contamination to established the need for de-icing.

Critical surfaces. Wings, control surfaces, propellers, horizontal stabilizers, vertical stabilizers or any other stabilizing surface on an aircraft. These surfaces shall be completely free of ice, snow, slush or frost before take-off. The critical surfaces shall be determined by the aircraft manufacturer.

De-icing. The process which removes ice, snow, slush or frost from aircraft in order to provide clean surfaces.

De-icing/anti-icing. A procedure combining both the de-icing process and the anti-icing process and which can be performed in one or two steps:

One-step de-icing/anti-icing: This procedure is carried out with heated anti-icing fluid. The fluid is used to de-ice the aircraft and remains on the surfaces to provide anti-icing capability.

Two-step de-icing/anti-icing: This procedure contains two distinct steps. The first step, de-icing, is followed by the second step, anti-icing, as a separate fluid application. After de-icing, a separate overspray of anti-icing fluid is applied to protect the aircraft's critical surfaces, thus providing maximum anti-icing protection.

Drizzle. Fairly uniform precipitation composed exclusively of fine drops (diameter less than 0.5 mm (0.02 in)) very close together. Drizzle appears to float while following air currents although, unlike fog droplets, drizzle falls to the ground.

Fog and ground fog. A visible aggregate of minute water particles (droplets) in the air reducing the horizontal visibility at the Earth's surface to less than 1 kilometer.

Freezing fog. A fog formed of supercooled water droplets which freeze upon contact with exposed objects and form a coating of rime/clear ice.

Freezing rain and freezing drizzle. Rain or drizzle in the form of supercooled water drops which freeze upon impact with any surface.

Frost: A deposit of small, white ice crystals formed on the ground or other surfaces. Frost is formed by sublimation, i.e. when water vapour is deposited upon a surface whose temperature is at or below freezing.

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

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High humidity. An atmospheric condition where the relative humidity is close to saturation.

Hoar frost. A greyish-white crystalline deposit of frozen water vapour formed on surfaces in clear, still weather.

NOTE: this differs from the World Meteorological Organization (WMO) definition of hoar frost for the purposes of this document.)

Holdover time. Holdover time (HOT) is the estimated time the anti-icing fluid will prevent the formation of ice and frost and the accumulation of snow on the protected (treated) surfaces of an aeroplane.

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

Light freezing rain: Precipitation of liquid water particles which freezes upon impact with exposed objects, either in the form of drops of more than 0.5 mm (0.02inch) or smaller drops which, in contrast to drizzle, are widely separated. Measured intensity of liquid water particles are up to 2.5mm/hr (0.70in/hour) or 25grams/dm2/hour with a maximum of 2.5mm (0.10in) in 6 minutes.

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

a) The lowest temperature at which the fluid meets the aerodynamic acceptance test (according to AS5900) for a given type (high speed or low speed) of aircraft.

b) The freezing point of the fluid plus the freezing point buffer of 10°C for Type I fluid and 7°C for Type II, Type III or Type IV fluids.

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

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

Precipitation intensity. Intensity of precipitation is an indication of the amount of precipitation collected per unit time interval. It is expressed as light, moderate or heavy. Intensity is defined with respect to the type of precipitation occurring, based either on rate of fall for rain and ice pellets or visibility for snow and drizzle. The rate of fall criterion is based on time and does not accurately describe the intensity at a particular time of observation.

Rain. Precipitation of liquid water particles, either in the form of drops of more than 0.5 mm in diameter or smaller drops which, in contrast to drizzle, are widely separated.

Rain or high humidity: Water forming ice or frost on the wing surfaces, when the temperature of the aircraft wing surface is at or below 0°C (32°F)

Rime. A deposit of ice, produced by freezing of supercooled fog or cloud droplets on objects at temperatures below or slightly above freezing. It is composed of grains separated by air, sometimes adorned with crystalline branches.

Shear force. Shear force is a force applied laterally on an anti-icing fluid. When applied to a Type II, III or IV fluid, the shear force will reduce the viscosity of the fluid; when the shear force is no longer applied, the anti-icing fluid shall recover its viscosity. For instance, shear forces are applied whenever the fluid is pumped, forced through an orifice or when subjected to airflow. If excessive shear force is applied, the thickener system could be permanently

degraded and the fluid viscosity may fall outside the range set by the manufacturer and tested for certification. Fluid degraded in this manner shall not be used for operational purposes.

Slush. Water-saturated snow which with a heel-and-toe slap-down motion against the ground will be displaced with a splatter.

Snow. Precipitation of ice crystals, mostly branched in the form of six-pointed stars. The crystals are isolated or agglomerated to form snowflakes.

Snow grains: Precipitation of very small white and opaque particles of ice that are fairly flat or elongated with a diameter of less than 1mm (0.04in) when snow grains hit hard ground. They do not bounce or shatter.

NOTE: For holdover purposes threat snow grains as snow.

Snow pallets: Precipitation of white, opaque particles of ice. The particles are round or sometimes conical. Their diameter range about 2-5mm (0.08 – 0.2in). Snow pallets are brittle, easily crushed, they do bounce and may break on hard ground.

Dry snow: Snow from which a snowball cannot readily be made and which has a temperature less than 0°C.

Wet snow: Snow which contains a great deal of liquid water.

Visible moisture. Fog, rain, snow, sleet, high humidity (condensation on surfaces) and ice crystal.

8.8.4. Abbreviations

When the following abbreviations are used in this chapter, they have the meanings indicated below:

APU Auxiliary power-unit
ATC Air traffic control
CAA Civil aviation authority
CAC Clean aircraft concept
CSFF Cold-soaked fuel frost
ERP Emergency response plan
FAA Federal Aviation Administration
HOT Holdover time
LWE Liquid water equivalent
LWES Liquid Water Equivalent System
METAR Meteorological Terminal Air Report
SAE Society of Automotive Engineers
TAF Terminal Aerodrome Forecast
TC Transport Canada

8.8.5. Training of Staff Assigned to Perform De-icing/Anti-icing

Appropriate and specific initial training of the personnel shall be conducted before assignment of their operational duties of De-icing/Anti-icing activities and recurrent training is required on a frequency not less than 12 months period.

Specific training and qualification of the staff involved in de-icing/anti-icing procedures is required, which shall ensure standards and recommendations of ICAO Doc 9640-AN/940, Manual of Aircraft Ground De-icing/Anti-icing Operations, SAE AS6285 and Aircraft De-icing/Anti-icing Processes.

Both initial and recurrent training for flight crews and ground crews are to be conducted to ensure that all such crews obtain and retain a thorough knowledge of aeroplane ground de-

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icing/anti-icing policies and procedures, including new procedures and lessons learned. Training subjects are to include, but are not limited to:

a) common standard, regulation and recommendation including local rule and restriction;

b) recognition of relevant weather phenomena;

c) effects of frost, ice, snow and slush on performance, stability and control;

d) basic characteristics of de-icing/anti-icing fluids;

e) general techniques for de-icing (removing deposits of frost, ice, snow and slush from aeroplane surfaces) and for anti-icing;

f) de-icing/anti-icing procedures in general, specific measures to be performed on different aeroplane types, and procedures specifically recommended by the air operator, aeroplane manufacturer or fluid manufacturer;

g) types of checks required and procedures and responsibilities for checks;

h) de-icing/anti-icing equipment operating procedures, including actual operation of equipment, as applicable;

i) quality control procedures;

j) techniques for recognizing frozen precipitation on aeroplane critical surfaces;

k) health effects, safety precautions and accident prevention;

l) emergency procedures;

m) fluid application methods and procedures;

n) use and limitations of HOT guidelines;

o) anti-icing codes and communication procedures;

p) special provisions and procedures for contract de-icing and anti-icing when performed by sub-contractors (if applicable);

q) environmental considerations for de-icing and anti-icing operations, i.e. locations for de-icing and anti-icing, reporting spillage and hazardous waste control; and

r) new procedures, new developments and lessons learned from the previous winter.

Additionally, training for ground personnel shall include procedures and methods for the storage, testing and handling of de-icing and anti-icing fluids.

Training and qualification of the personnel designated in de-icing/anti-icing are subject of monitoring and audit by FLY2SKYCompliance Monitoring Department.

The ground handling operator shall maintain accurate records of the training and qualifying of the ground personnel. This proof of qualification shall be for both initial and annual recurrent training and qualification. A record of the training and qualification will be placed on the individual’s file.

8.8.6. Clean Aircraft Concept

The CAC is a crucial element for the safety of flight. An aeroplane is considered to be clean when all surfaces are completely clean or when surfaces are protected by de-icing/anti-icing fluid and the surface aerodynamic characteristics are unaffected.

During conditions conducive to aeroplane icing during ground operations, take-off must not be attempted when ice, snow, slush or frost is present or adhering to the wings, propellers, control surfaces, engine inlets or other critical surfaces.

Frost, snow, slush or ice adhering to any fan blade, windshield or power plant installation or to airspeed, altimeter, rate of climb or flight altitude instrument system.

- Only thin frost on the fuselage (logo & markings are readable) and/or frost under the wing in the tank area not thicker than 3mm may exist.
- Only thin frost on the fuselage (logo & markings are readable) and/or frost under the wing in the tank area not thicker than 3mm may exist.

8.8.7. De-icing by Mechanical Methods

At the main base where FLY2SKY can manage de-icing procedures the base maintenance manager is responsible for elaborating a schedule for de-icing of FLY2SKY aircraft and the control of the de-icing procedure performance according to that schedule. The respective duty managers assigned according to the schedule of the maintenance base manager are responsible for de-icing performance according to this schedule.

8.8.8. De-icing/Anti-icing with Fluids

• Decision for De-icing/Anti-icing and for determining the type and density of the fluid is taken from the airplane captain, after consulting the aircraft supervisor.

• The quality of the performance of De-icing/anti-icing with fluids in accordance with the approved standards is under the responsibility of the De-icing/anti-icing providers.

• The control for clean surfaces of the airplane before the release to flight is a responsibility of the aircraft supervisor.

• The supervisor or maintenance technician, check the certificate of the anti-icing fluid.

• The supervisor defines the water/de-icing fluid mixture ratio and its holdover time, which depends on the ambient temperature and weather conditions, using the anti-icing fluid manufacture`s tables.

• The aircraft supervisor is responsible to report by the interphone to the aircraft captain that the de-icing/anti-icing procedure with fluids is finished and to report the type and density of the fluid and the local time of the start of Anti-icing. (When two-step Anti-icing is performed, the time of start of the second step is reported).

• The aircraft captain is responsible for acceptance and recording of Anti-icing performed.

• The aircraft captain is responsible to decide if additional De-icing/Anti-icing is needed according to timelines of operations and weather conditions.

8.8.9. Activities and Procedures within the Scope of De-icing/Anti-icing

FLY2SKY de-icing and/or anti-icing procedures takes into account manufacturer's recommendations, including those that are type-specific and cover: contamination checks, including detection of clear ice and under-wing frost; limits on the thickness/area of contamination published in the AFM or other manufacturers' documentation are followed;

• procedures to be followed if de-icing and/or anti-icing procedures are interrupted or unsuccessful; post-treatment checks;
• pre-take-off checks;
• pre-take-off contamination checks;
• the recording of any incidents relating to de-icing and/or anti-icing; and
• the responsibilities of all personnel involved in de-icing and/or anti-icing.

The standard technique for De/Anti-icing of an aircraft on ground is to treat aircraft surface with special fluids.

Procedures established by FLY2SKY for de-icing and/or anti-icing are intended to ensure that the aircraft is clear of contamination so that degradation of aerodynamic characteristics or

mechanical interference will not occur and, following anti-icing, to maintain the airframe in that condition during the appropriate HOT.

8.8.9.1. Fluid Handling

IOSA GRH 4.2.4 (ii)

De-icing/anti-icing fluid used shall be manufactured in accordance with SAE specifications.

De-icing/anti-icing fluid is a chemical product with environmental impact. During fluid handling, avoid any unnecessary spillage and comply with local environmental and health laws and the manufacturer's safety data sheet.

Different products shall not be mixed without additional qualification testing.

Storage

IOSA GRH 4.2.4 (i)

Tanks dedicated to the storage of de-icing/anti-icing fluids shall be used.

Storage tanks shall be of a material of construction compatible with the de-icing/anti-icing fluid, as specified by the fluid manufacturer (corrosion resistant steel, plastic, etc). Care shall be taken to avoid using dissimilar metals in contact with each other, as galvanic couples may form and degrade thickened fluids.

Tanks shall be conspicuously labelled to avoid contamination.

Tanks shall be inspected annually for corrosion and/or contamination. If corrosion or contamination is evident, tanks shall be maintained to standard or replaced. To prevent corrosion at the liquid/vapour interface and in the vapour space, a high liquid level in the tanks is recommended.

The storage temperature limits shall comply with the manufacturer's guidelines.

The stored fluid shall be checked routinely to insure that no degradation/contamination has taken place.

De-icing trucks used at FLY2SKY handling must be fully serviceable and checked periodically. De-icing truck failures which could have a negative impact on FLY2SKY operations must be immediately reported to the responsible Ground Operations Manager. The nature of the failure shall be identified and the estimated return to service time indicated as well.

Pumping

De-icing/anti-icing fluids can show degradation caused by excessive mechanical shearing. Therefore only compatible pumps and spraying nozzles shall be used. The design of the pumping systems shall be in accordance with the fluid manufacturer’s recommendations.

Transfer Lines

Dedicated transfer lines shall be conspicuously labelled to prevent contamination and shall be compatible with the de-icing/anti-icing fluids to be transferred.

Heating

De-icing/anti-icing fluids shall be heated according to the fluid manufacturer's guidelines.

For Type I fluids, water loss may cause undesirable aerodynamic effects.

For Type II/III/IV fluids thermal exposure and/or water loss may cause a reduction in fluid viscosity leading to lower holdover times.

CAUTION:

Avoid unnecessary heating of fluid in vehicle tanks. Prolonged or repeated heating of fluids (directly or indirectly) may result in loss of water which can lead to performance degradation of the fluid.

Any of the following situations or a combination of them can accelerate the fluid performance degradation:

a) low fluid consumption;

b) trucks being in standby mode with heating system on for extended periods of time;

c) high temperatures in fluid tanks;

d) high temperatures in water tanks which are in direct contact with the fluid tanks (no insulation between tanks).

Fluid check

De-icing fluids used on FLY2SKY aircraft must be checked according to ISO 11075:1993, and ISO 11078:1994, fluids Recommendations. Fluid check must be carried out at the time of delivery:

a) Perform a visual contamination check

b) Perform a refractive index check

The idea of the visual check is to identify the correct colouring and look for any particles of dirt, rust or other substances that shall not be in the fluid.

The refractive index check is a check to identify the correct mixture rate as to have a correct freezing point for the fluid. This can also be directly identified with a freezing point check of the fluid. The other point is to have the correct fluid mix as freezing point and aerodynamic problems may appear if the fluid is too lean or strong respectively.

Fluids that are applied to all FLY2SKY aircraft shall meet the fluid manufacturer's specification. A program shall be in place that assures the safe use and performance parameters of fluids are always followed and met.

One way of complying is to inspect GHAs that are carrying out a mid-season check.

Application

IOSA GRG 4.2.4 (i)

Application equipment shall be cleaned thoroughly before being initially filled with de-icing/anti-icing fluid in order to prevent fluid contamination.

De-icing/anti-icing fluid in trucks shall not be heated in confined or poorly ventilated areas such as hangars.

The integrity of the fluid at the spray nozzle shall be checked periodically.

Field/periodical quality testing of fluids

GHA fluids must certify that their products conform to the AMS 1424 and 1428 standards the quality of fluids (visual check and refractive index check for Type-I, -II, -III and – IV) sprayed must be checked each time the equipment is in use and from each mixture of fluid used. This is to verify that the quality of the fluid, freezing point and mixture are correct. The refractive index test and the result must be conducted and compared according to given tables and instructions for each particular fluid. A temperature measurement shall be conducted on a periodical basis in realistic conditions, relating to Type-I heating requirements, for verification of temperature in the tank (as a comparison vs. nozzle temperature if applicable) and at the nozzle. A sampling procedure for thickened fluids shall be performed according to a periodical system during the season.

If there are found any deviations outside the limits of the fluids, a corrective measure must be taken immediately to correct the fluid, equipment or procedures.

Laboratory Checks

According to the SAE 6285A regulations. Fluids that are applied to all Fly2Sky aircraft shall meet the fluid manufacturer's specification. The provider shall have a program in place that assures the safe use and performance parameters of fluids are always followed and met.

The laboratory checks shall be performed for the fluids. The fluid samples shall be taken from all storage tanks and from all de-icing/anti-icing vehicle nozzles. Samples shall be taken in all concentrations used for anti-icing (Type II-IV). Perform the laboratory check for fluids as follows:

Type II and Type IV fluids:

a) Perform a visual contamination check

b) Perform a refractive index check

c) Perform a pH-value check

d) Perform a laboratory viscosity check (for samples from anti-icing spray nozzle(s) and storage tank(s))

To ensure that the necessary safety margins are maintained between the start of the de-icing/anti-icing operation and take-off, the fluid used to both de-ice and anti-ice aircraft surfaces, must be in an" ex-fluid manufacturers" condition and at the correct concentration. Due to the possible effect of vehicle/equipment heating and/or delivery system components on fluid condition, it is necessary for the sampling method to simulate typical aircraft application. Select the required flow rate/spray pattern for the fluid to be sampled. Spray the fluid to purge the lines and check the concentration of a sample, taken from the gun/nozzle after purging. Direct the fluid onto the sampling surface and spray an adequate amount of fluid to allow for a sample to be taken. Attach a label to each sample, providing the following data:

a) Station name (and/or IATA code)
b) Date sample was taken
c) Handling company (and/or IATA code)
d) Identification of de-icing/anti-icing equipment/vehicle (e.g. Elephant Beta)
e) Vehicle/Rig number (or tank/batch number if taken from station)
f) Brand name and Type of the fluid (e.g. Kilfrost ABC-3/Type II, Clariant MPII 1951/Type II, etc.)
g) Detail where the sample was taken from (e.g. nozzle, storage tank or equipment/vehicle tank)
h) Mixture strength (e.g. 100/0, 75/25, etc.)
i) Other information
j) Sample taken by

The sampling procedure ensures that the required safety standards concerning the de-icing/anti-icing fluid quality are maintained. Field check for fluids shall be made always when station inspection is made. The samples shall be taken from the storage tank and from the de-icing/anti-icing equipment nozzle.

8.8.9.2. Contamination Check

This is a check for the need to de-ice. This check shall include the areas below and any other as recommended by the aircraft manufacturer.

- Wings
- Fuselage, including pitot heads, static ports temperature, and angle of attack sensors
- Leading edges and upper surfaces of wings
- Vertical and horizontal stabilizers
- All control surfaces
- Slats and flaps

This check shall also include any other parts of the aircraft on which a de-icing/anti-icing treatment was performed according to the requirements identified during the contamination check.

It shall be performed from points offering sufficient visibility of these parts (e.g. from the de-icing vehicle itself or any other suitable piece of equipment).

Any contamination found, except wings, tail, control surfaces and fuselage shall be removed by a de-icing treatment.

If anti-icing is also required, this treatment may be performed as a one-step or two-step de-icing/anti-icing of the relevant surfaces.

8.8.9.3. Methods for De-icing and Anti-icing

GRH 4.2.2

These procedures specify the recommended methods for de-icing/anti-icing of aircraft on ground to provide an aerodynamically clean aircraft through proper treatment of applicable surfaces.

When aircraft surfaces are contaminated by frozen moisture, they shall be de-iced prior to dispatch.

When freezing precipitation exists and there is a risk of precipitation adhering to the surfaces at the time of dispatch, aircraft surfaces shall be anti-iced.

If both de-icing and anti-icing are required, the procedure may be performed in one or two steps.

The selection of a one- or two-step process depends upon weather conditions, available equipment, available fluids and the holdover time to be achieved.

If one step procedure is used, then both A and B apply.

One step De-icing/Anti-icing

With this method de-icing and anti-icing are applied in one single step. One-step de-icing/anti-icing includes anti-icing. In this process, the residual fluid film – regardless of the type of fluid used - will provide only a very limited duration of anti-ice protection. A one-step procedure can be used, with the de-/anti-icing fluid heated to a minimum temperature of 60°C at the nozzle. Hot water may not be used as a one step process.

Two step De-icing/Anti-icing

With this method de-icing is carried out in the first step with just hot water or a hot mixture of anti-icing fluid and water. Hot water may be used for de-icing if the water is heated to a minimum of 60°C (140°F) at the nozzle and all surfaces sprayed with water are subsequently treated with at least a 50 percent strength type II or Type IV fluid prior to the water freezing, which is typically within 3 minutes.

Anti-icing is carried out in the second step with a hot or cold anti-icing fluid, undiluted or diluted with water, to give protection against freezing or refreezing. This second step (anti-

icing) must be performed before first step fluid freezes, if needed, area by area. Concentration of the anti-icing fluid mixture for the second step is based upon OAT and weather conditions to provide the desired holdover time.

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

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

A. De-icing

Ice, snow, slush or slush may be removed from aircraft surfaces by heating fluids or mechanical methods. The following procedure shall be used for their removal.

Procedures used in cold weather operation with respect to de-icing and anti-icing are based upon standards from the Society of Automotive Engineers (SAE).

The SAE anti-icing code has been developed to represent the quality of the treatment the aircraft has received. The Commander can use this code, in correlation with the holdover time tables, to evaluate the amount of protection he has against re-freezing.

De-icing fluids can be:

a) heated water;
b) Type I fluid;
c) mixture of water and type I fluid;
d) Type II or Type IV fluid;
e) mixture of water and Type II or Type IV fluid (SAE Fluids (AS6286/3)

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

For maximum effect, fluids must be applied close to the surface of the skin to minimize heat loss. Ice, snow, or frost dilutes the fluid. Applying enough hot de-icing fluid ensures that re-freezing does not occur and all contaminated fluid is driven off.

De-icing must be performed as close to take-off time as possible.

Type I de-icing/anti-icing fluids provide a very limited protection against re-freezing during precipitation conditions. The concentration of this fluid is not related to the holdover time. Due to their properties SAE Type I fluids form a thin liquid wetting film that provides limited holdover time especially in conditions of freezing precipitation. With this type of fluid increasing the concentration of the fluid in the fluid/water mix would not provide additional holdover time

Type II and Type IV de-icing/anti-icing fluids provide an extensive protection against re-freezing during precipitation conditions. SAE Type II/IV fluids contain a pseudo-plastic thickening agent that enables the fluid to form a thicker liquid wetting film on external aircraft surfaces. This film provides a longer holdover time especially in conditions of freezing precipitation. With this type of fluid additional holdover time will be provided by increasing the concentration of the fluid in the fluid/water mix, with maximum holdover time available from undiluted fluid. For these fluids the concentration has a relation with the holdover time, so the following codes will be used:

1. Type II/100 100% Type II fluid used
2. Type II/75 75% Type II fluid used with 25% water
3. Type II/50 50% Type II fluid used with 50% water
4. Type IV/100 100% Type IV fluid used
5. Type IV/75 75% Type IV fluid used with 25% water
6. Type IV/50 50% Type IV fluid used with 50% water.

NOTE 1: Alternate technology may be used accomplish the de-icing process, provided that all requirements are accomplished.

NOTE 2: Pre-step process to be done prior to de-icing/anti-icing. If agreed by the operator, a pre-step process prior to de-icing process, in order to remove large amounts of frozen contamination (e.g. snow, slush or ice), may be considered to reduce the quantity of glycol base de-icing fluid that is needed.

Requirements

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

General

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

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

Removal of frost and light ice

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

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

Local wing frost removal

For frost limited to small patches on the upper wing surface only, and where no precipitation is falling or expected, ‘local area’ de-icing may be carried out.

Spray the affected area with a suitable heated fluid/water mix then spray the same area on the other wing.

Both wings must be treated identically (same areas, same fluid), even if the frost is only present on one wing.

The person releasing the aircraft must check that all frozen deposits have been removed, and then report details of the treatment to the Commander.

NOTE: Holdover times do not apply.

Removal of snow

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

NOTE: The procedure adopted will depend on the equipment available and the depth and type of snow; i.e. light and dry or wet and heavy. In general, the heavier the deposits the heavier the fluid flow that will be required to remove it effectively and efficiently from the aircraft surfaces. For light deposits of both wet and dry snow, similar procedures as for frost removal may be adopted. Wet snow is more difficult to remove than dry snow and unless deposits are relatively light, selection of high fluid flow will be found to be more effective. Under certain conditions it will be possible to use the heat, combined with the hydraulic force of the fluid spray to melt and subsequently flush off frozen deposits. However, where snow has bonded to the aircraft skin, the procedures detailed in Removal of ice shall be utilized. Heavy accumulation of snow will a/ways be difficult to remove from aircraft surfaces and vast quantities of fluid will invariably be consumed in the attempt. Under these conditions, serious

consideration shall be given to removing the worst of the snow manually before attempting a normal de-icing procedure.

Removal of ice

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

A stream of hot fluid is directed at close range onto one spot at an angle of less than 90°, until the aircraft skin is just exposed.

The aircraft skin will then transmit the heat laterally in all directions raising the temperature above the freezing point thereby breaking the adhesion of the frozen mass to the aircraft surface.

By repeating this procedure a number of times, the adhesion of a large area of frozen snow or glazed ice can be broken.

The deposits can then be flushed off with either a low or high flow, depending on the amount of the deposit.

General de-icing fluid application strategy

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

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

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

• Wings, horizontal stabilizer, and elevators

Spray from the leading edge to the trailing edge. Start at the highest point of the surfaces and work to the lowest parts.

Vertical surfaces

Start at the top and work down.

Fuselage

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

Landing gears and wheel bays

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

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

Engines

Deposits of snow shall be removed mechanically from engine intakes prior to departure.

Any frozen deposits that have bonded to either the lower surface of the intake, the fan blades including the rear side, or propellers, shall be removed by hot air or other.

B. Anti-icing

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

Required usage

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

must be taken to ensure that the aircraft is not improperly anti-iced and that the airplane is taking off at the time the anti-icing fluid manufacturer guarantees the fluid is still effective.

Anti-icing fluids can be:

- Type I fluid if heated to min 60 °C at the nozzle;
- mixture of water and Type I fluid if heated to min 60 °C at the nozzle;
- Type II or Type IV fluid;
- mixture of water and Type II or Type IV fluid. (SAE Fluids (AS6286/3)

Anti-icing fluid is applied unheated on clean airplane surfaces, but may be applied heated. If an additional treatment is necessary after first anti-icing and before the next flight, the airplane must first be de-iced.

Optional usage

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

CAUTION:

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

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

CAUTION:

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

General

For effective anti-icing, an even layer of sufficient thickness of fluid is required over the prescribed aircraft surfaces, which are clean (free of frozen deposits).

For longer anti-icing protection, undiluted, unheated type II, type III or type IV fluid shall be used.

The high fluid pressures and flow rates associated with de-icing are not required for this operation and, where possible, pump speeds shall be reduced accordingly.

The nozzle of the spray gun shall be adjusted to provide a medium spray.

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

Anti-icing fluid application strategy

The process shall be continuous and as short as possible.

Anti-icing shall be carried out as near to the departure time as operationally possible in order to utilize maximum holdover time.

The anti-icing fluid shall be distributed uniformly and with sufficient thickness over all surfaces to which it is applied.

In order to control the uniformity, all horizontal aircraft surfaces shall be visually checked during application of the fluid.

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The most effective results are obtained by commencing on the highest part of the wing section and covering from there towards the leading and trailing edges. On vertical surfaces, start at the top and work down.

The following surfaces shall be treated:

a) wing upper surface and leading edges
b) horizontal stabilizer upper surfaces including leading edges and elevator upper surfaces
c) vertical stabilizer and rudder
d) fuselage upper surfaces depending upon the amount and type of precipitation (especially important on center-line engine aircraft)

CAUTION:

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

It is the responsibility of the De-icing Operator to ensure that the surfaces mentioned above are free of frost, ice, slush and snow, prior to the start of the anti-icing treatment. Ensure that on completion of the treatment these surfaces are fully covered with an adequate layer of anti-icing fluid.

C. Limits and Precautions

Fluid related limits:

Temperature limits

When performing two-step de-icing/anti-icing, the freezing point of the fluid used for the first step shall not be more than 3oC (5oF) above ambient temperature.

Type I fluids

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

Procedures used in cold weather operation with respect to de-icing and anti-icing are based upon standards from the Society of Automotive Engineers (SAE).

The SAE anti-icing code has been developed to represent the quality of the treatment the aircraft has received. The Commander can use this code, in correlation with the holdover timetables, to evaluate the amount of protection he has against re-freezing.

CAUTION:

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

Type II / type III / type IV fluids

Type II / type III / type IV fluids used as de-icing/anti-icing agents have a lower temperature application limit of -25°C (-13°F).

The application limit may be lower, provided a 7°C (12,6°F) buffer is maintained between the freezing point of the neat fluid and outside air temperature.

In no case shall this temperature be lower than the lowest operational use temperature as defined by the aerodynamic acceptance test.

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Application limits and limitations

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

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

Aircraft related limits and limitations GRH 4.4.2(ii)

The application of de-icing/anti-icing fluid shall be in accordance with the requirements published by Airbus for A320/A321.

Procedure precautions

One-step de-icing/anti-icing is performed with a heated anti-icing fluid. The fluid used to de-ice the aircraft remains on aircraft surfaces to provide limited anti-ice capability.

The correct fluid concentration shall be chosen with regard to desired holdover time and is dictated by outside air temperature and weather conditions.

CAUTION:

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

CAUTION:

The repeated application of type II, type III or IV fluid especially when used in a one step process may cause residues to collect in aerodynamically quiet areas, cavities and gaps. Dried residues may rehydrate and freeze following a period of high humidity and/or rain conditions. This may impede flight control systems. These residues may require removal. Consult the aircraft manufacturer with regard to inspection methods and frequency, related maintenance requirements and aircraft washing recommendations.

NOTE 1: If a Type II, III or IV fluid is used in a one step process, then an appropriate inspection and cleaning program shall be established.

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

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

NOTE 3: If removal of contamination is required on the lower side of the wings and the horizontal stabilizer and elevator, de-icing/anti-icing fluid shall be applied sparingly to minimize fluid flow into drain holes. Whenever possible, use Type I only. Consult the aircraft manufacturer's documentation.

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

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

The second step is performed with anti-icing fluid. The correct fluid concentration shall be chosen with regard to desired holdover time and is dictated by outside air temperature and weather conditions (see tables 1 and 2).

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

When applying the second step fluid, use a spraying technique, which completely covers the first step fluid and provides a sufficient amount of second step fluid.

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

CAUTION:

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

CAUTION:

The application of type II, III or IV fluid especially when used in a one step process or in the first step of a two-step process, may cause residues to collect in aerodynamically quiet areas, cavities and gaps. Dried residues may rehydrate and freeze following a period of high humidity and/or rain conditions. This may impede flight control systems. These residues may require removal. Consult the aircraft manufacturer with regard to inspection methods and frequency, related maintenance requirements and aircraft washing recommendations.

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

NOTE 1: If a Type II, III or IV fluid is used in the first step of a two-step process, then an appropriate inspection and cleaning program shall be established. Whenever suitable de-ice and anti-ice with only Type I.

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

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

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

Aircraft shall be treated symmetrically, that is, left-hand and right-hand side shall receive the same treatment, even when only one side of the aircraft is contaminated.

If the wing and/or the horizontal stabiliser/elevator is to be treated, the treatment shall always cover the entire wing and/or the entire horizontal stabiliser/elevator on both sides of the aircraft.

NOTE: Aerodynamic problems could result if this requirement is not met.

Two-way communication between Flight deck and Ground personal shall be maintained to assure that the aircraft is properly configured prior to beginning the de-/anti-icing process.

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

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

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

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

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

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

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

Prior to the application of de-icing/anti-icing fluids all doors and windows shall be closed to prevent:

a) galley floor areas being contaminated with slippery de-icing fluids;

b) upholstery becoming soiled.

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

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

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

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

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

When removing ice, snow, slush or frost from aircraft surfaces care shall be taken to prevent it entering and accumulating in auxiliary intakes or control surface hinge areas, i.e. remove snow from wings and stabilizer surfaces forward towards the leading edge and remove from ailerons and elevators back towards the trailing edge.

Ice can build up on aircraft surfaces when descending through dense clouds or precipitation during an approach.

When ground temperatures at the destination are low, it is possible for flaps to be retracted and for accumulations of ice to remain undetected between stationary and moveable surfaces.

It is therefore important that these areas are checked prior to departure and any frozen deposits are removed.

Under freezing fog conditions, the rear side of the fan blades shall be checked for ice build-up prior to start-up.

Any deposits discovered shall be removed by directing air from a low flow hot air source, such as a cabin heater, onto the affected areas

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

After prolonged periods of de-icing/anti-icing it is advisable to check aerodynamic quiet areas and cavities for residues of thickened de-icing/anti-icing fluid.

For these inspections it may be necessary to open access panels.

Consult airframe manufacturers for details and procedures.

Clear ice precautions

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

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

a) wing temperatures remain well below 0°C (32°F) during the turnaround/transit

b) ambient temperatures between -2°C and +15°C (28°F and 59°F) are experienced;

c) ambient humidity is high and/or precipitation occurs while the aircraft is on the ground;

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

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

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

NOTE 2: This type of build-up occurs at low wing temperatures and when large quantities of cold fuel remain in wing tanks during the turnaround/transit and any subsequent re-fuelling is insufficient to cause a significant increase in fuel temperature.

D. Manual Snow Removal

Reducing the amount of de-icing fluid used can have a positive impact on both the cost and the environment. Alternate methods to normal de-ice fluid may also be necessary when removing contamination from areas and structures on the aircraft sensitive to deice fluids such as; landing gear, flight deck windows, Radom/nose area, engine inlet etc. Some of the more common devices are brooms, brushes, ropes and scrapers.

Where aircraft are laden with snow, brushing must be considered as the primary method of removing snow whenever conditions permit providing safety is not compromised. Extreme care must be exercised whenever manual methods are employed to protect the highly sensitive and often fragile sensors and navigation antennas. When sweeping or “pulling” contamination off an aircraft, care must be taken to use motions which pull contamination away from any openings, in order to avoid forcing the contamination into any openings on the wings or stabilizers.

Only soft bristled brushes may be used to remove contamination from aircraft surfaces to alleviate damage to the aircraft skin. The brush that is employed to sweep contamination from the aircraft shall not be used for any other purpose, e.g. to break ice or sweep snow from floors or other surfaces.

Soft bristled brushes are very useful in removing contamination from aircraft windows and/or other sensitive areas where the application of hot fluid is either best avoided or prohibited.

E. Forced Air De-icing

Forced air snow removal equipment can be used on Fly2Sky aircraft with the prior approval of FLY2SKY.

Forced Air utilizes an air stream to remove accumulations of frozen contamination from the aircraft with or without fluid. Forced Air could provide the option of injecting heated or unheated fluid into the air stream for removal of heavier frozen contamination.

Forced air can be used as a one-step or a two-step process.

If using as a one-step procedure to remove contamination, the service provider shall verify by a tactile inspection that the surface is clean and clear of contamination. If forced air has not removed all the contamination from the surfaces or you are not sure all contamination is removed, then an application of heated de-ice fluid is required.

F. Preventive anti-icing (under development)

Preventive anti-icing can be carried out as a precautionary measure well in advance of a flight (e.g. during overnight stop) to prevent frost, ice, snow or slush to form and/or accumulate on the protected surfaces of an aircraft. This treatment will be applied before the flight crew arrives at the aircraft. Where an aircraft has been de-iced and/or anti-iced some time prior to

the arrival of the Flight Crew, an additional 'Contamination Check' shall be carried out prior to departure, in order to establish whether further treatment is required.

G. Early Anti-Icing

To carry out this treatment an agreement shall be made locally among Fly2Sky Flight Operations, the local line maintenance provider and the de-icing provider. This agreement shall cover the following items:

- Applicable Weather conditions
- Usage of Early Anti-Icing Check list and De/Anti-Icing Request form
- Aircraft configuration
- Stakeholder's Responsibilities

Before the Early Anti-Icing treatment will be carried out, the de-icing agent must ensure that the Aircraft is 'ready for de-icing'.

- Aircraft is configured correctly; all valves and inlets are closed.
- Aircraft is ready for Early Anti-icing table is visible in the cockpit window.

Stakeholder's responsibilities:

1. De-icing/Anti-icing Supervisor: The De-icing/Anti-icing supervisor has to ensure the following procedures have been completed before the treatment:
   a. Make decision on the treatment application.
   b. Monitor the Weather conditions from the start of the treatment until departure.
   c. Provide a weather report to the crew. The weather report shall contain the local weather conditions from the time of the treatment until the departure.
   d. Early Anti-icing checklist completed and signed
   e. Certifying the post-treatment check.
   f. Provide the Early Anti-icing checklist and the De-icing and Anti-icing request form to the flight crew.
2. De-icing/Anti-icing Agent: The De-icing/Anti-icing agent has to ensure the following procedures have been completed correctly:
   a. Fluid checks (mixture and temperature)
   b. De-icing/Anti-icing the Aircraft
   c. Post Treatment check
   d. De-icing and Anti-icing request form completed and signed
3. Maintenance Engineer: has to ensure the following procedures have been completed correctly:
   a. Configure the Aircraft for de-icing.
   b. Place the 'Aircraft ready for de-icing' table to the cockpit window before leaving the plane.
   c. Close and the doors and compartments before the treatment.
4. Captain: The captain shall be responsible for the following steps:
   a. Contamination check
   b. Calculation of the Holdover Time

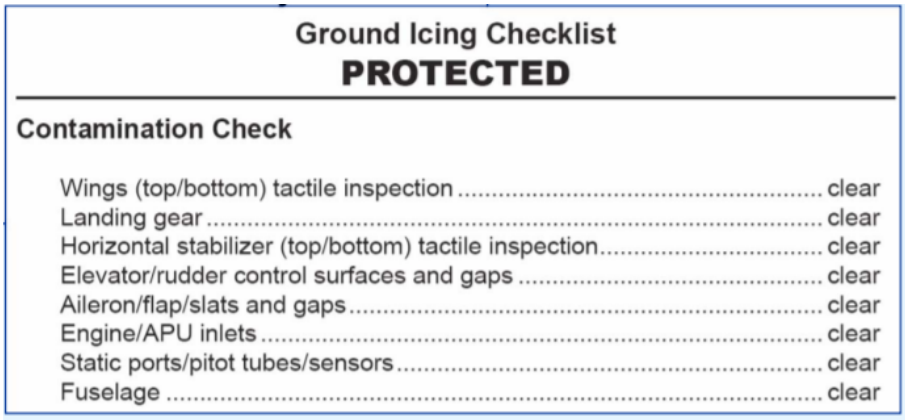
This treatment will be applied before the flight crew arrives at the aircraft. Where an aircraft has been de-iced and/or anti-iced some time prior to the arrival of the Flight Crew, an additional 'Contamination Check' shall be carried out prior to departure, in order to establish whether further treatment is required.

The Early Anti-icing procedure could be only carried out in the following weather conditions:

- In Active Frost
- OAT (Out-Side Air Temperature) is between -1 and -10 Celsius degree.

Usage of Early Anti-Icing Check list and De/Anti-Icing Request form, weather report:

Before each Early Anti-Icing treatment, the de-icing supervisor must fill in Early Anti-Icing Checklist.



Ground Icing Checklist

PROTECTED

Contamination Check

Wings (top/bottom) tactile inspection	clear
Landing gear	clear
Horizontal stabilizer (top/bottom) tactile inspection	clear
Elevator/rudder control surfaces and gaps	clear
Aileron/flap/slats and gaps	clear
Engine/APU inlets	clear
Static ports/pitot tubes/sensors	clear
Fuselage	clear

The Early Anti-icing treatment can only be carried out if all of the answers are 'Yes' on the checklist.

The Early Anti-icing checklist must be filled in two copies. One must provide to the captain along with the Anti-icing code, the other one must be retained 1month by the de-icing provider.

After the treatment the de-icing supervisor has to monitor the weather conditions and a detailed report has to be provided to the crew.

In windless weather conditions the forms could be left on the nose landing gear in a sealed bag.

H. Local De-icing

Removal of local area contamination. When no precipitation is falling or expected, a "local area" de-icing may be carried out under the below mentioned or similar conditions. In some cases, a full or complete de-icing is not necessary. When the presence of frost and/or ice is limited to localized areas on the surfaces of the aircraft and no holdover time is likely to be required, only the contaminated areas will require treatment. This type of contamination will generally be found on the wing and/or stabilizer leading edges or in patches on the wing and/or stabilizer upper surfaces.

8.8.9.4. General Aircraft Requirement after De-icing/Anti-icing

Following the de-icing/anti-icing procedures and prior to take-off, the critical aircraft surfaces shall be clean of all frost, ice, slush, and snow accumulations in accordance with the following requirements.

- Wings, tail and control surfaces

Wings, tail and control surfaces shall be free of ice, snow, slush, and frost except that a coating of frost may be present on wing lower surfaces in areas cold soaked by fuel between forward and aft spars in accordance with the aircraft manufacturer's published manuals.

NOTE: Frost or any other contamination is not acceptable on the lower side of the horizontal stabilizer and elevator, unless specified otherwise in the AFM (Aircraft Flight Manual) or other aircraft manufacturer's documentation.

- Pitot heads and static ports

Pitot heads and static ports shall be clear of ice, frost, snow and fluid residues.

Engine inlets

Engine inlets shall be clear of internal ice and snow and fan blades shall be free to rotate and clear of ice, frost and snow.

Fan Blade Ice can form at any time in freezing conditions but is most likely to occur with high humidity levels and temperatures below 0°C. Careful inspection of the fan blades is required at all times when operating in freezing conditions so that fan blade ice does not remain undetected.

Minor ice deposits can be removed by turning the fan by hand 180 degrees counter clockwise in order to the draw warm engine air towards the inlet. This may melt small deposits, and will also be a good practice in order to avoid the warm air melting small residues on the top blades which then could flow into the spinner and refreeze with subsequent engine vibration after start.

Engine fan blade de-icing with hot air must be performed with low flow hot air sources such as Air Conditioning Units, Cabin Heaters, or special GSE designed for fan blade de-icing.

The Commander must determine whether fan blade de-icing is required. If the Commander is not available, fan blade de-icing may also be requested by qualified and trained ground staff.

FOD check must be performed prior and after fan blade de-icing to make sure that there are no foreign objects in the engine inlet which may damage the engine. Air starter or mounted jet engines must not be used. Pressure on loose held hoses, blast and temperature cannot be controlled.

CAUTION:

Use a protection blanket to avoid damage of the acoustic liner. Position the hot air unit preferably in front of the contaminated engine. Focus the hot air on the fan blades. Melt the frozen deposits, remove the ice by hand and dry up the front and rear side of the fan blades by means of soft cloth to avoid refreezing.

- Remove any of the frozen deposits that may have been bonded to the fan blades, including the rear side of the fan blades.
- Remove any of the frozen deposits that may have been bonded to the lower surface of the engine intake
- Remove any melt water which may have collected at the lowest point of the engine intake with a soft cloth to avoid refreezing of the fan blades.
- Perform a contamination check to ensure that the fan blades including the rear side are clean and dry, and that they are free to rotate counter clockwise.
- Remove the protection blanket and perform a visual FOD check.
- Ensure that there is no remaining water in the engine inlet.
- Inform the cockpit crew that the fan blade de-icing was performed successfully.

Air conditioning inlets and exits

Air conditioning inlets and exits shall be clear of ice, frost and snow. Outflow valves shall be clear and unobstructed.

Landing gear and landing gear doors

Landing gear and landing gear doors shall be unobstructed and clear of ice, frost and snow.

Fuel tank vents

Fuel tank vents shall be clear of ice, frost and snow.

Fuselage

Fuselage shall be clear of ice and snow. Frost may be present in accordance with the aircraft manufacturer's manuals.

Flight control check

A functional flight control check using an external observer may be required after de-icing/anti-icing depending upon aircraft type (see relevant manuals).

This is particularly important in the case of an aircraft that has been subjected to an extreme ice or snow covering.

Dried fluid residues when the aircraft has not been flown after anti-icing

Dried fluid residue could occur when surfaces have been treated but the aircraft has not subsequently been flown and not been subject to precipitation. The fluid may then have dried on the surfaces. This dried fluid shall be treated as contamination of the wing and must be removed prior to flight by applying new hot mixed fluid. Repetitive application of thickened de-icing/anti-icing fluids may lead to the subsequent formation/build-up of a dried residue in structural and aerodynamically quiet areas. This residue may re-hydrate if exposed to high humidity conditions, precipitation and increase its original size/volume. Residue will re-freeze if exposed to conditions at or below 0° C. This may cause moving parts such as elevators, ailerons, and flap actuating mechanisms to stiffen or jam in flight. Re-hydrated residues could form on exterior surfaces, which can reduce lift, increase drag and stall speed.

Re-hydrated residues may also collect inside control surface structures and cause clogging of drain holes or imbalances to flight controls, also it can collect in hidden areas: around flight control hinges, pulleys, grommets, on cables and in gaps.

Radar Altimeter Antennas, pitot probes, static ports, and TAT probes are required to be clear of any re-hydrated fluid on departure and particular attention shall be paid to this matter when completing walkarounds on arrival and departure.

CAUTION:

Any rehydrated fluid on any part of the aircraft shall immediately be reported to the Captain

In such situations the aircraft must be checked for residues from de-icing / anti-icing fluids and cleaned as necessary.

Special maintenance considerations

Proper account shall be taken of the possible side effects of fluid use. Such effects may include, but are not necessarily limited to, dried and/or rehydrated residues, corrosion and the removal of lubricants.

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8.8.9.5. Post De-icing/Anti-icing Check

An aircraft shall not be dispatched after a de-icing/anti-icing operation until the aircraft has received a final check by a trained and qualified person.

This check shall include wings, horizontal stabilizers (both lower and upper surfaces), vertical stabilizer, and fuselage, including pitot heads, static ports temperature, and angle of attack sensors. This check shall also include any other parts of the aircraft on which a de-icing/anti-icing treatment was performed according to the requirements identified during the contamination check. The check must be performed from points offering sufficient visibility of these parts (e.g. from the de-icer itself or another elevated piece of equipment).

Any contamination found, shall be removed by further de-icing/anti-icing treatment and the check repeated.

The Anti-Icing Code shall not be transmitted before the post de-icing/anti-icing check is completed.

Tactile check

An external check of the aircraft after a de-icing/anti-icing treatment to ensure that the aircraft is free from any frost, ice, snow or slush that was detected during the contamination check.

To perform the tactile check, an appropriate device (e.g. a ladder or stair with appropriate height) is required. Reason of tactile check:

- contamination check
- clear ice check
- post de-icing check.

8.8.9.6. Pre-takeoff Check

The Commander shall continually monitor the environmental situation after the performed de-icing/anti-icing treatment.

Prior to takeoff he shall assess whether the applied holdover time is still appropriate.

This Check is performed from inside the flight deck.

8.8.9.7. Pre-takeoff Contamination Check

A check of the critical surfaces for contamination.

This check shall be performed when the condition of the critical surfaces of the aircraft cannot be effectively assessed by a pre-takeoff check or when the applied holdover time has been exceeded. This check is performed from outside the aircraft.

The alternate means of compliance to a pre-takeoff contamination check is a complete de-icing/anti-icing re-treatment of the aircraft.

8.8.9.8. Interrupted De-icing/Anti-icing Treatment

A de-icing/anti-icing treatment shall be continuous and as short as possible. If a treatment is interrupted (for example a truck ran out of fluid), the Aircraft Commander shall be immediately informed stating:

- reason for interruption;
- actions to be taken (in consultation with the Commander);
- expected time of delay.

Before continuing the treatment:

- inform the Commander;
- establish in consultation with the Commander, further treatment to be carried out, including any surfaces requiring re-treatment (in relation to Holdover time).

When continuing the treatment, the previously treated surfaces must be fully de-iced and anti-iced again, when the holdover time of the treatment from before the interruption is not sufficient.

8.8.9.9. Communication Procedures

GRH 4.2.5

- **Communication**

During off-gate de-icing/anti-icing a two-way communication between pilot and de-icing/ anti-icing operator/supervisor must be established prior to the de-icing/anti-icing treatment. This shall be done either by intercom or by VHF radio. In case VHF is used, the “tail number” of the aircraft instead of flight number must be used during all communication with the pilots ground staff shall ensure that:

- The aircraft is properly configured for beginning of de-/anti icing process
- Flight crew receives all necessary information relevant to fluid applied to the aircraft surfaces.
- Confirmation of a clean aircraft will be received by the cockpit crew.
- All clear signal will be received by the cockpit crew after completion of de-/anti icing process and before aircraft movement.

During treatment all necessary information to the cockpit must be given by this means (Beginning of treatment, treatment of sections requiring de-activation of aircraft systems, anti-icing code, etc.). Contact with the pilot may be closed after the anti-icing code and readiness for taxi out has been announced.

- **Taxi Guidance**

When off-gate de-icing/anti-icing area is entered by taxiing, a sufficient taxi and stopping guidance must be arranged, or marshaller assistance must be given. In case radio contact must be established before entering the de-icing/anti-icing area, the signs with clearly marked operation frequency must be visible from the cockpit before entering this area.

- **General Instructions**

The de-icing/anti-icing operator together with the airport authorities must publish all necessary information about how to operate on the off-gate site by NOTAM or in local AIP. This information has to include at least the location of, and standard taxi routing to the de-icing/anti-icing area, the means to coordinate the de-icing/anti-icing operation, the means to communicate before and during the de-/anti-icing operation and information about taxi and stopping guidance.

- **Terminology**

The following standard communication terminology is to be used during offgate de-/anti-icing procedures:

- (DIS = De-icing/anti-icing supervisor)
- (COMMANDER = Pilot in command)
- DIS: "Set parking-brakes, confirm aircraft is ready for treatment, inform of any special request."

After aircraft is configured for treatment:

- COMMANDER: - "Brakes are set, you may begin treatment and observe….(any special request like: ice under wing/flaps, clear-ice on top of wing, snow on fuselage, ice on landing-gear, anti-ice with type IV fluid, etc.)"
- DIS: "We begin treatment now and observe… (special request given, like "ice under wing", etc.) I will call you back when ready".

Only after equipment is cleared from aircraft and all checks are made:

- DIS: "De-icing/anti-icing completed, ANTI-ICING CODE IS:…….. (plus any additional info needed). I am disconnecting, standby for clear signal at right/ left and/or contact ground/tower for taxi clearance.
- COMMANDER: "De-icing/anti-icing completed, anti-icing code is……" – Under no circumstances must the De-icing rig be used to pass documentation to crew via the flight-deck window.

Anti-Icing Codes

Referring to the last step of the procedure the following information shall be communicated to the commander and recorded in TLSP in the sequence provided below:

a) the fluid type; i.e. Type I, II, III or IV;

b) the concentration of fluid within the fluid/water mixture, expressed as a percentage by volume;

NOTE: no requirement for Type I fluid;

c) the local time (hours/minutes) at the beginning of the final de-icing/ anti-icing step;

d) the date (written: day, month, year);

NOTE: required for record keeping, optional for commander notification.

e) the complete name of the anti-icing fluid (so called "brand name").

NOTE: optional; for type II and IV fluids only.

f) the statement ‘’Post de-icing/anti-icing check completed’’

NOTE: This statement (not the check) is optional, and only to be used if the check has been performed accordingly by a trained and qualified person.

Transmission of elements a), b), and c) to the flight crew confirms that a post de-icing/ anti-icing check was completed and the aircraft is clean.

If two different companies are involved in the de-icing/anti-icing treatment and post de-icing/anti-icing check, it must be ensured that the Anti-Icing Code is not given before this check is completed.

A de-icing/anti-icing procedure whose last step is the use of a mixture of 75% of a type II fluid and 25% water, commencing at 13:35 local time on 20 March 2006, is recorded as follows:

TYPE II/75 13:35 (20 MAR 2006) ("complete name of anti-icing fluid")”Post de-icing/ anti-icing check completed”

Post de-icing/anti-icing check and transmission of the Anti- Icing Code to the Commander

Transmission of elements a), b), and c) of paragraphs 24.5.6.9 to the Commander confirms that a post de-icing/anti-icing check was completed and the aircraft is clean (refer to 24.5.6.5).

All clear signal

The flight crew shall receive a confirmation from the ground crew that all de-icing/anti-icing operations are complete and that all personnel and equipment are clear before reconfiguring or moving the aircraft.

8.8.9.10. Holdover time (HOT)

HOT is the estimated time the anti-icing fluid will prevent the formation of ice and frost and the accumulation of snow on the protected (treated) surfaces of an aeroplane. These HOTs are generated by testing fluids under a variety of temperature and precipitation conditions simulating the range of weather experienced in winter.

Numerous factors that can affect the de-icing/anti-icing performance and HOTs of de-icing/anti-icing fluids have been identified. These factors include, but are not limited to:

a) type and rate of precipitation;
b) ambient temperature;
c) relative humidity;
d) wind direction and velocity; including jet blast;
e) aeroplane surface (skin) temperature; and
f) de-icing/anti-icing fluid (type, fluid/water ratio, temperature).

A range of HOTs for a particular condition is recommended to account, to some degree, for the variation in the existing local meteorological conditions, particularly the airplane skin temperature and the rate of precipitation being encountered.

At the completion of aeroplane de-icing/anti-icing, the pilot-in-command will be provided with the following information:

a) fluid type;
b) fluid/water ratio (Type II, III or IV only);
c) start time of the final de-icing/anti-icing application; and
d) confirmation that the aeroplane is in compliance with the CAC.

This basic information with weather data will assist the pilot-in-command in estimating an appropriate HOT from the range provided in the air operator's table.

The published HOT guidelines provide tables of the time-frames of protection that can be expected under various weather conditions. The times of protection shown in the HOT tables are to be used as guidelines only and are used in conjunction with pre-take-off check procedures.

The HOT begins with the start of the de-icing/anti-icing application in the case of a one-step operation, or the beginning of anti-icing in a two-step process and ends after an elapsed time equal to the appropriate HOT. A pilot must monitor the time elapsed from the start of the HOT identified and ensure that taxi and take-off are achieved before the HOT elapses. If not, additional de-icing/anti-icing will be required.

HOTS and de-icing/anti-icing procedures are continually updated by an international group of experts under the auspices of the SAE G-12 Holdover Time Committee. This group of experts is composed of representatives from the world's airlines, anti-icing fluid manufacturers, aircraft manufacturers, aviation regulatory authorities and research organizations. The HOT guidelines documents are published by TC and the FAA.

Current HOT tables are published by both TC and the FAA on their public websites, and can be found using the term 'aircraft ground de-icing' in the website search function.

CAUTION:

Due to the many variables that can influence (HOTs), the time of protection may be reduced or extended, depending on the intensity of the weather conditions. Heavy precipitation, high moisture content, high wind velocity and jet blast can reduce HOT below the lowest time in HOT guidelines. HOT may be reduced when aircraft skin temperature is lower than outside air temperature. Weather conditions for which no HOT guidelines exist are referenced in the HOT guidelines.

8.8.9.11. Holdover Time Tables

Holdover time is obtained by anti-icing fluids remaining on the aircraft surfaces.

With a one-step de-icing/anti-icing the holdover time begins at the start of the treatment and with a two-step de-icing/anti-icing at the start of the second step (anti-icing) Holdover time

will have effectively run out when frozen deposits start to form/ accumulate on treated aircraft surfaces.

Due to their properties, Type I fluids form a thin liquid wetting film, which provides limited holdover time, especially in conditions of freezing precipitation. With this type of fluid, no additional holdover time would be provided by increasing the concentration of the fluid in the fluid/water mixture.

Type II, III, and IV fluids contain a pseudo plastic thickening agent, which enables the fluid to form a thicker liquid wetting film on external aircraft surfaces. This film provides a longer holdover time especially in conditions of freezing precipitation. With this type of fluid additional holdover time will be provided by increasing the concentration of the fluid in the fluid/water mixture, with maximum holdover time available from undiluted fluid.

The HOT tables give an indication as to the time frame of protection that could reasonably be expected under conditions of precipitation. However, due to the many variables that can influence holdover time, these times shall not be considered as minimums or maximums as the actual time of protection may be extended or reduced, depending upon the particular conditions existing at the time.

The lower limit of the published time span is used to indicate the estimated time of protection during moderate precipitation and the upper limit indicates the estimated time of protection during light precipitation.

NOTE: The responsibility for the application of these data remains with the user.

CAUTION:

Heavy precipitation rates or high moisture content, high wind velocity or jet blast may reduce holdover time below the lowest time stated in the range. Holdover time may also be reduced when aircraft skin temperature is lower than OAT. Therefore, the indicated times shall be used only in conjunction with a pre-take-off check.

Certain fluids may be qualified according to fluid specifications but may not have been tested during winter to develop the holdover time guidelines specified in this document. Holdover time guidelines in this chapter are not applicable to these fluids.

For use of holdover time guidelines consult Fluid Manufacturer Technical Literature for minimum viscosity limits of fluids as applied to aircraft surfaces.

A degraded type II or type IV fluid shall be used with the holdover time guideline for type fluids (table 3). A type II or IV fluid considered to be degraded if the viscosity is below the minimum limit as provided by the fluid manufacturer.

The type II fluid holdover time guideline may be used with degraded type

IV fluids only after substantiation by holdover time testing.

Holdover time guidelines can also be obtained fir individual fluid products and these product holdover times be found to differ from the tables published here.

Considering the weather conditions the Commander can determine the applicable holdover time from the tables for SAE Type I, SAE Type II or SAE Type IV.

After de-icing/anti-icing treatment a take-off is permitted, provided the time between start of the final anti-icing treatment and take-off does not exceed the times mentioned in the following tables for the mentioned weather conditions.

Take-off is never allowed when the time from start of final anti-icing treatment up to take-off exceeds the applicable holdover time or frozen deposits start to accumulate.

In case of doubt, select the time that is more restrictive (e.g. use time for moderate instead of light).

Use light freezing rain holdover times if positive identification of freezing drizzle is not possible.

De/anti-icing fluids have not been tested for ice pellet (PL) precipitation and all holdover time tables do not address ice pellet precipitation.

8.8.9.11.1. Active Frost Holdover Time for SAE Type I, Type II, Type II and Type IV

FAA Holdover Time Guidelines **Winter 2023-2024**

TABLE 1: ACTIVE FROST HOLDOVER TIMES FOR SAE TYPE I, TYPE II, TYPE III, AND TYPE IV FLUIDS[1]

Outside Air Temperature[2,3,4]	Type I
-1 °C and above (30 °F and above)	0:45 *(0:35)*[6]
below -1 to -3 °C (below 30 to 27 °F)	
below -3 to -10 °C (below 27 to 14 °F)	
below -10 to -14 °C (below 14 to 7 °F)	
below -14 to -21 °C (below 7 to -6 °F)	
below -21 to -25 °C (below -6 to -13 °F)	
below -25 °C to LOUT (below -13 °F to LOUT)	

Outside Air Temperature[3,4]	Concentration Fluid/Water By % Volume	Type II	Type III[5]	Type IV
-1 °C and above (30 °F and above)	100/0	8:00	2:00	12:00
	75/25	5:00	1:00	5:00
	50/50	2:00	0:30	3:00
below -1 to -3 °C (below 30 to 27 °F)	100/0	8:00	2:00	12:00
	75/25	5:00	1:00	5:00
	50/50	1:30	0:30	3:00
below -3 to -10 °C (below 27 to 14 °F)	100/0	8:00	2:00	10:00
	75/25	4:00	1:00	5:00
below -10 to -14 °C (below 14 to 7 °F)	100/0	6:00	2:00	6:00
	75/25	1:00	1:00	1:00
below -14 to -21 °C (below 7 to -6 °F)	100/0	3:00	2:00	6:00
below -21 to -25 °C (below -6 to -13 °F)	100/0	2:00	2:00	4:00
below -25 °C (below -13 °F)	100/0	No Holdover Time Guidelines Exist		

NOTES

1 To use the HOTs in this table, ensure that the fluid and dilution being used is listed in the List of Qualified Fluids Tested for Anti-Icing Performance and Aerodynamic Acceptance table (Table 51 - Table 54). Any restrictions on the use of the fluid have to be identified and applied.
2 Type I Fluid / Water Mixture must be selected so that the freezing point of the mixture is at least 10 °C (18 °F) below outside air temperature.
3 Ensure that the lowest operational use temperature (LOUT) is respected.
4 Changes in outside air temperature (OAT) over the course of longer frost events can be significant; the appropriate holdover time to use is the one provided for the coldest OAT that has occurred in the time between the de/anti-icing fluid application and takeoff.
5 To use the Type III fluid frost holdover times, the fluid brand being used must be known. AllClear AeroClear MAX must be applied unheated.
6 Value in parentheses is for aircraft with critical surfaces that are predominantly or entirely constructed of composite materials.

CAUTIONS

- The cautions that apply to the holdover times in the table above can be found on page 8.

CAUTION:

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

All Type I fluids have a maximum concentration mix related to the aerodynamic acceptability. Refer to fluid manufacturer’s documentation.

TABLE 57: GUIDELINES FOR THE APPLICATION OF SAE TYPE II AND IV FLUID

(FLUID CONCENTRATIONS IN % VOLUME)

Outside Air Temperature (OAT)[1]	One-Step Procedure De/Anti-icing	Two-Step Procedure	
		First Step: Deicing	Second Step: Anti-icing[2]
0 °C (32 °F) and above	100/0, 75/25 or 50/50 Heated[3] Type II or IV fluid/water mixture	Heated water or a heated Type I, II, III, or IV fluid/water mixture	100/0, 75/25 or 50/50 Heated or unheated Type II or IV fluid/water mixture
Below 0 °C (32 °F) to -3 °C (27 °F)	100/0, 75/25 or 50/50 Heated[3] Type II or IV fluid/water mixture	Heated Type I, II, III, or IV fluid/water mixture with a freezing point at OAT or below	100/0, 75/25 or 50/50 Heated or unheated Type II or IV fluid/water mixture
Below -3 °C (27 °F) to -14 °C (7 °F)	100/0 or 75/25 Heated[3] Type II or IV fluid/water mixture	Heated Type I, II, III, or IV fluid/water mixture with a freezing point at OAT or below	100/0 or 75/25 Heated or unheated Type II or IV fluid/water mixture
Below -14 °C (7 °F) to LOUT	100/0 Heated[3] Type II or IV fluid	Heated Type I, II, III, or IV fluid/water mixture with a freezing point at OAT or below	100/0 Heated or unheated Type II or IV fluid

NOTES

1 Fluids used for the anti-icing procedure must not be used at temperatures below their lowest operational use temperature (LOUT). First step fluids must not be used below their freezing points. Consideration should be given to the use of Type I/III fluid when Type II/IV fluid cannot be used due to LOUT limitations (see Tables 55 and 57). The LOUT for a given Type II/IV fluid is the higher (warmer) of:

a) The lowest temperature at which the fluid meets the aerodynamic acceptance test for a given aircraft type; or
b) The actual freezing point of the fluid plus its freezing point buffer of 7 °C (13 °F).

Although some LOUTs are lower than the temperatures stated in the HOT table, holdover times do not apply when anti-icing below the lowest temperature stated in the band.

2 To be applied before first step fluid freezes, typically within 3 minutes. Time may be longer than 3 minutes in some conditions, but potentially shorter in heavy precipitation, colder temperatures, or for critical surfaces constructed of composite materials. If necessary, the second step shall be applied area by area (sectionally).

3 Clean aircraft may be anti-iced with unheated fluid.

CAUTIONS

- For heated fluids, a fluid temperature not less than 60 °C (140 °F) at the nozzle is desirable.
- Upper temperature limit shall not exceed fluid and aircraft manufacturers' recommendations.
- Wing skin temperatures may be colder or warmer than the OAT. Causes can include: radiation cooling, cold-soaked wing, or hangar storage. Consult the appropriate guidance (HOT Tables and FAA Ground Deicing General Information Document, Winter 2023-2024") for the contaminant in question.
- Whenever frost or ice occurs on the lower surface of the wing in the area of the fuel tank, indicating a cold-soaked wing, the 50/50 dilutions of Type II or IV shall not be used for the anti-icing step because fluid freezing may occur.
- An insufficient amount of anti-icing fluid may cause a substantial loss of holdover time. This is particularly true when using a Type I fluid mixture for the first step in a two-step procedure.
- When conducting aircraft deicing using a Type I fluid and not using the 10 °C/18 °F buffer, procedures must be developed and approved to ensure refreezing does not occur prior to takeoff.

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8.8.12.APPENDIX A – FAA HOLDOVER TIME GUIDELINES WINTER TABLES 2023-2024

TABLE ADJ-1: ADJUSTED ACTIVE FROST HOLDOVER TIMES FOR SAE TYPE I, TYPE II, TYPE III, AND TYPE IV FLUIDS[1]

Outside Air Temperature[2,3,4]	Type I
-1 °C and above (30 °F and above)	0:34 *(0:27)*[6]
below -1 to -3 °C (below 30 to 27 °F)	
below -3 to -10 °C (below 27 to 14 °F)	
below -10 to -14 °C (below 14 to 7 °F)	
below -14 to -21 °C (below 7 to -6 °F)	
below -21 to -25 °C (below -6 to -13 °F)	
below -25 °C to LOUT (below -13 °F to LOUT)	

Outside Air Temperature[3,4]	Concentration Fluid/Water By % Volume	Type II	Type III[5]	Type IV
-1 °C and above (30 °F and above)	100/0	6:05	1:31	9:07
	75/25	3:48	0:46	3:48
	50/50	1:31	0:23	2:17
below -1 to -3 °C (below 30 to 27 °F)	100/0	6:05	1:31	9:07
	75/25	3:48	0:46	3:48
	50/50	1:08	0:23	2:17
below -3 to -10 °C (below 27 to 14 °F)	100/0	6:05	1:31	7:36
	75/25	3:02	0:46	3:48
below -10 to -14 °C (below 14 to 7 °F)	100/0	4:34	1:31	4:34
	75/25	0:46	0:46	0:46
below -14 to -21 °C (below 7 to -6 °F)	100/0	2:17	1:31	4:34
below -21 to -25 °C (below -6 to -13 °F)	100/0	1:31	1:31	3:02
below -25 °C (below -13 °F)	100/0	No Holdover Time Guidelines Exist		

THIS TABLE IS FOR USE WHEN FLAPS/SLATS ARE DEPLOYED PRIOR TO DE/ANTI-ICING. HOLDOVER TIMES HAVE BEEN ADJUSTED TO 76 PERCENT.

NOTES

1 To use the HOTs in this table, ensure that the fluid and dilution being used is listed in the List of Qualified Fluids Tested for Anti-Icing Performance and Aerodynamic Acceptance table (Table 51 - Table 54). Any restrictions on the use of the fluid have to be identified and applied.
2 Type I Fluid / Water Mixture must be selected so that the freezing point of the mixture is at least 10 °C (18 °F) below outside air temperature.
3 Ensure that the lowest operational use temperature (LOUT) is respected.
4 Changes in outside air temperature (OAT) over the course of longer frost events can be significant; the appropriate holdover time to use is the one provided for the coldest OAT that has occurred in the time between the de/anti-icing fluid application and takeoff.
5 To use the Type III fluid frost holdover times, the fluid brand being used must be known. AllClear AeroClear MAX must be applied unheated.
6 Value in parentheses is for aircraft with critical surfaces that are predominantly or entirely constructed of composite materials.

CAUTIONS

- The cautions that apply to the holdover times in the table above can be found on page A-4.

Appendix A: FAA Adjusted Holdover Time Guidelines Winter 2023-2024

TABLE ADJ-2: ADJUSTED HOLDOVER TIMES FOR SAE TYPE I FLUID ON CRITICAL AIRCRAFT SURFACES COMPOSED PREDOMINANTLY OF ALUMINUM

Outside Air Temperature[1,2]	Freezing Fog, Freezing Mist[3], or Ice Crystals[4]	Very Light Snow, Snow Grains or Snow Pellets[5,6,7]	Light Snow, Snow Grains or Snow Pellets[5,6,7]	Moderate Snow, Snow Grains or Snow Pellets[5,7]	Freezing Drizzle[8]	Light Freezing Rain	Rain on Cold-Soaked Wing[9]	Other[10]
-3 °C and above (27 °F and above)	0:08 - 0:13	0:14 - 0:17	0:08 - 0:14	0:05 - 0:08	0:07 - 0:10	0:02 - 0:04	0:02 - 0:04	
below -3 to -6 °C (below 27 to 21 °F)	0:06 - 0:10	0:11 - 0:13	0:06 - 0:11	0:04 - 0:06	0:04 - 0:07	0:02 - 0:04	CAUTION: No holdover time guidelines exist	
below -6 to -10 °C (below 21 to 14 °F)	0:05 - 0:08	0:08 - 0:10	0:05 - 0:08	0:03 - 0:05	0:03 - 0:05	0:02 - 0:04		
below -10 °C (below 14 °F)	0:04 - 0:07	0:05 - 0:06	0:03 - 0:05	0:02 - 0:03				

THIS TABLE IS FOR USE WHEN FLAPS/SLATS ARE DEPLOYED PRIOR TO DE/ANTI-ICING. HOLDOVER TIMES HAVE BEEN ADJUSTED TO 76 PERCENT.

NOTES

1 Type I fluid / water mixture must be selected so that the freezing point of the mixture is at least 10 °C (18 °F) below outside air temperature.
2 Ensure that the lowest operational use temperature (LOUT) is respected.
3 Freezing mist is best confirmed by observation. It is never reported by METAR however it can occur when mist is present at 0 °C (32 °F) and below.
4 Use freezing fog holdover times in conditions of ice crystals mixed with freezing fog or mist.
5 To determine snowfall intensity, the Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required.
6 Use light freezing rain holdover times in conditions of very light or light snow mixed with light rain or drizzle. The Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required to confirm the precipitation intensity is no greater than "light". No holdover times exist if the reported visibility correlates to a "moderate" or "heavy" precipitation intensity.
7 Use snow holdover times in conditions of very light, light, or moderate snow mixed with ice crystals.
8 Includes light, moderate and heavy freezing drizzle. Use light freezing rain holdover times if positive identification of freezing drizzle is not possible.
9 No holdover time guidelines exist for this condition for 0 °C (32 °F) and below.
10 Heavy snow, ice pellets, moderate and heavy freezing rain, small hail and hail.

CAUTIONS

- The cautions that apply to the holdover times in the table above can be found on page A-6.

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TABLE ADJ-3: ADJUSTED HOLDOVER TIMES FOR SAE TYPE I FLUID ON CRITICAL AIRCRAFT SURFACES COMPOSED PREDOMINANTLY OF COMPOSITES

Outside Air Temperature[1,2]	Freezing Fog, Freezing Mist[3], or Ice Crystals[4]	Very Light Snow, Snow Grains or Snow Pellets[5,6,7]	Light Snow, Snow Grains or Snow Pellets[5,6,7]	Moderate Snow, Snow Grains or Snow Pellets[5,7]	Freezing Drizzle[8]	Light Freezing Rain	Rain on Cold-Soaked Wing[9]	Other[10]
-3 °C and above (27 °F and above)	0:07 - 0:12	0:09 - 0:11	0:05 - 0:09	0:02 - 0:05	0:06 - 0:10	0:02 - 0:04	0:01 - 0:04	
below -3 to -6 °C (below 27 to 21 °F)	0:05 - 0:06	0:08 - 0:10	0:04 - 0:08	0:02 - 0:04	0:04 - 0:07	0:02 - 0:04	CAUTION: No holdover time guidelines exist	
below -6 to -10 °C (below 21 to 14 °F)	0:03 - 0:06	0:07 - 0:09	0:04 - 0:07	0:02 - 0:04	0:03 - 0:05	0:02 - 0:04		
below -10 °C (below 14 °F)	0:03 - 0:05	0:05 - 0:06	0:03 - 0:05	0:02 - 0:03				

THIS TABLE IS FOR USE WHEN FLAPS/SLATS ARE DEPLOYED PRIOR TO DE/ANTI-ICING. HOLDOVER TIMES HAVE BEEN ADJUSTED TO 76 PERCENT.

NOTES

1 Type I fluid / water mixture must be selected so that the freezing point of the mixture is at least 10 °C (18 °F) below outside air temperature.
2 Ensure that the lowest operational use temperature (LOUT) is respected.
3 Freezing mist is best confirmed by observation. It is never reported by METAR however it can occur when mist is present at 0 °C (32 °F) and below.
4 Use freezing fog holdover times in conditions of ice crystals mixed with freezing fog or mist.
5 To determine snowfall intensity, the Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required.
6 Use light freezing rain holdover times in conditions of very light or light snow mixed with light rain or drizzle. The Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required to confirm the precipitation intensity is no greater than "light". No holdover times exist if the reported visibility correlates to a "moderate" or "heavy" precipitation intensity.
7 Use snow holdover times in conditions of very light, light, or moderate snow mixed with ice crystals.
8 Includes light, moderate and heavy freezing drizzle. Use light freezing rain holdover times if positive identification of freezing drizzle is not possible.
9 No holdover time guidelines exist for this condition for 0 °C (32 °F) and below.
10 Heavy snow, ice pellets, moderate and heavy freezing rain, small hail and hail.

CAUTIONS

- The cautions that apply to the holdover times in the table above can be found on page A-6.

Appendix A: FAA Adjusted Holdover Time Guidelines Winter 2023-2024

TABLE ADJ-4: ADJUSTED GENERIC HOLDOVER TIMES FOR SAE TYPE II FLUIDS[1]

Outside Air Temperature[2]	Fluid Concentration Fluid/Water By % Volume	Freezing Fog, Freezing Mist[3], or Ice Crystals[4]	Snow, Snow Grains or Snow Pellets[5,6,7]	Freezing Drizzle[8]	Light Freezing Rain	Rain on Cold-Soaked Wing[9]	Other[10]
-3 °C and above (27 °F and above)	100/0	0:42 - 1:24	0:23 - 0:42	0:23 - 0:46	0:15 - 0:27	0:05 - 0:34	
	75/25	0:30 - 0:53	0:11 - 0:23	0:19 - 0:30	0:11 - 0:19	0:03 - 0:19	
	50/50	0:11 - 0:23	0:05 - 0:11	0:07 - 0:11	0:05 - 0:07	CAUTION: No holdover time guidelines exist	
below -3 to -8 °C (below 27 to 18 °F)	100/0	0:23 - 0:34	0:15 - 0:30	0:15 - 0:34	0:11 - 0:15		
	75/25	0:19 - 0:42	0:08 - 0:19	0:11 - 0:23	0:06 - 0:11		
below -8 to -14 °C (below 18 to 7 °F)	100/0	0:23 - 0:34	0:11 - 0:23	0:15 - 0:34[11]	0:11 - 0:15[11]		
	75/25	0:19 - 0:42	0:07 - 0:15	0:11 - 0:23[11]	0:06 - 0:11[11]		
below -14 to -18 °C (below 7 to 0 °F)	100/0	0:11 - 0:15	0:02 - 0:05				
below -18 to -25 °C[12] (below 0 to -13 °F)	100/0	0:11 - 0:15	0:01 - 0:02				
below -25 °C to LOUT[12] (below -13 °F to LOUT)	100/0	0:11 - 0:15	0:00 - 0:01				

THIS TABLE IS FOR USE WHEN FLAPS/SLATS ARE DEPLOYED PRIOR TO DE/ANTI-ICING. HOLDOVER TIMES HAVE BEEN ADJUSTED TO 76 PERCENT.

NOTES

1 To use the HOTs in this table, ensure that the fluid and dilution being used is listed in the Type II Fluids Tested for Anti-Icing Performance and Aerodynamic Acceptance table (Table 52). Any restrictions on the use of the fluid have to be identified and applied.
2 Ensure that the lowest operational use temperature (LOUT) is respected. Consider use of Type I fluid when Type II fluid cannot be used.
3 Freezing mist is best confirmed by observation. It is never reported by METAR however it can occur when mist is present at 0 °C (32 °F) and below.
4 Use freezing fog holdover times in conditions of ice crystals mixed with freezing fog or mist.
5 To determine snowfall intensity, the Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required.
6 Use light freezing rain holdover times in conditions of very light or light snow mixed with light rain or drizzle. The Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required to confirm the precipitation intensity is no greater than "light". No holdover times exist if the reported visibility correlates to a "moderate" or "heavy" precipitation intensity.
7 Use snow holdover times in conditions of very light, light, or moderate snow mixed with ice crystals.
8 Includes light, moderate and heavy freezing drizzle. Use light freezing rain holdover times if positive identification of freezing drizzle is not possible.
9 No holdover time guidelines exist for this condition for 0 °C (32 °F) and below.
10 Heavy snow, ice pellets, moderate and heavy freezing rain, small hail and hail.
11 No holdover time guidelines exist for this condition below -10 °C (14 °F).
12 If the LOUT is unknown, no holdover time guidelines exist below -25 °C (-13 °F).

CAUTIONS

- The cautions that apply to the holdover times in the table above can be found on page A-9.

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TABLE ADJ-9: ADJUSTED TYPE II HOLDOVER TIMES FOR CRYOTECH POLAR GUARD® II

Outside Air Temperature[1]	Fluid Concentration Fluid/Water By % Volume	Freezing Fog, Freezing Mist[2], or Ice Crystals[3]	Very Light Snow, Snow Grains or Snow Pellets[4,5,6]	Light Snow, Snow Grains or Snow Pellets[4,5,6]	Moderate Snow, Snow Grains or Snow Pellets[4,6]	Freezing Drizzle[7]	Light Freezing Rain	Rain on Cold-Soaked Wing[8]	Other[9]
-3 °C and above (27 °F and above)	100/0	2:09 - 3:02	2:28 - 2:59	1:27 - 2:28	0:49 - 1:27	1:12 - 1:31	0:57 - 1:08	0:11 - 1:31	
	75/25	1:54 - 3:02	2:17 - 2:55	1:05 - 2:17	0:30 - 1:05	1:16 - 1:31	0:30 - 0:53	0:07 - 1:16	
	50/50	0:38 - 1:05	0:53 - 1:12	0:19 - 0:53	0:08 - 0:19	0:15 - 0:34	0:07 - 0:15	CAUTION: No holdover time guidelines exist	
below -3 to -8 °C (below 27 to 18 °F)	100/0	0:42 - 1:54	1:50 - 2:09	1:05 - 1:50	0:38 - 1:05	0:27 - 1:12	0:27 - 0:34		
	75/25	0:30 - 1:08	1:46 - 2:17	0:49 - 1:46	0:23 - 0:49	0:19 - 0:49	0:27 - 0:34		
below -8 to -14 °C (below 18 to 7 °F)	100/0	0:42 - 1:54	1:31 - 1:46	0:53 - 1:31	0:30 - 0:53	0:27 - 1:12[10]	0:27 - 0:34[10]		
	75/25	0:30 - 1:08	1:31 - 1:54	0:42 - 1:31	0:19 - 0:42	0:19 - 0:49[10]	0:27 - 0:34[10]		
below -14 to -18 °C (below 7 to 0 °F)	100/0	0:19 - 0:38	1:12 - 1:43	0:27 - 1:12	0:08 - 0:27				
below -18 to -25 °C (below 0 to -13 °F)	100/0	0:19 - 0:38	0:30 - 0:42	0:11 - 0:30	0:03 - 0:11				
below -25 to -30.5 °C (below -13 to -23 °F)	100/0	0:19 - 0:38	0:19 - 0:23	0:05 - 0:19	0:02 - 0:05				

THIS TABLE IS FOR USE WHEN FLAPS/SLATS ARE DEPLOYED PRIOR TO DE/ANTI-ICING. HOLDOVER TIMES HAVE BEEN ADJUSTED TO 76 PERCENT.

NOTES

1 Ensure that the lowest operational use temperature (LOUT) is respected. Consider use of Type I fluid when Type II fluid cannot be used.
2 Freezing mist is best confirmed by observation. It is never reported by METAR however it can occur when mist is present at 0 °C (32 °F) and below.
3 Use freezing fog holdover times in conditions of ice crystals mixed with freezing fog or mist.
4 To determine snowfall intensity, the Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required.
5 Use light freezing rain holdover times in conditions of very light or light snow mixed with light rain or drizzle. The Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required to confirm the precipitation intensity is no greater than "light". No holdover times exist if the reported visibility correlates to a "moderate" or "heavy" precipitation intensity.
6 Use snow holdover times in conditions of very light, light, or moderate snow mixed with ice crystals.
7 Includes light, moderate and heavy freezing drizzle. Use light freezing rain holdover times if positive identification of freezing drizzle is not possible.
8 No holdover time guidelines exist for this condition for 0 °C (32 °F) and below.
9 Heavy snow, ice pellets, moderate and heavy freezing rain, small hail and hail.
10 No holdover time guidelines exist for this condition below -10 °C (14 °F).

CAUTIONS

- The cautions that apply to the holdover times in the table above can be found on page A-9.

Appendix A: FAA Adjusted Holdover Time Guidelines Winter 2023-2024

TABLE ADJ-11: ADJUSTED TYPE II HOLDOVER TIMES FOR KILFROST ABC-K PLUS

Outside Air Temperature[1]	Fluid Concentration Fluid/Water By % Volume	Freezing Fog, Freezing Mist[2], or Ice Crystals[3]	Snow, Snow Grains or Snow Pellets[4,5,6]	Freezing Drizzle[7]	Light Freezing Rain	Rain on Cold-Soaked Wing[8]	Other[9]
-3 °C and above (27 °F and above)	100/0	1:43 - 2:51	0:46 - 1:16	1:24 - 1:31	0:46 - 1:05	0:15 - 1:31	
	75/25	1:16 - 1:54	0:27 - 0:53	1:05 - 1:31	0:38 - 0:53	0:11 - 1:31	
	50/50	0:27 - 0:49	0:05 - 0:11	0:15 - 0:23	0:08 - 0:11	CAUTION: No holdover time guidelines exist	
below -3 to -8 °C (below 27 to 18 °F)	100/0	0:23 - 0:49	0:42 - 1:08	0:19 - 0:46	0:11 - 0:27		
	75/25	0:19 - 1:05	0:27 - 0:49	0:15 - 0:42	0:07 - 0:23		
below -8 to -14 °C (below 18 to 7 °F)	100/0	0:23 - 0:49	0:38 - 1:05	0:19 - 0:46[10]	0:11 - 0:27[10]		
	75/25	0:19 - 1:05	0:27 - 0:49	0:15 - 0:42[10]	0:07 - 0:23[10]		
below -14 to -18 °C (below 7 to 0 °F)	100/0	0:23 - 0:42	0:02 - 0:05				
below -18 to -25 °C (below 0 to -13 °F)	100/0	0:23 - 0:42	0:01 - 0:02				
below -25 to -29 °C (below -13 to -20 °F)	100/0	0:23 - 0:42	0:00 - 0:01				

THIS TABLE IS FOR USE WHEN FLAPS/SLATS ARE DEPLOYED PRIOR TO DE/ANTI-ICING. HOLDOVER TIMES HAVE BEEN ADJUSTED TO 76 PERCENT.

NOTES

1 Ensure that the lowest operational use temperature (LOUT) is respected. Consider use of Type I fluid when Type II fluid cannot be used.
2 Freezing mist is best confirmed by observation. It is never reported by METAR however it can occur when mist is present at 0 °C (32 °F) and below.
3 Use freezing fog holdover times in conditions of ice crystals mixed with freezing fog or mist.
4 To determine snowfall intensity, the Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required.
5 Use light freezing rain holdover times in conditions of very light or light snow mixed with light rain or drizzle. The Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required to confirm the precipitation intensity is no greater than "light". No holdover times exist if the reported visibility correlates to a "moderate" or "heavy" precipitation intensity.
6 Use snow holdover times in conditions of very light, light, or moderate snow mixed with ice crystals.
7 Includes light, moderate and heavy freezing drizzle. Use light freezing rain holdover times if positive identification of freezing drizzle is not possible.
8 No holdover time guidelines exist for this condition for 0 °C (32 °F) and below.
9 Heavy snow, ice pellets, moderate and heavy freezing rain, small hail and hail.
10 No holdover time guidelines exist for this condition below -10 °C (14 °F).

CAUTIONS

- The cautions that apply to the holdover times in the table above can be found on page A-9.

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TABLE ADJ-12: ADJUSTED TYPE II HOLDOVER TIMES FOR KILFROST ICE CLEAR II

Outside Air Temperature[1]	Fluid Concentration Fluid/Water By % Volume	Freezing Fog, Freezing Mist[2], or Ice Crystals[3]	Very Light Snow, Snow Grains or Snow Pellets[4,5,6]	Light Snow, Snow Grains or Snow Pellets[4,5,6]	Moderate Snow, Snow Grains or Snow Pellets[4,6]	Freezing Drizzle[7]	Light Freezing Rain	Rain on Cold-Soaked Wing[8]	Other[9]
-3 °C and above (27 °F and above)	100/0	1:05 - 1:50	1:50 - 2:13	1:01 - 1:50	0:30 - 1:01	0:46 - 1:12	0:30 - 0:49	0:11 - 1:31	
	75/25	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	50/50	N/A	N/A	N/A	N/A	N/A	N/A	CAUTION: No holdover time guidelines exist	
below -3 to -8 °C (below 27 to 18 °F)	100/0	0:49 - 1:58	1:39 - 1:58	0:53 - 1:39	0:30 - 0:53	0:23 - 0:57	0:27 - 0:42		
	75/25	N/A	N/A	N/A	N/A	N/A	N/A		
below -8 to -14 °C (below 18 to 7 °F)	100/0	0:49 - 1:58	1:31 - 1:50	0:49 - 1:31	0:27 - 0:49	0:23 - 0:57[10]	0:27 - 0:42[10]		
	75/25	N/A	N/A	N/A	N/A	N/A	N/A		
below -14 to -18 °C (below 7 to 0 °F)	100/0	0:27 - 0:34	0:42 - 0:49	0:23 - 0:42	0:11 - 0:23				
below -18 to -25 °C (below 0 to -13 °F)	100/0	0:27 - 0:34	0:23 - 0:27	0:11 - 0:23	0:06 - 0:11				
below -25 to -28 °C (below -13 to -18 °F)	100/0	0:27 - 0:34	0:19 - 0:23	0:08 - 0:19	0:05 - 0:08				

THIS TABLE IS FOR USE WHEN FLAPS/SLATS ARE DEPLOYED PRIOR TO DE/ANTI-ICING. HOLDOVER TIMES HAVE BEEN ADJUSTED TO 76 PERCENT.

NOTES

1 Ensure that the lowest operational use temperature (LOUT) is respected. Consider use of Type I fluid when Type II fluid cannot be used.
2 Freezing mist is best confirmed by observation. It is never reported by METAR however it can occur when mist is present at 0 °C (32 °F) and below.
3 Use freezing fog holdover times in conditions of ice crystals mixed with freezing fog or mist.
4 To determine snowfall intensity, the Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required.
5 Use light freezing rain holdover times in conditions of very light or light snow mixed with light rain or drizzle. The Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required to confirm the precipitation intensity is no greater than "light". No holdover times exist if the reported visibility correlates to a "moderate" or "heavy" precipitation intensity.
6 Use snow holdover times in conditions of very light, light, or moderate snow mixed with ice crystals.
7 Includes light, moderate and heavy freezing drizzle. Use light freezing rain holdover times if positive identification of freezing drizzle is not possible.
8 No holdover time guidelines exist for this condition for 0 °C (32 °F) and below.
9 Heavy snow, ice pellets, moderate and heavy freezing rain, small hail and hail.
10 No holdover time guidelines exist for this condition below -10 °C (14 °F).

CAUTIONS

- The cautions that apply to the holdover times in the table above can be found on page A-9.

Appendix A: FAA Adjusted Holdover Time Guidelines Winter 2023-2024

TABLE ADJ-19: ADJUSTED TYPE III HOLDOVER TIMES FOR ALLCLEAR AEROCLEAR MAX APPLIED UNHEATED ON HIGH SPEED AIRCRAFT[1]

Outside Air Temperature[2]	Fluid Concentration Fluid/Water By % Volume	Freezing Fog, Freezing Mist[3], or Ice Crystals[4]	Very Light Snow, Snow Grains or Snow Pellets[5,6,7]	Light Snow, Snow Grains or Snow Pellets[5,6,7]	Moderate Snow, Snow Grains or Snow Pellets[5,7]	Freezing Drizzle[8]	Light Freezing Rain	Rain on Cold-Soaked Wing[9]	Other[10]
-3 °C and above (27 °F and above)	100/0	0:34 - 1:27	1:01 - 1:20	0:30 - 1:01	0:14 - 0:30	0:19 - 0:38	0:11 - 0:19	0:04 - 0:30	
	75/25	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	50/50	N/A	N/A	N/A	N/A	N/A	N/A	CAUTION: No holdover time guidelines exist	
below -3 to -10 °C (below 27 to 14 °F)	100/0	0:38 - 1:16	1:01 - 1:20	0:30 - 1:01	0:14 - 0:30	0:19 - 0:34	0:11 - 0:19		
	75/25	N/A	N/A	N/A	N/A	N/A	N/A		
below -10 to -25 °C (below 14 to -13 °F)	100/0	0:30 - 1:20	1:01 - 1:20	0:30 - 1:01	0:14 - 0:30				
below -25 to -35 °C (below -13 to -31 °F)	100/0	0:19 - 0:46	0:34 - 0:46	0:15 - 0:34	0:08 - 0:15				

THIS TABLE IS FOR USE WHEN FLAPS/SLATS ARE DEPLOYED PRIOR TO DE/ANTI-ICING. HOLDOVER TIMES HAVE BEEN ADJUSTED TO 76 PERCENT.

NOTES

1 These holdover times are for aircraft conforming to the SAE AS5900 high speed aerodynamic test criterion. Fluid must be applied unheated to use these holdover times. No holdover times exist for this fluid applied heated. If uncertain whether the aircraft conforms to the low, middle, or high speed aerodynamic test criterion, no holdover time guidelines exist below -16°C (3°F).
2 Ensure that the lowest operational use temperature (LOUT) is respected. Consider use of Type I fluid when Type III fluid cannot be used.
3 Freezing mist is best confirmed by observation. It is never reported by METAR however it can occur when mist is present at 0 °C (32 °F) and below.
4 Use freezing fog holdover times in conditions of ice crystals mixed with freezing fog or mist.
5 To determine snowfall intensity, the Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required.
6 Use light freezing rain holdover times in conditions of very light or light snow mixed with light rain or drizzle. The Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required to confirm the precipitation intensity is no greater than "light". No holdover times exist if the reported visibility correlates to a "moderate" or "heavy" precipitation intensity.
7 Use snow holdover times in conditions of very light, light, or moderate snow mixed with ice crystals.
8 Includes light, moderate and heavy freezing drizzle. Use light freezing rain holdover times if positive identification of freezing drizzle is not possible.
9 No holdover time guidelines exist for this condition for 0 °C (32 °F) and below.
10 Heavy snow, ice pellets, moderate and heavy freezing rain, small hail and hail (Table Adj-47 provides allowance times for ice pellets and small hail for SAE Type III fluids, applied unheated).

CAUTIONS

- The cautions that apply to the holdover times in the table above can be found on page A-23.

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TABLE ADJ-20: ADJUSTED GENERIC HOLDOVER TIMES FOR SAE TYPE IV FLUIDS[1]

Outside Air Temperature[2]	Fluid Concentration Fluid/Water By % Volume	Freezing Fog, Freezing Mist[3], or Ice Crystals[4]	Very Light Snow, Snow Grains or Snow Pellets[5,6,7]	Light Snow, Snow Grains or Snow Pellets[5,6,7]	Moderate Snow, Snow Grains or Snow Pellets[5,7]	Freezing Drizzle[8]	Light Freezing Rain	Rain on Cold-Soaked Wing[9]	Other[10]
-3 °C and above (27 °F and above)	100/0	0:57 - 2:02	1:27 - 1:46	0:46 - 1:27	0:23 - 0:46	0:30 - 0:53	0:15 - 0:27	0:06 - 0:49	
	75/25	1:05 - 2:02	1:35 - 1:50	0:57 - 1:35	0:30 - 0:57	0:46 - 1:01	0:23 - 0:38	0:07 - 1:01	
	50/50	0:23 - 0:42	0:46 - 0:53	0:19 - 0:46	0:08 - 0:19	0:11 - 0:30	0:07 - 0:15	CAUTION: No holdover time guidelines exist	
below -3 to -8 °C (below 27 to 18 °F)	100/0	0:15 - 1:12	1:20 - 1:35	0:42 - 1:20	0:19 - 0:42	0:19 - 0:53	0:15 - 0:19		
	75/25	0:23 - 1:01	1:24 - 1:39	0:49 - 1:24	0:23 - 0:49	0:15 - 0:49	0:11 - 0:19		
below -8 to -14 °C (below 18 to 7 °F)	100/0	0:15 - 1:12	1:08 - 1:24	0:38 - 1:08	0:19 - 0:38	0:19 - 0:53[11]	0:15 - 0:19[11]		
	75/25	0:23 - 1:01	1:16 - 1:31	0:42 - 1:16	0:19 - 0:42	0:15 - 0:49[11]	0:11 - 0:19[11]		
below -14 to -18 °C (below 7 to 0 °F)	100/0	0:15 - 0:27	0:23 - 0:34	0:07 - 0:23	0:02 - 0:07				
below -18 to -25 °C (below 0 to -13 °F)	100/0	0:15 - 0:27	0:08 - 0:15	0:02 - 0:08	0:01 - 0:02				
below -25° C to LOUT[12] (below -13° F to LOUT)	100/0	0:15 - 0:27	0:05 - 0:08	0:02 - 0:05	0:00 - 0:02				

THIS TABLE IS FOR USE WHEN FLAPS/SLATS ARE DEPLOYED PRIOR TO DE/ANTI-ICING. HOLDOVER TIMES HAVE BEEN ADJUSTED TO 76 PERCENT.

NOTES

1 To use the HOTs in this table, ensure that the fluid and dilution being used is listed in the Type IV Fluids Tested for Anti-Icing Performance and Aerodynamic Acceptance table (Table 54). Any restrictions on the use of the fluid have to be identified and applied.
2 Ensure that the lowest operational use temperature (LOUT) is respected. Consider use of Type I fluid when Type IV fluid cannot be used.
3 Freezing mist is best confirmed by observation. It is never reported by METAR however it can occur when mist is present at 0 °C (32 °F) and below.
4 Use freezing fog holdover times in conditions of ice crystals mixed with freezing fog or mist.
5 To determine snowfall intensity, the Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required.
6 Use light freezing rain holdover times in conditions of very light or light snow mixed with light rain or drizzle. The Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required to confirm the precipitation intensity is no greater than "light". No holdover times exist if the reported visibility correlates to a "moderate" or "heavy" precipitation intensity.
7 Use snow holdover times in conditions of very light, light, or moderate snow mixed with ice crystals.
8 Includes light, moderate and heavy freezing drizzle. Use light freezing rain holdover times if positive identification of freezing drizzle is not possible.
9 No holdover time guidelines exist for this condition for 0 °C (32 °F) and below.
10 Heavy snow, ice pellets, moderate and heavy freezing rain, small hail and hail (Table Adj-48 provides allowance times for Type IV EG fluids and Table Adj-49 provides allowance times for Type IV PG fluids in ice pellets and small hail. If the glycol type is unknown, the allowance times for SAE Type IV PG fluids should be used).
11 No holdover time guidelines exist for this condition below -10 °C (14 °F).
12 If the LOUT is unknown, no holdover time guidelines exist below -25.5 °C (-14 °F).

CAUTIONS

- The cautions that apply to the holdover times in the table above can be found on page A-27.

TABLE ADJ-36: ADJUSTED TYPE IV HOLDOVER TIMES FOR CRYOTECH POLAR GUARD® ADVANCE

Outside Air Temperature[1]	Fluid Concentration Fluid/Water By % Volume	Freezing Fog, Freezing Mist[2], or Ice Crystals[3]	Very Light Snow, Snow Grains or Snow Pellets[4,5,6]	Light Snow, Snow Grains or Snow Pellets[4,5,6]	Moderate Snow, Snow Grains or Snow Pellets[4,6]	Freezing Drizzle[7]	Light Freezing Rain	Rain on Cold-Soaked Wing[8]	Other[9]
-3 °C and above (27 °F and above)	100/0	2:09 - 3:02	2:28 - 2:59	1:27 - 2:28	0:49 - 1:27	1:12 - 1:31	0:57 - 1:08	0:11 - 1:31	
	75/25	1:54 - 3:02	2:17 - 2:55	1:05 - 2:17	0:30 - 1:05	1:16 - 1:31	0:30 - 0:53	0:07 - 1:16	
	50/50	0:38 - 1:05	0:53 - 1:12	0:19 - 0:53	0:08 - 0:19	0:15 - 0:34	0:07 - 0:15	CAUTION: No holdover time guidelines exist	
below -3 to -8 °C (below 27 to 18 °F)	100/0	0:42 - 1:54	1:50 - 2:09	1:05 - 1:50	0:38 - 1:05	0:27 - 1:12	0:27 - 0:34		
	75/25	0:30 - 1:08	1:46 - 2:17	0:49 - 1:46	0:23 - 0:49	0:19 - 0:49	0:27 - 0:34		
below -8 to -14 °C (below 18 to 7 °F)	100/0	0:42 - 1:54	1:31 - 1:46	0:53 - 1:31	0:30 - 0:53	0:27 - 1:12[10]	0:27 - 0:34[10]		
	75/25	0:30 - 1:08	1:31 - 1:54	0:42 - 1:31	0:19 - 0:42	0:19 - 0:49[10]	0:27 - 0:34[10]		
below -14 to -18 °C (below 7 to 0 °F)	100/0	0:19 - 0:38	1:12 - 1:43	0:27 - 1:12	0:08 - 0:27				
below -18 to -25 °C (below 0 to -13 °F)	100/0	0:19 - 0:38	0:30 - 0:42	0:11 - 0:30	0:03 - 0:11				
below -25 to -30.5 °C (below -13 to -23 °F)	100/0	0:19 - 0:38	0:19 - 0:23	0:05 - 0:19	0:02 - 0:05				

THIS TABLE IS FOR USE WHEN FLAPS/SLATS ARE DEPLOYED PRIOR TO DE/ANTI-ICING. HOLDOVER TIMES HAVE BEEN ADJUSTED TO 76 PERCENT.

NOTES

1 Ensure that the lowest operational use temperature (LOUT) is respected. Consider use of Type I fluid when Type IV fluid cannot be used.
2 Freezing mist is best confirmed by observation. It is never reported by METAR however it can occur when mist is present at 0 °C (32 °F) and below.
3 Use freezing fog holdover times in conditions of ice crystals mixed with freezing fog or mist.
4 To determine snowfall intensity, the Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required.
5 Use light freezing rain holdover times in conditions of very light or light snow mixed with light rain or drizzle. The Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required to confirm the precipitation intensity is no greater than "light". No holdover times exist if the reported visibility correlates to a "moderate" or "heavy" precipitation intensity.
6 Use snow holdover times in conditions of very light, light, or moderate snow mixed with ice crystals.
7 Includes light, moderate and heavy freezing drizzle. Use light freezing rain holdover times if positive identification of freezing drizzle is not possible.
8 No holdover time guidelines exist for this condition for 0 °C (32 °F) and below.
9 Heavy snow, ice pellets, moderate and heavy freezing rain, small hail and hail (Table Adj-49 provides allowance times for Type IV PG fluids in ice pellets and small hail).
10 No holdover time guidelines exist for this condition below -10 °C (14 °F).

CAUTIONS

- The cautions that apply to the holdover times in the table above can be found on page A-27.

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TABLE ADJ-37: ADJUSTED TYPE IV HOLDOVER TIMES FOR CRYOTECH POLAR GUARD® XTEND

Outside Air Temperature[1]	Fluid Concentration Fluid/Water By % Volume	Freezing Fog, Freezing Mist[2], or Ice Crystals[3]	Very Light Snow, Snow Grains or Snow Pellets[4,5,6]	Light Snow, Snow Grains or Snow Pellets[4,5,6]	Moderate Snow, Snow Grains or Snow Pellets[4,6]	Freezing Drizzle[7]	Light Freezing Rain	Rain on Cold-Soaked Wing[8]	Other[9]
-3 °C and above (27 °F and above)	100/0	1:54 - 3:02	2:43 - 3:00	1:31 - 2:43	0:49 - 1:31	1:31 - 1:31	0:46 - 1:24	0:15 - 1:20	
	75/25	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	50/50	N/A	N/A	N/A	N/A	N/A	N/A	CAUTION: No holdover time guidelines exist	
below -3 to -8 °C (below 27 to 18 °F)	100/0	0:46 - 1:24	2:09 - 2:36	1:12 - 2:09	0:38 - 1:12	0:27 - 1:16	0:38 - 0:42		
	75/25	N/A	N/A	N/A	N/A	N/A	N/A		
below -8 to -14 °C (below 18 to 7 °F)	100/0	0:46 - 1:24	1:50 - 2:13	1:01 - 1:50	0:34 - 1:01	0:27 - 1:16[10]	0:38 - 0:42[10]		
	75/25	N/A	N/A	N/A	N/A	N/A	N/A		
below -14 to -18 °C (below 7 to 0 °F)	100/0	0:19 - 0:30	1:01 - 1:16	0:30 - 1:01	0:15 - 0:30				
below -18 to -25 °C (below 0 to -13 °F)	100/0	0:19 - 0:30	0:23 - 0:30	0:11 - 0:23	0:05 - 0:11				
below -25 to -29 °C (below -13 to -20 °F)	100/0	0:19 - 0:30	0:15 - 0:19	0:07 - 0:15	0:03 - 0:07				

THIS TABLE IS FOR USE WHEN FLAPS/SLATS ARE DEPLOYED PRIOR TO DE/ANTI-ICING. HOLDOVER TIMES HAVE BEEN ADJUSTED TO 76 PERCENT.

NOTES

1 Ensure that the lowest operational use temperature (LOUT) is respected. Consider use of Type I fluid when Type IV fluid cannot be used.
2 Freezing mist is best confirmed by observation. It is never reported by METAR however it can occur when mist is present at 0 °C (32 °F) and below.
3 Use freezing fog holdover times in conditions of ice crystals mixed with freezing fog or mist.
4 To determine snowfall intensity, the Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required.
5 Use light freezing rain holdover times in conditions of very light or light snow mixed with light rain or drizzle. The Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required to confirm the precipitation intensity is no greater than "light". No holdover times exist if the reported visibility correlates to a "moderate" or "heavy" precipitation intensity.
6 Use snow holdover times in conditions of very light, light, or moderate snow mixed with ice crystals.
7 Includes light, moderate and heavy freezing drizzle. Use light freezing rain holdover times if positive identification of freezing drizzle is not possible.
8 No holdover time guidelines exist for this condition for 0 °C (32 °F) and below.
9 Heavy snow, ice pellets, moderate and heavy freezing rain, small hail and hail (Table Adj-49 provides allowance times for Type IV PG fluids in ice pellets and small hail).
10 No holdover time guidelines exist for this condition below -10 °C (14 °F).

CAUTIONS

- The cautions that apply to the holdover times in the table above can be found on page A-27.

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TABLE ADJ-43: ADJUSTED TYPE IV HOLDOVER TIMES FOR KILFROST ABC-S PLUS

Outside Air Temperature[1]	Fluid Concentration Fluid/Water By % Volume	Freezing Fog, Freezing Mist[2], or Ice Crystals[3]	Very Light Snow, Snow Grains or Snow Pellets[4,5,6]	Light Snow, Snow Grains or Snow Pellets[4,5,6]	Moderate Snow, Snow Grains or Snow Pellets[4,6]	Freezing Drizzle[7]	Light Freezing Rain	Rain on Cold-Soaked Wing[8]	Other[9]
-3 °C and above (27 °F and above)	100/0	1:39 - 3:02	2:43 - 3:00	1:35 - 2:43	0:57 - 1:35	1:24 - 1:31	0:49 - 1:31	0:19 - 1:31	
	75/25	1:05 - 2:02	1:35 - 1:50	0:57 - 1:35	0:34 - 0:57	0:46 - 1:01	0:23 - 0:38	0:08 - 1:01	
	50/50	0:23 - 0:42	0:46 - 0:53	0:23 - 0:46	0:11 - 0:23	0:11 - 0:30	0:11 - 0:15		
below -3 to -8 °C (below 27 to 18 °F)	100/0	0:42 - 2:40	2:24 - 2:51	1:24 - 2:24	0:49 - 1:24	0:19 - 1:12	0:15 - 0:23		
	75/25	0:34 - 1:24	1:24 - 1:39	0:49 - 1:24	0:30 - 0:49	0:15 - 0:53	0:11 - 0:19		
below -8 to -14 °C (below 18 to 7 °F)	100/0	0:42 - 2:40	2:13 - 2:40	1:20 - 2:13	0:46 - 1:20	0:19 - 1:12[10]	0:15 - 0:23[10]		
	75/25	0:34 - 1:24	1:20 - 1:31	0:46 - 1:20	0:27 - 0:46	0:15 - 0:53[10]	0:11 - 0:19[10]		
below -14 to -18 °C (below 7 to 0 °F)	100/0	0:30 - 0:46	0:23 - 0:34	0:07 - 0:23	0:02 - 0:07				
below -18 to -25 °C (below 0 to -13 °F)	100/0	0:30 - 0:46	0:08 - 0:15	0:02 - 0:08	0:01 - 0:02				
below -25 to -28 °C (below -13 to -18 °F)	100/0	0:30 - 0:46	0:05 - 0:08	0:02 - 0:05	0:00 - 0:02				

CAUTION: No holdover time guidelines exist

THIS TABLE IS FOR USE WHEN FLAPS/SLATS ARE DEPLOYED PRIOR TO DE/ANTI-ICING. HOLDOVER TIMES HAVE BEEN ADJUSTED TO 76 PERCENT.

NOTES

1 Ensure that the lowest operational use temperature (LOUT) is respected. Consider use of Type I fluid when Type IV fluid cannot be used.
2 Freezing mist is best confirmed by observation. It is never reported by METAR however it can occur when mist is present at 0 °C (32 °F) and below.
3 Use freezing fog holdover times in conditions of ice crystals mixed with freezing fog or mist.
4 To determine snowfall intensity, the Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required.
5 Use light freezing rain holdover times in conditions of very light or light snow mixed with light rain or drizzle. The Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required to confirm the precipitation intensity is no greater than "light". No holdover times exist if the reported visibility correlates to a "moderate" or "heavy" precipitation intensity.
6 Use snow holdover times in conditions of very light, light, or moderate snow mixed with ice crystals.
7 Includes light, moderate and heavy freezing drizzle. Use light freezing rain holdover times if positive identification of freezing drizzle is not possible.
8 No holdover time guidelines exist for this condition for 0 °C (32 °F) and below.
9 Heavy snow, ice pellets, moderate and heavy freezing rain, small hail and hail (Table Adj-49 provides allowance times for Type IV PG fluids in ice pellets and small hail).
10 No holdover time guidelines exist for this condition below -10 °C (14 °F).

CAUTIONS

- The cautions that apply to the holdover times in the table above can be found on page A-27.

Appendix A: FAA Adjusted Holdover Time Guidelines Winter 2023-2024

TABLE ADJ-46: ADJUSTED HOLDOVER TIMES FOR SNOW MIXED WITH FREEZING FOG FOR SAE TYPE I, TYPE II, TYPE III, AND TYPE IV FLUIDS[1,2]

Outside Air Temperature	Type I[3] Aluminum	Type I[3] Composite	Type III[4]
below 0 °C to -3 °C (below 32 °F to 27 °F)	0:02 - 0:05	0:02 - 0:02	0:07 - 0:15
below -3 to -6 °C (below 27 to 21 °F)	0:02 - 0:03	0:01 - 0:02	0:07 - 0:15
below -6 to -10 °C (below 21 to 14 °F)	0:02 - 0:02	0:01 - 0:02	0:07 - 0:15
below -10 to -25 °C[6] (below 14 to -13 °F[6])	0:01 - 0:02	0:01 - 0:02	0:07 - 0:15[5]
below -25 °C to LOUT[6] (below -13 °F to LOUT[6])	0:01 - 0:02	0:01 - 0:02	0:04 - 0:08[5]

Outside Air Temperature	Concentration Fluid/Water By % Volume	Type II	Type IV
below 0 °C to -3 °C (below 32 °F to 27 °F)	100/0	0:11 - 0:21	0:11 - 0:23
	75/25	0:06 - 0:11	0:15 - 0:29
	50/50	0:03 - 0:06	0:04 - 0:10
below -3 to -8 °C (below 27 to 18 °F)	100/0	0:08 - 0:15	0:10 - 0:21
	75/25	0:04 - 0:10	0:11 - 0:25
below -8 to -14 °C (below 18 to 7 °F)	100/0	0:06 - 0:11	0:10 - 0:19
	75/25	0:04 - 0:08	0:10 - 0:21
below -14 to -18 °C (below 7 to 0 °F)	100/0	0:01 - 0:03	0:01 - 0:04
below -18 to -25 °C[6] (below 0 to -13 °F[6])	100/0	0:01 - 0:02	0:01 - 0:02
below -25 °C to LOUT[6] (below -13 °F to LOUT[6])	100/0	0:00 - 0:01	0:00 - 0:01

THIS TABLE IS FOR USE WHEN FLAPS/SLATS ARE DEPLOYED PRIOR TO DE/ANTI-ICING. HOLDOVER TIMES HAVE BEEN ADJUSTED TO 76 PERCENT.

NOTES

1 To use the HOTs in this table, ensure that the fluid and dilution being used is listed in the List of Qualified Fluids Tested for Anti-Icing Performance and Aerodynamic Acceptance table (Table 51 -Table 54). Any restrictions on the use of the fluid have to be identified and applied.
2 These holdover times are for use in -SN FZFG and SN FZFG. The Snowfall Intensities as a Function of Prevailing Visibility table (Table 50) is required to confirm the precipitation intensity is no greater than "moderate". No holdover times exist if the reported visibility correlates to a "heavy" precipitation intensity.
3 Type I Fluid / Water Mixture must be selected so that the freezing point of the mixture is at least 10 °C (18 °F) below outside air temperature.
4 To use the Type III fluid holdover times, the fluid brand being used must be known. AllClear AeroClear MAX must be applied unheated.
5 No holdover time guidelines exist below -16°C (3°F) for low speed aircraft and below -20.5 °C (-5 °F) middle speed aircraft. If uncertain whether the aircraft conforms to the low, middle, or high speed aerodynamic test criterion, no holdover time guidelines exist below -16°C (3°F).
6 Ensure that the lowest operational use temperature (LOUT) is respected. If the LOUT is unknown, no holdover time guidelines exist below -25 °C (-13 °F) for Type II fluids and below -25.5 °C (-14 °F) for Type IV fluids.

CAUTIONS

- The cautions that apply to the holdover times in the table above can be found on page A-54.

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9. BAGGAGE HANDLING

9.1. GENERAL

a. Baggage comprises such articles, effects and other personal property of a passenger that are necessary or appropriate for wear, use, comfort or convenience in connection with their trip; unless otherwise specified.
b. It shall include both checked and unchecked baggage of the passenger. The checked and unchecked baggage accompanies the passenger on the flight specified;
c. Unaccompanied baggage

9.1.1 Checked Baggage

Is a baggage of which FLY2SKY takes sole custody of and for which FLY2SKY has issued a baggage tag. Baggage identification tags which are issued by FLY2SKY in addition to the baggage check are for identification purposes only. A maximum single item weight is 32kg and dimensions length + width + height=158cm max.

9.1.2 Unchecked Baggage

Unchecked baggage is a baggage remaining in the care of the passenger and for which they are responsible.

9.1.3 Free Baggage Allowance

The free baggage allowance per passenger is fixed at 20 kg per passenger and indicated in the passenger's tickets.

Personal effects may be carried in excess of the baggage allowance on condition that these articles are not packed in the suitcases.

A guide dog, when accompanying passenger, shall be considered as “personal effects”.

9.1.4 Excess Baggage Charges

When the excess baggage weighs not more than 2 kg the passenger shall not pay anything; however, if the excess baggage mass is greater than 2 Kg. the passenger shall pay charges for the difference between the actual baggage mass and the free baggage mass allowance.

To perform an effective control and in order to avoid fraud on the part of the passenger, the cabin baggage will be labelled with a “Cabin Baggage” tag.

9.1.5 Personal Effects

Personal effects comprise all articles which the passenger can transport in the cabin without being tagged and weighed. These articles will not be registered on the ticket and the passenger himself is responsible for them. Only the items mentioned herein (see list below) will be considered as personal effects. All other kind of articles shall be handled as baggage.

1. Lady's handbag or pocket book.
2. Reading material for the flight.
3. Overcoat, blanket, or wrap.
4. Umbrella or walking stick.
5. Small camera and/or binoculars.
6. Infant's carrying basket.
7. Infant's food required for the flight.

9.1.6 Cabin Baggage

Cabin baggage comprises all articles not listed as personal effects but needed in the cabin by the passenger during the flight.

Cabin baggage must be restricted to one piece per passenger occupying one seat (infants are not allowed to carry cabin baggage and children sharing one seat are only allowed one per both) and he/she is responsible for such baggage.

The conditions under which they are accepted in the cabin are:

- Maximum mass: 8kg.
- Maximum dimension: 55 x 45 x 25 cm.

If these requirements are not met, the baggage will be transported in the cargo compartments.

In very exceptional cases, upon special request from the passenger and only with the explicit permission from FLY2SKY, bulky and fragile articles, exceeding the above mentioned limitations, will be accepted e.g. musical instruments, works of art, etc.

Such articles will remain under the passenger's supervision. If the article is of such a size or volume that it is obviously unsuitable for carriage in the passenger's cabin, it shall be loaded in the cargo compartment. The mentioned article must be adequately packed in order to preserve it from damage.

NOTE: Cabin Baggage must be labelled with "APPROVED CABIN BAGGAGE" tag.

9.2 BAGGAGE ACCEPTANCE FOR CARRIAGE

FLY2SKY assumes no responsibility for loss, damage to, or delay in the delivery of liquids, fragile or perishable articles, money, jewelry, negotiable papers or whatever type of valuable items carried in the passenger's checked baggage.

If a suitcase appears to be damaged, the passenger will be informed that the baggage is refused due to its condition.

If the passenger insists on his baggage being accepted, it may be accepted whenever there is no risk of loss of the contents and provided that information is documented on a Checked Baggage tag – Limited Release section:

"DAMAGED BAGGAGE BEFORE CHECK-IN" (refer to 7.7.3 - Process of Baggage Acceptance).

9.2.1 Fragile Articles

FLY2SKY Airlines bears no responsibility for fragile articles.

9.2.2 Tagging

Each passenger must receive the identification tag/s corresponding to his checked baggage. The identification tag/s shall be affixed to the outside cover of the passenger's ticket/ boarding pass.

9.2.3 Baggage Labels for Checked Baggage

Safeguard stocks of baggage tags at all times, and prevent them of becoming available to unauthorized persons.

Ensure that the destination shown on the baggage tag corresponds with the destination to which the baggage has been checked.

9.2.4 Cabin Baggage Labels

At check-in all cabin baggage may be provided with "APPROVED CABIN BAGGAGE" tag certifying that the cabin baggage has been weighed and is accepted to be within, dimensions and mass limits wise.

At stations where such a system is in force, cabin baggage presented at the gate without „APPROVED CABIN BAGGAGE" label will be considered as excess baggage.

9.2.5 Unaccompanied Baggage

- Unaccompanied baggage will emanate from a number of sources, typically rush bags. In each case a separate unaccompanied baggage manifest must be produced (mail accepted for carriage will be treated in the same manner as rush baggage and be listed on the same manifest)
- Each unaccompanied item is a subject to either X-Ray from 2 angles, or physical search, PIC shall be informed about its location in the holds.
- Be sure that each individual piece of baggage has been correctly loaded, notify the commander of the aircraft, and sign the unaccompanied baggage manifest
- The unaccompanied baggage manifest must be produced in duplicate. One copy will go forward with the flight documentation; the other will be attached to the accompanied baggage manifest.
- The unaccompanied baggage must be protected from unauthorized interference from the moment of acceptance until loaded on board the aircraft.

9.2.6 Limited Release Baggage

When a baggage is presented at check-in and falls into one or more of the categories listed below a “Limited Release” section must be filled and damage must be indicated on the diagram on the reverse side of the Checked Baggage tag:

- Fragile
- Unsuitably packed
- Damaged
- Late Check-in
- Not permitted as Cabin Baggage

9.3 BAGGAGE IRREGULARITIES

9.3.1 Introduction

The information included in this chapter is a guide to baggage irregularities and their solutions.

9.3.2 Property Irregularity Report (P.I.R.)

Whenever a passenger wishes to complain about any irregularity of his baggage, such as missing, damaged or stolen; a Property Irregularity Report (P.I.R.) shall be issued in triplicate in the presence of the passenger provided that:

1. Passenger received his P.I.R. personal copy
2. P.I.R. has to be inserted in a World Tracer system
3. FLY2SKY Ground Handling received copy of P.I.R. via SITA, email or fax

Baggage irregularity complaints must be submitted immediately upon arrival at the airport of destination. Claims presented later shall be made in writing within (7) seven days calendar from the date of travel for damaged bags and (21) twenty-one calendar days in the case of delayed or missing baggage.

9.3.3 Information to Passengers

If required, the passenger shall be advised that a P.I.R. is a written notice of claim without implying acknowledgement of liability on the part of FLY2SKY.

The passenger will be requested to fill in a claim form with full particulars, such as a list of contents and its approximate value, and attach:

1. Copy of the passenger ticket
2. Copy of the P.I.R.
3. Checked Baggage tag

4. Passport copy

However, if applicable, passenger shall be advised to turn to his/her insurance company.

NOTE: No liability for lost or damaged baggage shall be acknowledged on behalf of FLY2SKY Airlines before a proper investigation has been carried out.

9.3.4 Found Unchecked Baggage or Property

If during the post-flight check any passenger items left are found by cabin crew, the record is made in Senior Cabin Crew Member Flight Report and Lost/Left Items form.

The item left shall be handed over to Ground handling agent. Any lost or forgotten object or baggage found on board must be handed over to the Lost & Found Office at the arrival station. If there is any kind of information on the identity of the owner, attempts shall be made to restore the property as soon as possible, at the owners expense.

9.4 SPECIAL TRANSPORTATION

9.4.1 Introduction

The procedures as set forth in this introduction provide Handling Agents with clear and specific guidelines and rates for the transportation on FLY2SKY flights, the baggage that exceeds passenger's normal baggage allowance, as well as sport equipment and any other items requiring special transport.

FLY2SKY Handling Agents and subcontractors shall be fully aware of these procedures and rates.

Prior to accepting on board of FLY2SKY flight any specific item, which due to its nature, mass or dimensions cannot be considered as normal baggage and/or exceeds the usual baggage allowance, FLY2SKY Ground Handling shall be contacted 72 hours in advance in order to obtain authorization, if the item is not mentioned in the current tariffs.

Rates as stated herein will be updated yearly in accordance with the annual inflation rate and will reflect the effective date of implementation and period of validity.

9.4.2 Excess Baggage

The general policy is that passengers carrying excess baggage must pay excess baggage charges. Excess baggage service is not used in everyday operations and fees will be sent to FLY2SKY Ground Handling in advance before the flight.

9.5 SPORT EQUIPMENT CONDITIONS OF TRANSPORT

9.5.1 Introduction

Passengers carrying any sporting equipment mentioned below must be in possession of a confirmed reservation issued by FLY2SKY.

Mass of skis and ski sticks, golf-bag, bicycle, diving and windsurfing equipment, etc. is not included in the free baggage allowance, and shall be charged at the excess baggage rates. Such equipment will be transported with the same aircraft as the passenger.

Transportation of sporting equipment is, however, subject to mass and space availability after loading of all passengers' baggage.

9.5.2 Bicycles

Bicycles must be dismantled: front wheel must be put in frame, pedals must also be dismantled, handle bars must be placed in the same direction as the frame, and packed, either in a cardboard box or in a plastic bag in order to protect the remaining baggage of the other passengers from being damaged.

9.5.3 Water Ski Equipment

Must be suitably packed to avoid damage to other passengers' baggage.

9.5.4 Diving Equipment

Suitably packed and bottles emptied before acceptance at check-in. Check-in Staff will verify that bottles are empty by opening the regulator.

9.5.5 Golf Sets

The weight of the golf set (containing clubs and pair of golf shoes) can be up to a maximum mass of 15 kilos.

9.5.6 Surfing Equipment and Windsurfing Board

Must be suitably packed in a special case for transportation to avoid damage to the other passengers' baggage and its dimensions shall not exceed 400cm x 65cm x15cm.

9.6 LIVE ANIMALS LIMITATIONS

Passengers carrying animals must be in possession of a confirmed reservation for transportation animals issued by FLY2SKY. Confirmation must be shown in PNL. If not, FLY2SKY OCC must authorize transportation.

The passenger who transports the pet, must be in possession of all documents required by the authorities at destination.

Carriage of rodents is only permitted by prior permission.

Natural enemies of animals (i.e. Cats & Dogs) shall be separated unless belonging to the same family.

Commander and handling staff shall ensure that no animal is carried in the cabin which might impede an emergency evacuation.

9.6.1 PETC – Pet in Cabin

A maximum of 4 adult animals, including service animals. Dispensation of the maximum number of animals in the cabin (normal conditions) can be given by the Commander.

- Up to three puppies/small dogs and small kittens may be transported in the same container in the cabin.
- They count as 1 animal for booking purposes, charging and transportation. Thereby the total number of animals in the cabin may exceed 4 animals, but there shall never be more than four container/bags.

9.6.2 AVIH – Animals Loaded as Hold Baggage

Aircraft Type	Number of kennels/cages	Remarks
A320	3	Please check capabilities of each aircraft with DGM@fly2sky.aero
A321	3	Please check capabilities of each aircraft with DGM@fly2sky.aero

Isolation from Cold Transfer Beneath Animal Cages

Loaded animal cages need to be insulated from cold transfer, as the aircraft does not have heated floors in the cargo compartments. Insulation can be made by various methods, such as: Spreader boards under the cage; insulating material, blankets etc.

Please check the table below before to accept Live Animals

A/C REG / MSN		FWD Cargo Ventilation	AFT Cargo Ventilation	AFT Cargo Heating	AVIH
LZ-MDK	**MSN 1422**	NO	NO	NO	NO
LZ-MDI	**MSN 3378**	NO	NO	NO	NO
LZ-FSA	**MSN 4247**	NO	NO	NO	NO
LZ-FSB	**MSN 3055**	NO	NO	NO	NO
LZ-FSD	**MSN 3461**	NO	YES	YES	YES
LZ-FSE	**MSN 4023**	RESERVED	RESERVED	RESERVED	RESERVED
LZ-FSF	**MSN 3605**	NO	YES	YES	YES
LZ-FSG	**MSN 5228**	NO	NO	NO	NO
LZ-FSH	**MSN 1932**	NO	NO	NO	NO
LZ-FSI	**MSN 1960**	NO	NO	NO	NO

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9.8. MAIL HANDLING

The exchange of mail between countries is governed by international treaty administered by the Universal Postal Union ("UPU"), a specialized agency of the United Nations.

Mail can either be high priority traffic or space available traffic depending on the nature of the goods being mailed and on the transport agreement between the FLY2SKY and the contracting Postal Operator. FLY2SKY may establish a maximum amount of mail for a particular flight if uplift is available. Capacity can be reserved or allocated to a Postal Operator and shall the volume of mail offered for carriage by that Postal Operator exceed its allocated capacity, FLY2SKY is not required to but would try to transport the mail exceeding the allocation when possible and always in accordance with any existing bilateral contract agreement between FLY2SKY and the Postal Operator.

When handling airmail, FLY2SKY and handling agents shall apply the following procedures for handling of airmail.

STOWAGE

Documents handed to FLY2SKY by Postal Operators or handed over at a point of transfer shall be stowed in the flight portfolio or other special pouch in which flight documents are kept and extracted immediately on arrival of the aircraft at its destination.

Additional Documents for Through-Going Mail

Arrangements for additional documents shall be made with the administration of origin. On occasion airlines may need to raise extra copies of documents for use at transfer stations.

Point-to-Point Operation

For point-to-point operation, the five copies of the CN 38, CN 47 and CN 41 or CN 46 delivery bills shall be distributed in the following way:

- one copy, signed as a receipt for the mails by the airline or the authority responsible for the ground services, shall be retained by the dispatching office;
- two copies shall be retained at the airport of loading by the airline carrying the mails:
- the first shall be kept at point of origin;
- the second shall be for documentation/statistics;
- two copies shall be inserted in an envelope made of light-blue paper or any other special pouch easily to be identified holding mail-documents, in the form of the annexed specimen CN 45, for conveyance in the aircraft's flight portfolio or other special pouch in which the flight documents are kept. Upon arrival at the airport of off-loading of the mails, these two copies shall be used as follows:
- the first, duly signed as a receipt for the mails, shall be kept by the airline which has carried the mails;
- the second shall accompany the mails to the post office to which the CN 38, CN 41, CN 47 or CN 46 delivery bill is addressed.

OUTBOUND MAIL

Before the mail is accepted for transportation a check shall be made by the FLY2SKY handling personnel in order to verify that:

- the mail bags, containers, etc. ("receptacles") are in proper condition showing no signs of prior damage or deterioration;
- a routing label is securely and durably affixed to each receptacle;
- 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;

- all labels and the accompanying documents conform with the mail to be transported (unless a paperless agreement has been initiated between the carrier and the posts);

Should there be irregularities with specific mail receptacles, those receptacles shall be rejected from transport and returned to the Postal Operator with an explanation of the reason for rejection.

Mail tendered to the FLY2SKY for carriage may fall into three general categories:

1. priority mail shipments (letters, parcels and EMS or express mail) which are intended to move on the most expeditious means possible and on specific flight/route assignments;

2. economy mail shipments (space available/S.A.L. mail) which are intended to move on a deferred basis not necessarily on specific flight/route assignments, but within a given number of days specified by contract;

3. empty mail receptacles which are intended to move at the most deferred basis as they are being returned without contents to the Postal Operator who owns the receptacles.

The mail shall be prepared by the Postal Operator for transportation by FLY2SKY as follows:

- Priority mail shall have CN 35 or CP 84 labels affixed to each receptacle by the Postal Operator and shall be presented along with and accompanied by CN 38 Delivery Bills. (see below or in AHM351)
- Economy (SAL) mail shall have CN 36 or CP 85 labels affixed to each receptacle by the Postal Operator and shall be presented along with and accompanied by CN 41 Delivery Bills. (see below)
- Empty receptacles shall have CN 36 labels affixed to each bundle by the Postal Operator and shall be presented along with and accompanied by CN 47 Delivery Bills (see below)

Upon acceptance of the mail at the first origin of its transport, the bar coded mail labels of any mail receptacles not rejected by handling personnel shall be scanned or recorded using other electronic means. The Mail Registration Device (MRD) can be used as an alternative to individual scanning by handlers at the acceptance stage. The MRD allows to capture the date/time when a handling unit containing mail (e.g. ULD, airline cart, postal cart) changes custody, with a single scan. The post produces a bar coded label affixed to that handling unit which the airline scans with the MRD, registering an acceptance of custody, for all receptacles within the handling unit.

The receptacle information shall be transmitted by the handling agent to FLY2SKY or transmitted on behalf of FLY2SKY to the origin Postal Operator confirming the receipt of the receptacles by the FLY2SKY.

In case receptacles were rejected by the handling personnel, there may be a contractual requirement to also scan and separately transmit the handling event to the contracting Postal Operator.

Instead of scanning or if the mail is tendered with receptacle labels that are not bar coded for scanning, the handling personnel shall make a correction to any Delivery Bill documents to reflect the rejection of improperly prepared, damaged or missing receptacles as well as corrections to note the addition of any receptacles tendered by the Postal Operator that are not listed on the documents.

The CN 38, CN 41 or CN 47 Delivery Bill documents accompanying the mail shipment will be signed as a receipt for the Postal Operator of origin who will retain one copy of the document.

OUTBOUND MAIL (document copy distribution):
Two copies of the Delivery Bill shall be retained by the FLY2SKY at origin (one for station file and one for accounting and invoicing) and the remaining copies shall be forwarded with the mail as it is being transported. Two copies of the Delivery Bill shall be inserted in a CN 45 envelope. These shall be conveyed in the aircraft's 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.

INBOUND MAIL
The inbound mail will be unloaded from the aircraft and brought expeditiously to the designated area where it can be delivered to the receiving Postal Operator.
The delivery to the receiving area shall take place within the time ordinarily needed at the delivery airport within 60 minutes (which is within 90 minutes of actual flight arrival) although bilateral arrangements between the contracting Postal Operator and the FLY2SKY can occur which could make this time frame shorter or longer on a case by case basis.

NOTE: at airports where a Critical Tag Time procedure has been implemented, all reasonable efforts must be made to deliver the priority mails before such time.

Unless a paperless agreement has been initiated between the carrier and the posts, two copies of the Delivery Bill shall be tendered to the Postal Operator at destination.

The inbound mail shall be checked against the respective documents or (alternatively) shall have the bar coded mail labels scanned by handling personnel to record the delivery time of each receptacle handed over to the Postal Operator at destination.

One copy of the Delivery Bill duly signed by the Postal Operator at destination as a receipt for the mails shall be kept by the airline which has carried the mails.

Should there be any difference between the mail listed on the Delivery Bill and the mail actually delivered by the FLY2SKY, those differences shall be noted by either deleting or adding receptacle information to the Delivery Bill supplied to the carrier at origin by the contracting Postal Operator.

In case the Delivery Bill is missing, FLY2SKY will complete a CN 46 Substitute Delivery Bill.

FLY2SKY /Handling agent shall obtain on the CN 38, CN 41, CN 47 or CN 46 forms a stamp or the signature of the receiving Post Office representative who shall note the date and time the mail was delivered.

In the event the destination Postal Operator is unable or unwilling to sign or stamp the Delivery Bills, FLY2SKY personnel shall write the date and time of delivery on the Delivery Bills, indicating “signature unavailable” on the form, and signing the form with the annotation “by FLY2SKY on behalf of XXXXXX Post.”

Many Postal Operators have developed an electronic receipting system for mail consignments delivered to them by transport carriers. That receipting system may be used instead of the Delivery Bill process described above. Instead of the signed copy of the CN 38 or CN 41 forms, the receiving Postal Operator can provide the FLY2SKY with a printed copy of the electronic receipting record for that consignment. In instances where the receiving Postal

Operator and FLY2SKY are able to exchange electronic messages between them, the receipt message requirement is satisfied if transmitted electronically. Reconciliation against the origin data is to be made and discrepancy report transmitted and analysed.

FLY2SKY may also choose to provide mail receptacle delivery information to various Postal Operators by scanning bar coded labels or other techniques capable of capturing and

transmitting delivery events. This electronic capture and reporting shall be performed at all airports where the practice is possible.

Some airports are equipped with the IPC developed Mail Registration Device (MRD). At these airports, the FLY2SKY handler will register the inbound flight details and then only needs to scan a single receptacle from each handling unit they are handing over to the destination post. A "handover" label with the accurate date/time of delivery is issued by the MRD and will be attached to each respective handling unit which records surrender of custody.

Procedures for delivery may have slight differences when comparing the practices at one airport against those of another, local practices shall prevail provided the timely delivery, data capture and reporting principles are respected.

TRANSFER MAIL

When a Postal Operator wishes for direct transshipment of its mails using an intermediate transfer airport between the origin and destination, they shall ensure the full and complete routing legibly appears on all CN 35, CN 36, CP 84 or CP 85 receptacle labels and the accompanying CN 38, CN 41 and CN 47 Delivery Bills.

The origin Postal Operator shall make prior arrangements related to the 2nd leg with the all involved carriers.

The receptacle information shall be transmitted by the handling agent to FLY2SKY or transmitted by the handler on behalf of FLY2SKY Airlines to the origin Postal Operator.

OPERATIONAL IRREGULARITIES

Mail in most instances is high priority traffic and shall always reach its destination as soon as possible.

Origin City

In case of a delayed departure or a cancelled flight, the origin Postal Operator shall be informed of the expected length of the delay or rerouting possibilities. If the mail is to be re-routed on the services of another air carrier, the affected mail receptacles shall be delivered to the local Postal Operator against receipt on the Delivery Bills CN 38, CN 41, CN 47 or CN 46 substitute if these forms are available at the time. Such delivery may alternatively be documented by scanning of the bar coded receptacle labels.

Unplanned Intermediate City

When an aircraft interrupts its flight at an intermediate point for any length of time likely to delay the mails or when, for any reason whatsoever, the mails are unloaded at an airport other than that given on the Delivery Bills, FLY2SKY shall apply the specific arrangements or procedures previously agreed with the origin Postal Operator.

Failed Planned Transfer at an Intermediate City

If mails which have been documented for direct aircraft-to-aircraft transfer fail to connect with the scheduled flight at the transfer airport, the airline responsible for handing over the mails can itself arrange for the mail to be reforwarded within 24 hours, or on a later flight when this has been agreed with the Postal Operator of origin.

Unlabeled Mail Receptacles

If mail is found without a routing label affixed, unless specific local airport procedures or the bilateral contract between the FLY2SKY and the origin Postal Operator provide different instructions, the mail shall be delivered to the local Postal Operator for identification and issuance of a replacement label.

Damaged Mail

If mail is found damaged, and the destination can still be identified, the receptacle shall be strengthened and taken to destination. If the destination cannot be identified, instructions from origin postal operator shall be sought. Only on very rare occasions shall the mail be transferred to the local postal operator in the transit country along with an incident report. In such cases, unless specific local airport procedures or the bilateral contract between FLY2SKYand the origin Postal Operator provide different instructions, the mail shall be delivered to the local Postal Operator together with an incident report providing as much details as possible. The origin and destination post shall be notified by receiving a copy of the incident report.

Mail items prohibited from transportation by air

If mail is discovered to contain items prohibited from transportation by air, the mail shall be delivered as appropriate together with an incident report providing as much details as possible as follows:

- at origin to the tendering Postal Operator;
- destination to the receiving Postal Operator;
- transit stations to the local Postal Operator.

Arrival at an Incorrect Destination

Unless contract arrangements between the origin Postal Operator stipulate differently, if mail arrives on an FLY2SKY at the incorrect destination it shall be re-forwarded on FLY2SKYnext available flight or series of flights in the most expeditious routing possible to the correct destination.

Irregularity Reports by a Postal Operator at an Intermediate City

When the mails are transited through an intermediary airport of FLY2SKY, the Delivery Bill mentioning any irregularities established by the intermediate Postal Operator on taking over the mails shall where possible shall be countersigned by the FLY2SKY or its representative.

The copies of the Delivery Bill must indicate the reservations made with respect to the carrier service.

Irregularities may also be documented by the intermediate Postal Operator who will complete an irregularity form to record the noted irregularity.

When the mails are transported in airline containers, these reservations shall relate solely to the condition of the container and of its fastening and seals. Based on the intermediate Postal Operator's information provided in the irregularity report, FLY2SK handling personnel at the airport where the irregularity is noted shall send a Mail Irregularity Message to FLY2SKYground operations department who will in turn notify respective Postal Operator and give full details of the irregularity.

EMPTY MAIL BAGS

According to an agreement between IATA and the UPU, empty airmail bags shall be returned to the Postal Operator of origin accompanied by CN 47 under the following conditions:

- carriage on space available basis only;
- in principle by the same airline which brought in the mail;
- the bundles of bags are labelled with a CN 36 label;
- as agreed between FLY2SKY and the Postal Operator which owns the bags.

If capacity is not available, FLY2SKY and the origin Postal Operator shall work together to find a mutually agreeable solution.

MISSING AIRMAIL AT DESTINATION

Tracing action shall be initiated by the station of irregularity and shall start immediately when the irregularity is discovered. The following needs to be done:

- check if an off-loaded/short-shipped message has been received from any on-line station;
- search the aircraft;
- check if the mail has been misplaced locally;
- inform the origin and destination Postal Operators;
- if the missing mail does not arrive on another flight within 24 hours, initiate a trace request to the station of departure and all on-line stations.

MISSING DOCUMENTS

Unless a paperless agreement has been initiated between FLY2SKYand the posts; when no documents are received, FLY2SKY /handler can issue a substitute document (CN 46) based on the details on the bags/containers received.

Destination Postal Operator needs to be notified that a substitute CN 38 has been raised and a duplicate copy of the missing documents needs to be sent from the origin station. Postal Operator needs to check the substitute document on receipt to be sure that no mail is missing.

AIRMAIL DOCUMENTS

The following airmail documents specified by the Universal Postal Union (UPU) Convention are used for transportation. They are necessary for accounting of airmail.

CN 28—Envelopes for the makeup of airmail
CN 35—Airmail bag labels for priority mail Letters (LC, AO)
CN 36—Airmail bag labels for S.A.L. mail letters (LC, AO)
CN 38—Delivery Bill for Priority airmail shipments (LC, AO, CP)
CN 41—Delivery Bill for S.A.L. airmail shipments (LC, AO, CP) non Priority mail
CN 42—Direct transfer label
CN 45—Transmission Envelope to contain CN 38, CN 41 or CN 47 Delivery Bill
CN 46—Substitute Delivery Bill issued by the carrier
CN 47—Delivery Bill for return of empty airmail bags
CP 84—Airmail bag labels for priority mail Parcels (CP)
CP 85—Airmail bag labels for S.A.L. airmail Parcels (CP)

9.8 TRAINING REQUIREMENTS

refer to 1.10.9. – Training of Ground Handling and Cargo Personnel

9.9 CARGO ACCEPTANCE

CGO 3.1.1 (i), CGO 3.1.1 (iii), CGO 3.2.11

FLY2SKY accepts shipments directly from shippers, consignors, freight forwarders. It is important that correct acceptance procedures are followed so that a shipment reaches its destination safely. Attention must be paid to the accurate documentation, correct packaging and labelling, and compliance with local and government regulations.

When accepting a shipment, a visual assessment regarding its contents is necessary to determine if the shipment corresponds to the information described in the documents.

Dispatch and transportation of mail, cargo and luggage has to be done According to the IATA cargo regulations and FLY2SKYGround Operations Manual regulations. Additional valid national documentations as well as company procedures and regulations of FLY2SKY must be observed. IOSA CGO 3.1.1 (i); IOSA CGO 3.1.1 (ii)

FLY2SKY does not accept interline cargo on flights operated under F6/VAW callsing.

Non-revenue cargo, is accepted and handled in the same way as revenue cargo.

On behalf of FLY2SKY the cargo handling company has the full responsibility for cargo acceptance, package, marking, labelling and documentation. The cargo handling company is also responsible that the prescribed handling procedure is observed.

It is mandatory that sufficient notices with information about the transport of dangerous goods with visual examples (including lithium batteries) are displayed at all points where cargo and baggage is accepted by/on behalf of FLY2SKY. This requirement applies to all stations, where cargo may be offered and/or accepted. It is FLY2SKY requirement that all Ground/Cargo handling agents comply with this requirement and ensure that suitable notices are permanently displayed in accordance with the IATA DGR. Third party handlers are required to produce appropriate warning notices themselves from IATA or other suitable alternative source. CGO 3.2.11

Whenever FLY2SKY transports revenue or non-revenue or interline cargo, it shall ensure that the following points are considered:

- Only accept cargo types for which the facilities are suited, the staff is trained and which the FLY2SKY accept for carriage.
- When doing or supervising the function of accepting cargo for air transport, always perform the following general steps:
  - Go through the Air Waybill (AWB) and where applicable other relevant documents, checking for accuracy and completeness. Do not record the AWB and accept the cargo until all missing and/or incorrect information has been provided and corrected.
  - Inspect the cargo for signs of tampering and damage before recording the AWB and accepting the cargo.
  - Check that the shipment description and number of items stated on the documentation matches
  - the cargo presented at the time of acceptance.
  - If you find undeclared and/or mis-declared Dangerous Goods in cargo, do not accept the cargo. If you are not authorized to do so, call the Supervisor to handle the situation and complete the incident report.
  - Inspect any cargo delivered for transportation for damage.
  - Inspect the packaging of the cargo to make sure it is of a standard suited to the contents and able to protect the cargo from any accidental damage that could be caused during the normal handling and transporting of the cargo.
- Make sure the packaging is constructed to:
  - avoid any chance of damage to other cargo, the aircraft, the handling equipment;
  - avoid any risk to any people involved in handling the cargo;
  - allow special labels to remain visible;
  - avoid the use of plant/organic cushioning/absorbing materials such as straw and untreated wood products as they may be prohibited by quarantine restrictions.
- Give reasons for refusing to accept the cargo to the person delivering the cargo.
- Make sure that all documentation is sent on, captured correctly in a computer system, or handed over to the correct people, so that all the information is available to be able to load the flight correctly.
- BUPs (Build Up Pallets) must be accepted only if properly palletized, contoured and netted.

Before any cargo is accepted for carriage on an FLY2SKY aircraft following shall be ensured:

1. For cargo that can be identified as having the application of screening or other security controls confirmed or accounted for by a regulated agent or an entity approved by the relevant authority (known cargo), a process to ensure such cargo is:

- Delivered by a regulated agent, a nominated representative of an entity approved by the relevant authority, or a known representative of FLY2SKY;
- The cargo is visually inspected from the exterior for signs of tampering, exposed wires, leaks, contents inconsistencies, or other suspicious conditions that may indicate the cargo is unsafe to transport.
- Other signs of tampering may include fresh scratch marks, inordinate weight or balance, unusual smells, an odd piece that does not match the rest of the cargo carried, size, weight, shape of the item is inconsistent with the item described on the cargo manifest/airway bill.
- Accompanied by all required information (paper or electronic) corresponding to the cargo being delivered, including documentation that details the security status (e.g. consignment security declaration);
- Subjected to additional security controls as required by risk assessment.

2. For cargo that cannot be identified as having the application of screening or other security controls confirmed or accounted for by a regulated agent or an entity approved by the relevant authority (unknown cargo), a process to ensure such cargo is subjected to screening or other security controls as accepted by the applicable state.

9.9.1 Acceptance from known Shipper or Forwarder

When accepting cargo and/or mail shipment(s) the following information must be known:

The Shipper/Consignor, Surface transportation has been performed by a known party,

No deviation from agreed security procedures has been made ("secured" noted on air waybill).

Important: If a shipment does not meet the above requirements it must be screened before being loaded.

9.9.2 Acceptance from unknown Shipper or Forwarder

If a shipment is delivered from an unknown shipper/consignor or forwarder, or if the word “unsecured” is present in the air waybill, the shipment must be screened before it is loaded. Shipment meeting criteria from above must:

- have an organization number,
- be a known air cargo service user,
- have an established relation with FLY2SKY and/or a Security Approved Freight Forwarder,
- have/give consent to the shipments screening,
- in writing assure that the shipment has been protected against unauthorized access.

9.9.3 Shipper’s Declaration

refer to 5.14 - INTRODUCTION TO SHIPPER’S DECLARATION

9.9.4 AIR Waybill

refer to 5.12 - INTRODUCTION TO AIR WAYBILL (AWB)

9.9.5 Packaging

Packaging must correspond to the contents and be capable of protecting the goods from any accidental damage that could be caused during the normal process of handling and

transportation. Both, contents and packaging must be reliable, so that no damage would be caused to other cargo, aircraft, and equipment or cause injury to personnel.

Special packaging requirements may apply to some shipments as indicated below (refer to 9.15 – SPECIAL CARGO).

9.9.6 Labelling And Identification

The shipper is responsible for clearly marking and labelling all packages with the consignee's full name and address. An air cargo identification label or tag must be affixed to each package. Special labels shall be used for:

- Perishables (refer to IATA Perishable Cargo Handling Guide)
- Dangerous goods (refer to IATA DGR and refer to 3.3.3 - Radioactive Materials (RRY and RRW)
- Live animals (refer to IATA Live Animals Regulations)
- Fragile articles (refer to IATA Principles of Cargo Handling)
- Other handling labels such as "This Way Up" shall be used as appropriate.

9.9.7 Cargo Manifest

refer to 5.13 - INTRODUCTION TO CARGO MANIFEST

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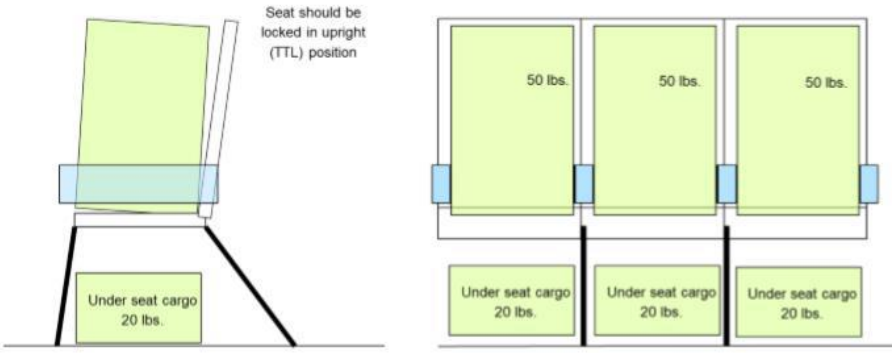
9.10 CARGO LOADING ON PASSENGER SEATS

Following rules to be followed in case of loading cargo on passenger seats.

1. Cargo shall be loaded so that there is sufficient access to the cargo to allow effective fire-fighting.
2. When cargo is loaded on the floor, the height of the cargo shall not exceed 127 cm (50 inches) (approximately the height of a typical economy class seat).
3. Cargo loaded on a seat shall not exceed 22,5 kg (50 lbs) per seat place and shall not extend above the seat back height.
4. 'Under seat stowage' is allowed only if the seat is equipped with a restraint bar system and the cargo items can be placed fully underneath the seat. The loading of the cargo under each seat should not exceed 9 kg (20 lbs).
5. Maximum height of cargo not higher than top of seat backrest.
6. No DG allowed to be loaded in cabin as Cargo Example of cargo loading on passenger seats follows on next page.

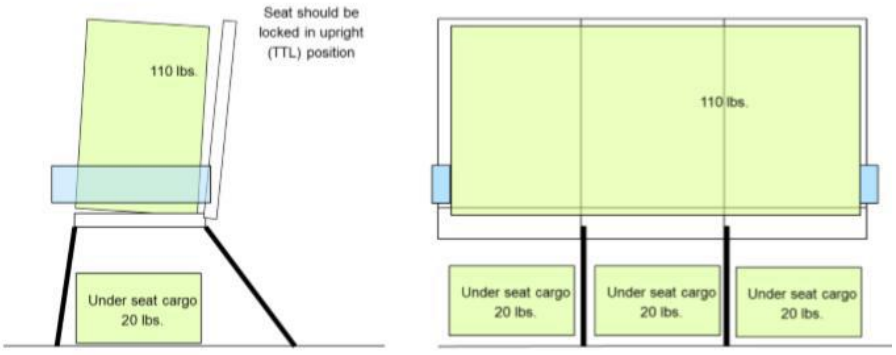
Interim cargo carriage on seat for 3 boxes maximum 22.5kg (50 lbs)

Maximum height of cargo not higher than top of seat backrest



Interim cargo carriage on seat for 1 box maximum 50kg (110 lbs)

Maximum height of cargo not higher than top of seat backrest



9.11 CARGO AIRCRAFT OPERATION

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9.12 DANGEROUS GOODS AND WEAPONS

9.12.1 Definition:

Dangerous goods are articles and substances which may pose a hazard to health, safety and property when transported by air. (refer to 3.3 - SPECIAL REQUIREMENTS AND RESTRICTIONS FOR DANGEROUS GOODS)

9.12.2 Hidden Dangerous Goods

Hidden Dangerous Goods Many articles may contain hazardous articles that are not easily apparent. Such items presented for transport shall be investigated for possible hidden dangerous goods before transport is permitted.

List of items that may contain dangerous goods:

AIRCRAFT ON GROUND (AOG) SPARES — see **AIRCRAFT SPARE PARTS/AIRCRAFT EQUIPMENT.**

AIRCRAFT SPARE PARTS/AIRCRAFT EQUIPMENT — may contain explosives (flares or other pyrotechnics), chemical oxygen generators, unserviceable tyre assemblies, cylinders of compressed gas (oxygen, carbon dioxide, nitrogen or fire extinguishers), paint, adhesives, aerosols, life-saving appliances, first aid kits, fuel in equipment, wet or lithium batteries, matches, etc.

AUTOMOBILES, AUTOMOBILE PARTS/SUPPLIES — (car, motor, motorcycle) may contain ferro-magnetic material which may not meet the definition for magnetized material but which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments (see IATA DGR 3.9.2.2). May also contain engines, including fuel cell engines, carburettors or fuel tanks which contain or have contained fuel, wet or lithium batteries, compressed gases in tyre inflation devices, fire extinguishers, shocks/struts with nitrogen, air bag inflators/air bag modules, 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.), flammable solids (hexamine, matches, etc.) or other dangerous goods.

CARS, CAR PARTS — see **AUTOMOBILES**, etc.

CHEMICALS — may contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.

COMAT (COMPANY MATERIALS) — such as aircraft parts, may contain dangerous goods as an integral part, e.g. chemical oxygen generators in a passenger service unit (PSU), various compressed gases such as oxygen, carbon dioxide and nitrogen, gas lighters, aerosols, fire extinguishers, flammable liquids such as fuels, paints and adhesives and corrosive material such as batteries. Other items such as flares, first aid kits, life-saving appliances, matches, magnetized material, etc.

CONSOLIDATED CONSIGNMENTS (GROUPAGES) — may contain any of the defined classes of dangerous goods.

CRYOGENIC (LIQUID) — indicates refrigerated liquefied gases such as argon, helium, neon and nitrogen.

CYLINDERS — may indicate compressed or liquefied gas.

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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 (such as scuba tanks, vest bottles, etc.) of compressed gas (air, oxygen, etc.), high intensity diving lamps which can generate extremely high heat when operated in air. In order to be carried safely, the bulb or battery must 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 subject to these Regulations when they permit the release of any free liquid nitrogen irrespective of the orientation of the packaging.
ELECTRICAL EQUIPMENT/ELECTRONIC EQUIPMENT — may contain magnetized materials or mercury in switch gear and electron tubes, wet batteries, lithium batteries or fuel cells or fuel cell cartridges that contain or have contained fuel.
ELECTRICALLY POWERED APPARATUS — (wheel chairs, lawn mowers, golf carts, etc.) may contain wet batteries, 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 (propane, camping gas) or other dangerous goods.
FILM CREW OR MEDIA EQUIPMENT — may contain explosive pyrotechnic devices, generators incorporating internal combustion engines, wet batteries, lithium batteries, fuel, heat producing items, etc.
FROZEN EMBRYOS — may contain refrigerated liquefied gas or Carbon dioxide, solid (dry ice).
FROZEN FRUIT, VEGETABLES, ETC. — may be packed in Carbon dioxide, solid (dry ice).
FUELS — may contain flammable liquids, flammable solids or flammable gases.
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 including flammable liquids such as solvent based paint, adhesives, polishes, aerosols (for passengers, those not permitted under IATA DGR Subsection 2.3), bleach, corrosive oven or drain cleaners, ammunition, matches, etc.
INSTRUMENTS — may conceal barometers, manometers, mercury switches, rectifier tubes, thermometers, etc. containing mercury.
LABORATORY/TESTING EQUIPMENT — may contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances, lithium batteries, cylinders of compressed gas, etc.
MACHINERY PARTS — may contain adhesives, paints, sealants, solvents, wet and lithium batteries, mercury, cylinders of compressed or liquefied gas, etc.
MAGNETS AND OTHER ITEMS OF SIMILAR MATERIAL — may individually or cumulatively meet the definition of magnetized material (see IATA DGR 3.9.2.2).
MEDICAL SUPPLIES/EQUIPMENT — may contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic, corrosive substances or lithium batteries.

METAL CONSTRUCTION MATERIAL, METAL FENCING, METAL PIPING — may contain ferro-magnetic material, which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments (see IATA DGR 3.9.2.2).

PARTS OF AUTOMOBILE (CAR, MOTOR, MOTORCYCLE) — may contain wet batteries, etc.

PASSENGERS BAGGAGE — may contain items meeting any of the criteria for dangerous goods. Examples include fireworks, flammable household liquids, corrosive oven or drain cleaners, flammable gas or liquid lighter refills or camping stove cylinders, matches, ammunition, bleach, aerosols (those not permitted under Subsection 2.3), etc.

PHARMACEUTICALS — may contain items meeting any of the criteria for dangerous goods, particularly radioactive material, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.

PHOTOGRAPHIC SUPPLIES/EQUIPMENT — may contain items meeting any of the criteria for dangerous goods, particularly heat producing devices, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances or lithium batteries.

PROMOTIONAL MATERIAL — see **PASSENGER BAGGAGE**.

RACING CAR OR MOTORCYCLE TEAM EQUIPMENT — may contain engines, including fuel cell engines, carburettors or fuel tanks which contain fuel or residual fuel, flammable aerosols, cylinders of compressed gases, nitromethane, other fuel additives, wet batteries, lithium batteries, 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, oxidizers, organic peroxides, toxic or corrosive substances.

SEMEN — may be packed with Carbon dioxide, solid (dry ice) or refrigerated liquefied gas. See also **DRY SHIPPER**.

SHIPS' SPARES — may contain explosives (flares), cylinders of compressed gas (life rafts), paint, lithium batteries (emergency locator transmitters), etc.

SHOW, MOTION PICTURE, STAGE AND SPECIAL EFFECTS EQUIPMENT — may contain flammable substances, explosives or other dangerous goods.

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 oxidizing 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, such as fireworks, flammable household liquids, corrosive oven or drain cleaners, flammable gas or liquid lighter refills or

camping stove cylinders, matches, bleach, aerosols, etc. (those not permitted under IATA DGR Subsection 2.3).

VACCINES — may be packed in Carbon dioxide, solid (dry ice).

Articles and substances, which do not fall within the definitions of dangerous goods with the ICAO Regulations, and which in the event of leakage may cause a serious clean-up problem or corrosion to aluminium on a long term basis, must be checked by the shipper, to at least ensure that the packaging is adequate, to prevent leakage during transportation. These may include brine, powdered or liquid dyes, pickled foodstuffs, etc.

9.13 STORAGE OF CARGO AFTER ACCEPTANCE AND PREPARATION FOR AIRCRAFT

CGO 3.1.3, CGO 3.1.4

Procedures for the storage of cargo after acceptance and preparation for aircraft loading must provide for:

- security in all aspects – not only security of valuable cargo, but also to minimize the possibilities of damage, theft and mishandling of cargo;
- segregation of, and suitable storage facilities for, special types of cargo, such as dangerous goods, live animals, human remains, perishables, vulnerable and valuable cargo and pharmaceuticals;
- methodical and speedy pre-loading operation, when the entire load may be pre-assembled in accordance with local requirements.

Procedures for preparing bulk cargo for loading must ensure that:

- cargo dimension or weight, that exceed the aircraft`s or carrier`s loading limitations are not offered for loading;
- segregation is according to the local loading instructions;
- incompatible items of cargo are segregated according to AHM 645;
- weight is determined according to AHM 534.

The loading of dangerous goods must be performed according to IATA Dangerous Goods regulations, appropriate Government regulations and the carrier`s regulations.

For the handling of live animals in preparation for aircraft loading, ensure strict adherence to the procedures found in the IATA Live Animals regulations (LAR).

The carrier or handling company shall ensure that the required procedures are carried out by qualified personnel.

The signature of a loadmaster is required on the loading instruction.

Comail will be transported free of charge and checked in as standard luggage. The security regulations in force for comail handling must be observed.

The kind of comail, the weight and the number of pieces must be listed in the loading instruction report (LIR) and at the load sheet.

Transport of comail without notification of or permission from the carrier is strictly prohibited.

NOTE: The accuracy of all scales (weighbridges), used for weight determination of load, shall be checked with a known weight, at least, every three months. A quality control check shall be made, at least, once per year, as well as after every repair, or according to local regulations. The results of all checks shall be filed and retained in accordance with applicable regulations or as a minimum 2 years.

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9.14. INFORMATION ON DANGEROUS GOODS

CGO 3.2.14

Information on dangerous goods to be loaded on a flight is communicated to the appropriate person(s) in the load control system. Information to be communicated shall include the following:

- Air Waybill number, If applicable.
- Proper shipping name and/or UN/ID number, and where required, technical name(s).
- Classification, and for Class 1, division and compatibility group.
- Packing group.
- Identified subsidiary risks.
- For non-radioactive material, number of packages, exact loading location and, as applicable, net quantity or gross weight of each package, except:
- For UN 1845: carbon dioxide, solid (dry ice), UN number, proper shipping name,
- For UN 3480, (Lithium ion batteries) and UN 3090 (lithium metal batteries): At the option of the FLY2SKY, only the UN number, proper shipping name, class, total quantity at each loading location, and whether the package must be carried on a cargo-only aircraft are required which can't be transported by FLY2SKY. UN 3480 (Lithium ion batteries) and UN 3090 (lithium metal batteries) shall be carried under a State exemption have to meet all requirements specified in such paragraph.
- Classification, total quantity in each aircraft hold and offload airport.
- Any restriction for transport on cargo aircraft only.
- Offload airport.
- Dangerous goods transported under a state exemption. If applicable,

Above mentioned information must also be readily available (via e-mail) to FLY2SKY OCC until the aircraft transporting the dangerous goods has arrived at the destination airport.

9.15 SPECIAL CARGO

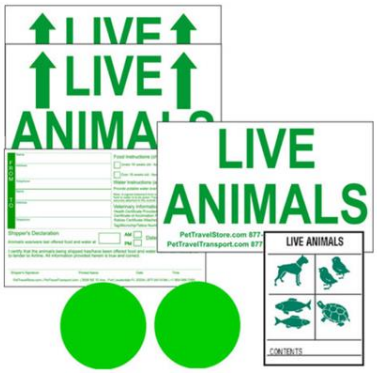
9.15.1 Live Animals (AVI, AVC, AVP)

Transport of Live Animals (AVI, AVC, AVP) as baggage on A320/A321 fleet is permitted only on the aircraft equipped with operating ventilation, heating and smoke detection systems. For specifications of particular aircraft registration please contact GHM@fly2sky.aero.

For Live Animals acceptance and loading procedure refer to 3.3.11.

9.15.2 Marking and Labelling of AVI

Container or crate must be labelled at least from three sides with labels "This way up" and "Live Animals"



9.15.3 Company mail (COMAIL)

Comail is non-revenue cargo.

Items shipped as company mail must always be odourless and leak free. The following articles are forbidden in company mail:

- Dangerous Goods (as defined in IATA Dangerous Goods Regulations)
- Other dangerous articles
- Liquids
- Restricted articles (restricted by laws or other external regulations)

9.15.4 Handling of company materials (COMAT)

9.15.4.1 Purpose of the procedure

Purpose of this procedure is to describe the process of COMAT shipping, define responsibilities of staff involved and advise on the correct way of filling out the required documentation. Nothing contained in this manual shall preclude personnel from acting in their own best judgement during any irregularity for which no provisions have been made in this procedure.

9.15.4.2 Definitions

Service Cargo or COMAT (Company Materials) - All goods which are shipped on board of FLY2SKY aircraft free of charge for the request or for the interest of FLY2SKYare to be considered as Service Cargo or Company Owned Material. COMAT is understood to be shipped within the European Community. Any shipment originating from outside the EU or addressed outside the EU may not generally be considered as
COMAT. Such shipments shall be treated individually.
IATA DGR – IATA Dangerous Good Regulations.
IOCC – FLY2SKY Integrated Operations Control Center
GHA – Ground Handling Agent
PIC – Pilot in Command
MCC – FLY2SKY Maintenance Control Center

9.15.4.3 Procedure Owner and Amendment Procedure

Ground Operations Manager is responsible for the development and revision/amendment of the procedure.

9.15.4.4 Description of Procedure

In case shipment of COMAT is planned, MCC on duty or Logistics Department (including AOG desk) staff request the shipper to fill out 2 copies of COMAT Shipping Notice form including:

- Origin and destination of the shipment
- Flight number, date, and registration number of the A/C
- Shipper’s name and address
- Contact person and his phone number and e-mail address
- Consignee’s name and address
- Contact person of the Consignee, his phone number and e-mail address
- Contents and description of the shipment
- Part number (if applicable)
- DG or not
- Number of boxes, gross weight, and dimensions
- Name and signature confirming that shipment is properly packed, and security checked.

2. Filled out form is sent to IOCC for approval and distribution to all involved
3. IOCC approves and informs flight crew and GHA
4. Shipper or nominated GHA delivers the shipment and 2 copies of the form on board
5. PIC accepts the shipment by signing the form. 1 copy stays with the shipper or GHA, second- with the flight crew.
6. At destination service cargo shipments shall be delivered with priority. The nominated handling agent shall ensure the shipment is offloaded at destination and is handed over to the Consignee. The Consignee with airside access may offload the COMAT by advising the PIC and the GHA of that fact.
7. After receipt the Consignee shall send the undersigned COMAT Shipment Notice to IOCC by e-mail to OCC@fly2sky.aero confirming that shipment is received.

9.15.4.5 Stakeholders and Responsibilities

1. FLY2SKY MCC on duty staff, and FLY2SKY Logistics department (including AOG desk) staff are authorized to request and approve COMAT shipment on board FLY2SKY aircraft
2. The shipper is responsible for complying with the general regulations for shipping air cargo. An Airway Bill or a COMAT Shipping Notice must be issued, indicating that the shipment is 'Service Cargo' or COMAT. The shipper is responsible that all packages are properly packed and labelled, security checked, and delivered as 'ready for carriage', in accordance with the IATA regulations. It is the responsibility of the shipper to declare DGR or special load status of COMAT and certify that on the COMAT Shipping Notice. If COMAT shipment includes Dangerous Goods, the shipper is responsible for preparation of D acceptance Checklist, NOTOC and providing Dangerous Goods Declaration, MSDS.
3. The handling agent shall consider the shipment for load planning and document the shipment in Loading Instruction/Report accordingly.
4. IOCC is responsible for informing flight crew and GHA about expected COMAT shipment

9.15.4.6 Additional Information

COMAT Shipping Notice Form is maintained by Ground Operations department. Sample of the form is on the next page.
Actual revision shall always be used for operations.
The most up-to date revision is stored in FLY2SKY Ground Operations Department library in Centrik.

Company Material Shipping Notice Sample

FLY2SKY

COMPANY MATERIALS SHIPPING NOTICE

COMPANY MATERIAL SHIPPING NOTICE/AOG At least 2 hours before the flight shipping notice copy MUST be sent to DGM@fly2sky.aero						
Origin	**Destination**	**Flight number**	**Date**	**A/C Reg.**	**Prepared By:**	
DESCRIPTION OF CONTENT (shall be written in CAPITAL letters)					**MARK**	**NUMBER OF PACKAGES/WEIGHT KG**
SPARE PARTS/EQUIPMENT **Proper Shipping Name**	**DESCRIPTION**		**Qty: Pieces**	**Weight: KG**		
In case of Dangerous Goods fields below MUST be filled						
Class or Division For Class 1 Compt. group	UN or ID Number	Subsidiary Risk	UN Packing Group	IMP CODE		
Other Special Shipment (provide description of shipment below						
Maintenance Documentation						
Delivered to A/C by name, signature:		Loading Supervisor`s name, signature			Shipment received by:	
					Scanned copy MUST be sent to: tsvetoslav.petkov@aerovista.aero 24H Contact: +359 (0)87 920 5220	

9.15.5 Outsized/ Heavy items (HEA)

CGO 3.4.1

Heavy items (weighing 150 kg or more) or outsized items must not be accepted if there are any doubts of the safe performance of the loading and unloading operations.

Before accepting heavy or outsized items, due consideration shall be given to the length of the ground stops, available facilities and other factors at the station of loading and unloading that may affect load handling and on-time performance.

Aircraft type limitations, as described in the respective AHM, must be checked and followed.

Aircraft load and restraining limitations shall not be exceeded, including requirements for Rigid Cargo (RC) limitations for CRS, inoperative equipment.

Lashing of heavy and outsized cargo shall be done (if applicable) using relevant materials and limitations for such materials are not exceeded.

- Heavy items (HEA) shall be loaded on pallets.
- In any case, heavy items must be lashed properly and must be secured against any movement. This applies likewise to packages not marked with “Heavy Item” label but are recognized as such due to their weigh indication on the packages or are supposed to be “Heavy Items” due to other indications.
- The maximum permissible weight for each heavy item depends on aircraft type, airport facility (equipment and manpower) and scheduled ground times. Published maximum weights for compartments must never be exceeded.

9.15.6 Human remains (HUM)

Do not put non-cremated human remains (HUM) in the same compartment as live animals (AVI), perishables/foodstuffs (EAT) or live human organs (LHO).

If a coffin containing human remains (HUM) weighs 150 kg or more, it shall also be regarded as a heavy item (HEA) for loading proposes.

FLY2SKY will accept cremated human remains provided they are properly packed. Cremated remains must be shipped in funeral urns which are efficiently cushioned by suitable packaging, against breakage.

NOTE: HUM shall always be used as remark code on the Loading Report. A copy of the death certificate (and cremation certificate if applicable) must accompany the remains.

9.15.7 Perishables/ foodstuffs and hatching eggs (EAT and HEG)

Due consideration must be given to the temperature conditions when handled at departure, transit, destination and loaded in the compartments, as perishables/ foodstuffs and hatching eggs must be handled in a way that offers the most suitable conditions.

Information about the required temperature conditions shall be given to the loading personnel on the Loading Instruction, by the Load Control function.

The shipper shall provide written instructions as to the maximum acceptable duration of transportation and of any special handling required. These instructions shall be shown on the air waybill and the packages.

A Notification to Captain (NOTOC) shall be issued when perishables/foodstuffs and hatching eggs (EAT, HEG) are loaded on board an aircraft.

NOTE: Check incompatibility list for restrictions with other load (refer to 3.3.11 on page 3–15) Perishable items shall be loaded so that they are suitably accessible in case any handling is required at an en-route and/or destination station.

Wet ice and perishable cargo containing fluid or moisture which could leak onto the compartment floor shall be treated as “wet cargo”.

Articles refrigerated with dry ice shall be handled in accordance IATA DGR.
Foodstuffs (EAT) shall not be loaded together with poisons (RPB, RHF) or infectious substances (RIS) in the same compartment. Foodstuffs (EAT) shall not be loaded in close proximity of live animals (AVI) and non-cremated human remains (HUM).
Perishable cargo that requires special stowage, special care at transit stops, in-flight attention or special handling in the case of delays or diversions shall be included on the form “Special Load Notification to Captain”.
Care shall be taken when stacking perishable items so that the lower layers of the stack are not damaged by the weight of the upper layers.

Fish

Special heavy plastic bags must be used whenever fish is loaded. Use canvas cover or other material to protect the compartment floor.
Leaking, otherwise damaged or evidently weak packing equipment must be refused.

Meat

Meat shall be enclosed in waterproof material and handled as wet cargo. The strictest hygiene conditions shall be maintained during all stages of handling meat.

Hatching Eggs

Hatching eggs shall not be stowed in close proximity of dry ice (ICE) and cryogenic liquids (RCL).

Fresh Fruit and Vegetables

When fresh fruit and vegetables are loaded in quantities which require stacking in cargo hold care shall be taken to ensure that an airspace is possible between the packages.
The IATA “Perishable” label shall be attached to each package and where applicable the “This Way Up” label.

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NOTE: Current issue of the IATA Perishable Cargo Regulations (PCR) publications shall be available at all stations where PER is carried and shall be used when accepting Perishables/foodstuffs and/or hatching eggs for carriage.

9.15.8 Firearms

The firearm shall be loaded after the baggage and/or cargo is loaded in front of other baggage so that no obstacles can be encountered during unloading. The cargo compartment door shall be closed immediately after the firearm is loaded.

In the case when the owner of firearm wants to monitor the loading or have another request, the Company Security Officer has to be contacted to apply additional procedures Station staff shall inform arrival airport Ground handling and Airport Security Duty Manager/Officer about the firearm on board to ensure unloading the firearm before of other baggage/cargo. The firearm shall be delivered to Customs Authorities in the presence of the owner.

9.15.9. Wet Cargo

"Wet Cargo" designates shipments containing liquids or which, by their nature, may produce liquids and which are not subject to the Dangerous Goods Regulations. The following are classified as wet cargo:

Shipments of liquids in watertight containers;

- Shipments of wet materials not packed in watertight containers, e.g. fish packed in wet ice, fresh meat and wet hides; and
- Goods which may produce liquids.

Watertight containers shall meet the specifications of the ICAO Technical Instructions. They shall be able to withstand the variations in atmospheric pressure and temperature encountered during flight without rupture or leakage. Other containers shall be of high quality waterproof material. Containers with cargo which may produce liquids shall be leak proof or contain sufficient absorbent material. Packing shall allow for the maximum angles of roll and bank the aeroplane may encounter during flight without release of the liquid contents.

Plastic tarpaulins shall be spread out on the floor and walls of the aeroplane so as to catch liquid spillage.

Containers shall be secured in an upright position.

For wet cargo in containers which are not watertight or waterproof, secondary measures shall be taken to ensure that any spillage is contained by placing the shipment in a basin of sufficient volume to contain any spillage and by turning up the edges of tarpaulin against the walls of the aeroplane or against other cargo so as to create a second waterproof basin around the shipment.

9.15.10 Valuable Cargo (VAL)

Valuable cargo (VAL) needs special handling procedures for security reasons.

Examples of VAL cargo are banknotes, jewellery and valuable metals like gold, platinum, etc.

A special type of VAL box is designed to accommodate VAL shipments. When a shipment is loaded in a VAL box, the box is sealed with a seal and marked with an AWB number.

Communication should preferably be done via e-mail, and an aircraft carrying a VAL shipment should preferably be parked so that access to the aircraft and its load is controlled.

The following rules apply when handling VAL shipments:

- Information about VAL shall be kept confidential and be available only to personnel directly involved. This includes the Station Manager, load planning/ load control function, loading supervisor, cargo handling representative and the Commander of the flight.
- The information in messages shall not be possible to interpret by unauthorized persons.
- Loading/unloading, “Pick-up”, escort and other physical handling on the ramp is under the responsibility of the cargo-handling department. The loading supervisor shall ensure that the Commander of the flight is verbally notified about the VAL shipment and its loading position.
- The mass of the VAL shipment shall only be registered as general cargo in the Loading Instruction/Report.

If a VAL box/container:

- Is damaged, or is suspected to be damaged, or has a broken or missing seal, or seems to have been tampered with, then immediately report to the local cargo-handling department.
- Do not give any information to the shipper, consignees or third parties.

Loading position: Compartment 5, as close as possible to the compartment door

NOTE: Whenever two or more VAL shipments or VAL boxes are planned, only one compartment should be used if possible.

9.15.11 Time and Temperature-Sensitive Healthcare Products

CGO 3.4.2

For all Time and Temperature-Sensitive Healthcare Products prior request shall be submitted to DGM@fly2sky.aero and OCC@fly2sky.aero. FLY2SKY does not accept Time and Temperature-Sensitive Healthcare Products without prior approval.

Time and temperature sensitive healthcare products must be accepted and handled in accordance with the current edition of the IATA Temperature Control Regulations

- Perform the acceptance check using IATA Acceptance checklist for Time and Temperature-Sensitive Healthcare shipment. For the type of temperature sensitive healthcare products being accepted answering all the questions
- If a shipment fails, the checklist (i.e a “no” on any of the question) indicate all the reasons including references where applicable) and follow the appropriate internal escalation procedure.
- A copy of the checklist (accepted and rejected) together with all applicable documents according to the TCR must also be retrained in a local file.
- Check whether the cool container is accompanied by the check sheet for cool/active see document pouch of container. Reject the acceptance if the check sheet is not available.

NOTE: FLY2SKY allows the Ground Handling/Cargo Provider to use their own acceptance checklist if it is in compliance with the current edition of TCR. Standardized TCR acceptance checklist is preferable.

Before departure:

a. Review the AWB and other shipping documentation and ensure that it complies with the regulations and procedures relevant to the carrier and country.
b. Comply with the programmed flight schedule and ensure that adequate space is available in the cargo hold.
c. Communicate any delays or problems.
d. Update any temperature monitor log sheets.
e. Store the product in conditions that are within the defined temperature range on the label and AWB.

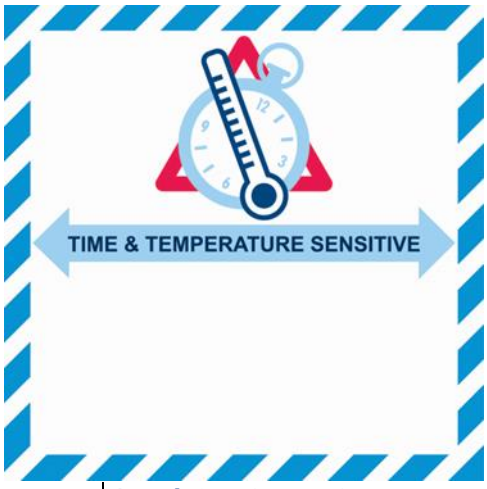
f. Minimize the time that elapses between warehouse and aircraft loading or unloading (tarmac time).
g. Handle active and passive shipping systems in accordance with shipper's instructions.
h. Load the consignment into the aircraft. Wherever possible, avoid placing temperature-sensitive freight near the aircraft cargo door.
i. Maintain recommended cargo hold temperature settings.
j. Store the product at transit airports in an area kept within the specified handling temperature range.
IATA Time and Temperature Sensitive label is mandatory for the transport of healthcare cargo shipments. There are specific conditions for proper use of the label. These can be found in the current edition of the IATA Perishable Cargo Regulations, Chapter 17: Logistics for Temperature Sensitive Healthcare Products.

The principal rules for the correct use of the label are as follows:

- Shipments must be booked under the proper handling code and as temperature-controlled healthcare cargo in accordance with the IATA Perishable Cargo Regulations
- The label must be used for healthcare products only.
- The label may be applied to both active and passive shipping systems.
- The lower half of the label must indicate the external handling temperature range or limit (minimum and maximum) that the package can be exposed to during transport.
- The label must be attached to a consignment which has been specifically booked as a time and temperature-sensitive healthcare product.
- The temperature range on the label must match the temperature range or limit stated on the Air Waybill.
- The text must be in English, and temperatures must be shown in degrees Celsius.
- The label must be applied by the shipper or by his designated agent.
- Only one label is required. This must be visible on the outermost means of containment (box, over-pack, or Unit Load Device).

If containers are shipped with dry ice, shippers shall consult IATA's Dangerous Goods Regulations (DGR) for proper labelling and marking requirements.

In regards to marking, each package shall be clearly marked with the consignee's information and special instructions on the nature of the contents per section 7.7 of the TCR.



Actual size 10cm X 10cm

On the apron:

- Minimize the time product is exposed to ambient temperatures

- Use of high priority ramp handling
- Use of covered storage when transiting through multiple airports
- Use of passive protection tools such as thermal blankets

In the event of a delay, actions shall be taken to prevent a deterioration of the loads, such as:

- provision of air condition to the aircraft
- transferring the items to a warehouse with adequate facilities (as air conditioning or cold store)
- control and refilling of dry ice supply (if initially used for chilling loads)
- offload and rebooking.

Loading:

- Avoid positioning near cargo door
- Cargo hold temperatures shall be maintained between +15.0°C and +25.0°C
- Provide a NOTOC (notification to captain) to the pilot-in-command.

After arrival:

a. Ensure priority unloading from the aircraft.
b. Handle active and passive shipping systems in accordance with shipper's instructions.
c. Store the product at the arrival airport in an area kept within the specified handling temperature range.
d. Active systems: Check that the container is operating properly. Re-ice and replace batteries if required.
e. Active systems: Record the temperature as shown on the outside display panel.
f. The freight forwarder assists with customs clearance and logs receipt of the product from the service provider.
g. Provide clear instructions for unloading the container from the aircraft
h. Inspect goods for physical damage and evidence of temperature abuse.

Acceptance Checklist for Time and Temperature Sensitive Healthcare Shipments Sample

IATA Temperature Control Regulations

IATA Acceptance Checklist for Time and Temperature Sensitive Healthcare Shipments

Air Waybill No.: _____ Origin: _____ Destination: _____

SOP No (where applicable): _____

17

17.8

Notes:

1. *Answer "not applicable" only where an "N/A" box is provided.*
2. *If any question is answered "NO", the appropriate internal escalation procedure should be followed.*

		YES	NO	N/A
A.	**Air Waybill**			
1.	Single temperature range indicated on a Air Waybill	☐	☐	
2.	24 hours emergency contact number(s)	☐	☐	
B.	**Temperature Checks**			
1.	Shipment delivered on temperature-controlled truck set at the correct temperature within the range as per the Air Waybil	☐	☐	
C.	**Shipment/Labelling**			
1.	IATA Time & Temp. Sensitive Label affixed or pre-printed on the shipment	☐	☐	
2.	Temperature range in Celsius on the label matching the temperature range stated on the Air Waybill	☐	☐	
D.	**Active Temperature Controlled Container(ACT)**			☐
1.	ACT container check sheet completed & placed in container pouch	☐	☐	

Comments: _____

Checked by:

Name: _____ Place: _____

Date/Time: _____ Signature: _____

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9.15.12 Loading in a Passenger Cabin

IOSA GRH 3.4.12

Load in the passenger cabin can be accommodated on the passenger seats, on the floor or in the overhead bins.

NOTE: Load on the passengers seat is allowed only if passenger is prepared to pay for an extra seat in order to carry extremely valuable baggage (e.g., antique musical instruments, works of art etc.) acceptance is only permitted if the safety and comfort of other passengers

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as well as oxygen panel in PSU will not be impaired and during the DEMO won't visually obstruct the sight of other passengers and if the size of such baggage permits it to be secured on the seat in such a manner as to prevent movement forward, sideways or upwards under crash impact sufficient to induce the ultimate inertia forces specified in the emergency landing condition of type certification.

After any item loaded on passenger seat it must be ensured by loader and SCCM that such load is:

- Secured by a safety belt or restraint device having enough strength to eliminate the possibility of shifting under all normal anticipated flight and ground conditions;
- Packaged or covered in a manner to avoid possible injury to passengers and cabin crew members;
- Does not exceed the load limitation for the seats; Maximum allowed on seat load weight is 50kgs.
- Does not restrict access to or use of any required emergency or regular exit, or aisle(s) in the cabin;
- Does not obscure any passenger's view of the seat belt sign, no smoking sign or required exit sign.

9.15.13 Loading on the floor

The following load types may be loaded on the floor:

- Passengers' unchecked baggage, including pets,
- Cellos, as the only musical instrument, if placed on the cabin floor leaning against, and strapped to the reserved seat.

9.15.14 Handling of FKT (Flight kit)

On board FLY2SKY aircraft a Fly Away Kit (FKT) with spare parts or tools may be carried. FKT preparation is requested by FLY2SKY Technical Department based on evaluation of maintenance capabilities of outstations. FKT is prepared by the Maintenance provider. FKT can be prepared for loading either in a separate container, or as loose load for bulk compartment. FKT is not included in the aircraft's Dry Operating Weight or

Index. FKT shall not content any DG.

All involved stakeholders must adhere the following procedures:

SLX Technical Department

FLY2SKY Technical Department is responsible to ensure that FLY2SKY Ground Operations Department is informed in timely manner about:

- Necessity to load/offload FKT from to/from certain aircraft, and time frame, when this has to be performed.
- Weight, size, nature (ULD or loose), and content of FKT.

Maintenance provider

Maintenance provider is responsible for:

- build-up of FKT in a ULD (if applicable)
- securing the items inside the FKT ULD

FKT ULD or loose FKT shall be handed over to Ground Handling Agent for loading on board the aircraft. Only the approved Maintenance provider have the right to add/remove parts or tools to/from FKT during ground time. The maintenance provider has to request GHA to secure the loose FKT, in case it was unsecured during ground time to perform maintenance

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works. The maintenance provider is responsible for securing the content of FKT ULD, in case it was unsecured during ground time to perform maintenance works.

FLY2SKY Ground Operations Department GOPS department is responsible for:

Informing Ground Handling Agent about necessity to load/offload FKT,

about weight and position where it shall be loaded. GOPS will arrange information about FKT is entered in Operational System (NOC) and Company NOTAM. GOPS will request GHA to secure the loose FKT in the cargo compartment.

Load Control

FKT ULD can be moved inside cargo compartment, if required for better balance. Loose FKT shall NOT be reloaded or moved inside the compartment. FKT must be recorded on the Loading Instruction/Report

FKT must be included to the CPM with the remark 'Do not offload!'

Ground Handling Agent

GHA shall NOT offload the FKT unless requested to do so by FLY2SKYGround Operations Department.

- GHA shall confirm FKT is loaded with weight and positions in accordance with LIR. GHA shall ensure loose FKT is properly secured in the bulk hold.
- If no FKT is loaded, information shall be provided to person responsible for weight & balance documents preparation.

9.16 DANGEROUS GOODS

9.16.1 Introduction to Dangerous Goods (DG) and Special Load

Dangerous goods must never be carried as checked or unchecked baggage by passenger or crew.

Dangerous goods may be divided into four categories:

- Acceptable for transport by air provided all the provisions of the Regulations are complied with.
- Forbidden for transport by air under any circumstances.
- Forbidden for transport by air unless exempted by states concerned.
- Excepted from the provisions of the regulations.

Dangerous goods can only be carried according to the IATA Dangerous Goods Regulations (DGR) which is based on ICAO / Doc 9284-AN/905, irrespective of whether the flight is wholly or partly within or wholly outside the territory of State.

9.16.2 Categories of Dangerous Goods

Dangerous goods are divided into 9 classes reflecting the type of risk involved:

Class	IMP-code (Interline Message Procedure	Name
1	RXS	Explosives
2	RNG RFG RCL RPG	Non-flammable gas Flammable gas Cryogenic liquid Toxic gas
3	RFL	Flammable liquid
4	RFS RSC RFW	Flammable solids Spontaneously combustible Dangerous when wet
5	ROX	Oxidizer

	ROP	Organic peroxide
6	RPB RIS	Toxic Infectious substance
7	RRW RRY	Radioactive - white Radioactive - yellow
8	RCM	Corrosive
9	RMD RSB ICE MAG ELI ELM RLI RLM	Miscellaneous dangerous goods Polystyrene beads Dry ice Magnetized material Lithium Ion Batteries Lithium Metal Batteries Fully regulated lithium Ion batteries Fully regulated lithium metal batteries

9.16.3 Training Requirements

refer to 1.10.9 - Training of Ground Handling and Cargo Operations Personnel

9.16.4 Dangerous Goods Labelling

The shipper is responsible for labeling a package or overpack that contains dangerous goods.

Any irrelevant labeling already on packages or over packs must be removed or obliterated.

Only labels as specified in the IATA DGR may be used. All labels must be securely attached/affixed in the correct location(s). When applicable, subsidiary labels must be attached.

There are two types of labels: Hazard labels and Handling label.

In the event that labels are found to be lost, detached or illegible after acceptance, they must be replaced immediately in accordance with the information on the Shipper's Declaration. Packages with missing labels must be considered as damaged until the labels are replaced. CGO 3.2.8

Requirement for the replacement of labels shall not apply where labels are found to be missing or illegible at the time of acceptance.

Labelling and marking must be in the English language in addition to any other language requirements. English, in addition to the language required by the State of Origin, shall be used for markings and transport documents related to the shipment of dangerous goods. IOSA 3.2.9.

To ensure that any missing, damaged or illegible dangerous goods labels are replaced, stations must either hold sufficient stock for replacement of hazard and handling labels or have a ready access to the labels from a third party source, e.g. other local dangerous goods shippers.

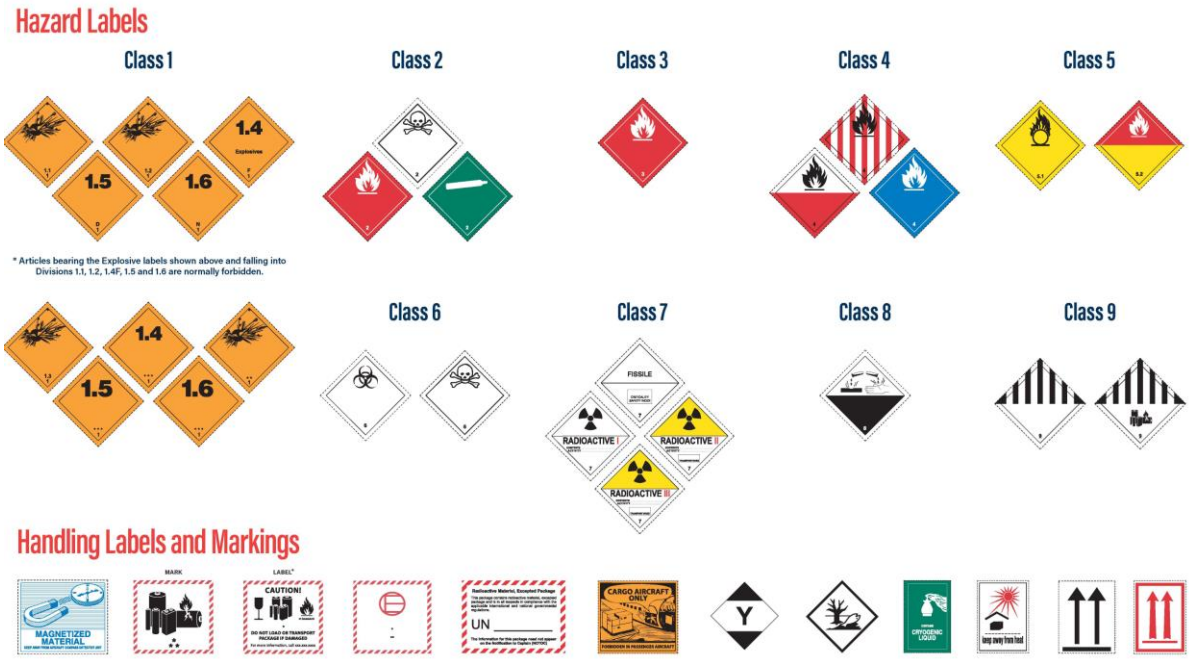
Hazard labels:

Always diamond shaped (a square set at 45° angle) label. They indicate the type of Dangerous Goods and the risk.

Each Dangerous Goods package must at least have a primary hazard label attached to it, identifying the primary risk of the article or substance in the package. Secondary hazard labels are attached to packages containing articles or substances having subsidiary risks, in addition to the primary risk.

There is no visible difference between primary and secondary hazard labels.

Handling labels:
Various rectangular shapes. Either alone or in addition to hazard labels. They provide information on the proper handling and stowage.



9.16.5 Acceptance of Dangerous Goods

Only qualified and trained staff will conduct the acceptance and checking of all Dangerous Goods shipments.

The documentation and the package(s) will be checked together, preferably by the same person.

Packages that have not yet been accepted must be kept separate from those packages that may have already been accepted for carriage.

The Shipper may provide additional mandatory instructions on handling requirements, especially in regard to substances in Divisions 4.1 and 5.2. This information must be communicated to the appropriate staff for provision of appropriate storage conditions.

When accepting dangerous goods shipments for carriage the use of Dangerous Goods acceptance checklist is required to verify that package(s), overpack(s) or freight containers, as applicable, are correctly marked and labelled and the Shipper's Declaration for Dangerous Goods, if required, or other documentation complies with the requirements of the current edition of the DGR. It is a mandatory requirement that the appropriate IATA Dangerous Goods Acceptance Checklist from current DGR revision is fully completed at the time of acceptance. FLY2SKY requires that only the IATA current checklist is used. CGO 3.2.2

All markings and transport documents must be in English in addition to the language required by the state of origin. CGO 3.2.9

When a dangerous goods consignment does not pass the acceptance check due to errors or omissions by the shipper, this shipment documentation including DG acceptance checklist shall be retained for a minimum period of three months after the completion of the acceptance checklist. FLY2SKY may request such documentation. CGO 3.2.6

When flight operations planned to/from/over Hong Kong any documentation related to Dangerous Goods consignment shall be retained for a minimum period of six month after operations completed.

9.16.6 Restrictions

Dangerous Goods registered as "CARGO AIRCRAFT ONLY" ("CAO"), must not be planned onto a passenger aircraft.

Dangerous Goods must not be planned in an aircraft cabin occupied by passengers or on the flight deck of an aircraft (for exceptions refer to 3.4.4 - Provisions for Dangerous Goods Carried by Passengers or Crew) 9.19.8 - Incompatibility Table must be checked for all hazards and restrictions that need to be followed, irrespective of whether the hazard is the primary or subsidiary risk. GRH 3.4.11

Aircraft type limitations, as described in the respective AHM, must be checked and followed.

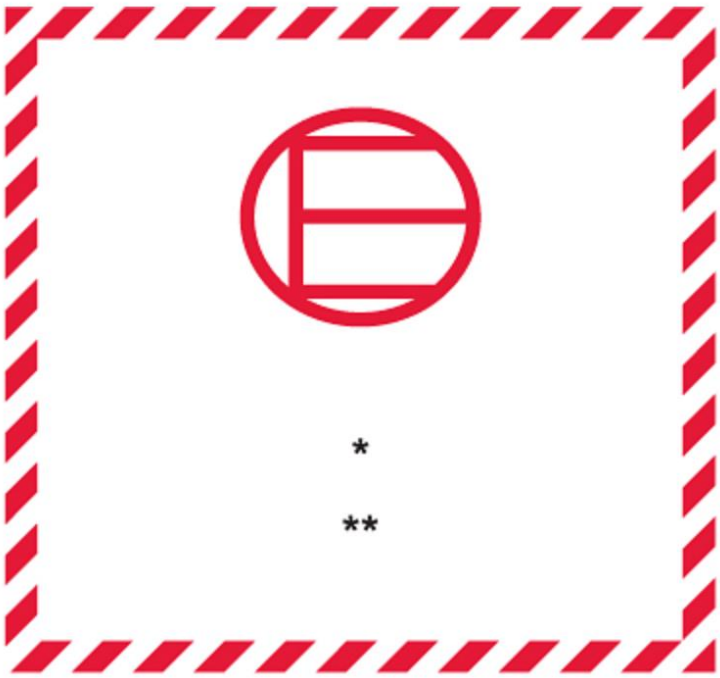
Dangerous Goods must, as a matter of principle, always be secured by lashing, but may, in exceptional cases, be secured by other means.

9.16.7 Dangerous goods in excepted quantities

Very small quantities of Dangerous Goods may be transported in such a manner that they may be excepted from the normal marking, labeling and documentation requirements of the IATA Dangerous Goods Regulations. Such goods are called Dangerous Goods in Excepted Quantities and are marked with a special label.

NOTE: Dangerous Goods in Excepted Quantities:

- Shall not be shown separately on the Loading Instruction, Loading Report, Loadsheet, NOTOC and LDM.
- Are included in the general cargo figure.



Minimum dimensions: 100 × 100 mm

The hatching and the symbol must be of the same colour: black or red, on white or suitable contrasting background.

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*— The primary class or, when assigned, the division number(s) must be shown in this location.

**— The name of the shipper or of the consignee must be shown in this location if not shown elsewhere on the package.

9.16.8 Incompatibility Table

Packages containing dangerous goods, which might react dangerously with each other, must not be stowed on an aircraft next to each other or in a position that would allow interaction between them in the event of leakage. To maintain acceptable segregation between packages containing dangerous goods having different hazards, the segregation requirements shown in Table 9.3.A (below) must be observed. The segregation requirements apply based on all hazard labels applied on the package, irrespective of whether the hazard is the primary or subsidiary hazard.

Incompatible dangerous goods shall also be segregated during acceptance, handling and loading. Operators, freight forwarders and ground handling agents must also ensure that local government regulations applicable to the storage and handling of dangerous goods are complied with. These local government regulations may impose a greater requirement than that specified in Table 9.3.A.

Table 9.3.A Segregation of Packages (9.3.2)

Hazard Label	1 excl. 1.4S	2.1	2.2, 2.3	3	4.1	4.2	4.3	5.1	5.2	8	9 see 9.3.2.1.3
1 excluding 1.4S	See 9.3.2.2.5.	x	x	x	x	x	x	x	x	x	x
2.1	x	—	—	—	—	—	—	—	—	—	x
2.2 2.3	x	—	—	—	—	—	—	—	—	—	—
3	x	—	—	—	—	—	—	x	—	—	x
4.1	x	—	—	—	—	—	—	—	—	—	x
4.2	x	—	—	—	—	—	—	x	—	—	—
4.3	x	—	—	—	—	—	—	—	—	x	—
5.1	x	—	—	x	—	x	—	—	—	—	x
5.2	x	—	—	—	—	—	—	—	—	—	—
8	x	—	—	—	—	—	x	—	—	—	—
9 see 9.3.2.1.3	x	x	—	x	x	—	—	x	—	—	—

Notes:

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 9.3.2.1.3) are not included in Table 9.3.A as they do not require segregation from other classes of dangerous goods.*

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9.16.9 Dangerous Goods Acceptance Checklists

CGO 3.2.1

The person who completes the acceptance checklist shall sign it.

A consignment will not be rejected until every item has been checked, unless it is immediately obvious on presentation that the consignment is damaged or leaking, in which case, it will be refused outright.

Rejected consignments that are subsequently re-presented for carriage, require a complete new acceptance check and checklist to be completed.

For shipments of Dangerous Goods, which do not require a Shipper's Declaration, the questions pertaining to the Shippers Declaration on the checklist may be answered as "Not Applicable".

Distribution of completed Checklists:

a. Original file is retained on Station with a copy of the AWB.

b. Copies 1 and 2 need to be attached to the documents accompanying the consignment.

NOTE: FLY2SKY allows the Ground Handling/Cargo agent and Lessee to use their own DG acceptance checklist if it is in compliance with the current edition of IATA DGR. Standardized IATA DGR acceptance checklist is preferable.

9.16.9.1. Acceptance Checklist for NON-RADIOACTIVE

Kindly use current IATA DGR checklist for acceptance of NON-RADIOACTIVE

2023

DANGEROUS GOODS CHECKLIST FOR A NON-RADIOACTIVE SHIPMENT

The recommended checklist appearing on the following pages is intended to verify shipments at origin. Copies of the checklist can be obtained from:

Website: http://www.iata.org/whatwedo/cargo/dgr/Pages/download.aspx

Never accept or refuse a shipment before all items have been checked.

Is the following information correct for each entry?

SHIPPER'S DECLARATION FOR DANGEROUS GOODS (DGD)

Air Waybill No.:	Origin:	Destination:

	YES	NO*	N/A
1. Two copies in English and in the IATA format including the air certification statement. This question may be indicated as not applicable "N/A" only when the Shipper's Declaration data is submitted electronically [8.0.2.1, 8.1.1, 8.1.2, 8.1.6.12]	☐	☐	☐
2. Full name and address of Shipper and Consignee [8.1.6.1, 8.1.6.2]	☐	☐	
3. If the Air Waybill number is not shown, enter it. [8.1.6.3]	☐		
4. The number of pages shown. This question may be indicated as not applicable "N/A" only when the Shipper's Declaration data is submitted electronically [8.1.6.4]	☐	☐	☐
5. The non-applicable Aircraft Type deleted or not shown [8.1.2.5.2, 8.1.6.5]	☐	☐	
6. If full name of Airport or City of Departure or Destination is not shown, enter it. [8.1.6.6 and 8.1.6.7]	☐		
7. The word "Radioactive" deleted or not shown [8.1.2.5.2, 8.1.6.8]	☐	☐	
Identification			
8. UN or ID number(s), preceded by prefix [8.1.6.9.1, Step 1]	☐	☐	
9. Proper Shipping Name and the technical name in brackets for entries with ★ [8.1.6.9.1, Step 2]	☐	☐	
10. Class or Division and for Class 1, the Compatibility Group, [8.1.6.9.1, Step 3]	☐	☐	
11. Subsidiary hazard, in brackets, immediately following Class or Division [8.1.6.9.1, Step 4]	☐	☐	☐
12. Packing Group [8.1.6.9.1, Step 5]	☐	☐	☐
Quantity and Type of Packing			
13. Number and Type of Packages [8.1.6.9.2, Step 6]	☐	☐	
14. Quantity and unit of measure (net, or gross followed by "G", as applicable) within per package limit [8.1.6.9.2, Step 6]	☐	☐	
15. For Class 1 (Explosives), the net quantity supplemented with the net explosive mass followed by unit of measurement [8.1.6.9.2, Step 6]	☐	☐	☐
16. When different dangerous goods are packed in one outer packaging, the following rules are complied with:			
16.1 – Compatible according to Table 9.3.A.	☐	☐	☐
16.2 – Conditions met for UN packages containing Division 6.2 [5.0.2.11(c)]	☐	☐	☐
16.3 – Wording "All packed in one (type of packaging)" [8.1.6.9.2, Step 6(f)]	☐	☐	☐
16.4 – Calculation of "Q" value which must not exceed 1 [5.0.2.11 (g) & (h); 2.7.5.6; 8.1.6.9.2, Step 6(g)]	☐	☐	☐
17. Overpack			
17.1 – Compatible according to Table 9.3.A	☐	☐	☐
17.2 – Wording "Overpack Used" [8.1.6.9.2, Step 7]	☐	☐	☐
17.3 – If more than one overpack is used, identification marks shown and total quantity of dangerous goods [8.1.6.9.2, Step 7]	☐	☐	☐
Packing Instructions			
18. Packing Instruction Number [8.1.6.9.3, Step 8]	☐	☐	
19. For lithium batteries in compliance with Section IB, "IB" follows the packing instruction [8.1.6.9.3, Step 8]	☐	☐	☐
Authorizations			
20. Check all verifiable special provisions. The Special Provision Number A1, A2, A4, A5, A51, A81, A88, A99, A130, A190, A191, A201, A202, A211, A212, A331 if used [8.1.6.9.4, Step 9]	☐	☐	☐
21. Indication that governmental authorization is attached, including a copy in English and additional approvals for other items under [8.1.6.9.4, Step 9]	☐	☐	☐
Additional Handling Information			
22. Additional handling information shown for self-reactive and related substances of Division 4.1 and organic peroxides of Division 5.2, or samples thereof, PBE, infectious and controlled substances, fireworks (UN0336 & UN0337) and viscous flammable liquids [8.1.6.11]	☐	☐	☐
23. **Name of Signatory and Date** indicated and **Signature** of Shipper [8.1.6.13, 8.1.6.14 and 8.1.6.15]	☐	☐	
24. **Amendment** or alteration signed by Shipper [8.1.2.6]	☐	☐	☐

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	YES	NO*	N/A
AIR WAYBILL–HANDLING INFORMATION			
25. The statement: "Dangerous goods as per associated Shipper's Declaration" or "Dangerous Goods as per associated DGD" [8.2.1(a)]	☐	☐	
26. "Cargo Aircraft Only" or "CAO", if applicable [8.2.1(b)]	☐	☐	☐
27. Where non-dangerous goods are included, the number of pieces of dangerous goods shown [8.2.2]	☐	☐	☐
PACKAGE(S) AND OVERPACKS			
28. Packaging free from damage and leakage [9.1.3 (i)]	☐	☐	
29. Packaging conforms with packing instruction	☐	☐	☐
30. Same number and type of packagings and overpacks delivered as shown on DGD [9.1.3]	☐	☐	
Marks			
31. UN Specification Packaging, marked according to 6.0.4 and 6.0.5:			
31.1 – Symbol and Specification Code [6.0.4.2.1 (a), (b)]	☐	☐	☐
31.2 – X, Y or Z meets or exceeds Packing Group/Packing Instruction requirements [6.0.4.2.1 (c)]	☐	☐	☐
31.3 – Gross Weight within limits (Solids, Inner Packagings or IBCs [SP A179, 6.0.4.2.1 (d)]	☐	☐	☐
31.4 – Plastic drums, jerricans and IBCs within permitted period of use [5.0.2.15]	☐	☐	☐
31.5 – Infectious substance package mark [6.5.3.1]	☐	☐	☐
32. UN or ID number(s), preceded by prefix [7.1.4.1(a)]	☐	☐	
33. The Proper Shipping Name(s) including technical name where required [7.1.4.1(a)]	☐	☐	
34. The full name and address of Shipper and Consignee [7.1.4.1(b)]	☐	☐	
35. For consignments of more than one package of all classes (except ID 8000 and Class 7) the net quantity, or gross weight followed by "G", as applicable, unless contents are identical, marked on the packages [7.1.4.1(c)]	☐	☐	☐
36. Carbon Dioxide, Solid (Dry Ice), the net weight marked on the packages [7.1.4.1(d)]	☐	☐	☐
37. The Name and Telephone Number of a responsible person for Division 6.2 Infectious Substances shipment [7.1.4.1(e)]	☐	☐	☐
38. The Special Marking requirements shown for Packing Instruction 202 [7.1.4.1(f)]	☐	☐	☐
39. Limited Quantities mark [7.1.4.2]	☐	☐	☐
40. Environmentally Hazardous Substance mark [7.1.5.3]	☐	☐	☐
41. Lithium Battery mark for Section IB [7.1.5.5]	☐	☐	☐
Labelling			
42. The label(s) identifying the Primary hazard as per 4.2, Column D properly affixed [7.2.3.1; 7.2.6]	☐	☐	
43. The label(s) identifying the Subsidiary hazard, as per 4.2, Column D properly affixed [7.2.3.1; 7.2.6.2.3]	☐	☐	☐
44. "Cargo Aircraft Only" label [7.2.4.2; 7.2.6.3]	☐	☐	☐
45. "Orientation" labels on two opposite sides, if applicable [7.2.4.4]	☐	☐	☐
46. "Cryogenic Liquid" label, if applicable as per 4.2, Column D [7.2.4.3]	☐	☐	☐
47. "Keep Away From Heat" label, if applicable as per 4.2, Column D [7.2.4.5]	☐	☐	☐
48. Any irrelevant marks and labels removed or obliterated [7.1.1; 7.2.1]	☐	☐	☐
For Overpacks			
49. Packaging use marks and hazard and handling labels, as required must be clearly visible or reproduced on the outside of the overpack [7.1.7.1, 7.1.7.2, 7.2.7]	☐	☐	☐
50. The word "Overpack" marked if marks and labels are not visible on packages within the overpack [7.1.7.1]	☐	☐	☐
51. If more than one overpack is used, identification marks shown and total quantity of dangerous goods [7.1.7.3]	☐	☐	☐
GENERAL			
52. State and Operator variations complied with [2.8]	☐	☐	☐
53. Cargo Aircraft Only shipments, a cargo aircraft operates on all sectors	☐	☐	☐

Comments: _____

Checked by: _____

Place: _____ Signature: _____

Date: _____ Time: _____

* IF ANY BOX IS CHECKED "NO", DO NOT ACCEPT THE SHIPMENT AND GIVE A DUPLICATE COPY OF THIS COMPLETED FORM TO THE SHIPPER.

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9.16.9.2. Dangerous Goods Checklist for DRY ICE

Kindly use only current IATA DGR checklist for acceptance of DRY ICE

2023

ACCEPTANCE CHECKLIST FOR DRY ICE (Carbon Dioxide, solid)
(For use when a Shipper's Declaration for Dangerous Goods is not required)

A checklist is required for all shipments of dangerous goods (9.1.4) to enable proper acceptance checks to be made. The following example checklist is provided to assist shippers and carriers with the acceptance of dry ice when packaged on its own or with non-dangerous goods.

Copies of the checklist can be obtained from:

Website: http://www.iata.org/whatwedo/cargo/dgr/Pages/download.aspx

Is the following information correct for each entry?

DOCUMENTATION

Air Waybill No.:	Origin:	Destination:

	YES	NO*	N/A
The "Nature and Quantity of Goods" box of the Air Waybill or an alternate transport documentation contains the following information [8.2.3]			
1. "UN1845"	☐	☐	
2. The words "Carbon dioxide, solid" or "Dry ice"	☐	☐	
3. Number of packages (unless these are the only packages within the consignment)	☐	☐	
4. The net weight of dry ice in kilograms	☐	☐	
State and Operator Variations			
5. State and operator variations complied with [2.8]	☐	☐	☐
Note: *The following questions do not apply where the dry ice, or packages containing dry ice, is offered in a ULD.*			
Quantity			
6. The quantity of dry ice per package is 200 kg or less [4.2]	☐	☐	
PACKAGES AND OVERPACKS			
7. Same number of packages as shown on the Air Waybill	☐	☐	
8. Packages free from damage and leakage	☐	☐	
9. The packaging conforms with Packing Instruction 954 and the package is vented to permit the release of gas	☐	☐	
Marks & Labels			
10. "UN1845" marked [7.1.4.1(a)]	☐	☐	
11. The words "Carbon dioxide, solid" or "Dry ice" [7.1.4.1(a)]	☐	☐	
12. Full name and address of the shipper and consignee [7.1.4.1(b)]	☐	☐	
Note: *The name and address of the shipper and consignee marked on the package may differ from that on the AWB.*			
13. The net weight of dry ice within each package [7.1.4.1(d)]	☐	☐	
14. Class 9 label properly affixed [7.2.3.9, 7.2.6]	☐	☐	
15. Irrelevant marks and labels removed or obliterated [7.1.1(b); 7.2.1(a)]	☐	☐	☐
For Overpacks			
16. Packaging Use marks and hazard and handling labels, as required must be clearly visible or reproduced on the outside of the overpack [7.1.7.1, 7.2.7]	☐	☐	☐
17. The word "Overpack" marked if marks and labels are not visible on packages within the overpack [7.1.7.1]	☐	☐	☐
18. The total net weight of carbon dioxide, solid (dry ice) in the overpack [7.1.7.1]	☐	☐	☐

Comments: _____

Checked by _____

Place: _____ Signature: _____

Date: _____ Time: _____

* IF ANY BOX IS CHECKED "NO", DO NOT ACCEPT THE SHIPMENT AND GIVE A DUPLICATE COPY OF THIS COMPLETED FORM TO THE SHIPPER.

Clear Form Print

64th EDITION, 1 JANUARY 2023

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9.16.10 Handling of Dangerous Goods

(IATA DGR section 9)

Dangerous Goods can be carried safely, provided they are handled and stowed in accordance with the instructions in this topic and Ground Operations Manual.

After Dangerous Goods have been accepted, they shall be stored in compliance with local procedures and in strict accordance with any additional handling requirement (e.g. keep cool, upright or away from heat). Appropriate segregation between incompatible categories of D.G. shall be applied where applicable.

9.16.11 Packing of Dangerous Goods

(IATA DGR section 5 and 6)

All Dangerous Goods will be packed in accordance with the IATA DGR

All consignments will be checked to ensure that the correct packing and packaging has been used.

Any package showing any sign of damage will not be accepted.

9.16.12 Emergency Response

General emergency procedures concerning damage on Dangerous Goods, actions to be taken etc. are described further down in this topic.

NOTE: Local regulations for emergency response regarding occurrences involving dangerous goods shall be observed.

9.16.13 Reporting of occurrences

In case the Dangerous Goods Regulations are not observed it shall be reported in accordance with procedures concerning occurrence reporting (refer to 1.9.3 - List of Reportable Occurrences).

9.16.14 Transportation to/from aircraft and loading supervision

IOSA GRH 3.4.3 i; ii

Dangerous goods after acceptance or unloading shall be transported to/from aircraft in such manner that prevents damage to packages and containers and provides separation and segregation in accordance with applicable requirements.

Handling and loading of Dangerous Goods shall only be performed by or under the direct supervision of personnel that have received appropriate training in the application of the handling regulations.

9.16.15 Checks prior to loading

IOSA CGO 3.2.4; CGO 3.2.5

The outer packaging of packages or overpack, freight container, or ULD containing Dangerous Goods must be inspected before loading on an aircraft. The following must be observed:

- It must be found free from visible leaks or damage. CGO 3.2.4(i)
- If evidence of damage or leakage is found, the Dangerous Goods must not be loaded on the aircraft.
- Package shall be returned to cargo warehouse and any hazardous contamination must be removed.
- Safe disposal shall be arranged.
- Aircraft type limitations must be checked and followed.
- Special handling labels (e.g. CAO-label) must be followed.

- UN specification markings must be stamped or printed on the outer package.
- Package shall be marked and labelled properly. CGO 3.2.4(i)
- Package integrity has not been compromised. CGO 3.2.4.(iii)

When dangerous goods transported on or in ULDs, ground operations personnel shall ensure that ULDs containing dangerous goods, which require a hazard label, have a dangerous goods tag that: *(N/A for FLY2SKY)*

1. Contains information that is visible and legible and, if placed in a protective tag holder, such information remains visible and legible; CGO 3.2.5 (i)
2. Is marked with the class or division number(s) of such dangerous goods; CGO 3.2.5(ii)
3. If a ULD contains packages bearing a "Cargo Aircraft Only" label, indicates the ULD can only be loaded onto a cargo aircraft. CGO 3.2.5(iii)

NOTE: Packaging shall not be accepted in those cases, where the UN specification markings have been applied by hand or affixed by means of a sheet of paper bearing these markings.

Single packaging containing liquid shall not be accepted unless over packed by the shipper by use of, for example, a suitably sized wooden pallet to protect the base of the packaging. Packages where the above is not in order shall be returned to the cargo warehouse.

9.16.16 Damage on dangerous goods

GRH 3.4.4; CGO 3.2.13; GRH 3.4.5

Ground handling/cargo agent must ensure that a package or overpack is not loaded onto an aircraft or into a unit load device unless the package or overpack has been inspected immediately prior to loading and found free from visible leaks or damage.

Before loading on an aircraft, unit load devices must be inspected and found free from any evidence of leakage from or damage to any dangerous goods contained therein.

Any package which appears to be damaged or leaking, must be removed from the aircraft and safe disposal arranged. In the case of leakage, the ground handling/cargo agent must ensure the remainder of the consignment is undamaged and that no other package, baggage or cargo has been contaminated.

If the ground handling/cargo agent become aware that baggage or cargo not identified as containing dangerous goods has been contaminated and it is suspected that dangerous goods may be the cause of the contamination, the ground handling/cargo agent must take reasonable steps to identify the nature and source of contamination before proceeding with the loading of the contaminated baggage or cargo. If the contaminating substance is found or suspected to be a substance classified as dangerous goods, the ground handling/cargo agent must isolate the baggage or cargo and take appropriate steps to nullify any identified hazard before being transported further by air.

- isolate this baggage or cargo;
- notify the captain and FLY2SKY OCC;
- take steps to nullify any identified hazard before such baggage or cargo could be transported further by air.

If it is evident that a package is damaged or leaking, or if it is suspected that the package may have leaked or been damaged, access to the package shall be restricted. Local safety and emergency procedures shall then be followed.

In the case of leakage, an evaluation must be conducted to ensure the remainder of the shipment is in proper condition for transport by air and that no other package, cargo, ULD, other transport device has been contaminated or damaged.

Contamination found as a result of the leakage or damage of dangerous goods shall be removed immediately.

When necessary, additional steps for the protection of persons, property and the environment, in accordance with the provisions established by the relevant competent authority (e.g. occupational health and safety authority, environmental agency, etc.), shall be taken to overcome and minimize the consequences of such leakage or damage. The presence of GHS pictograms on a package which indicates that contents may pose a risk to persons or the environment may need to be taken into account even though the contents are not classified as dangerous goods.

In case of damage to Dangerous Goods, extreme care must be exercised particularly if radioactive materials or infectious substances are involved:

- Do not in any case taste, sniff or touch leaking or spilled substances.
- Block off an area around the substance until it has been ascertained how it can be safely handled.
- Establish Dangerous Goods class/division and article number or, if radioactive material (radionuclide), form and transport index.
- Proceed with necessary action according to the Local Emergency Response Procedures.
- Report occurrences.

NOTE: Local regulations for emergency response regarding occurrences involving dangerous goods shall be adhered to.

The handling agent or responsible person shall ensure any dangerous goods shipment that appears to be damaged or leaking: CGO 3.2.12

- Is not to be loaded on or into a ULD or delivered to an aircraft;
- Is safely removed from the ULD (or other transport device) by the Provider or other relevant authority, and safe disposal arranged;
- In the case of leakage, an evaluation is conducted to ensure the remainder of the shipment is in proper condition for transport by air and that no other package, cargo, ULD, other transport device has been contaminated or damaged

9.16.17 Inspection for Damage or Leakage

IOSA GRH 3.3.4 iii

Before dangerous goods are loaded on an aeroplane and after unloading from an aeroplane, packages, overpacks and freight containers must be inspected for evidence of damage or leakage, as required by the IATA DGR. Leaking or damaged packages, overpacks or freight containers must not be loaded onto an aeroplane. If there is evidence of damage or leakage or contamination, the procedures set down in the IATA DGR must be followed.

In case of leakage, the handling staff must ensure the remainder of the consignment is undamaged and that no other package, baggage or cargo has been contaminated.

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9.16.18 Damage to or leakage from radioactive materials

IOSA GRH 3.4.5

(IATA DGR Table 10.9.F)

An aircraft, in which radioactive material has leaked, or any aircraft or aircraft equipment which has been contaminated in such a way, that the non-fixed contamination is more than the limits specified in IATA DGR Table 10.9.F, must be taken out of service immediately for evaluation by appropriately qualified personnel. The aircraft or equipment must not be returned to service until the contamination level is equal or less to the limits in IATA DGR Table 10.9.F.

NOTE: Non-fixed contamination is a contamination that can be removed from a surface during normal handling.

Table 10.9.F Applicable Limits of Non-fixed Radioactive Contamination of an Aircraft or Aircraft Equipment (10.9.4.4)

Contaminant	Applicable limit(*) Bq/cm^2
Beta and gamma emitters and low toxicity alpha emitters	4.0
All other alpha emitters	0.4

(*): The above limits are applicable when averaged over any area of 300 cm^2 of any part of the surface.

9.16.19 Loading requirements

IOSA GRH 3.4.8

The requirements below must be followed when loading Dangerous Goods:

- Only qualified individual to be designated to be responsible for the correct loading and securing of dangerous goods on board the aircraft.
- Dangerous Goods marked “CARGO AIRCRAFT ONLY” (“CAO”) must not be loaded onto a passenger aircraft.
- Dangerous Goods must not be loaded in an aircraft cabin occupied by passengers or on the flight deck of an aircraft except those as permitted by the Authority or DGR.
- Special handling instructions (e.g. “THIS WAY UP” and This Side Up/arrow-labels) must be followed.
- Dangerous Goods may never be loaded in the compartment door section.
- Incompatibility table must be checked for all hazards (as there is no visible difference between primary and secondary hazard labels) and restrictions followed.
- Minimum separation distances and segregation of DG must be checked, and restrictions followed.

Packages containing dangerous goods must be protected from damage (including by the movement of baggage, mail, stores or other cargo).

Particular attention must be paid to the handling of such packages during their preparation for transport, the type of aircraft on which they are to be carried and the method required to load that aircraft, so that accidental damage is not caused by dragging or mishandling of the packages.

For Provisions for Dangerous Goods Carried by Passengers or Crew, Restricted Articles in Passenger or Crew Baggage, Exemptions and Medical Equipment refer to 3.4.4 - Provisions for Dangerous Goods Carried by Passengers or Crew.

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9.16.20 Securing requirements

IOSA GRH 3.4.3 iii

Dangerous Goods must always be secured to prevent any movement in the aircraft. This is achieved by:

- In Bulk Compartments or Containers, the package(-es) are either individually lashed or fill the compartment/container volumetrically.
- On pallets, the package(-es) are either individually lashed or secured the pallet net (refer to 4.1.2 - Securing of the Load)

9.16.21 Notification to Captain (NOTOC)

The Commander shall be notified in writing via NOTOC, prior to departure, that Dangerous Goods are loaded on board. A change in load and/or loading position at a transit station shall be reported to the Commander (refer to 5.10 - DESCRIPTION OF OTHER DOCUMENTS).

9.16.22 Air/oxygen bottles (for sick passengers)

Not allowed.

9.16.23 Dry ice (ICE)

9.16.23.1 Dry Ice Limitations on passenger aircraft

Dry ice (ICE) may not be loaded in the same compartment as AVI.

Exception: Live tropical fish and other fish for aquarium use, may be loaded together with ICE, as they are packed in closed containers and are not dependent on the oxygen in the compartment.

Limitations on Transport of Dry Ice on Airbus A320/321 maximum 200kg per aircraft
Greater amounts of dry ice may be carried, provided:

- Acceptance received from Operator
- Flight crew is notified
- Sublimation rate has been established
- Carriage is within limits of aircraft service specifications.
- Ground personnel is notified and warned of possible CO2 build up in cargo

NOTE: If dry-ice has been transported in a cargo hold, loading personnel shall wait 2 minutes before entering the hold from the time the cargo hold doors were opened.

Dry Ice shall be evenly distributed across the cargo compartments. When Dry Ice loaded in holds and Ground Handling flight coordinator/loadmaster or shift duty manager has this information from LDM – ground handling staff responsible for unloading shall be instructed that it is prohibited to enter holds at least 2 minutes after opening the doors. Only one employee shall enter loaded area and under supervision of another employee. Emergency shall be declared in case person entered the aircraft shows signs of incapacitation. It is prohibited to enter aircraft by second person until additional staff arrived.

For DRY ICE limitations please refer to 11.1.13.

9.16.24 Transport of Magnetized Materials

Magnetized material may be loaded in any cargo hold of FLY2SKY aircraft, aft of flight deck. Maximum magnetic field strength is 0.002 gauss at 2.1 meter distance from package. If there is a concern that the magnetic field is to strong, this can be checked by reading the standby magnetic compass before and after magnetic material is loaded.

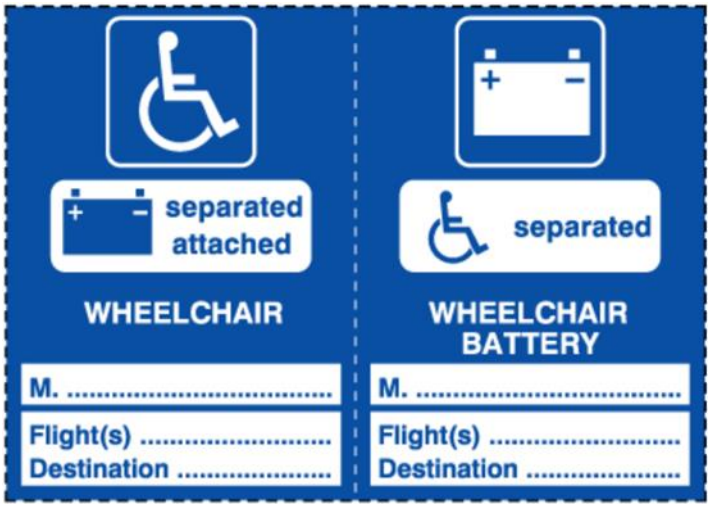
Changes in compass readings of more than +/- 3 degrees are considered too excessive.

9.16.25 Acceptance of battery-operated mobility aids

GRH 3.1.3

Only battery-operated mobility aids with spillable, non-spillable and lithium-ion batteries accepted under the rules described in chapters 9.16.25.1 - Wheelchairs/Mobility Aids with Non-spillable Wet Batteries or Batteries which Comply with IATA DGR Special Provision A123, 9.16.25.2 - Wheelchairs/Mobility Aids with Spillable Batteries and 9.16.25.3 Wheelchairs/Mobility Aids with Lithium Batteries operated mobility aid to be:

- The battery is a type that is permitted;
- Battery terminals are protected, and electrical circuits are isolated;
- Loading is in a manner that prevents movement and damage from other cargo;
- If applicable, batteries are removed, protected and transported as per specifications applicable to the type of batteries;
- The pilot in command is informed of the location of the mobility aids and/or the batteries.
- NOTOC
- The label below should be used.



9.16.25.1 Wheelchairs/Mobility Aids with Non-spillable Wet Batteries or Batteries which Comply with IATA DGR Special Provision A123

Battery-powered wheelchairs or other similar mobility aids for use by passengers whose mobility is restricted by either a disability, their health or age, or a temporary mobility problem (e.g. broken leg), with non-spillable wet batteries which comply with Special Provision A67 or nickel-metal hydrate batteries which comply with Special Provision A199 of IATA DGR or dry batteries which comply with Special Provision A123. These batteries must meet the following requirements:

- The mobility aid must be prepared for transport to prevent:
  - unintentional activation; and
  - non-spillable batteries are not permitted to contain any free or unabsorbed liquid.
- The ramp agent must secure, by use of straps, tie-downs or other restraint devices, a battery powered mobility aid with installed battery(ies). The mobility aid, the battery(ies), electrical cabling and controls must be protected from damage including by the movement of baggage, mail or cargo.
- Ramp agent must verify that:
  - the passenger has confirmed that the battery(ies) is a non-spillable wet battery that complies with Special Provision A67 or dry battery that complies with Special Provision A123;

- the battery terminals are protected from short circuits, e.g. by being enclosed within a battery container;
- the battery(ies) is either:
  - adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits must be isolated following the manufacturer's instructions; or
  - removed from the mobility aid following the manufacturer's instructions.

- A passenger may carry a maximum of:
  - one spare wet, non-spillable battery meeting Special Provision A67; or
  - two spare dry batteries meeting Special Provision A123.
- The operator must ensure that any battery(ies) removed from the wheelchair/mobility aid and any spare batteries are carried in strong, rigid packagings which must be carried in the cargo compartment.
- The operator must inform the pilot-in-command of the location of mobility aids with installed battery(ies), removed battery(ies) and spare battery(ies).
- It is recommended that passengers make advance arrangements.

9.16.25.2 Wheelchairs/Mobility Aids with Spillable Batteries

Battery-powered wheelchairs or other similar mobility aids for use by passengers whose mobility is restricted by either a disability, their health or age, or a temporary mobility problem (e.g. broken leg), with spillable batteries. These batteries must meet the following requirements:

- The operator must secure, by use of straps, tie-downs or other restraint devices, a battery powered mobility aid with installed battery(ies). The mobility aid, the battery(ies), electrical cabling and controls must be protected from damage including by the movement of baggage, mail or cargo.
- The Ramp Agent must verify that:
  - the battery terminals are protected from short circuits, e.g. by being enclosed within a battery container;
  - the battery(ies) is fitted, where feasible, with spill-resistant vent caps;
  - the battery(ies) is either:
    - adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits must be isolated following the manufacturer's instructions; or
- removed from the mobility aid following the manufacturer's instructions when the mobility aid cannot be maintained in an upright position.
- The operator must load, stow, secure and unload a mobility aid with a spillable battery(ies) in an upright position. If the wheelchair or 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(ies), the operator must remove the battery(ies). The removed battery(ies) must be carried in strong, rigid packagings as follows:
  - packagings must be leak-tight, impervious to battery fluid and be protected against upset by securing to pallets or by securing them in cargo compartments using appropriate means of securement (other than by bracing with freight or baggage) such as by use of restraining straps, brackets or holders;
  - battery(ies) 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

  - these packagings must be marked “BATTERY, WET, WITH WHEELCHAIR” or “BATTERY, WET, WITH MOBILITY AID” and be labelled with the “Corrosive” label and with the “Package Orientation” label.
- The operator must inform the pilot-in-command of the location of mobility aids with installed battery(ies) and removed battery(ies).
- It is recommended that passengers make advance arrangements.

9.16.25.3. Wheelchairs/Mobility Aids with Lithium Batteries

Lithium-ion battery powered wheelchairs or other similar mobility aids for use by passengers whose mobility is restricted by either a disability, their health or age, or a temporary mobility problem (e.g. broken leg), subject to the following conditions:

- 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.
- The operator must secure, by use of straps, tie-downs or other restraint devices, a battery powered mobility aid with installed battery(ies). The mobility aid, the battery(ies), electrical cabling and controls must be protected from damage including by the movement of baggage, mail or cargo.
- The operator must verify:
  - the battery terminals are protected from short circuits, e.g. by being enclosed within a battery container;
  - the battery(ies) is either
    - adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits must be isolated following the manufacturer’s instructions; or
    - removed from the mobility aid following the manufacturer’s instructions. Each battery removed from the mobility aid must not exceed 300 Wh.
- A passenger may carry a maximum of one spare lithium ion battery not exceeding 300 Wh or two spare batteries each not exceeding 160 Wh.
- The operator must ensure that any battery(ies) removed from the mobility aid and any spare battery(ies) are carried in the passenger cabin. The removed or spare battery(ies) must be protected from damage (e.g. by placing each battery in a protective pouch).
- The operator must inform the pilot-in-command of the location of the mobility aid with installed battery(ies), removed battery(ies) and spare battery(ies).
- It is recommended that passengers make advance arrangements with each operator.

10. SECURITY

10.1. INTRODUCTION

10.1.1 About FLY2SKY Station Security Procedures

FLY2SKY Station Security Procedures are intended for FLY2SKY Ground Handling Agents, to ensure that all security related ground handling activities are performed according to Security Program. Contents of the Security Program are published in the following documents:

- Security Program – for approval and headquarters use only
- FLY2SKY Operations Manual – for crew and operations personnel
- Ground Operations Manual - for ground handling personnel

Ground handling agent may also receive special security instructions applicable to a specific station, either directly local or national authorities or through FLY2SKY. Because of general confidentiality of information related to security, ground handling agent must ensure that security information is only accessible to persons whose duties relate to Security Program.

International Organisations and Obligations

FLY2SKY Security program is approved by CAA, in accordance with Commission Regulation (EU) 300/2008 and Commission Regulation (EU) 2015/1998. FLY2SKY will follow more restrictive local requirements where required by local authorities.

10.1.2 FLY2SKY Security Organisation

Key Corporate Official	
24-hours Security Contact (including but not limited to emergency use)	FLY2SKY Integrated Operations Control Centre (IOCC) Office telephone: +359 (0)87 920 5220 e-mail: OCC@fly2sky.aero
Ground Operations Director	Rima Kamenova Cell phone: +359 (0)88 888 5179 e-mail: GHM@fly2sky.aero
Safety Manager	Krasimir Stefanov Cell phone: +359 (0)88 880 9794 E-mail: SM@fly2sky.aero
Security Manager	Veselin Chakmakov Cell phone: +359 (0)88 682 0187 E-mail: security@fly2sky.aero

10.2 CONTRACTING SECURITY FUNCTIONS

10.2.1 Security requirements in Ground Handling Contracts

Ground Handling agents are familiar with local security requirements but are not familiar with FLY2SKY security procedures. Therefore, security requirements of both: the airport and FLY2SKY can be discussed during ground handling contract negotiations, to ensure that the contract provides framework for fulfilment of all applicable requirements. The following items have been identified as necessary discussion points, to ensure common understanding between ground handling agent and FLY2SKYon duties relating to security:

- Responsibility of passenger screening

- Responsibility of cabin and hold baggage screening
- Responsibility of catering security
- Access control to aircraft
- Aircraft security check
- Aircraft security search
- Emergency contacts
- Contingency procedures
- Matching of passengers against established profiles.

10.2.2 Ground Handling Agent Subcontracting

Ground handling agent may subcontract specific security functions, provided subcontractor is acceptable to airport authorities and FLY2SKY.

10.2.3 Direct Contract between FLY2SKY and Security Company

FLY2SKY may choose to contract some security functions directly to specialized security companies or other organizations.

10.3 AIRCRAFT SECURITY

FLY2SKY Ground Handling Agent must ensure the security of FLY2SKY aircraft, while aircraft is on the ground at the station. This is achieved by controlling access to the aircraft while on the ground and conducting checks and searches of aircraft before departure.

FLY2SKY procedures are in place for the conduct of an aircraft security check or an aircraft search at the originating location of an international flight to ensure no prohibited items are introduced in the aircraft prior to the departure of an international flight.

10.3.1 Aircraft Security Check

Aircraft security check- an inspection of the interior of an aircraft to which passengers have had access and an inspection of the hold for the purposes of discovering suspicious objects, weapons, explosives or other dangerous devices, articles and substances.

Aircraft security check of the Interior Areas, except flight deck, is performed by cabin crew members. Flight crew (Pilot not flying) is responsible for an inspection of the flight deck and exterior of the aircraft. Aircraft hold and items contained within the hold is inspected by Ground handling agent and verbally confirmed to PM (Pilot monitoring).

Unless otherwise agreed, FLY2SKY Ground Handling Agent is responsible for the following regarding aircraft security check:

- aircraft cargo holds do not contain foreign objects (performed by loading personnel);
- all ground handling personnel must be alert for foreign objects elsewhere in and around the aircraft, and report foreign objects to airport security personnel or crew.

Ground handling agent must keep a record of persons who performed ground handling activities relating to aircraft security for at least 24 hours. For US operations aircraft security search form must be kept for 30 days.

Unless otherwise agreed, other activities relating to aircraft security check are the responsibility of the crew.

Aircraft security check is documented on the security check form.

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10.3.2 Aircraft Security Search

Aircraft security search must be performed by task trained personnel. Aircraft security search may be conducted at any time, when the aircraft is not in service, at any part of an airport, providing that the integrity of the security

search is maintained until departure by controlling access to the aircraft. Aircraft security search must be documented, either by using Security Check/Search list or other similar document acceptable to FLY2SKY, supplied by the ground handling agent. Written documentation of aircraft security search must be kept at station for at least 24 hours. For US Operations security search form must be kept for 30 days.

Security search shall be performed when:

- There is a reason to believe that any unauthorized person has had access to the aircraft while it has been left unattended.
- If originating airport of departure is within EU community (including EEC countries) and previous flight originated outside EU community.
- If any passengers disembark, it is necessary to ensure that they are reconciled with their hold luggage and carry-on luggage and that they do not leave any items behind in the overhead bins.

Aircraft security search consists of an examination of the following accessible areas, when they are accessible without usage of tools, keys, stair or other aids, and without breaking seals:

- Areas under seats
- 10% of life-jacket pouches
- Seat pockets
- Gap between seats
- Between the seat and fuselage wall
- Overhead bins
- All cupboards and storage compartments, including crew storage areas
- Galley’s area
- Lavatories
- Flight deck
- Aircraft service panels and hatches
- Wheel wells
- Aircraft hold
- Items contained within the hold

Aircraft hold and items contained within the hold are inspected by Ground handling agent and verbally confirmed to PM (Pilot monitoring).

Ground Handling personnel have to ensure that all cargo hold are empty. A visual check must be used as method for the examination of those areas that are empty and closed interior panels, items contained within the hold (if applicable), if accessible without the use of tools, keys or other aids, without breaking seals, and where a prohibited article could be reasonably be concealed.

In cargo hold could be recognized located company materials (COMAT, FLYAWAY KIT) in that case captain must be informed for further clarification.

If the suspicious object is found, it shall not be touched. The captain must be informed immediately.

If crew not on board police or airport security services in accordance with local security procedures.

Information which has to be reported: description of object recognized, reporting person.

Other actions must be performed in accordance with 10.8.1.2.7 - Specific Bomb Threat - Response with Aircraft on Ground and 10.8.1.2.12 - Discovery of Suspicious Object on Ground.

FLY2SKY	SECURITY SEARCH FORM

Дата *Date*		Полетен № *Flight №*	
Място *Place*		Дестинация *Destination*	
Регистрация *Registration*	LZ-_____	Предишно летище *Previous Station*	
		Претърсване *Security Search*	Да/ *Yes* ☐ Не/ *No* ☐

Зони за проверка/ *Search Zones*	**Проверено/ *Checked***
Багажници/ *Overhead bins*	☐
Кресла и спасителни жилетки (мин. 10%)/ *Seats and life vest holders (min. 10%)*	☐
Джобове, зоната под креслата/ *Pockets and area under the seats*	☐
Гардероб, служебен отсек/ *Locker and service compartment*	☐
Тоалетни чинии/ *Toilet bowls*	☐
Контейнери за отпадъци и зоните зад тях/ *Waste bin area and area behind*	☐
Всички отсеци и отделения в кухнята/ *Stowage bins and containers in the galleys*	☐
Отсеци и отделения за зареждане с кетъринг/ *Catering stowage bins and containers*	☐
Фурни и бойлери за гореща вода/ *Ovens and heaters*	☐
Места на кабинен състав/ *Crew member assigned stations*	☐
Пилотска кабина/ *Cockpit*	☐
Товарни отсеци/ *Cargo compartments*	☐
Отсеци на колесника/ *Landing Gear compartments*	☐
Сервизни пандели/ *Service panels*	☐

Декларирам, че претърсването беше извършено съгласно ПС на Fly2Sky и приложимите национални и международни стандарти, а именно: Регламент (ЕО) 300/2008, (ЕО) 185/2010 и ECAC Документ 30.	I hereby declare that the security search was completed in accordance with the Fly2Sky SP as well as with the applicable national and international standards, i.e.: Regulations (EC) 300/2008, (EC) 185/2010 and ECAC Document 30.
Констатира липса / наличие на следните предмети:	**Forbidden articles were not / were found as follows:**

Отговорен за претърсването/ *Responsible for the search*		**Приключено/ Completed**
Име/ *Name*		_____ч/h _____мин/min
Длъжност/ *Position*		
Подпис/ *Signature*		

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10.3.3. Discovery of Suspicious Object on Ground

If a suspicious object, either suspected to be an explosive device, or otherwise dangerous to humans is discovered, the following action shall be taken:

- objects shall not be touched or moved;
- all persons in the vicinity shall be warned of possible danger and asked to move to safe distance; and airport security shall be called.

10.3.4. Lost/left items

Disembarking passengers must take their cabin baggage and accessible property with them off the aircraft. Any item left by a disembarking passenger shall be offloaded, the record is made in Lost Property form (Sample on the next page).

The item left shall be handed over to Ground handling agent together with a copy of Lost Property form.

Any lost or left object or baggage found onboard must be handed over to Lost and found office.

Lost Property Form Sample

FLY2SKY	LOST PROPERTY FORM

General Information		
Report Title	Confidentiality	Event Location
Event Date (dd/mm/yyyy)	Event Time in UTC (hh:mm)	Flight Number
Route	Seat Number	Commander (name and code)
First Officer (name and code)	Cabin Crew Member(s) (name and code)	
Description		

Lost Property Details		
Any Further Notes / Description about the item	Name and Signature of the Ground staff who has received the item	
Claimants' Name and Signature	Date item claimed	Date item returned to customer relations

LPF | 22/03/2022

10.3.5 Transit security search

Where an aircraft is in transit, the aircraft security search may be performed whilst passengers remain onboard provided that:

- the passengers are in possession of their cabin baggage when the examination is performed; and
- the passengers are under supervision in order to prevent movement through the aircraft when the aircraft security search is being performed.

The following stipulation apply for transit-stops:

At a transit stop where no passengers disembark:

- No passenger shall be allowed to leave the aircraft during the ground stop;
- All cabin baggage shall be left on the aircraft;
- Service providers entering the aircraft shall be supervised while on board;
- No aircraft security search is necessary.

At a transit stop where all passengers disembark:

- Passengers must take their cabin baggage with them off the aircraft;
- No cabin baggage or accessible property may remain onboard. Any item left by a disembarking passenger shall be offloaded the record is made in Lost Property form.
- The item left shall be handed over to Ground handling agent together with a copy of Lost Property form.
- Service providers entering the aircraft shall be under supervision while on board;
- Transit passengers shall disembark before other passengers;
- Standard security search necessary if applicable.

At a transit stop where some passengers disembark:

- Disembarking passengers must take their cabin baggage and accessible property with them off the aircraft.
- Any item left by a disembarking passenger shall be offloaded the record is made in Lost Property form.
- The item left shall be handed over to Ground handling agent together with a copy of Lost Property form.
- Service providers entering the aircraft shall be under supervision while onboard;
- Remaining passengers must remove their cabin baggage from overhead bins and have it easy to positive identify it to cabin crew during examination;
- Remaining passengers must be supervised and instructed to remain seated on board to ensure that only transit passengers stay on board and none are missing;
- Staff must inform gate agent of the number of passengers remaining on board;
- Where any transit passenger is missing, his/her checked baggage must be off-loaded and the passengers cabin baggage removed.

10.3.6 Transit security check

Transit stop where all transit passengers have to disembark, passengers must take their cabin baggage with them the aircraft.

At a transit stop where some passengers disembark, disembarking passengers must take their hand luggage with them off the aircraft. Remaining passengers must be reconciled with their hand luggage during aircraft security check.

10.3.7 Aircraft security search during a transit stop at a high security threat airport

FLY2SKY or the CAA through a threat assessment, will determine which airports are considered at a higher security threat and require the removal of cabin articles, including carry-on baggage, at transit stops.

The CAA will communicate this information to FLY2SKY via verbal or written information.

At airports assessed to be under increased threat, the cabin must be searched during the aircraft transit period to prevent disembarking passengers from leaving any article on board.

Passengers shall disembark during the transit period and the cabin searched.

If it is not possible for transit passengers to disembark, they may remain on board the aircraft during the transit stop, such passengers remaining on board shall be asked to positively identify their belongings, by placing them on their laps, while the security search is performed.

Any articles found are as suspect and appropriate measures are taken to remove them from the aircraft. If the airport is considered to be under increased level of threat FLY2SKY staff must never:

- Touch or manipulate the item
- Try to cover it
- Stay in close vicinity of it if the item is declared suspicious
- Do not use radio or any other vibration, sound or light generation device near it.

10.3.8 Protection of Aircraft

EC 2015/1998; IOSA SEC 3.1.2; GRH 3.7.1

Regardless of where the aircraft is parked in the airport, it shall be protected against the unauthorized access by:

- ensuring that persons seeking to gain unauthorised access are challenged promptly; or
- having its external doors closed. Where the aircraft is in a critical part, external doors that are not accessible from the ground shall be considered closed if access aids have been removed and placed
- sufficiently far from the aircraft as to reasonably prevent access.

The above measures shall not apply to an aircraft parked in a hangar that is locked or otherwise protected from unauthorized access.

Aircraft sealing is a protective security measure in order to determine if unauthorized access to the aircraft has taken place.

Aircraft sealing is required when the aircraft is parked in a part other than critical part of the airport.

FLY2SKY shall, upon request, be notified by the airport operator whether or not its aircraft is in a critical part. When it is not clear, it shall be assumed that the aircraft is in a part other than a critical part.

When aircraft is left unattended in the critical part at airport, aircraft external doors are to be closed and stairs removed and placed sufficiently far from the aircraft as to reasonably prevent access.

Where external doors are closed and it is parked in a part other than a critical part, each external door shall also be sealed and have access aids removed.

Responsibility of aircraft security sealing Contracted maintenance staff or Commander is responsible for aircraft sealing procedure when leaving aircraft unattended in a part other than critical part of the security-restricted areas at airport.

Where aircraft security seals are used: Commission Decision 774/2010

- the seals shall be tamper-evident, individually numbered and controlled;
- prior to accessing the aircraft, the seals and seal numbers shall be inspected for signs of tampering. If tampering is detected or suspected, the relevant parts of the aircraft shall be subjected to an aircraft security search before boarding or loading.

Where external doors are sealed and the aircraft is then moved into a critical part, these requirements shall also apply in the critical part.

Aircraft sealing procedure IOSA SEC 3.1.3

- Prior to sealing the aircraft the seal numbers are recorded on the Aircraft sealing form, as this will stay in flight deck compartment ready for inspection and across referencing by the next
- company staff member onboard the aircraft;
- Seal the external doors using FLY2SKY security seals. Place seals opposite of door hinges, with center of a seal over gap;
- Prior to opening the entry door a company staff member first entering the aircraft shall inspect if all seals are intact, if there is evidence of tampering and if the serial numbers correspond with the Aircraft sealing form.

If there is any evidence of tampering, indicating unlawful access to the aircraft it must be reported to the airport security and OCC and aircraft security search shall be carried out.

When aircraft has been sealed and a company staff member requires access to the aircraft, that company staff member shall then reseal the aircraft with a new seal and record the seal number and sign the Aircraft sealing form.

Information on the aircraft sealing procedure

Aircraft sealing form is located in the aircraft document binder together with Aircraft security seals onboard the respective aircraft.

When Security sealing form is distributed as follows:

- The first page shall be inserted into Trip File and kept at the station by Ground Handling for 24 hours or the duration of the flight, whichever is longer;
- The second page for Flight Crew or contracted maintenance who sealed aircraft;

Aircraft Sealing Form Sample

Aircraft security seal form Airbus-320
Схема за запечатване на ВС Airbus 320

SECURITY SEALS A320 **LZ-MD_**

Location:
Date:
Time (UTC):
Sealed from:_____
Name sign

Date:
Time (UTC):
Unsealed from:_____
Name sign

When seal or unseal an aircraft inform Local Security!
Keep this card 24h after unseal!

A/C reg.:	**LZ –……**	*Airport:*	
Date:		*Work accomplished by:*	
Time:		*Signature:*	
Date:		*Unsealed by:*	
Time:		*Signature:*	

Notes:

- The AC need to be sealed when left unattended in a part of the SRA other than a "Critical" part.
- Cargo and baggage Doors need to be sealed if there are access aids in their immediate vicinity (stairs, etc.) which may provide access to these doors, as well as for high-risk flights.
- **Operational Center FLY2SKY:**
  + 359 879205220

Забележки:

- ВС подлежи на запечатване при престой в част на ЗОД, която не е „критична"
- Вратите на карго и багажните отделения се запечатват, в случай, че в непосредствена близост се намират помощни средства (стълби и др.), осигуряващи достъпа до тях, както и при полети с висок риск.
- **Оперативен център FLY2SKY:**
  + 359 879205220

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10.4 PASSENGERS AND CABIN BAGGAGE

All originating, transfer and transit passengers and their cabin baggage shall be screened in order to prevent prohibited articles from being introduced into security restricted areas and on board an aircraft in accordance with ICAO Annex 17, EC 300/2008, EU 8005/2015, EU 2015/1998 and EU 774/2010.

10.4.1 Screening of Passengers

10.4.1.1 Acceptable Procedures for Screening Originating Passengers

All originating passengers must be screened for weapons and other dangerous to aviation security items. The screening shall be carried out with the greatest possible consideration.

Screening may be accomplished by using walk-through-metal detection equipment, hand search or hand search with support of handheld metal detector. Screening must be performed according to relevant international standards and local regulations and be carried out by trained personnel.

10.4.1.2 Acceptable Procedures for Screening Persons with Reduced Mobility

Persons with reduced mobility and their mobility aids shall be screened according to Security Program to the extent their disability permits. Screening shall be conducted in accordance with applicable regulations and procedures.

10.4.1.3 Security Procedures for Potentially Disruptive Passengers

Deportees

Deportees are persons who have entered a state legally but are now being formally ordered by authorities to leave that state.

Reasons for deportation can be violation of visa regulations, criminal act or other reasons.

Inadmissible Passengers

Inadmissible passengers are people who have been refused by lawful authorities' entry to the state, where the persons disembark. They are refused entry because of visa regulations or insufficient funds, therefore, unless otherwise ordered by the state refusing entry, FLY2SKY will take inadmissible passengers back to their home state or the closest state that will admit them.

Persons in Lawful Custody

Persons in lawful custody must always be escorted.

10.4.1.3.1 Notification to FLY2SKY by the competent authority

The notification shall contain the following information:

1. Potentially disruptive passenger notification form;
2. Identity and gender of the person; and
3. Reason for transportation; and
4. Name and job title of escorts, if provided; and
5. Risk assessment by the competent authority, including reasons to escort or not; and
6. Prior seating arrangements, if required; and
7. The nature of available travel documents.

Information distribution of Potentially disruptive passengers

This information must be sent to:

1. FLY2SKY Integrated Operations Control Centre (IOCC).
2. FLY2SKY Ground Operations and Ground Handling Agent.
3. Flight Operations Director and Security Manager shall also be advised.

Responsibilities:

OCC is responsible for including potentially disruptive passenger information in pre-flight briefing material.

Ground Operations are responsible for reserving most rearward seats in the aircraft for deportees and escorts keeping the nearest seats empty if possible, and informing Commander where they are seated.

The commander is responsible for informing SCCM where potentially disruptive passenger and if applicable, escorts, are seated among passengers.

FLY2SKY Security Manager, Flight Operations Director and Commander have the authority to refuse transport of Potentially disruptive passengers, if they do not consider the level of escort adequate for the person being transported. The risk assessment must take into account reason, willingness to travel and effects of the transport, the safety of the flight, and comfort of passengers. there shall be sufficient number of escorts, if required by the risk assessment. Neither escorts, nor deportee may be served alcohol.

On special flights where only deportees are transported, the authorities involved and FLY2SKY Security Manager shall agree on which measures need to be taken.

10.4.1.3.2 Disruptive Passengers

FLY2SKY has the policy that no disruptive behaviour is acceptable and that appropriate measures will be taken depending on the level of aggression. It is also the policy of FLY2SKY to fully support its employees in their actions and efforts to enforce order on board its airplanes and to prosecute offenders. Rules and procedures concerning handling of disruptive passengers in flight are published in FLY2SKY Flight Operations Manual and Cabin Crew Operations Manual.

It is recognized that disruptive behaviour often starts at the airport. Ground handling agent personnel must therefore ensure the following:

Refuse boarding to persons showing signs of psychotic behaviour and advise the authorities.

Refuse boarding to persons intoxicated to such a state that their carriage would threaten the safety of the flight or when carriage of such persons would cause undue discomfort to other passengers.

Refuse boarding to persons who physically assault airport personnel or customers and advise the authorities.

Refuse boarding to person who continually verbally assaults the airport personnel or customers and advise the authorities.

Advise the crew about persons who have displayed behaviour that might lead to refusal of boarding, but have responded to communication and are now considered fit to travel by the ground handling personnel.

In case of denied boarding – passenger luggage and belongings to be located and offload from aircraft.

In case necessary airport security department shall be informed and police called out to control boarding processed in safe and secure manner. Such cases to be reported via e-mail to GHM@fly2sky.aero and Security@fly2sky.aero.

10.4.2 Screening of Cabin Baggage

Screening of Cabin baggage must be in accordance with EU EU 8005/2015, EU 2015/1998 and EU 774/2010.

Acceptable Procedures for Screening Originating Cabin Baggage Search utilized to screen cabin baggage must meet all relevant international and local standards. Material that cannot be accepted as cabin baggage must be checked in as hold baggage if applicable.

List of prohibited articles in Cabin Baggage Passengers are not permitted to carry the following articles into security restricted areas and onboard an aircraft:

a. guns, firearms and other devices that discharge projectiles- device capable, or appearing capable, of being used to cause serious injury by discharging a projectile, including:

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

b. stunning devices- devices designed specially to stun or immobilise, including:

- devices for shocking, such as stun guns, teasers and stun batons
- animal stunners and animal killers
- disabling and incapacitating

Exemptions

Criteria for exemption

An exemption may be granted on condition that:

a. the appropriate authority has given consent that the article may be carried; and

b. the air carrier has been informed about the passenger and the article that he is carrying prior to passengers boarding the aircraft; and

c. the applicable safety rules are complied with.

Cabin Baggage Security at Transit Stops

At a transit stop where no passengers disembark: All cabin baggage is left on the aircraft.

At a transit stop where all passengers disembark: Passengers must take their cabin baggage with them off the aircraft.

At a transit stop where some passengers disembark: Disembarking passengers must take their baggage with them off the aircraft. Remaining passengers must point out their cabin baggage to cabin crew during aircraft security check.

10.4.3 Screening of Diplomats

Persons designated by authorities as exempt from screening need not be screened before boarding FLY2SKY flights. However, Commander of the aircraft shall be informed and the persons exempted from screening will be escorted to the aircraft by aerodrome authorities.

Diplomats shall be subjected to the same security screening as other passengers. However sealed diplomatic bags shall not be screened, provided it can be positively established that the bag is a diplomatic bag of recognized origin.

10.5 HOLD BAGGAGE

The purpose is to reasonably ensure that no checked baggage is taken on board an aircraft, without it having been subjected to security controls and reconciled with a passenger actually boarding the flight. The aim is to ensure that no prohibited items are introduced into cargo hold of an aircraft.

Unaccompanied baggage is permitted for carriage however certain regulations and procedures do apply. The following procedures in this chapter shall apply for both domestic and international flights.

List of prohibited articles in accordance with EU 2015/1998 Attachment 4-C

Passengers are not permitted to carry the following articles in their hold baggage:

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

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

Exemptions

An exemption may be granted on condition that:

a. appropriate authority has national rules permitting carriage of article; and

b. the applicable safety rules are complied with.

10.5.1 Reconciliation of Hold Baggage

Each item of hold baggage shall be identified as accompanied or unaccompanied.

FLY2SKY shall during the boarding process, ensure that passenger presents a valid boarding card or equivalent corresponding to the hold baggage that was checked in.

Unless otherwise agreed, FLY2SKY Ground Handling Agent is responsible for passenger-baggage reconciliation.

If the passenger is not on board the aircraft, the hold baggage corresponding to his boarding card or equivalent shall be considered as unaccompanied. This provision applies for both check-in and baggage gate ceded (Delivery at Aircraft) which is transported in the cargo hold of the aircraft.

Identification of hold baggage

Ground handling agent personnel ensure the following requirements for baggage identification check:

- Passengers shall be asked to identify their baggage, before it is loaded or reloaded.
- Passengers shall not be allowed to open their checked baggage during such baggage identification.

Any baggage left over after baggage identification must be handed over to the local security authority control, unless it can be established that presence of this baggage is due to mishandling beyond passenger's control.

Factors beyond passenger's control

The reason that the baggage became unaccompanied shall be recorded before it is loaded onto aircraft, unless the security controls applied.

For the purposes of transportation of unaccompanied hold baggage, the following may be considered as factors beyond the passenger's control:

a. the passenger was denied boarding and he did not volunteer to give up his seat; or

b. the passenger was re-routed onto another flight and it was not at his request; or

c. the baggage failed to transfer between two flights due to unforeseen reasons, causing it to miss the departing flight; or

d. there was a malfunction of the baggage system, causing the baggage to miss the departing flight; or

e. the baggage was loaded onto an aircraft other than that which it was checked in.

In the cases c)-e), FLY2SKY has established that passenger did travel on the flight on which he was checked. if the passenger did not travel on the flight on which he was checked in, then the baggage shall be subjected to security controls in accordance with Commission regulation (EC) 300/2008, 774/2010, EU 8005/2015 and EU2015/1998 as described in FLY2SKY Security program.

10.5.2 Screening of Hold Baggage

Hold baggage, including courier baggage, is:

- Subjected to screening capable of detecting explosives and explosive devices prior to being loaded into an aircraft for an international passenger flight;
- Protected from unauthorized interference from the moment of acceptance until loaded on board the aircraft.

All checked baggage loaded on international flights is examined by authorized screeners using approved screening methods. Each state will have varying regulations and requirements, but typically approved screening methods include:

- Explosive detection systems (EDS);
- Explosive trace detection (ETD);
- X-ray;
- Physical search;
- Canine.

In the event of an increased threat, FLY2SKY, based on risk assessment, may direct supplementary screening procedures as appropriate to counter the threat.

Records from the screening of the hold baggage shall be kept in accordance with the procedure described in the FLY2SKY Security Programm. GRH 3.7.8

FLY2SKY´s contracted ground handler (handling agent) shall prepare a hold baggage manifest (so called “bingo sheets” prepared manually) or an alternative means of providing evidence (e.g. by the means of automated Baggage Reconciliation System (BRS) utilized for correctly reconciling hold baggage onto a flight as per load instructions generated and printed out from the Departure Control System (DCS) and security screening systems), which confirms the identification and screening of hold baggage (either accompanied or unaccompanied baggage) if it is to be carried. IOSA GRH 3.7.8

The following information shall be recorded on the hold baggage manifest:

a) flight number and date of the flight

b) information in relation to baggage tag numbers or similar documentation which links carried passengers to carried hold Baggage

c) whether the baggage is accompanied or unaccompanied

d) any baggage that has been taken from a passenger or crew member at the gate and/or at the aircraft (delivery at the aircraft baggage) to be placed into the hold, whether it has been tagged at check-in as hold baggage or not, details must be recorded either automated or manually

e) in respect to unaccompanied hold baggage it shall be documented that it has been subjected to the correct screening procedures

f) information in relation to any transfer of baggage from one aircraft to another in the event of an technical problem with an aircraft resulting in an aircraft change
g) a signature of the appointed person responsible the supervision of the loading of the hold Baggage

10.5.2.1 Accompanied Hold Baggage

Accompanied hold baggage refers to any hold baggage which is placed in the custody of the aircraft operators by, or on behalf of, a person carried on the same flight as that baggage.

Accompanied hold baggage must be screened according to EU 2015/1998 and FLY2SKY Security program.

10.5.2.2 Unaccompanied Hold Baggage

Unaccompanied hold baggage means baggage accepted for carriage in the hold of an aircraft, on witch the passenger who checked it in is not on board.

Unaccompanied hold baggage must be screened according to applicable international and local standards.

10.5.2.3 Protection of Hold Baggage

GRH 3.7.7

Hold baggage must be protected from unauthorized interference from the point it is screened or accepted into the care of the ground handler until departure of the international flight transporting the baggage.

Baggage tag supplies shall be protected from unauthorized access to ensure that no baggage not belonging to a passenger can be tagged. Crew baggage and baggage tags shall be subjected to the same security measures.

Checked baggage shall always be kept in a restricted area, both inside and outside the terminal building, so that unauthorized access is prevented. Surveillance shall be sufficient to prevent unauthorized access, including situations where baggage is located on the ramp. In case it is suspected that unauthorized access to baggage has occurred, the baggage involved must be re-screened.

Transfer hold baggage must be: GRH 3.7.10

- Subjected to screening prior being loaded onto the aircraft, or
- Has been screened at the point of origin and subsequently protected from unauthorized interference from the point of screening at the originating airport to the departing flight at the transfer airport.

10.5.2.4 Mishandled luggage (RUSH baggage)

GRH 3.7.9

Mishandled baggage (also known as RUSH baggage) shall be forwarded without charge by the fastest possible means using the services of any airline to the airport nearest to the passenger's address. Forwarding of such expedite baggage available after additional screening.

Unclaimed baggage is kept for a period of time, as prescribed by the local authority, and disposed of through that authority as unclaimed property.

While waiting for forwarding luggage shall be protected from unauthorized access and kept in a restricted area. Mishandled/rush baggage must be held in a locked and secure storage cage or room. Access and key control is properly supervised and the baggage subjected to additional screening before being loaded into an aircraft.

In case it is suspected that unauthorized access to baggage has occurred, the baggage involved must be re-screened.

10.6 FLY2SKY MAIL AND MATERIALS

10.6.1 Application

FLY2SKY company mail and materials carried on its own aircraft shall be subjected to security controls before being placed on board an aircraft.

10.6.2 Definitions

Mail and materials shall mean internal dispatches of correspondence and materials, such as but not limited to, documentation, supplies, maintenance spares, catering and cleaning supplies and other articles, intended for delivery to its own or contracted organization for use within FLY2SKY operations.

10.6.3 Security Controls

Any FLY2SKY shipment of company mail ('co-mail') or company materials ('co-mat') shall be subject to the following measures:

Before being loaded into any part of aircraft, FLY2SKY mail and materials shall either be screened and protected in accordance with hold baggage screening and protection security measures or be subjected to security controls and protected in accordance with cargo screening and protection security measures.

Before being loaded into any part of an aircraft other than the hold, FLY2SKY mail and materials shall be screened and protected as cabin baggage.

FLY2SKY mail and material shall be subjected to security controls and protection in accordance with Commission regulation EU 8005/2015, EU 2015/1998, EC 300/2008 and Commission Decision 774/2010 as described in FLY2SKY Security Program.

10.7 FLY2SKY IN-FLIGHT SUPPLIES

Supplies shall be considered as in-flight supplies form the time that they are identifiable as supplies to be taken on board the aircraft for use, consumption or purchase by passengers or crew during the flight.

10.7.1 Application

Pre-flight check of catering must be performed before every flight where catering is brought onboard the aircraft.

10.7.2 Security Controls

FLY2SKY in-flight supplies shall be subjected to security controls and protection in accordance with Commission regulation EU 8005/2015, EU 2015/1998, EC 300/2008 and Commission Decision 774/2010 as described in FLY2SKY Security Program.

10.8 CONTINGENCY PLANNING

10.8.1 Description of Plans to Deal with Contingencies

10.8.1.1 Aircraft Hijack

10.8.1.1.1 Aircraft Hijack - General

During hijacking of FLY2SKY flight or aircraft, FLY2SKY will do its utmost to ensure the safety of passengers, crew and airplane. Hijacking is unlawful interference with civil aviation, and it is therefore responsibility of government authorities to end the unlawful command of the aircraft. Once they become involved, government authorities will make all decisions on how the hijack is handled. In case of conflict with FLY2SKY procedures, government procedures will be used. Therefore, FLY2SKY Ground Handling Agent shall be familiar with local procedures on how hijack situation is handled. All media enquiries shall be referred to local authorities or FLY2SKY.

10.8.1.1.2 Aircraft Hijack - Notification

If FLY2SKY aircraft or FLY2SKY flight is hijacked FLY2SKY Ground Handling Agent shall notify the following (in order of priority) as soon as he has information available:

1. Local government authorities at point of departure or intended point of departure.
2. OCC who will notify:

- Government authorities, CAA
- Local government authorities at destination or intended destination.
- Following FLY2SKY personnel as required:
- Safety Manager
- Security Manager
- Flight Operations Director
- Accountable Manager
- FLY2SKY Ground Handling Agent at intended destination

Notification shall include the following information if known:

1. The word “Hijack”
2. Aircraft Registration and type and flight number
3. Departure, scheduled destination, currently intended destination or location
4. Last contact with aircraft
5. Total number of people onboard the aircraft
6. Further details on the incident
7. Origin of the above information

Use Hijack Report form.

FLY2SKY will respond to the hijacking situation as it develops by following its Emergency Response plan.

Rima Kamenova
Ground Operations Manager
Operations Department
Tel +359 888 885 179
E-mail: GHM@fly2sky.aero

OPSC-DUTY FLIGHT DISPATCHER
Operations Control Center
Tel +359 879 205 220
E-mail: OCC@fly2sky.aero
SITA: VARAVCR or AFTN: KFSKXAAA

10.8.1.1.3 Aircraft Hijack In-flight - Station Procedures

FLY2SKY Ground Handling Agents at both departing aerodrome and intended destination shall make themselves available to local authorities to offer any assistance requested as further dictated by local procedures.

10.8.1.1.4 Aircraft Hijack On Ground - Station Procedures

In the event a passenger pulls a weapon and attempts to force his way onto the aircraft, the following action consistent with safety, shall be taken by ground personnel:

1. Notify FLY2SKY IOCC and local law enforcement of the hijackers' intentions.
2. Notify the Commander.
3. Stop all passengers boarding.
4. Attempt to stall the hijacker long enough to deplane passengers already on board, and to allow law enforcement personnel to arrive.
5. Attempt to isolate the hijacker from other passengers.
6. Do not attempt physical restraint of the hijacker. This shall be done only by law enforcement personnel, and then only when the safety of other passengers and employees will not be jeopardized.
7. Once the hijacker is on board the aircraft, hijack procedures outlined above shall be implemented.

Hijack Report Form

Hijack Report	
1.	The source of your information:
2.	Aircraft type and registration:
3.	Flight number:
4.	Scheduled routing, STD, STA (UTC):
5.	Last point of departure and ATD (UTC):
6.	Hijack destination and ETA (UTC):
7.	Last reported / estimated location of aircraft and time (UTC):
8.	Total number of persons on board (including INF and crew):
9.	Any available details of hijackers, e.g. number involved, political affiliations, demands, threats, deadlines:
10.	Actions taken by local authorities:
11.	Name and rank of Hijack Incident Commander:
12.	Requirements by authorities towards Fly2Sky:
13.	Phone, fax, telex, e-mail to be used in direct communications with the local authorities Command Post:

Signature:

……

Name:

……

Department / Name of Handling Agent / Station:

……

……

10.8.1.2 Bomb Threat

10.8.1.2.1 Bomb Threat – General

Following procedures cover how bomb threats against FLY2SKY aircraft and FLY2SKYflights shall be handled.

Most bomb threats are made by phone and majority of them prove to be false. However, world or local political situation might require that a bomb threat, not considered as serious, will be taken seriously. Bomb threat is considered to be unlawful interference with civil aviation and therefore, local government shall be notified and shall evaluate the bomb threat.

10.8.1.2.2 Bomb Threat - By Phone

Bomb might be received by phone. It is important to gain as much information about the threat during the phone call so qualified personnel can properly assess the threat. This is best done by adhering to the following guidelines:

1. Note the exact time of the call
2. Do not hang up the phone
3. Try to prolong the call as much as possible and discreetly alert your co-workers that a bomb threat is being made. Try to obtain as much information about the threat as possible, by asking the following questions:

WHERE is the bomb?

WHEN will it go off?

WHAT does it look like?

WHO are you?

WHY are you doing this?

4. Be alert to any speech impediments or other voice characteristics of the caller
5. Check if number is displayed on caller ID and write down number if displayed
6. Be alert to any background noises that might reveal location of the caller
7. Write down precise words of the caller and all other details as soon as possible, ideally, using bomb threat report form.

10.8.1.2.3 Bomb Threat - By Other Means of Communication

Written threats shall be subjected to as little handling as possible and given to local police as soon as possible.

Threats given in person are uncommon. Note as much about persons appearance as possible, alert security so person can be followed.

10.8.1.2.4 Bomb Threat - Initial Notification

Notify local authorities.

Notify FLY2SKY IOCC who will notify other FLY2SKY personnel as appropriate and initiate bomb threat assessment.

Ground handling use form “Emergency response information for handling agents”.

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Operations Department
Tel +359 888 824 008
E-mail: GHM@fly2sky.aero

OPSC-DUTY FLIGHT DISPATCHER
Operations Control Center
Tel +359 879 205 220
E-mail: OCC@fly2sky.aero
SITA: VARAVCR or AFTN: KFSKXAAA

10.8.1.2.5 Bomb Threat – Station Procedures

Outside Bulgaria

Bomb threat against FLY2SKY aircraft, facilities and personnel shall be evaluated as specific or non-specific. Local government authorities shall make final threat evaluation, taking into consideration local circumstances.

It is possible that FLY2SKY Ground Handling Agent will be asked to participate in the evaluation. If FLY2SKY Ground Handling Agent considers the evaluation made locally insufficient, this shall be communicated both to local authorities and IOCC. In addition, IOCC shall be notified and details of the threat communicated to IOCC.

FLY2SKY Security Manager will then do independent evaluation of the threat with government authorities.

Within Bulgaria

Bomb threat shall be evaluated as specific or non-specific by FLY2SKY Security Manager and police.

10.8.1.2.6 Specific Bomb Threat - Response to threats received prior to departure preparations

IOCC shall coordinate and facilitate that the following actions are performed by crew, ground handling agent and authorities as applicable:

1. Action shall be taken to ensure the location specified in the threat is free from any foreign objects.
2. Airport authorities shall be asked to exercise extra vigilance during passenger, cabin and hold baggage screening
3. In cooperation with authorities, passenger list of the flight targeted shall be checked for persons of political importance or other passengers that could be the target of the threat.
4. Commander of flight shall be informed of the threat and precautions taken.
5. Aircraft security search shall be conducted prior to boarding passengers.

10.8.1.2.7 Specific Bomb Threat - Response with Aircraft on Ground

IOCC shall coordinate and facilitate that the following actions are performed by crew, ground handling agent and authorities as applicable.

1. Disembark passengers and crew, with all cabin baggage, by steps or jetways. Escape slides shall only be used in extreme emergency situations.
2. Remove the aircraft to a remote location.
3. Unload all baggage.
4. Proceed with aircraft search procedures.
5. Require passengers to identify their baggage, which will then be screened or searched before it is reloaded.

6. Check the integrity of catering supplies and accessory kits.
7. Reload baggage only when it has been screened, searched or have come from an approved source.

10.8.1.2.8 Specific Bomb Threat - Response with Aircraft In-Flight

The aircraft shall land as soon as possible. After landing, passengers and crew shall be disembarked expeditiously. The commander will decide if hand baggage shall be taken off by passengers or left on the airplane.

Note that if hand baggage is left on board, the subsequent search will take up to 24 hours longer/more.

10.8.1.2.9 Non-Specific Bomb Threat - Response - Ground Handling Agent

1. Advise Commanders departing the aerodrome in the next 24 hours during preflight briefing
2. Ask Commander to advise cabin crew to exercise extra caution.
3. Advise station personnel to exercise extra vigilance during the next 24 hours.
4. If practical, certain security measures may be augmented in response to the threat. This shall be done in cooperation with airport authorities and/or Security Manager or Flight Operations Director.

10.8.1.2.10 Bomb Threat - Aircraft Bomb Search

Bomb Search shall be conducted by specially trained personnel using Bomb Search Checklist for the aircraft type.

10.8.1.2.11 Bomb Threat - Aircraft Bomb Search Checklist

Refer to checklist in Quick Reference Handbook (QRH) carried on board.

10.8.1.2.12 Discovery of Suspicious Object on Ground

If a suspicious object, either suspected to be an explosive device or otherwise dangerous to humans, is discovered the following action shall be taken:
1. object shall not be touched or moved;
2. all persons in the vicinity shall be warned of possible danger and asked to move to a safe distance; and
3. local security shall be called.

10.8.1.3 Enhanced Measures for an Increase in the Level of Threat

10.8.1.3.1 Evaluation of Increased Level of Threat

Increased level of threat can be either confined to a local area affecting only some stations, a particular flight, or be in effect on all FLY2SKY flights. Director Flight Operations and Security Manager shall evaluate the level of threat and based on that evaluation initiate one of the following:
a. Continue operations as normal
b. Issue notification of increased level of threat to all concerned
c. Issue special preventive measures to all concerned
d. Discontinue operations / part of operations until level of threat is acceptable

10.8.1.3.2 Notification of Increased Level of Threat

Generally, Security Manager will issue notification of increased level of threat to Ground Operations Director, who will alert stations affected. FLY2SKYGround Handling Agent receiving notification of increased level of threat from local aerodrome authorities shall inform IOCC who will alert Security Manager. Crew and Flight Operations

Personnel are notified by means of special briefing.

10.8.1.4 Increased Level of Threat - Station Procedures

Upon notification of the increased level of threat, all existing security procedures shall be enforced diligently. If the notification does not originate locally, local aerodrome authorities shall be advised. FLY2SKY Ground Handling Agent shall advise cleaning and catering providers to exercise extra vigilance. Special attention shall be given to guarding of the aircraft.

10.8.1.5 High-Risk Flights

Not applicable

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Sample of Bomb Warning Form

REPORT OF NOTICE ABOUT THE ILLEGAL ACT

Person, receiving the notice: _ (position, name, surnan
Time: Date:
Nature of the call:
□ Local □ Country □ C
Person calling:
Gender _ Approximate a
Voice feature:

- Low □ High □ Dark □ Sh
- Shy □ Dizzy □ Other _____

Speech:

- Quick □ Slow □ Clear □ Unclear□ Hal

Other_____

Background sounds:

- Party □ Quiet □ Mixed □ Tra
- Music □ People □ Kitchen □ Aircra
- Animals□ Institution □ Factory □ Street traf

Other_____

Accent:

- Local □ Not local □ Ot

Manner of speaking:

- Angry □ Calm □ Mixed □ Confus
- Consistent□ Laughing □ Reasonable □ Di
- Emotional □ Ordered □ Stupid □ Ratio
- Illogical□ Self-righteous

Language skill:

- Excellent □ Good □ Satisfactory □I

Did it seem that the person informing, when describing the place of explosive, is familiarized with the aircraft or the airport's territory?
□Yes □No

continued on next page ⇒

Describe the whole event and give other comments, which are necessary in your opinion.
Exact words of the person calling:

Actions taken immediately after the call:

Informed:

Position: Phone:
Position: Phone:
Position: _____

_____ _____
(name, surname of person, receiving the notice)
(signature)

10.9 CARGO AND MAIL

CGO 3.7.1

10.9.1 Security controls

GEH 3.7.4; CGO 3.7.1; CGO 3.7.2; CGO 3.7.4; CGO 3.7.6

FLY2SKY ensures security measures are implemented in cargo facilities in accordance with requirements of the applicable security program and procedures described in GOM Ch. 10.

All cargo and mail shall be subjected to security control from the point of acceptance after screening. The security controls must be applied until arrival at airport of destination an aircraft.

An air carrier shall not accept cargo or mail for carriage on an aircraft unless it has applied such controls itself or their application has been confirmed and accounted for by regulated agent, a known consignor or an account consignor.

All cargo, courier and express parcels intended to be carried on passenger or all-cargo aircraft shall be subjected to the screening or other security controls detailed hereunder before being placed on board the aircraft.

Cargo, courier, express parcels and all personnel involved in cargo operations entering the facilities shall be subject to the security controls detailed hereafter and in EU Regulation. Security measures that address landside and airside facility access for vehicles and personnel

with access to security restricted areas in or around any cargo facility, as well as the protection of cargo and mail so as to prevent acts of unlawful interference are subject to security controls. Such controls shall be carried out in accordance with the National Aviation Security Program designed by the appropriate Civil Aviation Authority. CGO 3.7.2

The objectives of the EU Regulations 300/2008 resp. EU 2015/1998 are to ensure that no unsecured goods and/or prohibited articles are taken on board of an aircraft in any piece of cargo, as well as unaccompanied courier and express consignments. Before being placed on board of an aircraft, cargo, unaccompanied courier and express consignments have to be subjected to security controls either by listed Regulated Agents and/or known consignors. Therefore, appropriate means of security controls have to be implemented, for which the above-mentioned bear the responsibility.

Should the cargo security (screening and security controls) not be confirmed and accounted for by a Regulated Agent and/or known shipper/consignor programme, compliance with relevant security requirements of the state where cargo is accepted and other applicable state(s) - including screening where applicable - has to be ensured by the the Cargo Handling Agent. Moreover, the application of screening and security controls has to be confirmed and accounted for by the operator.

All cargo and mail shall be screened by a Regulated Agent before being loaded on to an aircraft, unless:

a. the required security controls have been applied to the consignment by another Regulated Agent and the consignment has been protected from unauthorized 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 a Known Consignor and the consignment has been protected from unauthorized interference from the time that those security controls were applied and until loading; or

c. the consignment is exempt from screening and has been protected from unauthorized interference from the time that it became identifiable air cargo or identifiable air mail and until loading.

Security measures need to be implemented in any cargo terminal and shall be in accordance with the standards laid in the Cargo Operations Manual of Regulated Agent and with the requirements established under the appropriate Civil Aviation Security Programme.

IOSA CGO 3.7.4

The external appearance of the consignment must be examined for signs and indications of possible unauthorized interference. Where there is any evidence that the consignment may have been tampered with/opened after the goods were packed in, or where there is any suspicious sign, the consignment shall be classified as unknown cargo. IOSA GRH 3.7.4; CGO 3.7.4

- ensure that the consignments be safeguarded from unauthorized interference from the point security screening or other security controls have been applied, or from the point of acceptance after screening or other security controls have been applied, until delivery of the cargo to the aircraft;
- ensure that the consignments are free from any signs of tampering;
- ensure that the consignments are accompanied by all required information (paper or electronic) that corresponds to the cargo being delivered, including documentation that details the security status (e.g. consignment security declaration);
- ensure that the consignments are protected from unauthorized interference throughout the chain of custody since the point that cargo gained its secured status

- ensure that the consignments are subjected to additional security controls as required by risk assessment.

For cargo that cannot be identified as having the application of screening or other security controls confirmed or accounted for by a regulated agent or an entity approved by the relevant authority (unknown cargo), a process to ensure such cargo is subjected to screening or other controls as accepted by the applicable state.

Where there is any reason to believe that a consignment to which security controls have been applied has been tampered with or has not been protected from unauthorized interference from the time that those controls were applied, it shall be screened by a Regulated Agent before being loaded on to an aircraft. Consignments which appear to have been significantly tampered with or which are otherwise suspect shall be treated as high-risk cargo or mail (HRCM) in accordance with point Ch. 7 High Risk Cargo and Mail (HRCM).

IOSA CGO 3.7.5; CGO 3.7.6

Cargo consignments received from an unknown consignor and/or non-Regulated Agent or any cargo which has not been protected against unauthorised interference at all times shall be considered as unknown cargo and subjected to security controls screening prior to loading into the aircraft and during the preparation, storage, transportation and from the point security screening or other security controls or from the point of acceptance after screening or security controls until departure of the aircraft. The same applies for the consignments where the application of screening or other security controls has not been confirmed or accounted for by a Regulated Agent and/or unknown consigner, unaccompanied baggage, personal effects and/or courier assignments to be transported as cargo.

Transfer Cargo CGO 3.7.7

- Transfer consignments which arrive at the place of transfer by air may be accepted and forwarded immediately if they have not left sensitive area of the airport.
- Transfer cargo which does not arrive by air has to be handled according to outlined previous. The offering transfer partner is responsible for the adherence to these regulations. He has to submit a declaration to the accepting transfer partner.
- Transfer consignments which arrive by air and which are then transported to the place of transfer by customs sealed trucks can be forwarded immediately.

WARNING:
Cargo not covered under the above-mentioned points must, prior to departure, either be inspected or controlled in a simulation chamber followed by 24-hour storage or subjected to 48- hour storage.

10.9.2 Prohibited Articles

Should any consignment shipped by the Known Consignor contain any prohibited articles, the Known Consignor shall at all times certify in writing to the Regulated Agent or air carrier that the consignment contains such articles.

10.9.3 Screening

Cargo, courier and express parcels shall only be carried by air where the security controls have been applied in accordance with Commission Regulation EU 2015/1998.

When screening cargo:
a. the means or method most likely to detect prohibited articles shall be employed, taking into consideration the nature of the consignment; and
b. the means or method employed shall be of a standard sufficient to reasonably ensure that no prohibited articles are concealed in the consignment.

A visual check shall consist of a thorough visual check of the consignment and shall only be allowed:
a. in combination with other methods; or
b. where all parts of the consignment can actually be seen, with or without aids; or
c. for live animals.

Metal detection equipment shall only be used to screen consignments of cargo and mail which would not be expected to contain any metallic parts.

Where the screener cannot determine whether the cargo or mail contains any prohibited articles, it shall be rejected or re-screened to the screener's satisfaction.

Exemptions from screening

The following consignments may be exempted from screening:
a. time-critical consignments of life-saving materials, provided that they come from a reliable source and are accompanied by appropriate documentation;
b. bio-medical samples which may be damaged if subject to screening, provided that they come from a reliable source and are accompanied by appropriate documentation;
c. nuclear materials, provided that they are protected in accordance with the Convention on the Physical Protection of Nuclear Materials, New York and Vienna, 3 March 1980;
d. consignments which are individually less both than 6 millimetres in thickness and than 250 grams in total weight;
e. consolidations composed uniquely of consignments exempted under (d);
f. transfer cargo and mail unless:
   i. the Regulated Agent receives information from Member State Aviation Authority that the cargo or mail cannot be considered as having been subject to appropriate security controls; or
   ii. it has not previously been screened or subject to security controls by a Regulated Agent or Known Consignor and is to be transferred from an all cargo or all-mail aircraft to a passenger aircraft.
g. transit cargo and transit mail, provided that it remains on board the aircraft.

NOTE: For the purposes of point a) and b), reliable sources shall include established medical and charitable organizations, for which the Regulated Agent has confirmed:
a. the address;
b. the nature of the business or operation;
c. contact details of a person accepting responsibility for the consignment;
d. VAT Reference Number or Company Registration Number.

The documentation required by chapter above shall indicate the source of the consignment, details of the intended recipient and a description of the contents.

Where the screener cannot be reasonably sure that no prohibited articles are contained in this consignment, the consignment shall be rejected or be re-screened to his satisfaction.
Cargo shall be screened by at least one of the following methods:
a. hand-search;
b. x-ray equipment;
c. explosive detection systems (EDS) equipment;
d. certified explosive detection dogs (EDD);
e. explosive trace detection (ETD) equipment;
f. visual check;
g. metal detection equipment (MDE).

A hand-search shall consist of a thorough manual check of the consignment, including all its contents.

Where x-ray equipment is used:
a. a consignment screened by single view x-ray equipment shall be examined from at least two different angles with at least 60o and no more than 90o rotation by the same screener, if the depth of the consignment to be penetrated by the x-ray beam exceeds 130cm;
b. consignments for which the screener cannot reasonably ensure that they do not contain prohibited articles after screening from two different angles shall be either rejected or subjected to another appropriate means or method of screening.

Persons screening cargo by x-ray or EDS equipment shall not spend more than 20 minutes continuously reviewing images. After each of these periods, the screener shall not review images for at least 10 minutes. This requirement shall only apply when there is an uninterrupted flow of images to be reviewed.

Screening by ETD equipment shall consist of the analysis of trace particles or vapour samples taken from both the inside and the outside of the consignment and from its contents.

Trace particles or vapour samples shall be collected from at least all the following areas:
a. internal and external box seams, if applicable, under any protective wrapping;
b. a minimum of two external surfaces, under any protective wrapping;
c. any areas which appear to have been subject to tampering.
d. any areas used for manual handling or lifting;

ETD equipment may not be used, other than in combination with other appropriate means or methods, for screening consignments if any of the following conditions apply:
a. if it is not possible to access any area listed at point a-d above; or
b. the consignment surfaces are wet and damp; or
c. the consignment surfaces are obscured or otherwise protected by packing material which may reduce or imped the effectiveness of the sample collection.

10.9.4 Cargo Documentation

The documentation shall be available for inspection by Civil Aviation Administration at any time before consignment is loaded on to an aircraft and afterwards for duration of the flight or for 24 hours, whichever is longer and shall provide the information in accordance with Commission Regulation (EU) 173/2012, EU 8005/2015 and EU2015/1998.

10.9.5 Security of Information

The Regulated Agent or FLY2SKY shall not disclose to any person (other than staff members) which of the security measures will be applied in respect of cargo received by him unless he is satisfied on reasonable grounds that it is necessary to disclose that information.

Where the Regulated Agent or FLY2SKY discloses such information he shall ensure that a record of that disclosure, (which shall include the name of the person to whom the information was disclosed, the reason for disclosure, and the date and time of disclosure) is made and that record is made available for inspection by the Company and interested authorities if required.

Known cargo, when presented to FLY2SKY for transport on an aircraft, has by definition been subjected to screening or appropriate security controls by a regulated agent, an approved entity or the operator. When cargo accepted for shipment, it is protected to ensure the “known” status of the shipment from the time the shipment is accepted until it is finally loaded into an aircraft.

10.9.6 Acceptance of Cargo

Refer to 9.9 - CARGO ACCEPTANCE

10.9.7 Protection of cargo and mail

CGO 3.7.6

10.9.7.1 Protection of cargo and mail during transportation

In order to ensure that consignments to which the required security controls have been applied are protected from unauthorized interference during transportation:

a. the consignments shall be packed or sealed by the regulated agent or known consignor so as to ensure that any tampering would be evident; where this is not possible, alternative protection measures that ensure the integrity of the consignment shall be taken; and

b. the cargo load compartment of the vehicle in which the consignments are to be transported shall be locked or sealed or curtain sided vehicles shall be secured with TIR cords so as to ensure that any tampering would be evident, or the load area of flat bed vehicles shall be kept under observation; and

c. the haulier declaration shall be agreed by the haulier who has entered into the transport agreement with the regulated agent or known consignor, unless the haulier is itself approved as a regulated agent.

d. The signed declaration shall be retained by the regulated agent or known consignor on whose behalf the transport is carried out. On request, a copy of the signed declaration shall also be made available to the regulated agent or air carrier receiving the consignment or to Member States Aviation Authorities.

Ch 10.9.7.1 b) and c) shall not apply during airside transportation.

10.9.7.2 Protection of cargo and mail during handling, storage and loading onto an aircraft

Consignments of cargo and mail that are in a critical part shall be considered as protected from unauthorized interference.

Consignments of cargo and mail in a part other than a critical part of a security restricted area shall be protected from unauthorized interference until they are handed over to another Regulated Agent or air carrier. Consignment shall be located in the access-controlled parts of a regulated agent's premises or, whenever located outside of such parts, shall be considered as protected from unauthorised interference if:

a. they are physically protected to prevent the introduction of a prohibited article; or

b. they are not left unattended and access is limited to persons involved in the protection and loading of cargo and mail onto an aircraft

10.9.8 High Risk Cargo and 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 limited to, the following elements: origin and destination of the consignment; routings; knowledge of parties in the supply chain; type of commodity; and intelligence and other information, including inspection results.

Consignments to be treated as HRCM shall be listed on a Security Directive, issued by Member States Aviation Authority. The List shall be provided to the ACC3, who shall ensure compliance of screening as included in this chapter.

Before HRCM may be carried, it shall be subjected to one of the following additional security controls:

i. explosive detection systems (EDS equipment) that complies at least with Standard 2;
ii. a combination of two or more screening methods with at least one of the nonexplosive trace detection methods assets out in Ch. 6.3 and one of the following:

- explosive detection dogs (EDD); or
- explosive trace detection (ETD) equipment.

iii. for mail and cargo below 500g, unless exempted with Ch 6.3.1 dual view xray equipment or single view x-ray equipment provided every item is examined from at least two different angles with at least 60o and no more than 90o rotation by the same screener.

The security controls employed shall be of a standard sufficient to reasonably ensure that nonprohibited 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 rescreened to his satisfaction.

10.9.9 ACC3

In accordance to regulations EU 8005/2015, EU2015/1998 and 859/2011 FLY2SKY will require ACC3 certificate from the CAA in order to be able to transport cargo from third country. Specific requirements are listed in FLY2SKY Security Program.

10.9.10 Ad-hoc Cargo Carriage

In case of ad-hoc flights, where cargo carriage is necessary, FLY2SKY will require the letter of approval from the respective operator, stating that all necessary procedures were taken to ensure cargo security in accordance with EU regulation (EC) No.2015/1998.

FLY2SKY Security manager shall check status of operator (ACMI client) regulated agent or operator ACC3 designator status before operations.

10.9.11 Security controls to be applied by a Regulated Agent

When accepting consignments, a Regulated Agent shall establish whether the entity from which it receives the consignments is a Regulated Agent, a Known Consignor or none of these.

The Regulated Agent or air carrier shall ask the person delivering any consignments to present an identity card, passport, driving license or other document, which includes his or her photograph and which has been issued or is recognised by the national authority. The card or document shall be used to establish the identity of the person delivering the consignments.
The regulated agent shall ensure that consignments to which not all required security controls have previously been applied are:
a. screened or
b. accepted for storage under the regulated agent's exclusive responsibility, not identifiable as shipment for carriage on an aircraft before selection, and selected autonomously without any intervention of the consignor or any person or entity other than those appointed and trained by the regulated agent for that purpose. This may only be applied if is unpredictable for the consignor that the consignment is to be transported by air.

When accepting consignments from a Regulated Agent, the receiving regulated agent shall establish the security status of the consignment by verifying whether or not SPX, SCO or SHR is indicated on the accompanying documentation. If there is no such indication, it shall be deemed that no security controls have previously been applied.

When accepting consignments to which security controls have previously been applied, the regulated agent shall establish the identity and address of the agent or consignor.

This shall be done at least by verifying whether the agent or consignor is listed as a regulated agent or known consignor in the "Union database on supply chain security".

The verification can be considered as done if the regulated agent verified earlier on the same day that the entity from which it receives consignments is listed in the 'Union database on supply chain security.

After the security controls have been applied, the regulated agent shall ensure the protection of cargo and mail in accordance with Ch 6.15 - Protection of cargo and mail. After the security controls have been applied, the regulated agent shall ensure that any consignment tendered to an air carrier or another regulated agent is accompanied by appropriate documentation, either in the form of an air way bill or in a separate declaration and either in an electronic format or in writing.

The cargo and mail documentation shall be available for inspection by Aviation Authorities any point before the consignment is loaded on to an aircraft and afterwards for the duration of the flight or for 24 hours, whichever is the longer and shall provide the following information: the unique alphanumeric identifier of the Regulated Agent as received from Member State Aviation Authority;
– the unique identifier of the consignment, such as the number of the (house or master) air waybill;
– the content of the consignment - this shall apply for all consignments except for consignments which are individually less both than 6 millimetres in thickness and then 250 grams in total weight, and consolidations composed uniquely of these consignments;
– the security status of the consignment, stating:
– SPX (secure for passenger, all-cargo and all-mail aircraft); or
– SCO (secure for all-cargo and all-mail aircraft only); or
– SHR (secure for passenger, all-cargo and all-mail aircraft in accordance with high-risk requirements).
– the reason that the security status was issued, stating:
– KC, meaning received from known consignor; or
– AC, meaning received from account consignor; or
– RA, meaning selected by a regulated agent; or
– the means or method of screening used, as follows; or
– hand search (PHS);
– x-ray equipment (XRY);
– EDS equipment (EDS);
– explosive detection dogs (EDD);
– ETD equipment (ETD);
– visual check (VCK);
– metal detection equipment (CMD);
– any other method (ADM) where the method used shall be specified. ADM refers to a method of screening which is agreed by the AA and notified to the Commission, which may be applied only where it is not possible to apply any of the other means or methods specified above owing to the nature of the consignment.
– the grounds for exempting the consignment from screening.
– the name of the person who issued the security status, or an equivalent identification, and the date and time of issue;
– the unique identifier received from Member State Aviation Authority, of any regulated agent who has accepted the security status given to a consignment by another regulated agent.

Consignments exempted from screening shall be indicated on the documentation as follows:

– Time-critical consignments of life saving materials (LFSM);
– Bio-medical samples (BIOM);
– Nuclear materials (NUCL);
– Consignments which are individually less both than 6 millimetres in thickness and than 250grms in total weight and consolidations composed uniquely of such consignments (SMUS);
– Transfer cargo and mail (TRNS);
– Diplomatic mail (DIPL);
– Consignments of mail comprised only of items that are individually 2000grms or less in total weight and which are carried on all-mail flights within a MS, for delivery to an address within that MS (MAIL);

For other exemptions allowed, the exemption shall be specified.

A regulated agent tendering consignments to another regulated agent or air carrier may also decide to only transmit the information required under points (a) to (e) and (g) and to retain the information required under point (f) for the duration of the flight(s) or for 24 hours, whichever is the longer. In the case of consolidations, the requirements under chapter above will be considered as met if:
– a. the regulated agent performing the consolidation retains the information required for each individual consignment for the duration of the flight(s) or for 24 hours, whichever is longer; and
– b. the documentation accompanying the consolidation includes the alphanumeric identifier of the regulated agent who performed the consolidation, a unique identifier of the consolidation and its security status.

Point a) shall not be required for consolidations that are always subject to screening or exempted from screening in line consignments which are individually less both than 6 millimetres in thickness and than 250 grams in total weight; and consolidations composed uniquely of consignments exempted under, if the regulated agent gives the consolidation a unique identifier and indicates the security status and a single reason why this security status was issued.

When accepting consignments to which not all required security controls have previously been applied, the regulated agent may also elect not to apply the security controls, but to hand the consignments over to another regulated agent to ensure the application of these security controls.

A regulated agent shall ensure that all staff implementing security controls are recruited and trained in accordance with the relevant requirements of this Security Programme and all staff with access to identifiable air cargo or identifiable air mail to which the required security controls have been applied to have been recruited and subject to security awareness training in accordance with the relevant requirements.

10.10 INCIDENT REPORTING

10.10.1 Description of FLY2SKY Security Incident Reporting Procedures

FLY2SKY have an operational reporting system that encourages and facilitates personnel to report security incidents and threats, identify security deficiencies, and raise security concerns. Any security related incident or hazard, involving FLY2SKY Airlines aircraft, assets or staff, shall be reported no later than 24 hours after the actual time of incident.

Use Ground and Cargo Safety/Security Report.

If for some reason a form is not available, the information on security/safety hazards can be submitted by other means of communication, e.g. e-mail, fax or free format text to Security Manager.

Incident Reporting – FLY2SKY Ground Handling Agent

Any security related incidents shall be reported to local aerodrome authorities and to IOCC.
Incident Reporting - Other Personnel Security incident observed by other personnel shall be reported to IOCC which will coordinate activities and forward information within FLY2SKYAirlines.

10.11 SUPERVISION AND PERFORMANCE MONITORING

Description of FLY2SKY Arrangements for Monitoring Implementation of Security Measures and Quality Control

10.11.1 Duties and Responsibilities

Ground Handling Agent

Ground Handling Agent shall ensure that handling of FLY2SKY aircraft is in accordance with FLY2SKYsecurity programme as instructed by FLY2SKY and local security regulations as directed by local authorities.

Integrated Operations Control Centre (IOCC)

Officer on duty in IOCC is responsible for the following related to aviation security:

- Gathering and communicating information during disruption of FLY2SKY operations due to unlawful interference.
- Serve as first point of contact for information regarding disruption of FLY2SKY operations due to unlawful interference.
- Establishing contact with police during disruption of FLY2SKY operations due to unlawful interference.
- Evaluation of threats
- Serve as 24hr information centre for questions regarding FLY2SKY Aviation Security Program.
- TELEPHONE NUMBER OF IOCC IS +359 (0)87 920 5220

Security Manager

Reports to: Accountable Manager; Substitute: Flight Operations Director

Purpose: To manage Company aviation security program.

Duties and Responsibilities

- Is responsible for the establishment, implementation and supervision of a company aviation security program which fulfils national and international security requirements.
- Is responsible to the Flight Operations Director for the technical contents of Chapter 10 of Part A of the Company's Operations Manual (OM).
- Duties include service as the instructor for courses listed in Part D of the Company's Operations Manual (Training Manual/TM) dealing with security related matters, as appointed by Nominated Person Crew Training.
- He/she shall monitor compliance with aviation security requirements throughout the Company, and at other companies which are required to meet the Company security requirements, such as handling companies.

Special Conditions - He shall receive special training in aviation security. He shall have direct access to Accountable Manager to discuss matters relating to the FLY2SKY aviation security program.

Director Ground Operations

Director Ground Operations is responsible for the following related to aviation security:

- Ensure that all scheduled and ad hoc destinations meet FLY2SKY Airlines security requirements.
- When the Company engages in contractual arrangements without side parties which are required to meet the Company security requirements, such as handling companies and cargo agents, he is responsible for assuring that the applicable contracts reflect such obligations of outside parties.
- Forwarding all information regarding aviation security at stations to Security Manager.
- Maintain a list of the stations from which FLY2SKY provides service and per station the sub-contractors and the security tasks those sub-contractors undertake.

Flight Operations Director

Flight Operations Director is responsible for the following related to aviation security:

- Issuing OM Chapter 10
- Facilitation of preventive measures against unlawful interference with FLY2SKY operations.

10.11.2 Promulgation of Information

FLY2SKY Station Security Procedures are available to ground handling agents in GOM.

10.11.3 Compliance Monitoring System

10.11.3.1 Scheduled Destination Security Audit

Each scheduled destination airport shall be subjected to security audit at least once in four years (EU) and once in two years (Non-EU) (If no serious violations have taken place in particular airport, preferably before the start of seasonal charter program).

10.11.3.2 Company ACMI Project Destination Security Audit

If a project period is planned longer than three months, then the security audit in project base shall be made with regards to quality assurance of security procedures, to ensure that the lessee conducts appropriate audits of its suppliers.

Furthermore, Security Manager can initiate the risk assessment before the project If the results of a future project risk assessment indicate elevated or unacceptable risks, then a security audit shall be scheduled prior to start of operation.

Inspections

Inspection is an independent documented conformity evaluation by observation and judgment accompanied as appropriate by measurement, testing or gouging, in order to verify compliance with applicable requirements. The report and non-conformities raised after inspections are processed the same way as audit reports and audit nonconformities (refer to Management Manual).

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10.12 NATIONAL MORE STRINGENT, RESTRICTIVE OR ADDITIONAL MEASURES

In case of more stringent, restrictive or additional national measures apply, FLY2SKY will document such differences in FLY2SKYSecurity Program.

10.13. API PROCEDURE

Advance Passenger Information System (APIS) regulations require APIS manifests to be submitted to U.S. Customs and Border Protection (CBP) for all aircraft arriving from or departing for a foreign port or place. APIS regulations also require that electronic notices of arrival and departure and electronic manifests relative to travelers (passengers and crew) be submitted to CBP within specific timeframes.

SECURITY WARNING

You are accessing a U.S. Government information system, which includes: (1) this computer, (2) this computer network, (3) all computers connected to this network and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use or access of this system may result in disciplinary action, as well as civil and criminal penalties. By using this information system, you understand and consent to the following: You have no reasonable expectation of privacy when you use this information system; this includes any communications or data transiting, stored on, originated from or directed to this information system. At any time, and for any lawful government purpose, the government may monitor, intercept, search and seize any communication or data transiting, stored on, originated from or directed to or from this information system. The government may disclose or use any communications or data transiting, stored on, originated from or directed to or from this information system for any lawful government purpose. You are NOT authorized to process classified information on this information system.

PROCEDURAL READINESS

FLY2SKY OOD has chosen for starting its operations in USA to comply with API regulation by data capturing passengers' information in the U.S. Department of Homeland Security and U.S. Customs and Border Protection Office of Field Operations TSA e-SecureFlight Web Portal.

Access to this Web Portal is restricted and only selected personnel will receive credentials and training.

Training will provide all tools to correctly apply passengers' data for vetting and correctly apply boarding pass printing results for passengers identified as selectees.

Training will also provide all means to prevent passenger boarding when informed of a change in the passenger's boarding status from cleared to inhibited by Secure Flight.

In case of detection of SFPD messages returned as errors from Secure Flight they MUST be reported straight to Fly2Sky security manager and to OCC who will contact NTVC Secure Flight Service Center.

If a manual resolution is the last solution for inhibited passengers, FLY2SKY accredited personnel or sub-contractor will contact NTVC Secure Flight Service Center with all information from approved identity document of the passenger, as per training received, and will strictly follow NTC instructions.

NTVC phone contacts:

From USA:

+1 866 584-4501

+1 877 599-9587

For international calls

+1 301 939-1500

+1 719 381-5900

OUTAGE READINESS

In case of system failure, power outage, internet outage, etc. FLY2SKY has developed and tested contingency plan(s) and FLY2SKY Security manager and OCC must be informed straight.

PRIVACY READINESS

Privacy notices will be displayed, as required, at ticket counters, kiosk/self-service check-in devices, Web-based reservation, and check-in systems, etc.

All assigned and trained staff for processing API are security screened and have signed an NDA as per European GDPR regulations to protect the privacy of boarding pass printing results provided by Secure Flight.

Boarding pass printing results use is limited only to Secure Flight or other purpose(s) identified by TSA.

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11. AIRCRAFT SPECIFIC DATA AND PROCEDURES

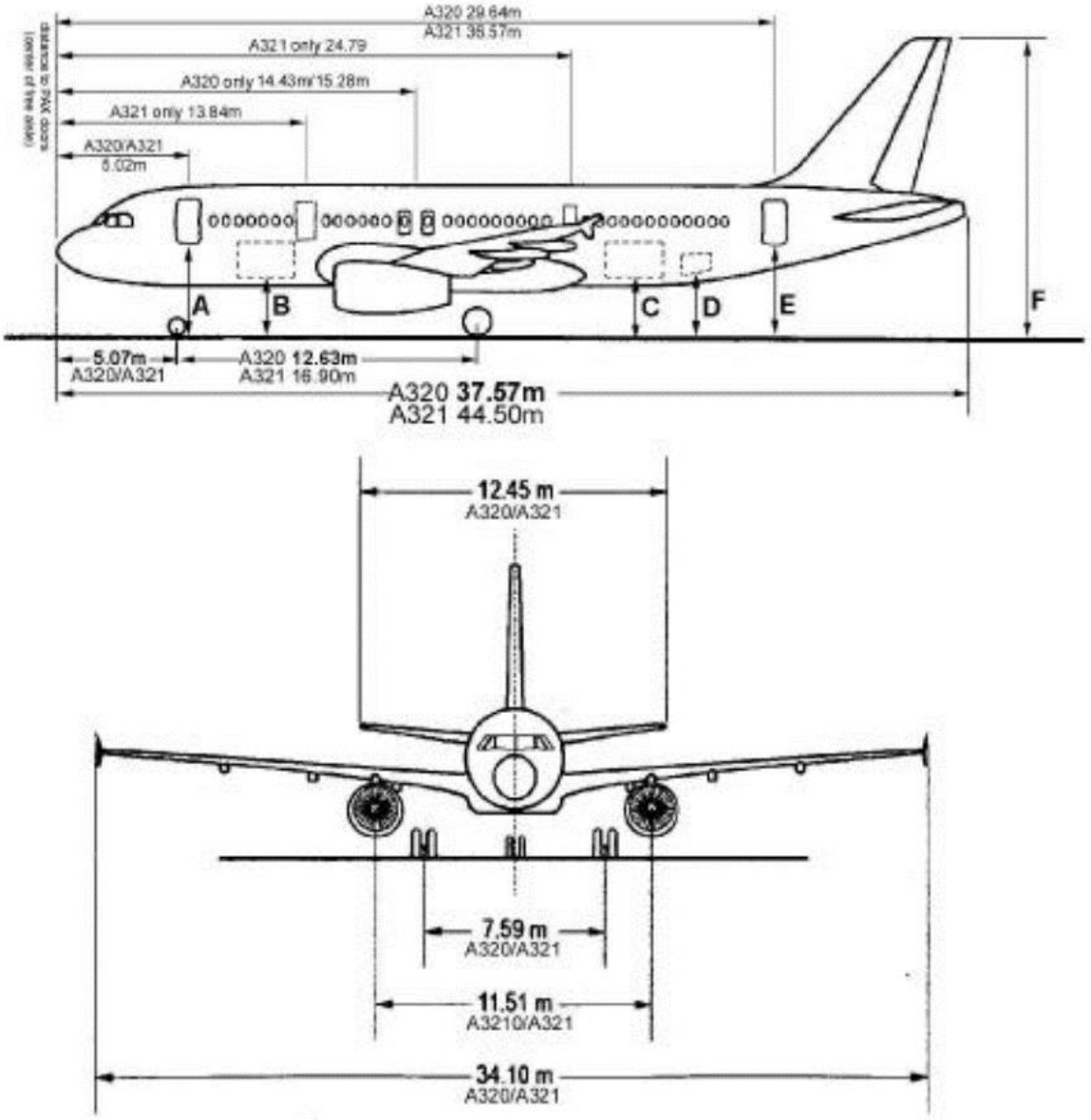
11.1. A320/A321

11.1.1 Aircraft Weights

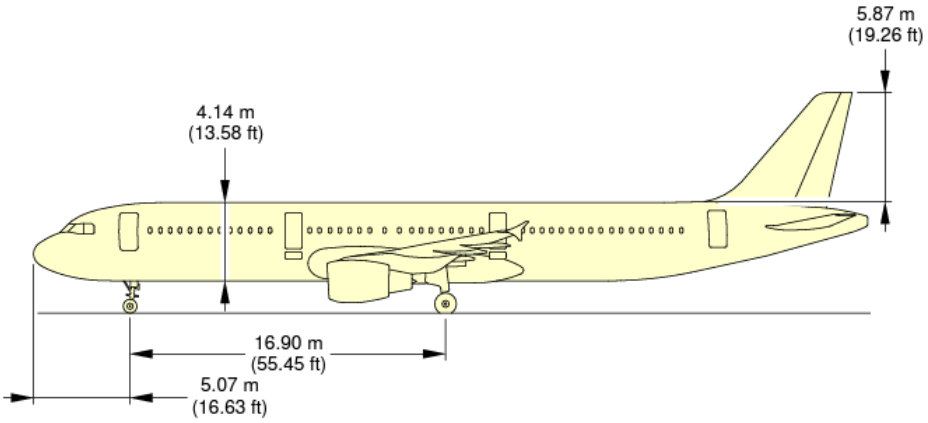
Three basic structural limitations that must be observed when loading payload are compartment, linear loading, and floor loading limitations. For details refer to AHM 560 available in Centrik.

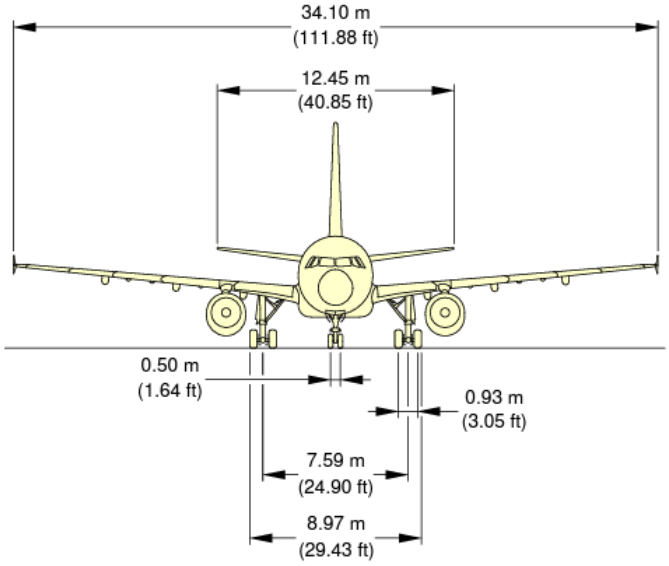
11.1.2. Aircraft Dimension

A320



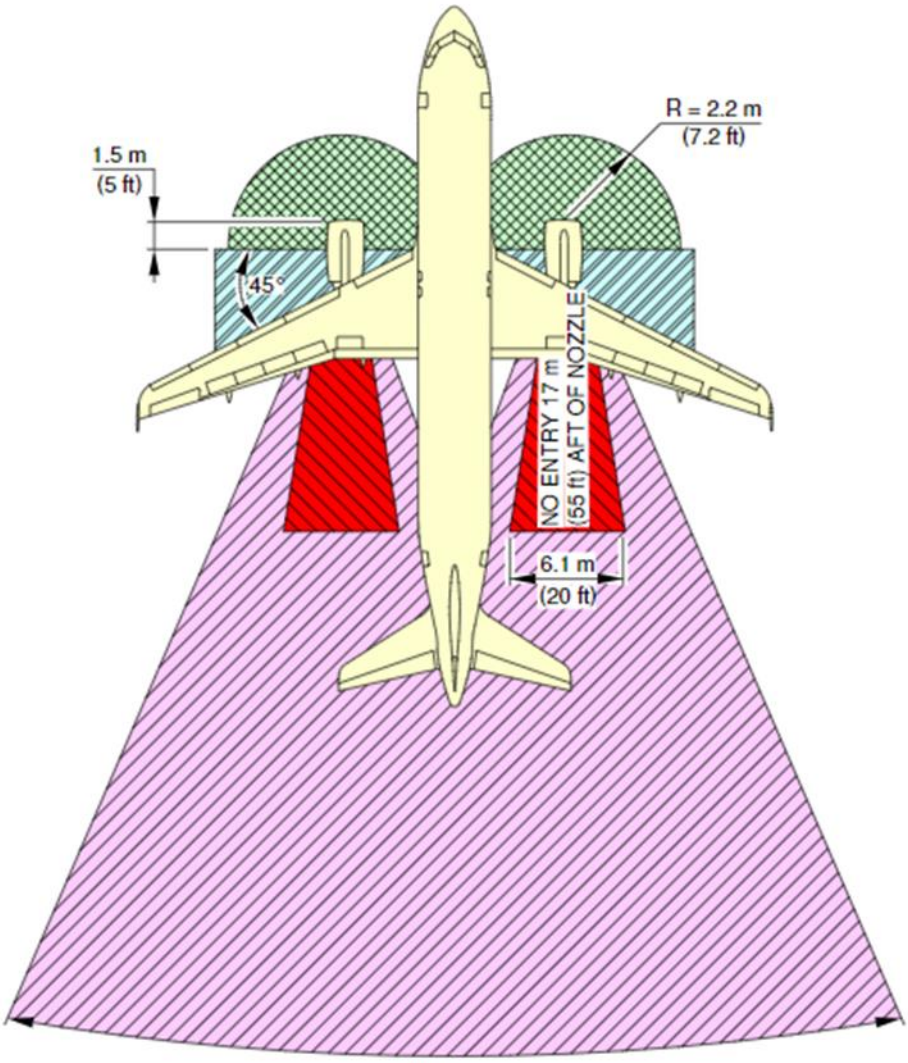
A321


5.87 m
(19.26 ft)
4.14 m
(13.58 ft)
16.90 m
(55.45 ft)
5.07 m
(16.63 ft)

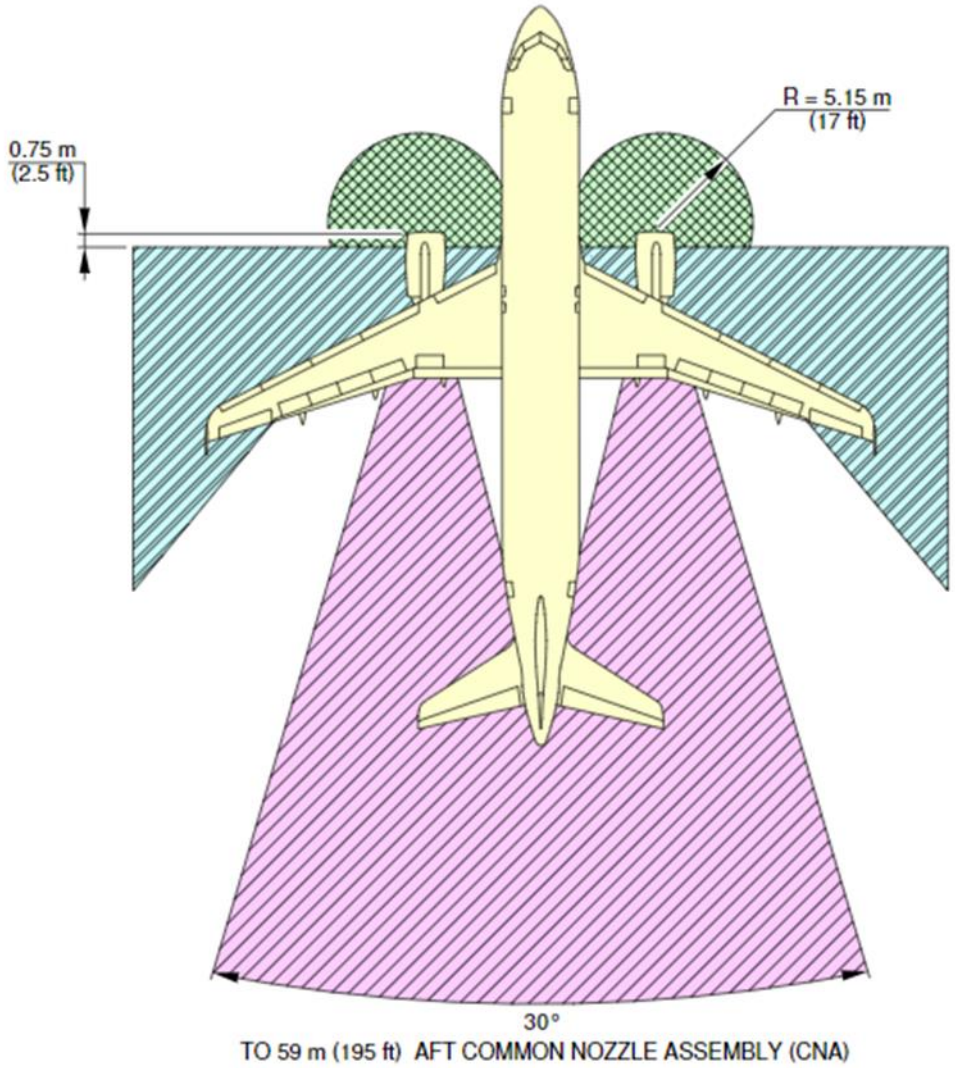

34.10 m
(111.88 ft)
12.45 m
(40.85 ft)
0.50 m
(1.64 ft)
0.93 m
(3.05 ft)
7.59 m
(24.90 ft)
8.97 m
(29.43 ft)

11.1.3. Hazard Area

CFM56 engine series



IAE V2500 series engine



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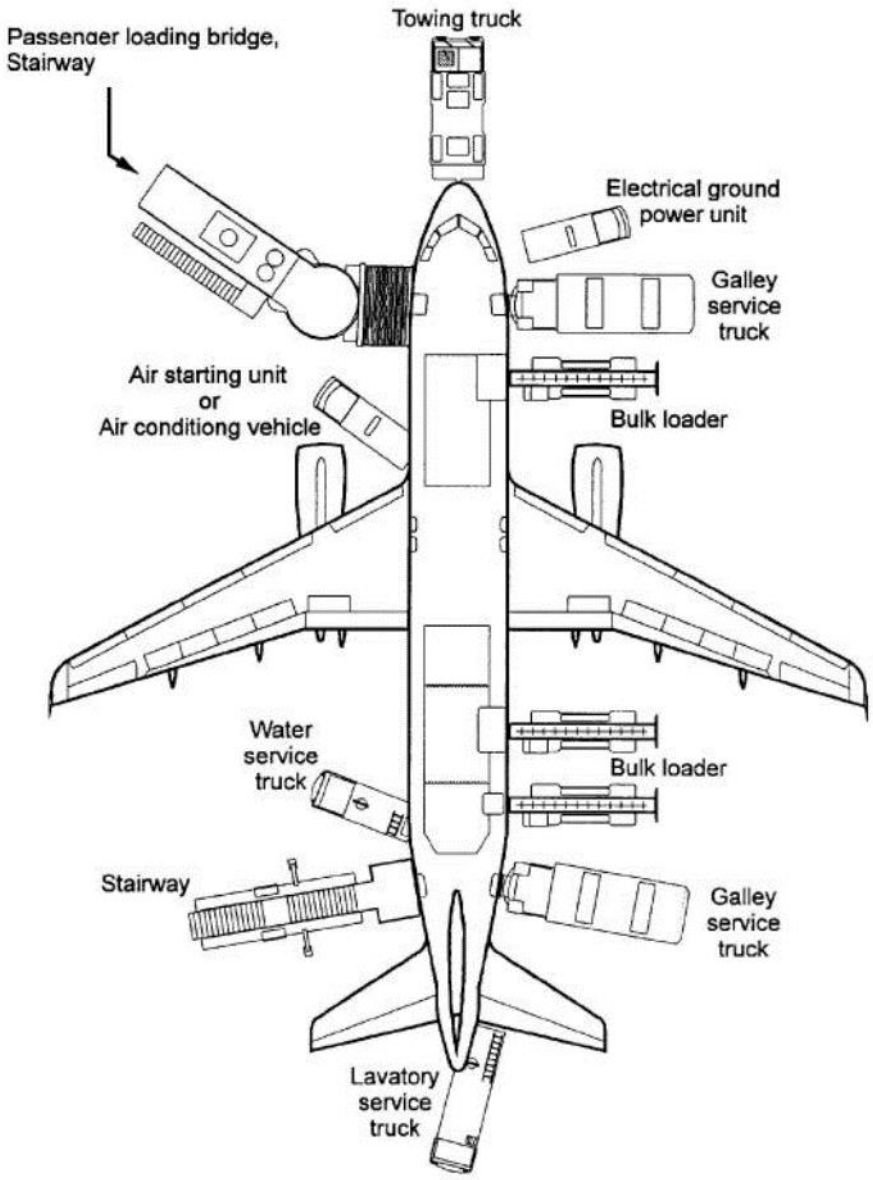
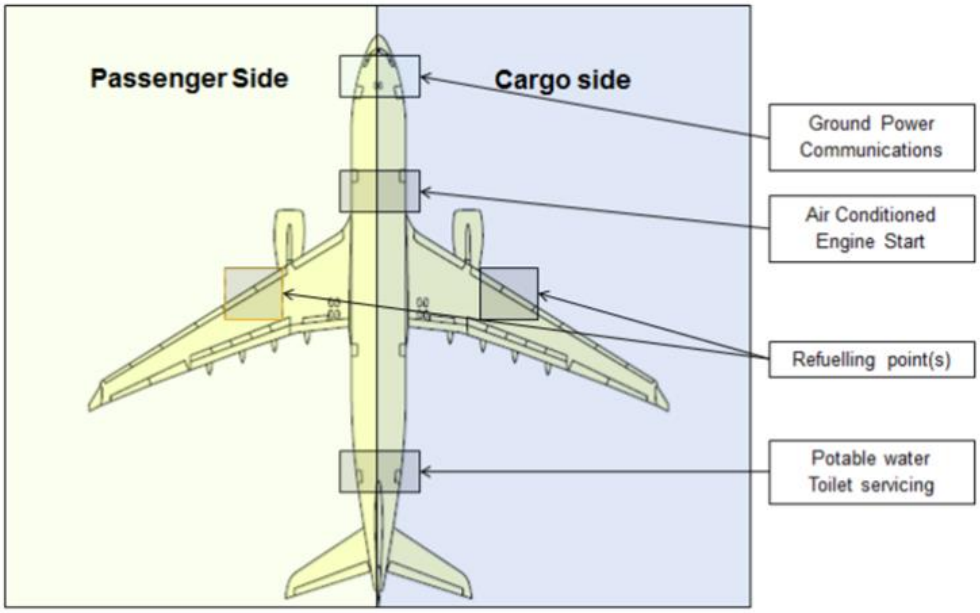
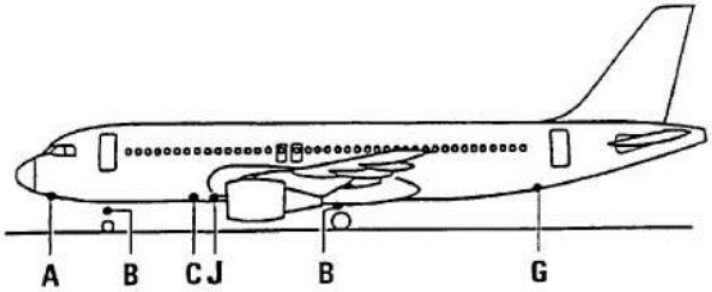
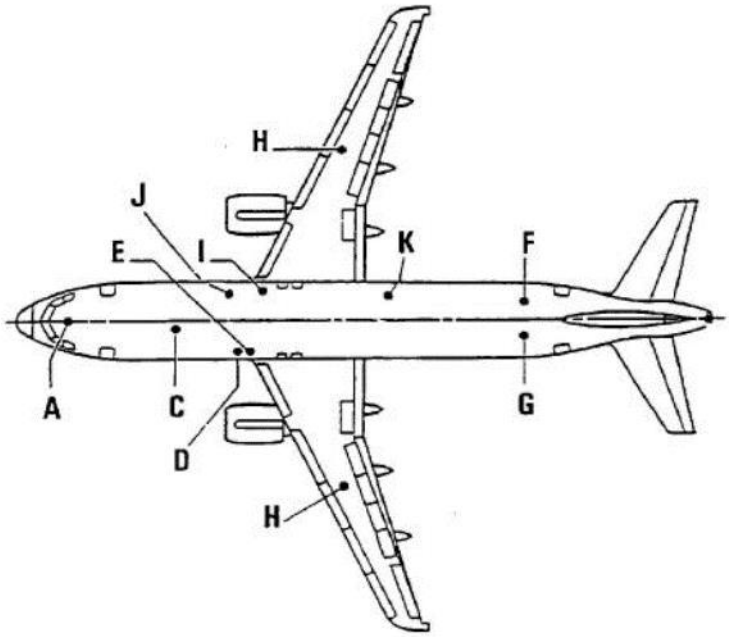
11.1.4. Ground Equipment Location



11.1.4.1. Servicing Points







A Electrical power receptacle
B Aircraft grounding
C Potable water drain panel (forward)
D Conditioned air connector
E Air starter connector
F Toilet servicing panel

G Potable water fill and drain panel (aft)
H Fuelling connector
I Fuelling panel
J Potable water drain / overflow panel (centre)
K Yellow ground service panel

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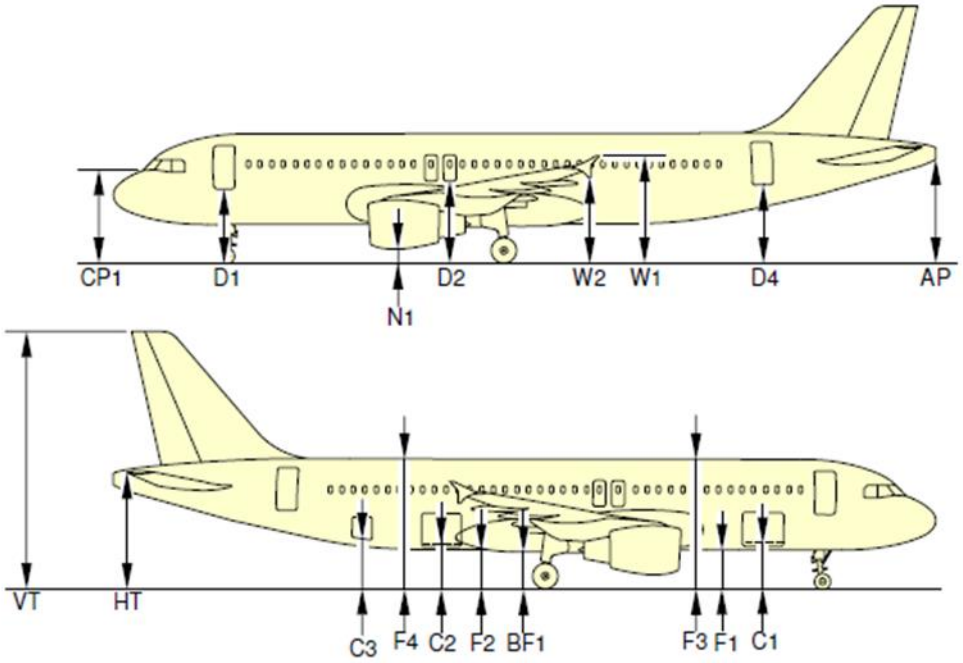
11.1.6. Ground Clearance

A320



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
	D4	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

NOTE:
PASSENGER AND CARGO DOOR GROUND CLEARANCES ARE MEASURED FROM THE CENTER OF THE DOOR SILL AND FROM FLOOR LEVEL.

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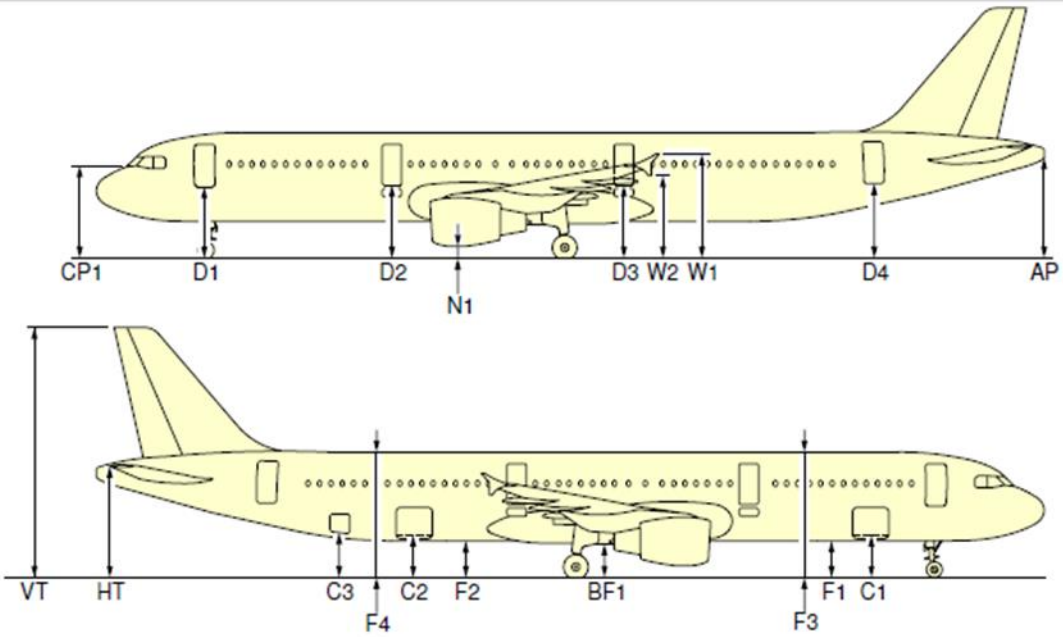
A321



A/C CONFIGURATION		MRW				47 000 kg (103 617 lb)		A/C JACKED FDL = 4.60 m (15.09 ft)	
		FWD CG (19%)		AFT CG (36.9%)		CG (25%)			
		m	ft	m	ft	m	ft	m	ft
DOORS	D1	3.39	11.12	3.47	11.38	3.50	11.48	4.13	13.55
	D2	3.45	11.32	3.48	11.42	3.57	11.71	4.13	13.55
	D3	3.89	12.76	3.90	12.80	4.01	13.16	4.54	14.89
	D4	3.61	11.84	3.53	11.58	3.73	12.24	4.13	13.55
	C1	1.99	6.53	2.05	6.73	2.10	6.89	2.71	8.89
	C2	2.14	7.02	2.09	6.86	2.26	7.41	2.71	8.89
	C3	2.20	7.22	2.14	7.02	2.33	7.64	2.75	9.02
FUSELAGE	F1	1.73	5.68	1.78	5.84	1.84	6.04	2.43	7.97
	F2	1.87	6.14	1.82	5.97	1.99	6.53	2.43	7.97
	F3	5.87	19.26	5.92	19.42	5.98	19.62	6.58	21.59
	F4	6.01	19.72	5.96	19.55	6.13	20.11	6.58	21.59
	BF1	1.64	5.38	1.62	5.31	1.76	5.77	2.26	7.41
	CP1	4.19	13.75	4.29	14.07	4.30	14.11	4.96	16.27
WINGS	W1	4.76	15.62	4.73	15.52	4.88	16.01	5.35	17.55
	W2	3.79	12.43	3.76	12.34	3.91	12.83	4.38	14.37
TAILPLANE	HT	5.45	17.88	5.34	17.52	5.58	18.31	5.93	19.46
	AP	4.73	15.52	4.61	15.12	4.86	15.94	5.20	17.06
	VT	11.97	39.27	11.85	38.88	12.10	39.70	12.45	40.85
ENGINE/ NACELLE	N1 (CFM)	0.59	1.94	0.60	1.97	0.71	2.33	1.24	4.07
	N1 (IAE)	0.77	2.53	0.78	2.56	0.89	2.92	1.42	4.66

NOTE:
PASSENGER AND CARGO DOOR GROUND CLEARANCES ARE MEASURED FROM THE CENTER OF THE DOOR SILL AND FROM FLOOR LEVEL.

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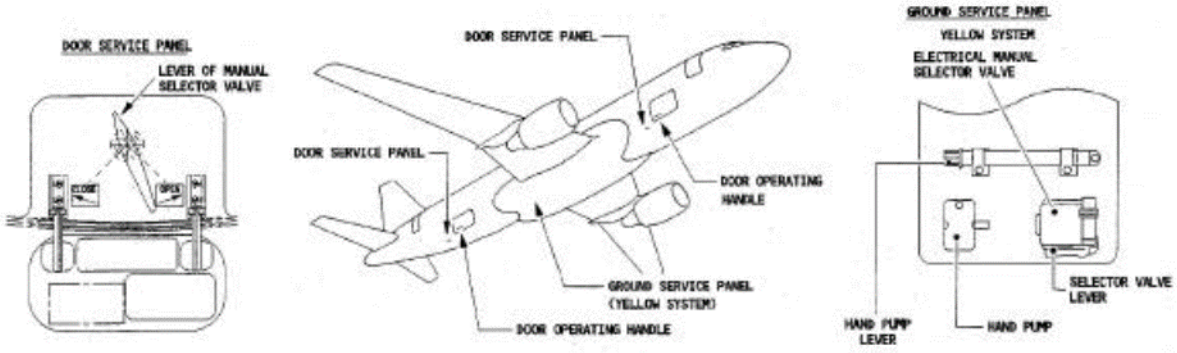
11.1.6. Doors

11.1.6.1 Passenger/Service Doors

The door (evacuation slide) is armed if a red strap is visible in the door window. The door must NOT be OPENED in the armed position. If opened the emergency slide will be deployed, with possibly severe consequences.

11.1.6.2. Cargo Service Doors



To open:

- Turn the door locking handle downward (105°) to the UNLOCKED position. (make sure vent door will open)
- open the door service panel
- move the selector switch to the open position and hold it until green indicator light comes on

Do not operate cargo doors unless trained and authorized.

Manual operation of an electrically or hydraulically operated cargo doors may only be performed by maintenance personnel or flight crew.

Do not open the cargo doors until the aircraft engines have been shut down and anti-collision lights have been switched off.

Before positioning loading equipment or any other GSE at cargo doors and opening cargo doors, perform a visual check for any signs of damage to the doors or surrounding areas. If any irregularities are discovered during this visual check, report them to aircraft maintenance personnel and, if available, the Pilot-in-Command.

Cargo doors shall be opened using technical steps or belt loaders equipped with raised safety rails to reach the cargo doors. Unit Load Devices (ULD) loaders must not be used (if applicable)

Open the cargo doors in accordance with the specific instruction for the aircraft type.

Allow adequate space for door clearance to avoid equipment obstructing the free passage of the door.

If the cargo door will not open, do not use excessive force, tools or GSE to push or pull on the door to open it. Contact aircraft maintenance personnel for assistance.

To close:

- move the selector switch to the CLOSE position and hold it until the compartment door is closed (**NOTE**: the green indicator light goes off when the door starts to close)
- turn the door locking handle up to the LOCKED position and push it into the recess of the handle flap
- make sure that the green mark is visible through each cargo door indication window

NOTE: the following external indications show that the cargo door is not correctly closed:

- vent door stays in open position –
- door locking handle stays away from the outer contour of the door –
- red mark is visible through cargo door indication window.

If one of these signs is visible call the ground engineer.

Do not operate cargo doors unless trained and authorized.

Manual operation of electrically or hydraulically operated cargo doors may only be performed by maintenance personnel or flight crew. Before closing the cargo door ensure that:

1. Load restraint and door protection nets are properly fitted.
2. Cargo compartment lights have been switched off unless required for carriage of Animal Vivant in hold (AVIH).
3. Door area, including the door sill and frame, are free of gravel, water, ice and other foreign substances and obstructions.
4. Door and doors frame show no visible signs of damage.
5. Any damage discovered during the inspection of the cargo doors and surrounding areas/frames is immediately reported to aircraft maintenance personnel and the Pilot-in-Command (PIC).

All cargo doors shall be closed using technical steps or belt loaders equipped with raised safety rails to reach the cargo doors. Unit Load Devices (ULD) loaders must not be used (If applicable).

Check that the door lock indicators are engage/properly, set as applicable, and the door is properly locked, handles are stowed flush and panels are closed.

If a cargo compartment door is not closed properly. It shall be re-opened and re-closed.

WARNING:

If a cargo door shall be re-opened prior to aircraft movement, approval from the flight crew via the ground staff responsible for departure must be obtained.

Do not attempt to open the door immediately after it has been closed, as the pressure of the hydraulic system prevents the door from moving to the vertical position.

Re-Opening of Cargo Hold Doors

a) If a cargo compartment door is not closed properly, it must be re-opened and re-closed.

b) Once the pre-departure walk-around has taken place, do not attempt to re-open any aircraft door without the authorization of the flight crew.

c) If you believe a door must be re-opened, the agent in charge of departure must notify the flight crew through an open cockpit window or use the flight interphone system.

d) If the flight or cabin crew requires a door to be re-opened, they will notify ground staff.

e) Regardless of which party requested that the door be re-opened, if the flight crew gives clearance for the door to be reopened, follow the actions/steps in: Opening Cabin Access Doors.

f) If authorization to re-open the door is not granted, do not attempt to re-open the door unless clearance is received from the flight crew.

g) If authorization to re-open the door is granted by the flight crew, repeat pre-departure walk-around check for this door area.

WARNING:

If cargo door must be opened prior to aircraft movement, approval from the flight deck crew via the ground staff responsible for the departure must be obtained.

Door of cargo compartment 5 (bulk cargo door)

The bulk cargo door opens inward and upward. The bulk cargo door is a plug-type door. The door is mechanically locked and manually operated. The bulk cargo door opens from the outside and from the inside. The doors opens inward.

To load and unload the rear bulk cargo hold use:

- The door of the rear bulk cargo hold, or
- The door of the aft cargo hold, after removal of the divider net between the aft and rear bulk cargo holds.

To open:

Do not open the bulk cargo door until the aircraft engines have been shut down and anti-collision lights have been switched off.

Before positioning loading equipment or any other GSE at bulk cargo door and opening bulk cargo door, perform a visual check for any signs of damage to the door or surrounding areas. If any irregularities are discovered during this visual check, report them to aircraft maintenance personnel and, if available, the Pilot-in-Command.

Bulk cargo door shall be opened using technical steps or belt loaders equipped with raised safety rails to reach the cargo doors. Unit Load Devices (ULD) loaders must not be used (if applicable)

Open the bulk cargo door in accordance with the specific instruction for the aircraft type.

Allow adequate space for door clearance to avoid equipment obstructing the free passage of the door.

If the bulk cargo door will not open, do not use excessive force, tools or GSE to push or pull on the door to open it. Contact aircraft maintenance personnel for assistance.

To close:

If a bulk cargo door is not closed properly, it must be re-opened and re-closed.

Once the pre-departure walk-around has taken place, do not attempt to re-open any aircraft door without the authorization of the flight crew.

If you believe a door must be re-opened, the agent in charge of departure must notify the flight crew through an open cockpit window or use the flight interphone system.

If the flight or cabin crew requires a door to be re-opened, they will notify ground staff.

Regardless of which party requested that the door be re-opened, if the flight crew gives clearance for the door to be reopened, follow the actions/steps in: Opening Cabin Access Doors.

If authorization to re-open the door is not granted, do not attempt to re-open the door unless clearance is received from the flight crew.

If authorization to re-open the door is granted by the flight crew, repeat pre-departure walk-around check for this door area.

NOTE: After loading, check carefully, that no loose items or compartment nets get tangled in the door-sill whilst closing the compartment door. In any case it is the duty of the station engineer, flight engineer or first officer to check that compartment doors are closed and locked properly after loading has been completed.

11.1.6.3. Cabin/Passenger Doors

WARNING:

Cabin doors, i.e. passenger entrance and service doors shall be opened only by cabin crew staff on the respective position.

Cabin doors, i.e. passenger entrance and service doors shall be opened only by cabin crew staff and technical staff trained and qualified either inside or outside the aircraft.
Flight crew are authorized to operate a cabin door in the following situations:

- In the absence of Cabin Crew
- In an emergency situation
- During Ferry flights
- During training flights

Signal

In order to prevent injury to personnel and damage to aircraft and equipment due to misunderstanding, the standard signals must be used to indicate cabin attendants responsible for door operation that:

- ground equipment (passenger steps, loading bridges, catering vehicles, ambulift and etc.) are correctly positioned,
- the area for the deployment of integral stairways is free from obstruction.

The standard signals for this purpose are: knocking at the door & thumb-up signal. The passenger, galley service, cargo bay etc. doors shall not be opened until all engines have stopped and the parking brake has been set (or chocks are in). Before starting the engines, all doors shall be closed and locked. In exceptional cases, when one engine needs to be running, doors are allowed to be opened only on the side opposite to the running engine.

WARNING:

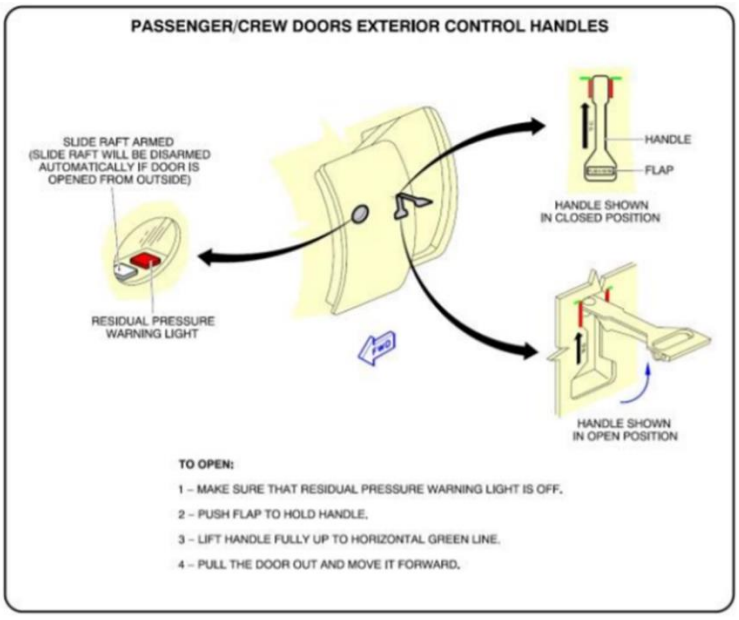
Cabin access door shall only be in open position if there is an appropriate boarding device positioned at the door. Cabin access door may not be opened without appropriate equipment positioned at the door.

There is a risk of falling while operating cabin door.

Removal of ground support equipment

The cabin crew has to be advised by the operator before removing the ground support equipment from cabin access or service doors. Ground support equipment must not be removed unless a safety device has been put across the aircraft door opening or the aircraft door has been closed.

Once all the doors have been closed for departure, no attempts must be made to re-open any door without the specific authority of the aircraft commander.



11.1.7. Holds

The cargo compartments are located in the lower fuselage, below the passenger cabin. They are divided into one forward hold (compartment 1) and three aft holds (compartment 3, 4 and 5 = bulk). **A321 forward hold contains of two cargo compartments: No 1 and No 2. It requires an extra Net Divider to separate compartments No 1 and No 2.** All compartments meet the classification requirements set out in European Aviation Safety Agency (EASA) Certification Standard (CS) 25.857, as shown in the ICAO document Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods (Doc 9481) (red book), Class C compartments. The access doors to the cargo compartments are electrically operated from control panels adjacent to each door. The door may be operated manually in case of power failure with a door hand crank. A semi-automatic cargo loading system is installed in the FWD (CMPT 1) and AFT compartment (CMPT3/4). Each system is similar and can be operated by one person. A control panel, installed on the compartment door controls the electrical POWER DRIVE UNITS (PDU) and the door sill latches.

If bulk load is loaded in FWD or AFT the section-nets must be installed and the limitations for A320 (bulk loaded) will apply.

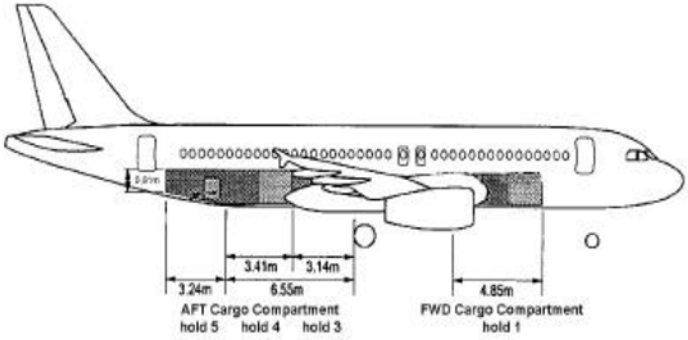


figure 4 cargo compartments

	CARGO COMPARTMENT CAPACITIES										
	Hold 1			**Hold 3**		**Hold 4**		**Hold 5**			**TOTAL**
VOLUME [m³]	13.2			9.7		8.5		5.88			37.28
A320 (bulk loaded)											
structural WEIGHT LIMIT [kg]	**3402**			**2426**		**2110**		**1497**			**9435**
max weight per net section [kg]	11 1045	12 1225	13 1132	31 1301	32 1125	41 928	42 1182	51 374	52 353	53 770	
	The cargo compartment floor is designed for an evenly distributed load of **732 kg/m²** of bulk loads with a maximum load density of 240 kg/m³.										
A320-214											
structural WEIGHT LIMIT [kg] max floor limit	**3402** **488 kg/m²**			**4536**				**1497** **732 kg/m²**			**9435**
amount of AKH (volume 3.6m³)	**3**			**2**		**2**					
max gross weight of AKH on all positions	**1134 kg**										

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	CARGO COMPARTMENT CAPACITIES											
	Hold 1		Hold 2			Hold 3			Hold 4		Hold 5	TOTAL
VOLUME [m³]	8.86		13.95			9.41			8.52		5.88	46.62
A321 (containerized - ULD loading) * **2 ACT installed** on position 31 + 32 - further limitation according actual fuel load in ACT ** 1 ACT installed on position 31												
structural WEIGHT LIMIT [kg]	2202		3468			1121 * / 2298 **			2083 *		1497 *	11548 *
max weight per position [kg]	11 1134	12 1134	21 1134	22 1134	23 1134	31 **ACT**	32 * **ACT** **(1134)	33 112 1	41 1134	42 1134		
The compartment floor is designed for an evenly distributed load of **732 kg/m²**												
A321 (bulk loaded) * **2 ACT installed** on section 31 + 32 - further limitation according actual fuel load in ACT ** 1 ACT installed on section 31												
structural WEIGHT LIMIT [kg]	2202		3468			1121 * / 2298 **			2083 *		1497 *	11548 *
max weight per net section [kg]	11 1013	12 1189	21 1189	22 1189	23 1090	31 **ACT**	32 * **ACT** **(1134)	33 112 1	41 919	42 1164		
The compartment floor is designed for an evenly distributed load of **732 kg/m²** with a maximum load density of 240 kg/m³.												

* **2 ACT installed (position 31 + 32)**

loading of AFT and BULK HOLD (compartment 3, 4 and 5) is limited by the maximum section load, **furthermore by the actual fuel load of the ACT** and the maximum remaining load capacity:

ACTs empty	(TOF < 18600)	= **4899 kg**
1st ACT full	(TOF > 18600)	= **3925 kg**
2nd ACT full	(TOF > 21000)	= **1459 kg**

** 1 ACT installed (position 31)

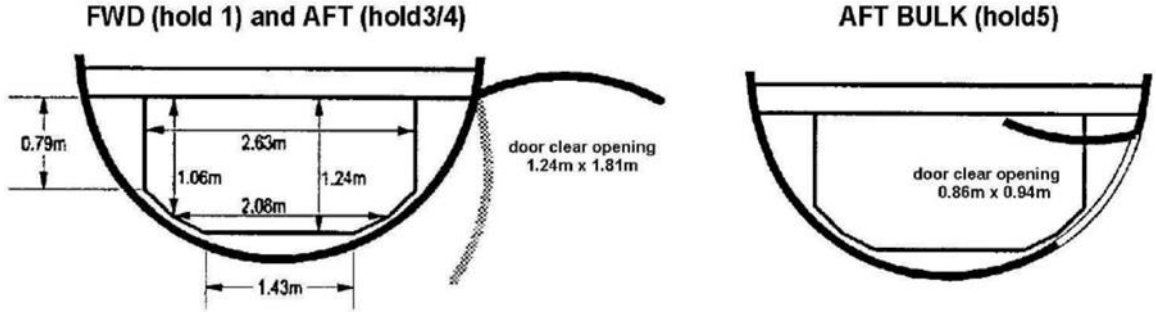
loading of AFT and BULK HOLD (compartment 3, 4 and 5) is limited by the maximum section load, **furthermore by the actual fuel load of the ACT** and the maximum remaining load capacity:

ACT empty	(TOF < 18600)	= 5878 kg
ACT filled	(TOF > 18600)	= 4832 kg

The cargo compartment floor is designed for an evenly distributed load of 732 kg/m2 of bulk loads with a maximum load density of 240 kg/m3.

	Hold 1			Hold 3		Hold 4		Hold 5			TOTAL
Volume (m3)	13.2			9.7		8.5		5.88			37.28
Structural weight limit (kg)	**3402**			**2426**		**2110**		**1497**			**9435**
Max. weight per	11	12	13	31	32	41	42	51	52	53	
net section (kg)	1045	1225	1132	1301	1125	928	1182	374	353	770	

11.1.7.1. Size



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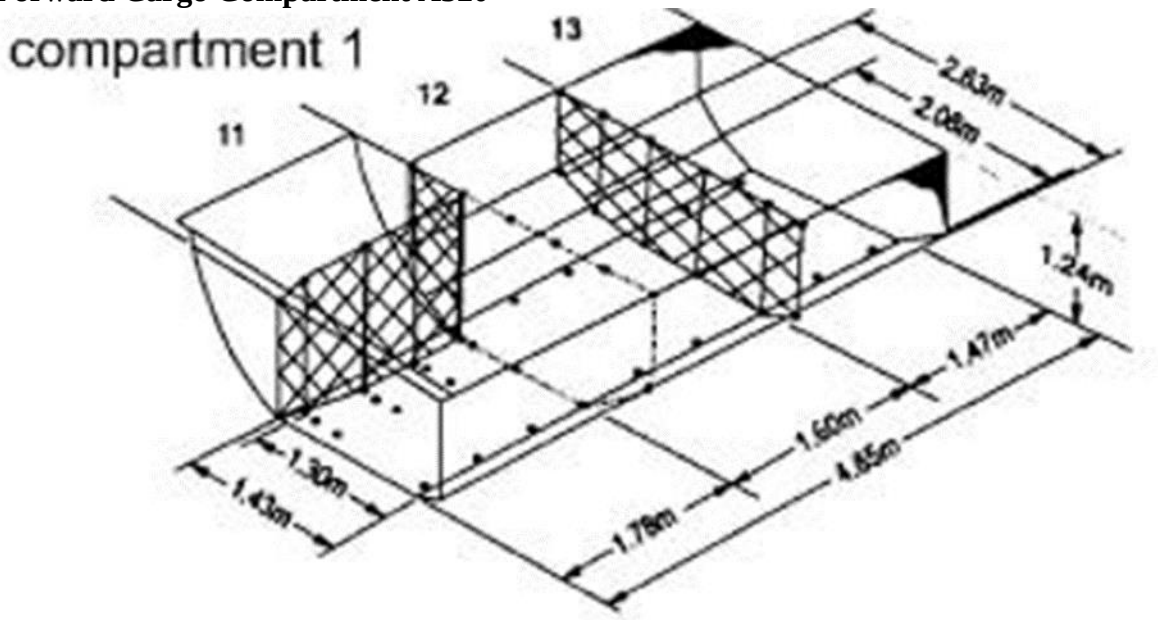
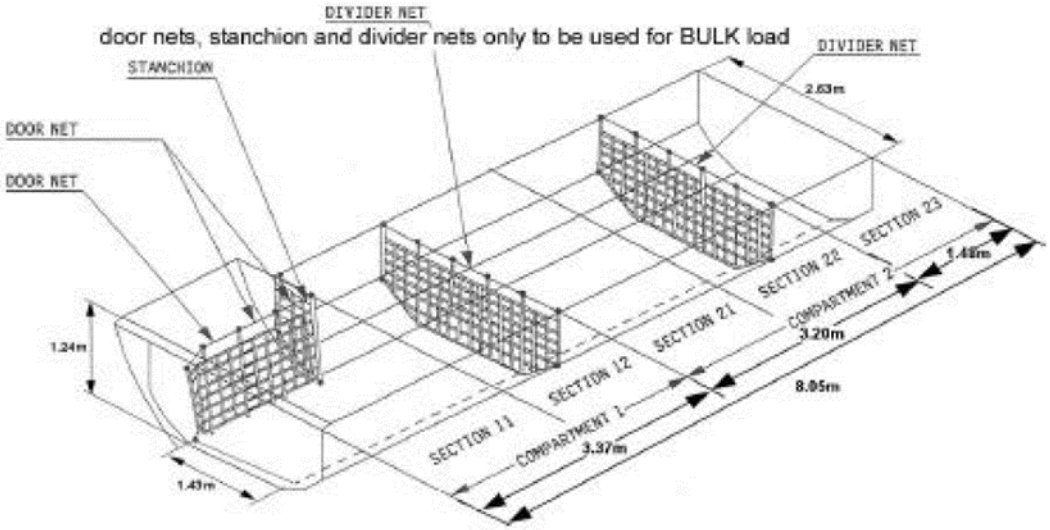
11.1.7.2. Dimension of Cargo Compartments

Forward Cargo Compartment A320



Forward Cargo Compartment A321



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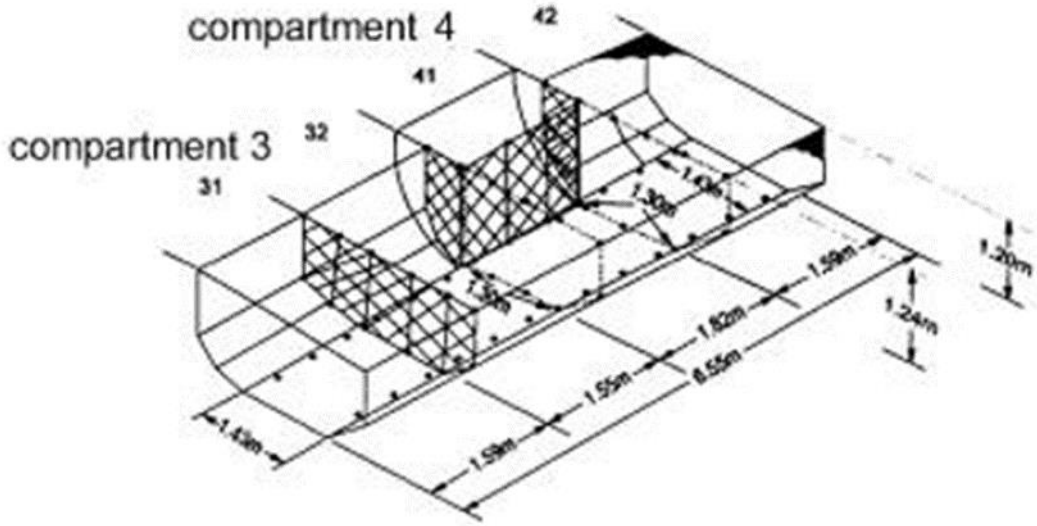
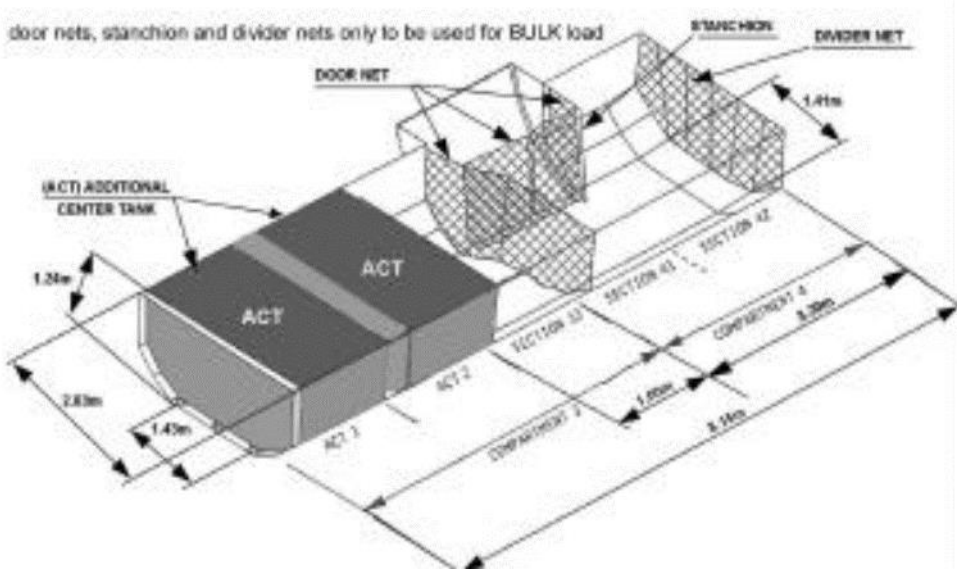
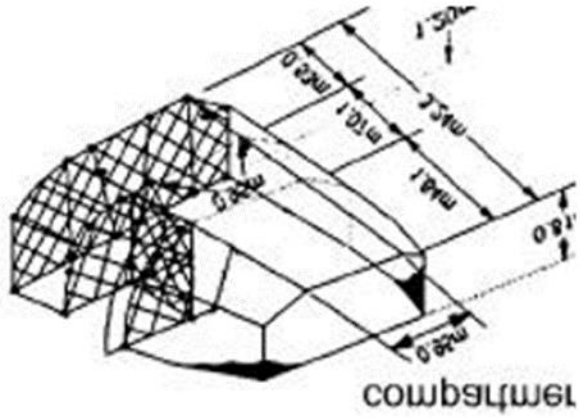
Aft Cargo Compartment A320



Aft Cargo Compartment A321



Bulk Cargo Compartment



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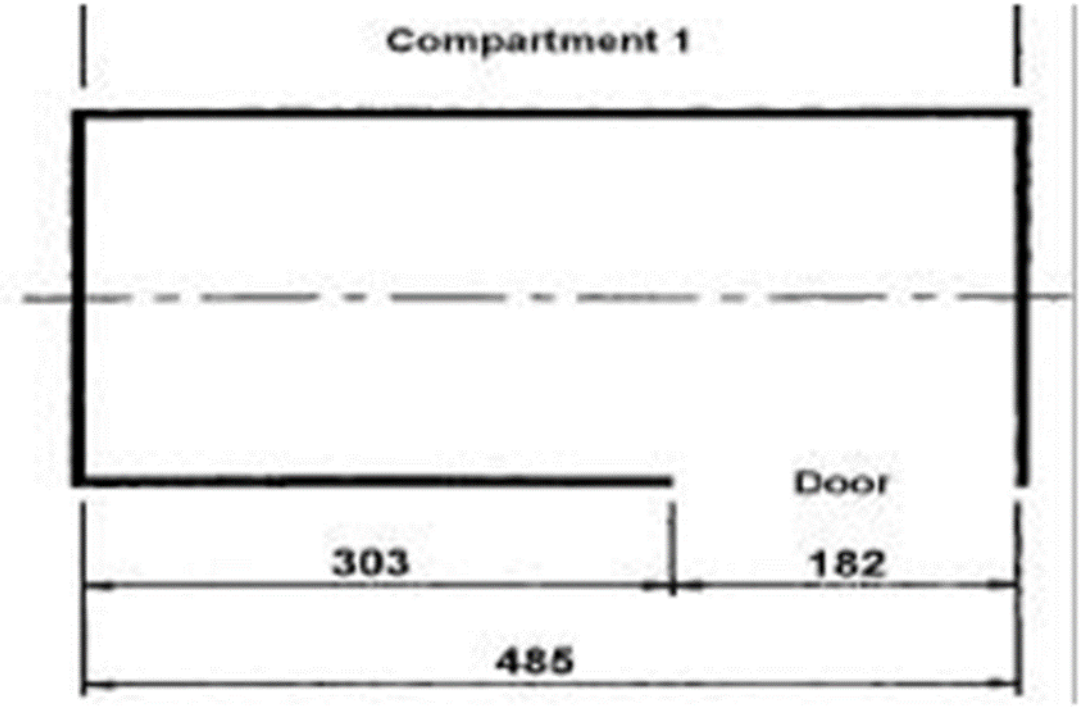
11.1.7.3. Package Tables A320/321

FWD Cargo Compartment

Clear opening of forward cargo door is: 181 cm x 124 cm



Package size dimensions A320

HEIGHT [cm]	WIDTH [cm]															
	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150	164
	LENGTH [cm]															
115	415	395	375	355	335	315	294	274	254	234	214	194	173	165	143	143
97	475	475	455	435	414	394	374	354	334	314	294	273	253	233	212	200
70	475	475	475	475	475	465	444	424	403	382	362	341	319	298	275	253

Package size dimensions A321

HEIGHT [cm]	WIDTH [cm]																
	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150	160	170
	LENGTH [cm]																
up to 119	399	379	359	339	319	299	279	259	238	218	197	177	164	164	--	--	--
101	494	474	454	434	414	394	373	353	333	313	293	273	252	232	211	199	--
79	565	545	525	505	484	464	443	423	402	382	361	340	319	297	274	252	--

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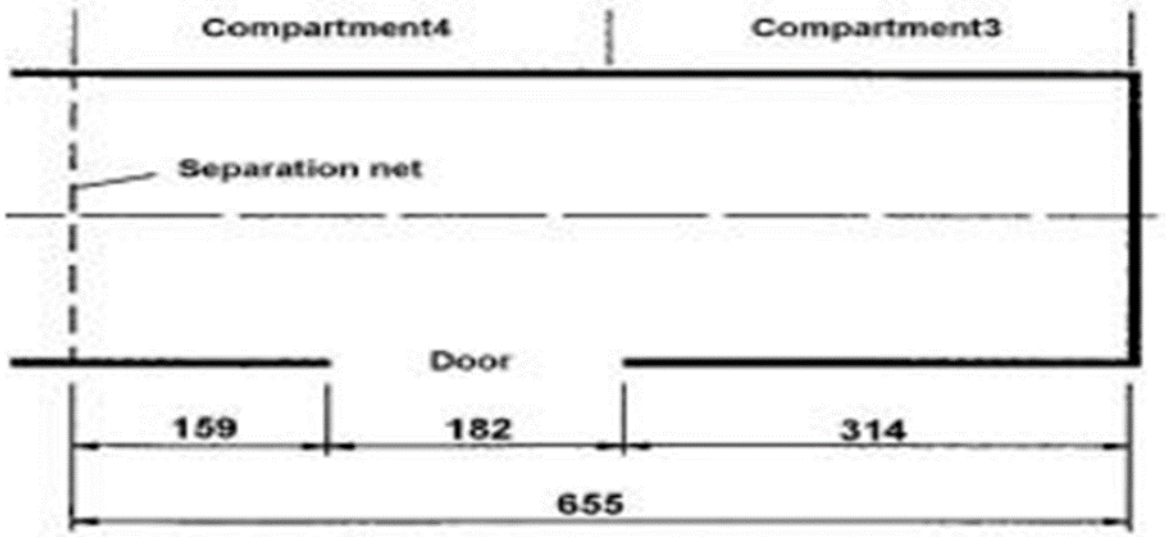
AFT Cargo Compartment
Clear opening of aft cargo door is:181 cm x 124 cm



Package size dimensions A320

HEIGHT [cm]	WIDTH [cm]																
	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150	160	171
	LENGTH [cm]																
115	424	404	384	364	344	324	304	284	264	243	223	203	182	172	143	143	143
97	485	485	465	445	425	405	384	364	344	324	304	284	264	243	223	202	200
70	485	485	485	485	485	475	455	435	414	394	373	352	331	310	288	266	253

Package size dimensions A321

HEIGHT [cm]	WIDTH [cm]																
	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150	160	170
	LENGTH [cm]																
up to																	
114	330	330	330	330	328	308	288	268	247	272	206	185	152	--	--	--	--
101	330	330	330	330	330	310	310	310	310	310	303	283	263	243	222	202	152
79	330	330	330	330	330	310	310	310	310	310	310	300	300	300	288	265	252

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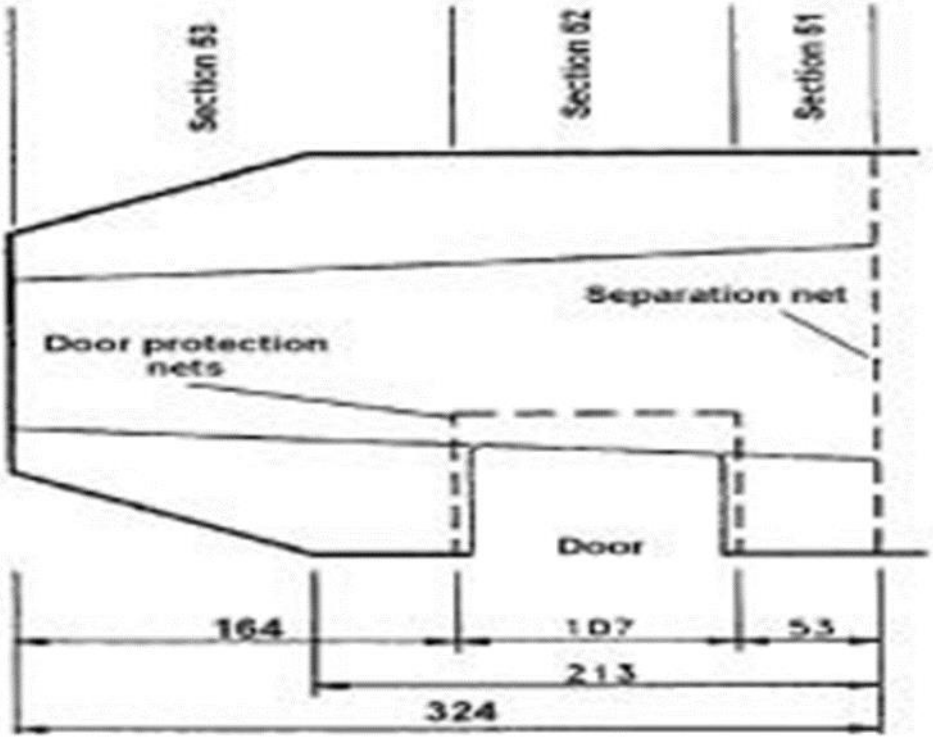
Packages lift assisted AFT Compartment 5 (BULK)
Clear opening of bulk cargo door is 94 cm x 86 cm:



Package size dimensions

HEIGHT [cm]	WIDTH [cm]								
	10	20	30	40	50	60	70	80	85
	LENGTH [cm]								
65	279	261	243	225	205	186	165	148	141

11.1.7.4. Cargo Compartments Ventilation and Temperature Control

A/C REG	MSN	FWD Cargo Ventilation	AFT Cargo Ventilation	AFT Cargo Heating
LZ-MDK	**MSN 1422**	NO	NO	NO
LZ-MDI	**MSN 3378**	NO	NO	NO
LZ-FSA	**MSN 4247**	NO	NO	NO
LZ-FSB	**MSN 3055**	NO	NO	NO
LZ-FSD	**MSN 3461**	NO	YES	YES
LZ-FSE	**MSN 4023**	RESERVED	RESERVED	RESERVED
LZ-FSF	**MSN 3605**	NO	YES	YES
LZ-FSG	**MSN 5228**	NO	NO	NO
LZ-FSH	**MSN 1932**	NO	NO	NO
LZ-FSI	**MSN 1960**	NO	NO	NO

11.1.8. Toilet Service

The A320 family has a vacuum lavatory system with one location for lavatory at the forward end of the passenger cabin and two locations for lavatories at the aft end of the passenger cabin. The vacuum toilet waste tank has a capacity of 180 litters (45 U.S. gallons).

Ensure that all attachments on the truck, including the toilet basket, are restrained and valves are closed before moving the truck.

Toilet service, if ordered, shall be completed at the latest -10 min before ETD.

Any spillage shall be handled according to local airport regulations.

Handling Agents must have a detailed procedure to ensure the correct toilet water supply – with reference to this Company GOM.

The local procedure must verify the emptying of the drainage upon arrival and parking for night stop.

Sanitary fluids shall not be refilled if there is any danger of freezing conditions during night stop.

Toilet service must be kept strictly apart from water servicing equipment and tasks.

11.1.9 Water Service

Refer to 2.6.1 - Potable Water

Water service, if ordered, shall be completed at the latest -10 min before ETD.

Water tank capacity 200 litters (53 US gallons).

11.1.10 Winter Operation

11.1.10.1 General

When the temperature is expected to be lower than 0°C, winter operations apply, and heater shall be connected, and filler caps shall be left open. The water tank shall be filled full, and external heating equipment shall be used throughout the night to prevent frost damage to the water system. It's required to keep ground personnel on duty to frequently monitor satisfactory and safe operation of the heaters.

11.1.10.2 Extreme Freezing Conditions

At temperatures -10°C or colder. All filler caps shall be left in open position. In preventing the water system from freezing, the outflow valve will be partly closed by Technical and/or the Commander.

11.1.10.3 Heater Not available or requested

If external heating is not available, the water system has to be drained and lavatory water heater CBs must be pulled. Draining water on to the tarmac is strictly forbidden during winter and freezing conditions.

All filler caps shall be left in open position.

Preferable this procedure to be done by technical personnel, or crew, in order to empty the water system totally.

Contact technical department if available at your station.

Contact IOCC if technical department are not available at your station.

11.1.10.4 Engine De-icing and Fan Heating

11.1.10.4.1 Ice Removing

All Ice and snow must be removed from the engine inlets/fan blades before push and start.

Engine snow and ice shall only be removed by personnel authorized and trained to do so.

11.1.10.4.2 Preventive Actions

Remaining heat from the engine after shutdown can be used to melt ice from the fan blades and spinner. To increase the efficiency, engine inlet covers can be used and attached direct after engine shutdown. This will decrease the time for the engine de-icing process.

Engine covers must be 100% clean before mounting.

Check that engine inlets have cooled down before attaching engine inlet covers.

It is not allowed to attach covers on the engine exhaust, because this is very hot.

It is not allowed to stop fan rotation mechanically, e.g. by means of broom handles or similar

11.1.10.4.3 Ice and Snow Removal

Before entering the inlet for snow removal, make sure:

The acoustic panels are covered by protective mat.

To remove loose articles such as pens, keys, mobile phones, etc., from your clothes.

Use a soft broom.

Use hot air (max 55 °c).

After removing Ice and snow – report to the Commander that the engines are cleaned.

11.1.11 Aircraft Damage

The aircraft shall visually be inspected by the handling agent for damage at arrival and after ground equipment has been removed before pushback and departure.

Suspected damage must be reported, controlled and checked by a qualified technician.

All ground damages shall be reported to FLY2SKY and according to local procedures.

As far as practically possible photos shall be taken. The photos shall preferably be taken with the equipment involved to get the best situational perspective possible.

The pictures shall follow the ground damage report.

11.1.12 Live Animals

Refer to 9.6 - LIVE ANIMALS LIMITATIONS

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11.1.13 Dry Ice

Following table shows the maximum amount of Dry Ice (ICE).

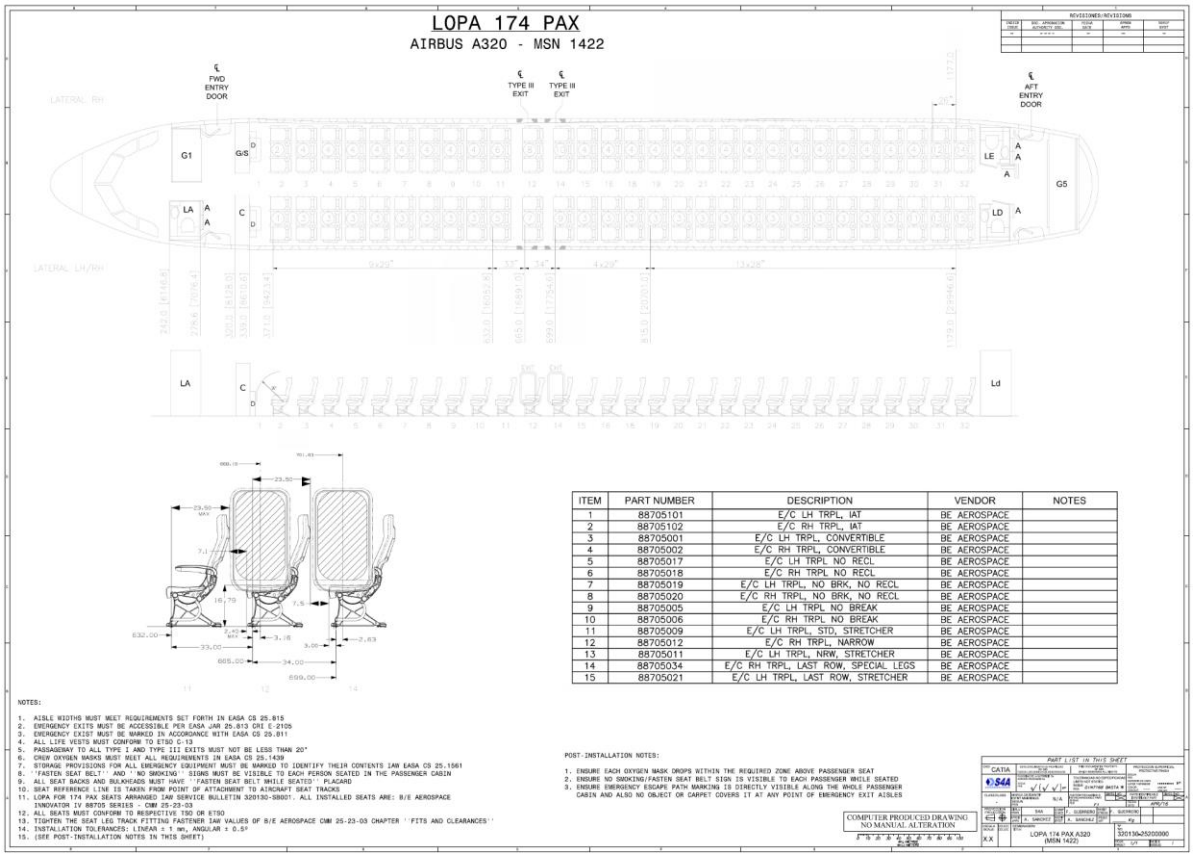
Total per AC	Cabin	FWD Cargo	AFT Cargo
200kg	2.5 kg per PAX. Total mass shall not be acceded.	Not acceptable	200kg

DRY ICE can be carried only in ventilated cargo compartments. The following table shows on which aircraft DRY ICE can be carried in the cargo.

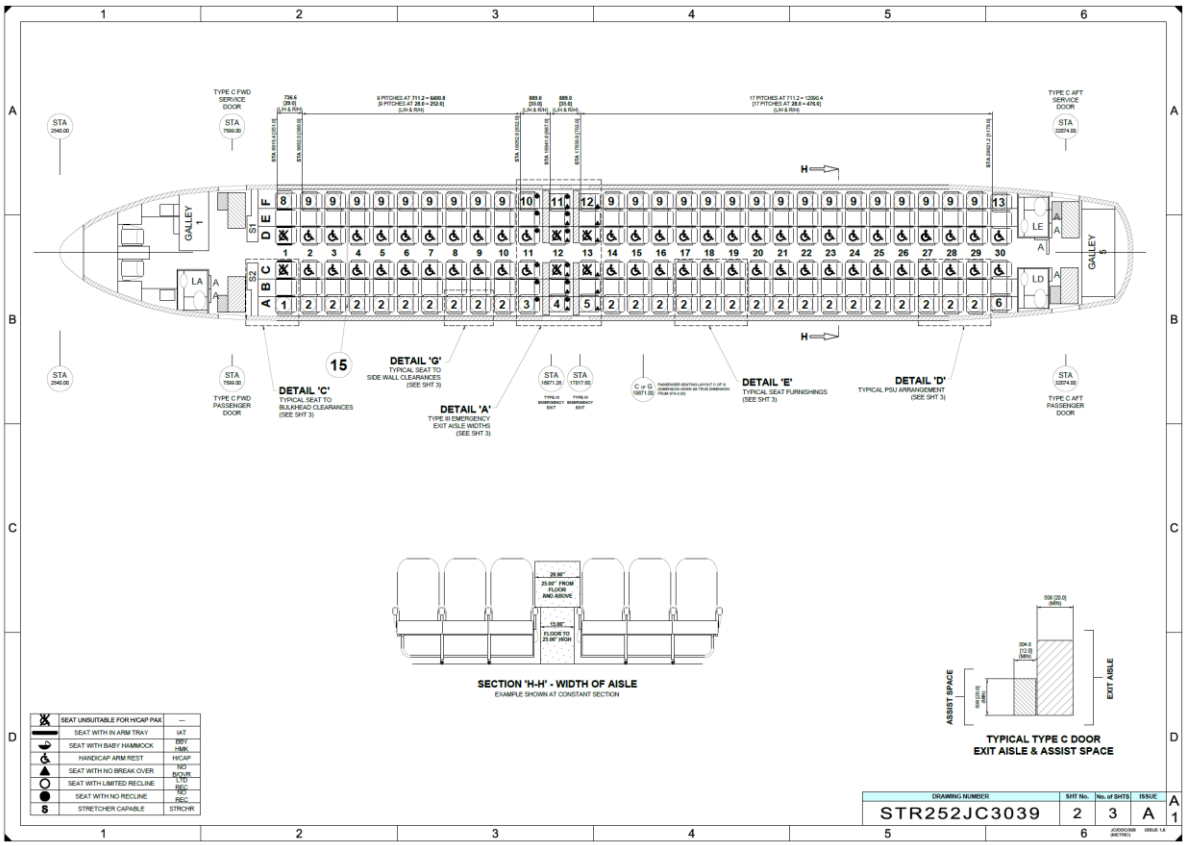
A/C REG / MSN		FWD Cargo Ventilation	AFT Cargo Ventilation	DRY ICE
LZ-MDK	**MSN 1422**	NO	NO	NO
LZ-MDI	**MSN 3378**	NO	NO	NO
LZ-FSA	**MSN 4247**	NO	NO	NO
LZ-FSB	**MSN 3055**	NO	NO	NO
LZ-FSD	**MSN 3461**	NO	YES	YES
LZ-FSE	**MSN 4023**	RESERVED	RESERVED	RESERVED
LZ-FSF	**MSN 3605**	NO	YES	YES
LZ-FSG	**MSN 5228**	NO	NO	NO
LZ-FSH	**MSN 1932**	NO	NO	NO
LZ-FSI	**MSN1960**	NO	NO	NO

11.1.14. Layout of Passenger Arrangement

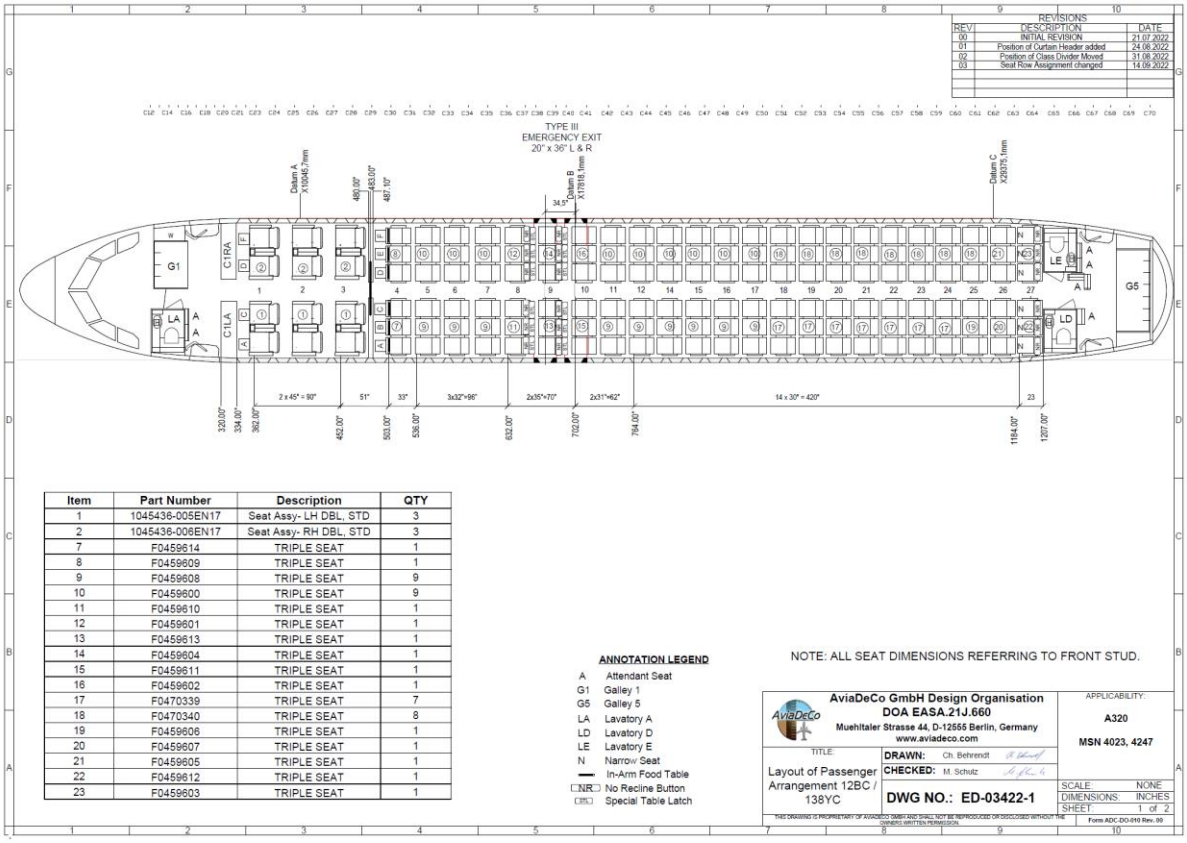
11.1.14.1. LZ-MDK 174Y MSN1422



11.1.14.2. LZ-MDI 180Y



11.1.14.3. LZ-FSA 12C/138Y



Item	Part Number	Description	QTY
1	1045436-005EN17	Seat Assy- LH DBL, STD	3
2	1045436-006EN17	Seat Assy- RH DBL, STD	3
7	F0459614	TRIPLE SEAT	1
8	F0459609	TRIPLE SEAT	1
9	F0459608	TRIPLE SEAT	9
10	F0459600	TRIPLE SEAT	9
11	F0459610	TRIPLE SEAT	1
12	F0459601	TRIPLE SEAT	1
13	F0459613	TRIPLE SEAT	1
14	F0459604	TRIPLE SEAT	1
15	F0459611	TRIPLE SEAT	1
16	F0459602	TRIPLE SEAT	1
17	F0470339	TRIPLE SEAT	7
18	F0470340	TRIPLE SEAT	8
19	F0459606	TRIPLE SEAT	1
20	F0459607	TRIPLE SEAT	1
21	F0459605	TRIPLE SEAT	1
22	F0459612	TRIPLE SEAT	1
23	F0459603	TRIPLE SEAT	1

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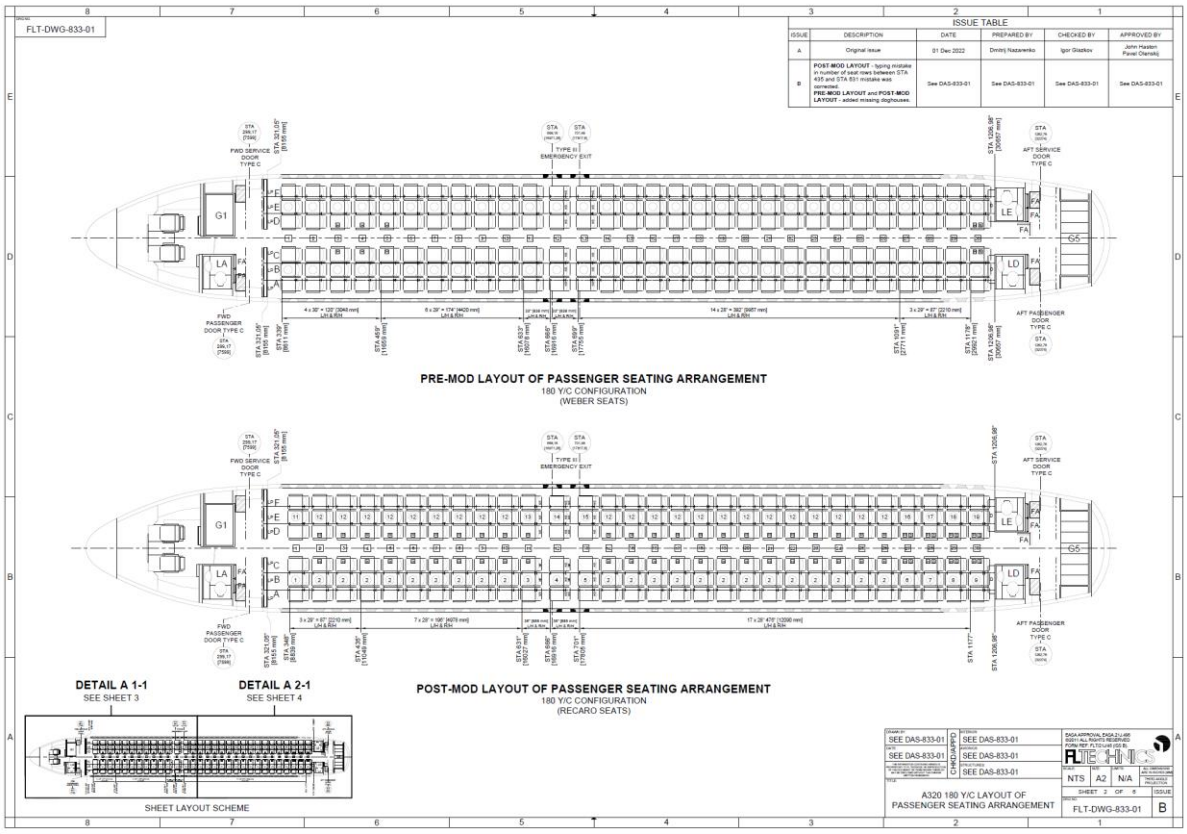
11.1.14.4. LZ-FSB 180Y



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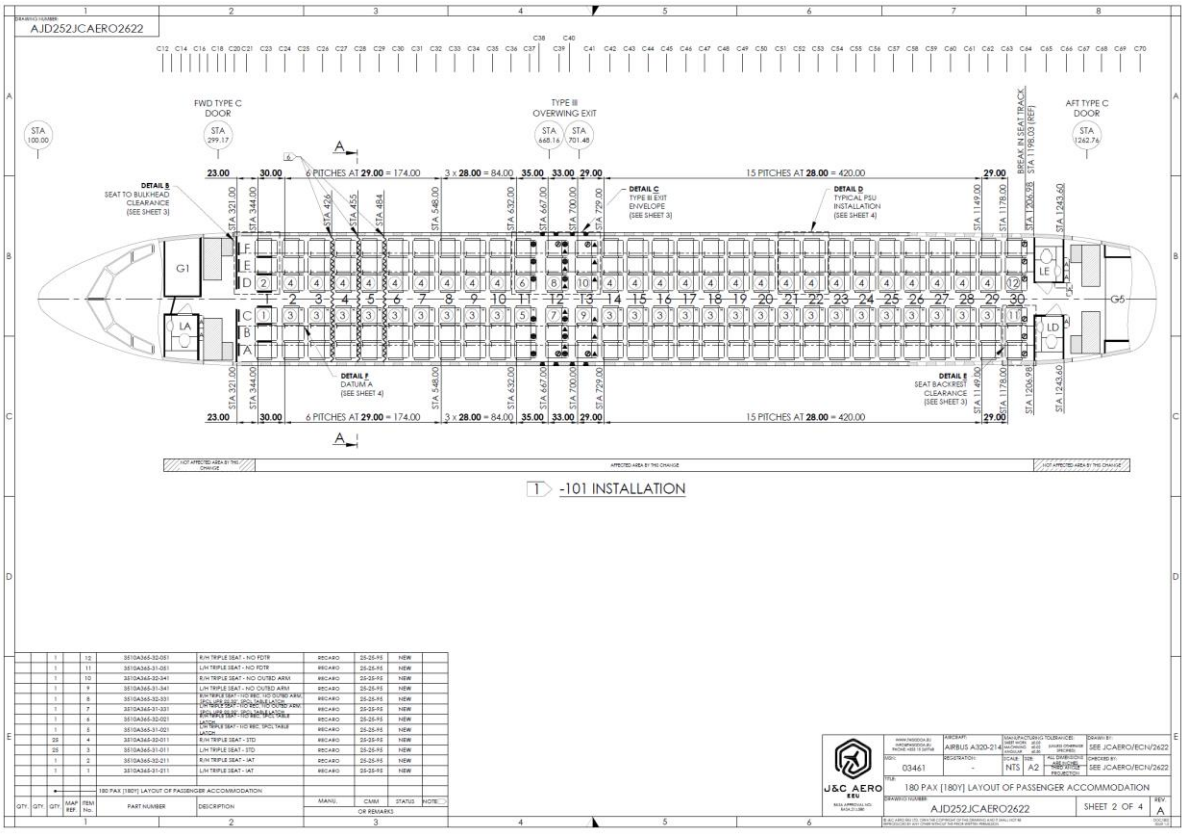
11.1.14.5. LZ-FSD 180Y



11.1.14.6. LZ-FSE 12C/138Y

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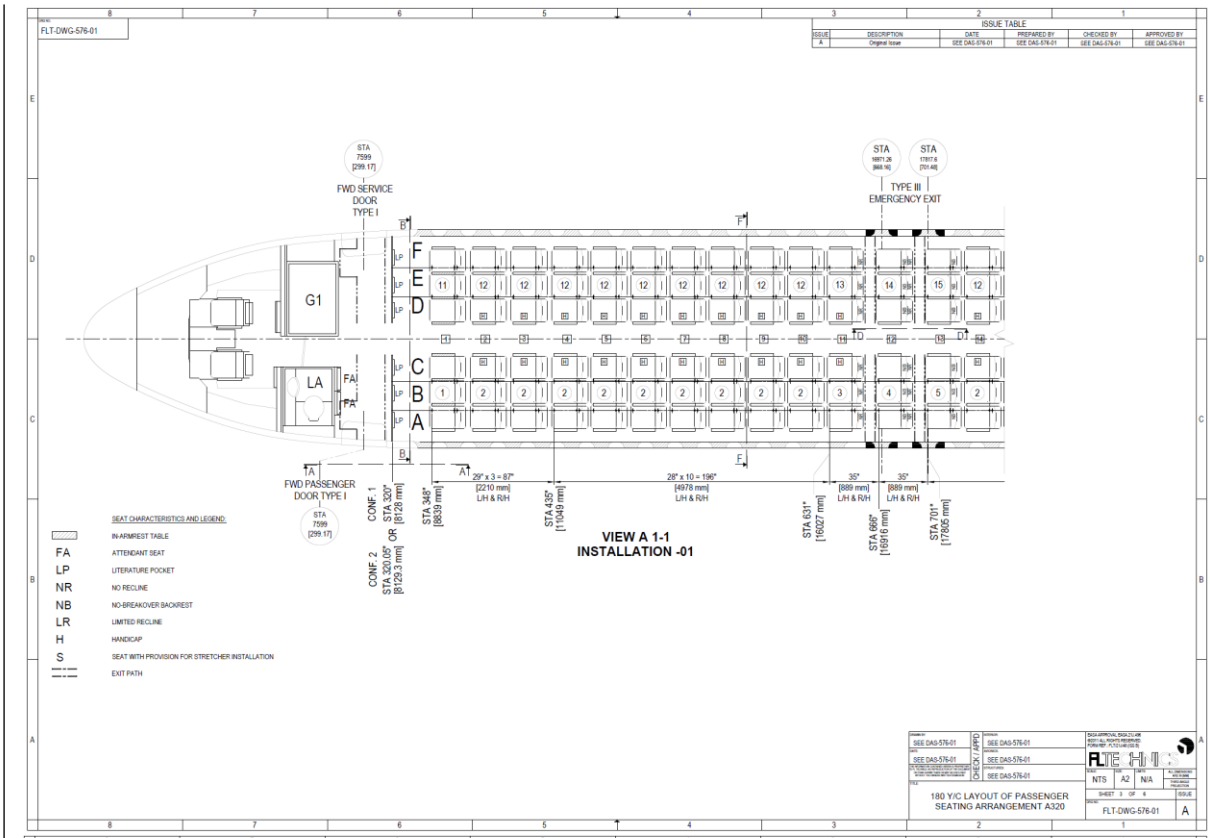
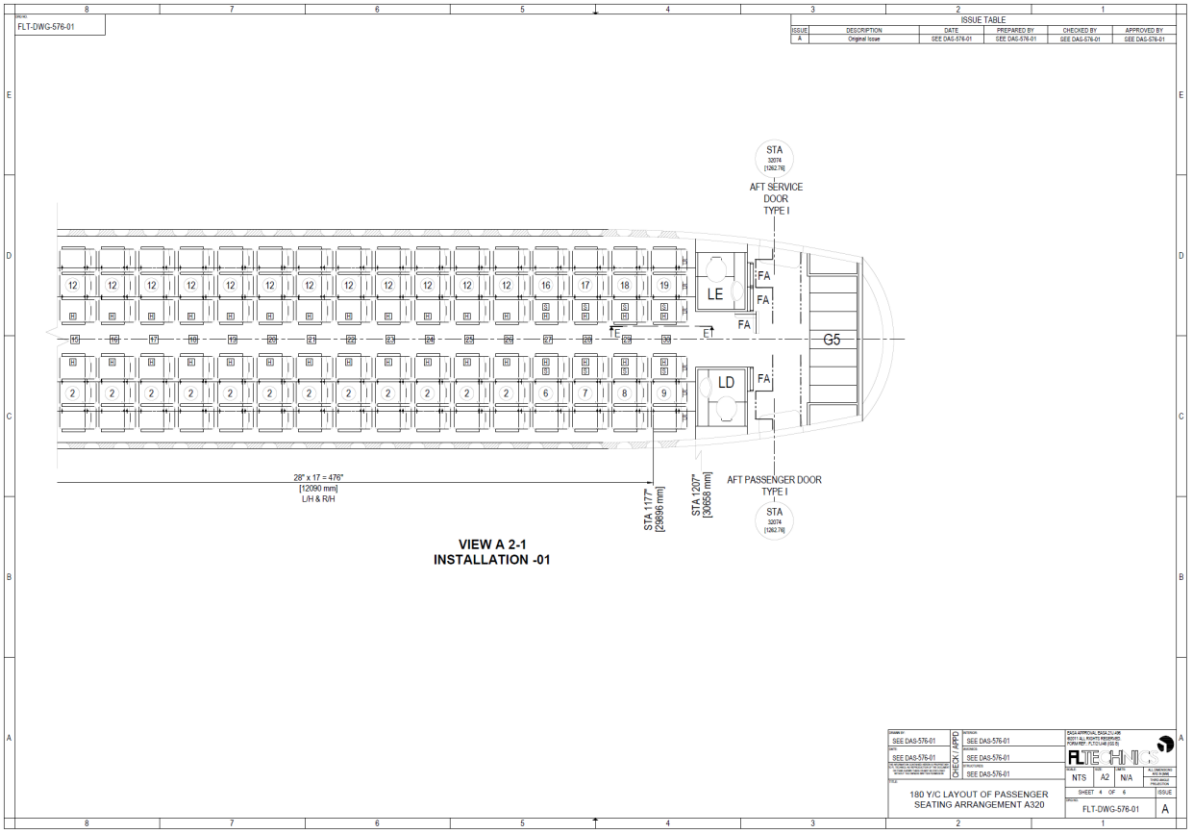
11.1.14.7. LZ-FSF 180Y





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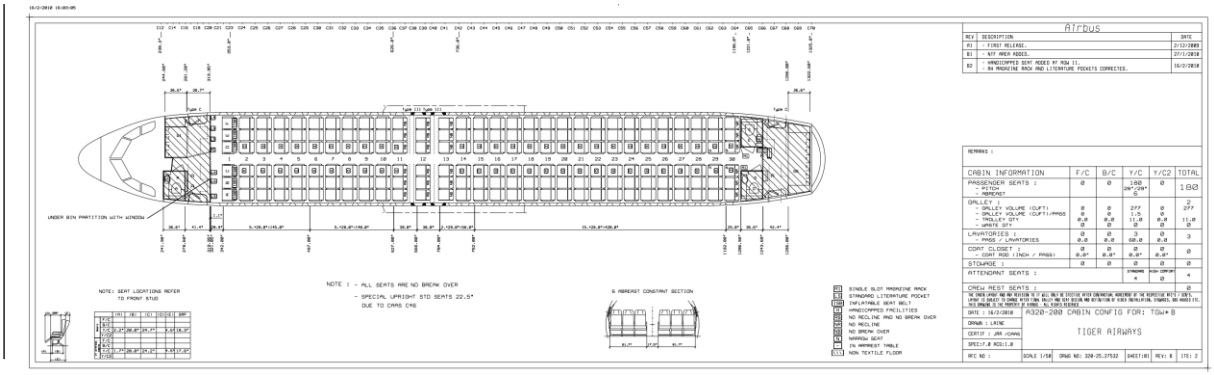
11.1.14.8. LZ-FSG 180Y



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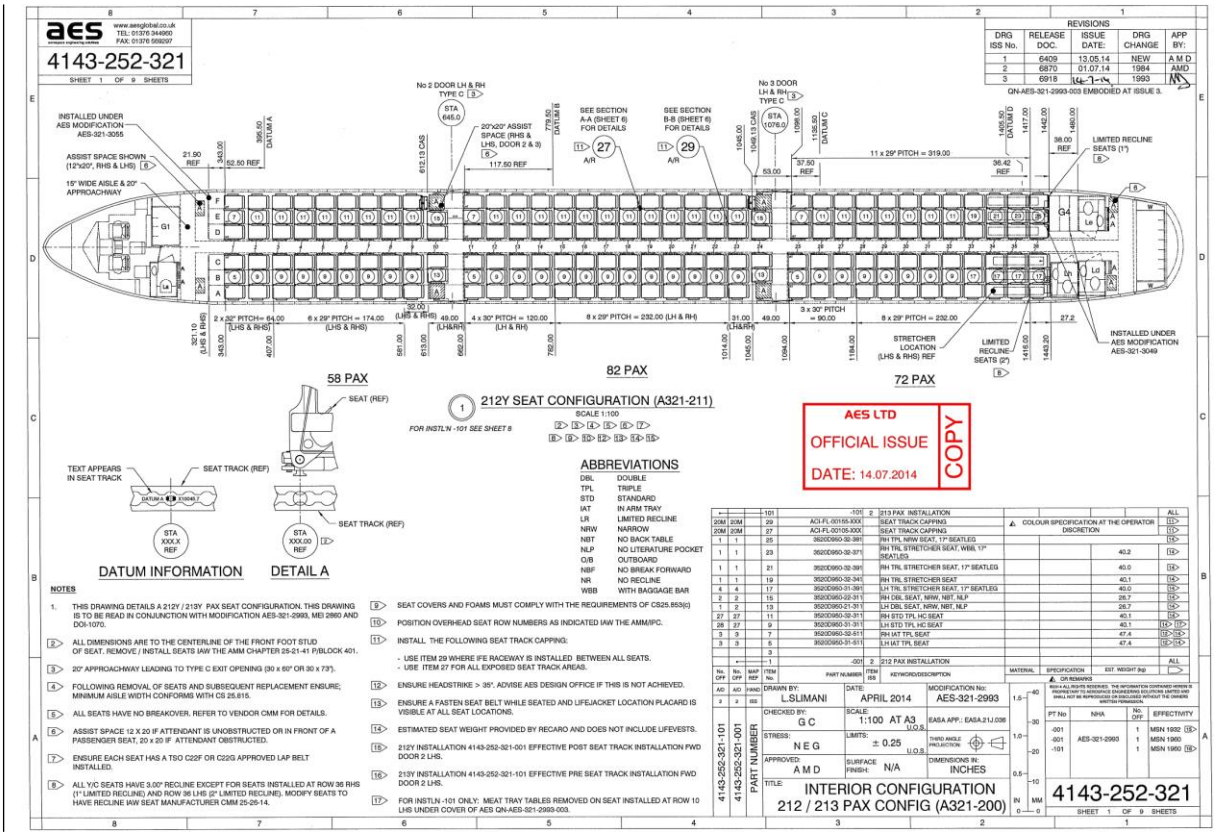
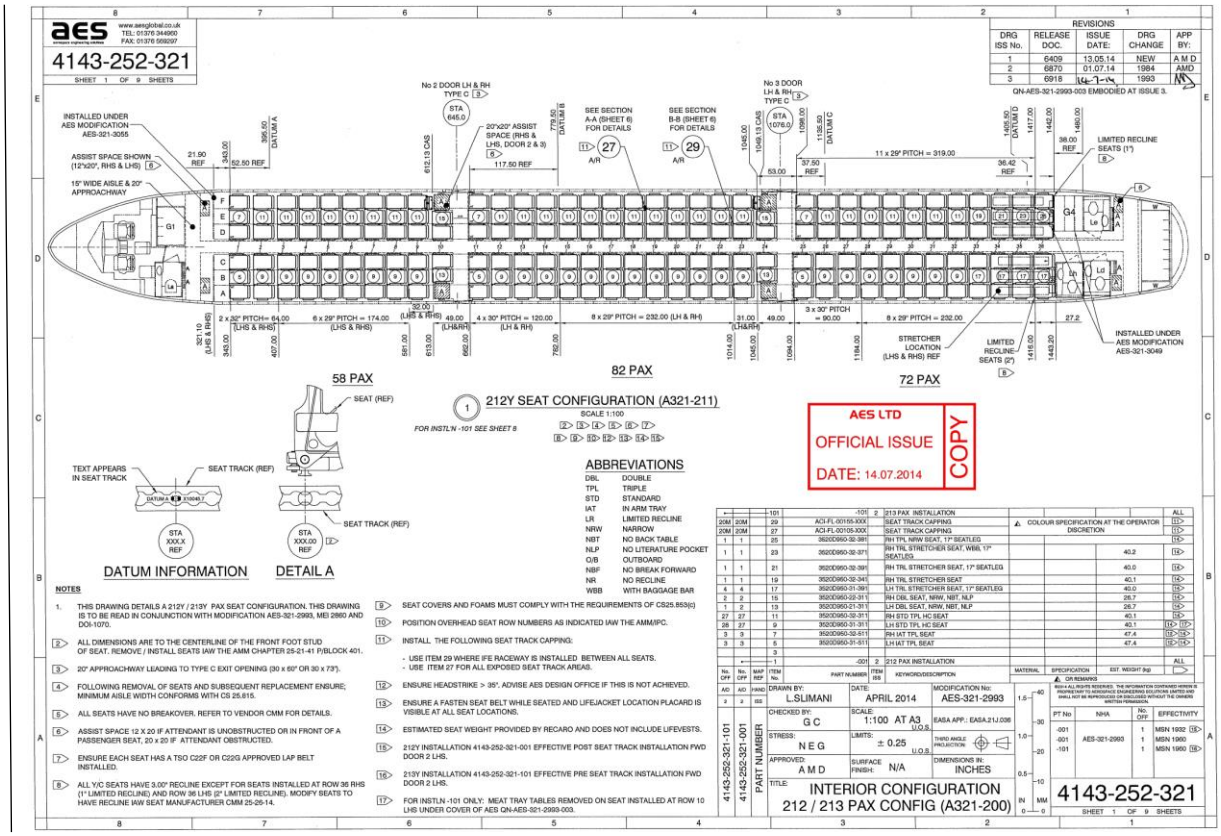
11.1.14.9. LZ-FSH 212Y



11.1.14.10. LZ-FSI 212Y



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12. STANDARD IATA HAND SIGNALS

Introduction

To standardize ground-to-ground personnel communication and/or ground personnel to flight crew communication and/or flight crew to ground personnel 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. Marshalling Hand Signals–to be used by ground personnel to assist the flight crew during manoeuvring of the aircraft and engine starting.
c. Technical/Servicing Hand Signals–to be used by ground personnel to communicate technical/servicing information to flight crew, and by flight crew to communicate technical/servicing information to ground personnel.

   NOTE:

   1. Only use hand signals when verbal communication is not possible.
   2. Ensure 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.

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 personnel and flight crew throughout the maneuver. If visual contact is lost, the operation must stop and not recommence when visual contact is reestablished.
e. Remain clear of the intended pathway of the vehicle/aircraft, where possible.

Specific Requirements for Using Marshalling Hand Signals

a. Perform aircraft marshaling only if permitted by the local airport authority and personnel have been trained and authorized.
b. Give marshaling hand signals from a position in front of the aircraft when 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.

12.1. GUIDE PERSON SIGNALS FOR GROUND SUPPORT EQUIPMENT

12.1.1. 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.

12.1.2. 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.

12.1.3. Backward Movement

Arms by the sides, palms facing forward, swept forward and upward repeatedly.
Meaning: Move directly away from the guide person.

12.1.4. Torun 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.

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12.1.5. 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.

12.1.6. Lift

Stretch both arms toward load and/or equipment, palms up, hand movement in upward direction.

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12.1.7. Lower

Stretch both arms toward load and/or equipment, palms down, hand movement in downward direction.

12.1.8. Accompanied Movement

Come with load or equipment. Maintain eye contact with operator/driver. Swing down opposite arm.

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12.1.9. Indicate Distance

Raise arms above head, palms facing inward. Distance shown between hands shall correspond exactly with actual margin.

12.1.10. Stop

Arms raised and crossed over head, palm forward.
Immediate stop: Hands cross over head with clenched fists.

12.1.11. OK

Lift right arm above head, hand closed, thumb raised.
Meaning: All is clear or continue on your own or drive away.

12.1.12. Chocks Inserted, Stabilizers On

Arms down, hands closed, palms facing backward, thumbs extended; move arms in toward sides.

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12.1.13. Chocks Removed, Stabilizers Off

Arms down, hands closed, palms facing forward, thumbs extended; move arms out away from sides.

12.1.14. 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.

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12.1.15. Stop Engine

Right arm and hand level with shoulder, palm downward, hand on throat making horizontal move to the right, passing hand across throat.

12.1.16. 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.

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12.1.17. 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.

12.2. AIRCRAFT MOVEMENT SIGNALS-HEADSET OPERATOR TO TRACTOR DRIVER

12.2.1. Vehicle Brakes Off

Raise right hand just above shoulder height with closed fist and ensuring eye contact with driver open palm toward driver.

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12.2.2. 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.

12.2.3. Negative/Hold

Hold arm straight out 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.

12.2.4. Vehicle Brakes On/Stop

Your computer does not support the animated version of this figure.
Raise hand just above shoulder height with open palm and, **ensuring eye contact with the tractor driver**, close into a fist. At the end of the pushback, also indicates to tug driver that aircraft brakes have been set. The tractor driver should return the signal to the headset operator to confirm vehicle brakes set.

12.2.5. Slow Down

With hand at a 45° angle downward to the side, make a patting motion.

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12.2.6. 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.

12.3. AIRCRAFT MOVEMENT HAND SIGNALS – WING WALKER TO HEADSET OPERATOR, TRACTOR DRIVER. MARSHALLER, FLIGHT CREW (AS APPLICABLE)

12.3.1. 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.

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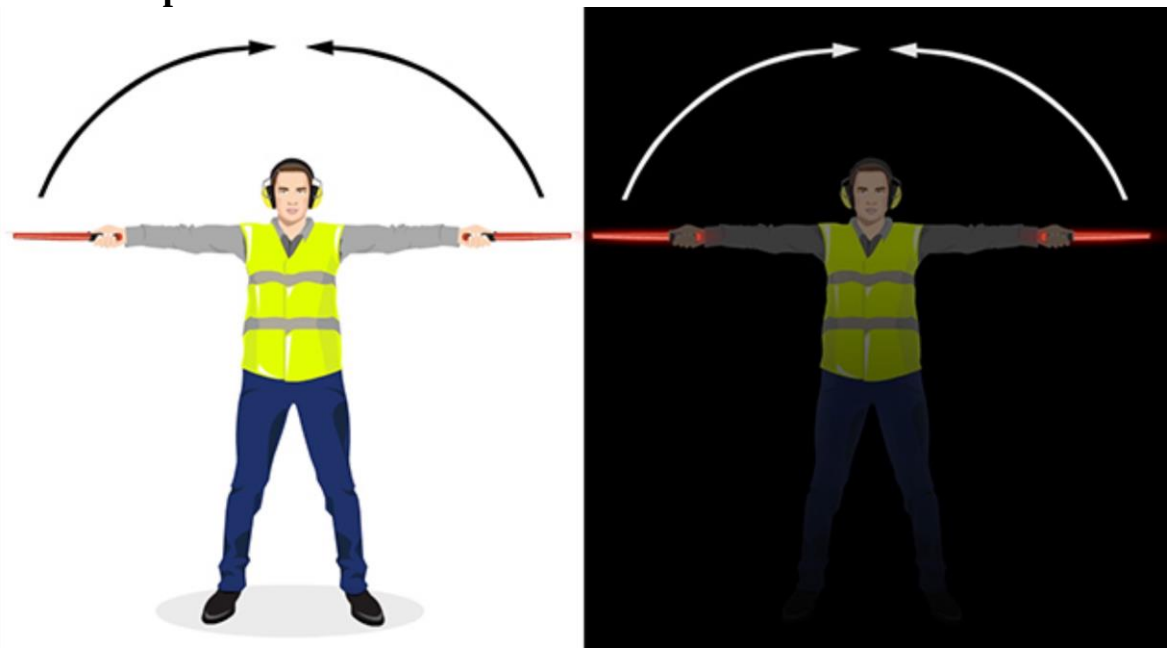
12.3.2. Stop Movement of Aircraft



Fully extend arms and wands horizontally 90° at shoulder level; raise arms and wands to cross above head.

12.3.3. 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.

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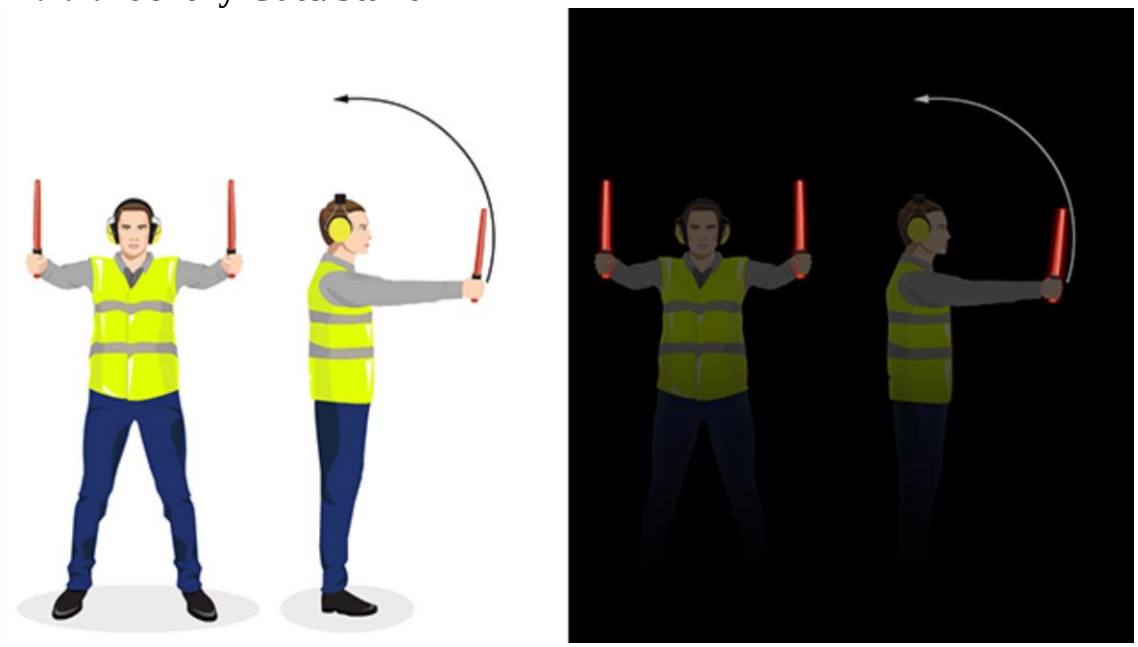
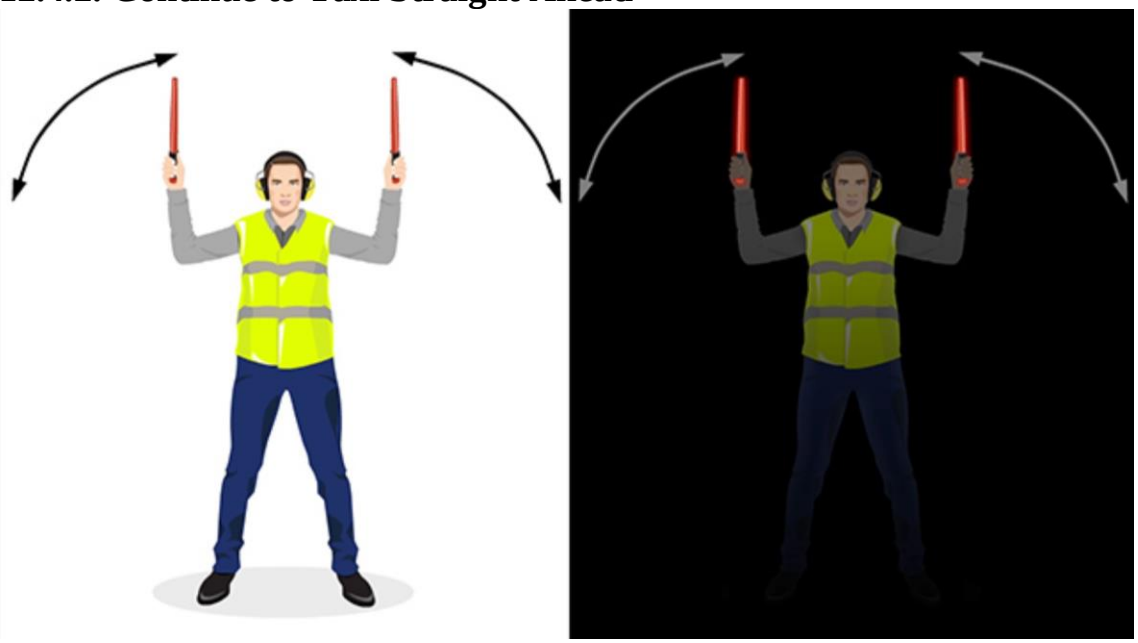
12.4. MARSHALLING HAND SIGNALS FOR AIRCRAFT

12.4.1. 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.

12.4.2. 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.

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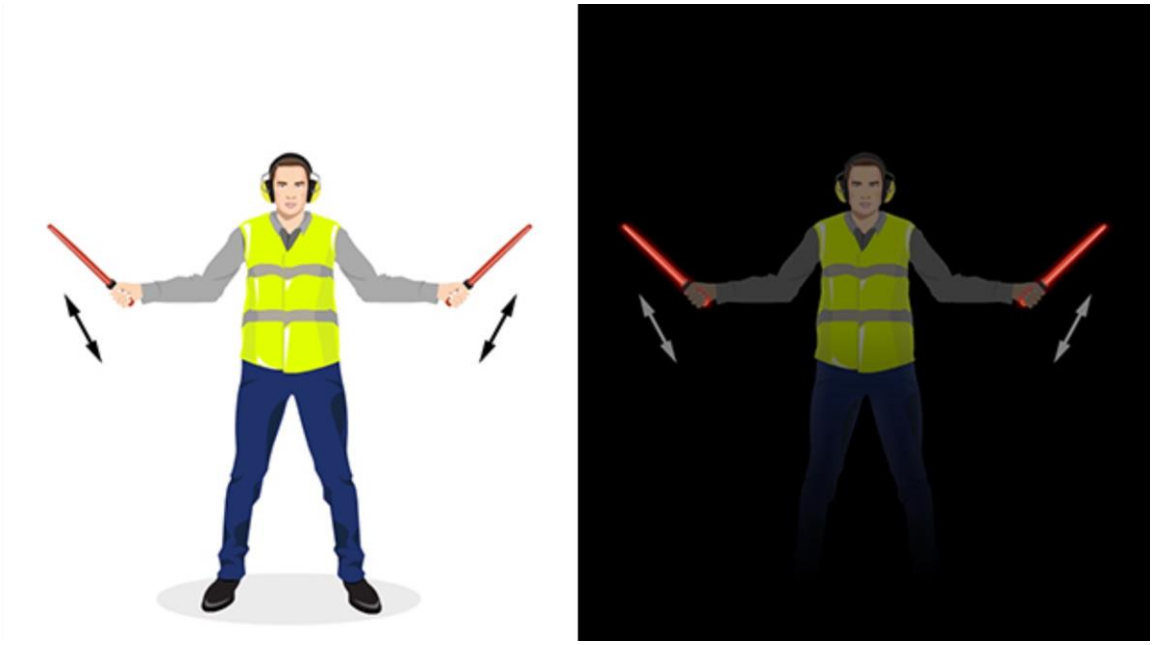
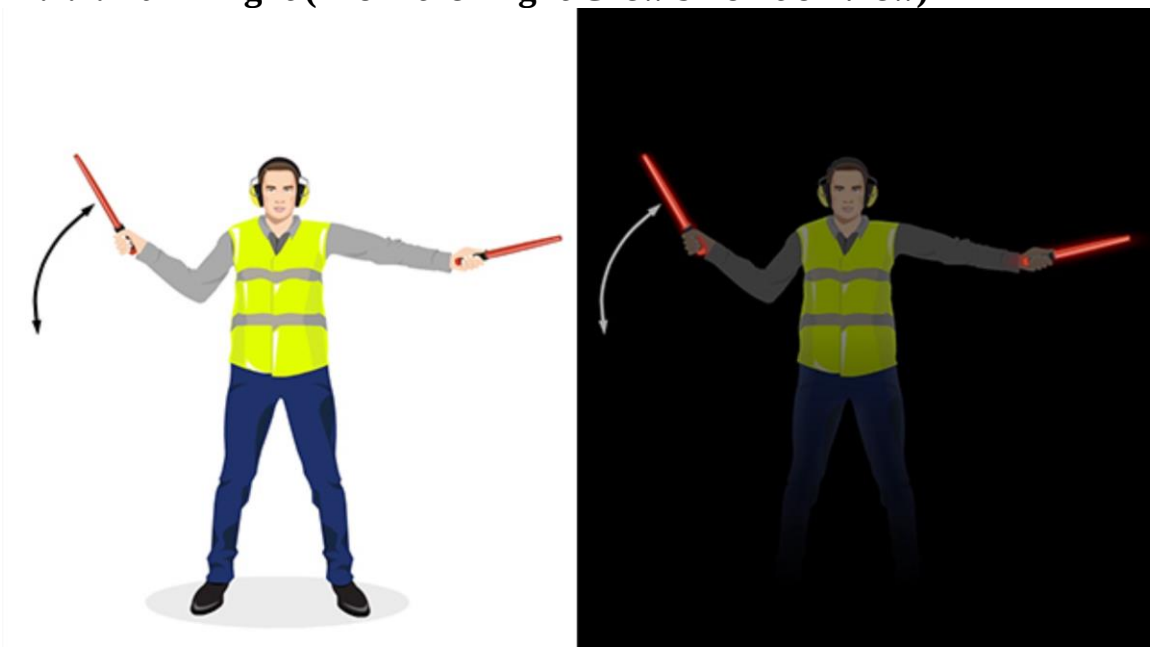
12.4.3. Slow Down



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.

12.4.4. 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.

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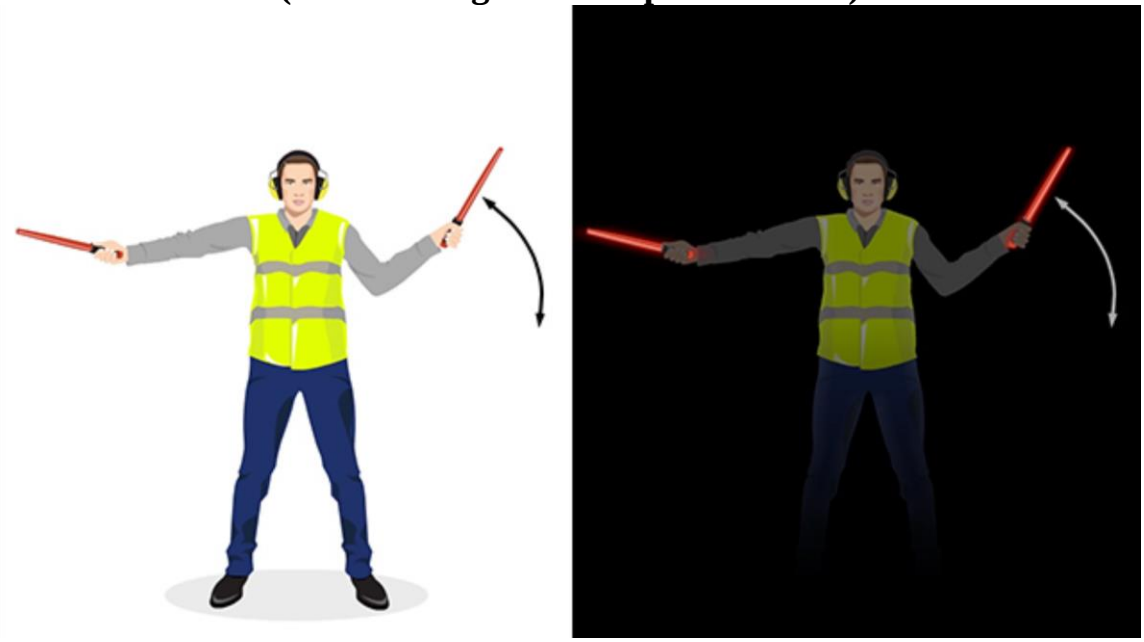
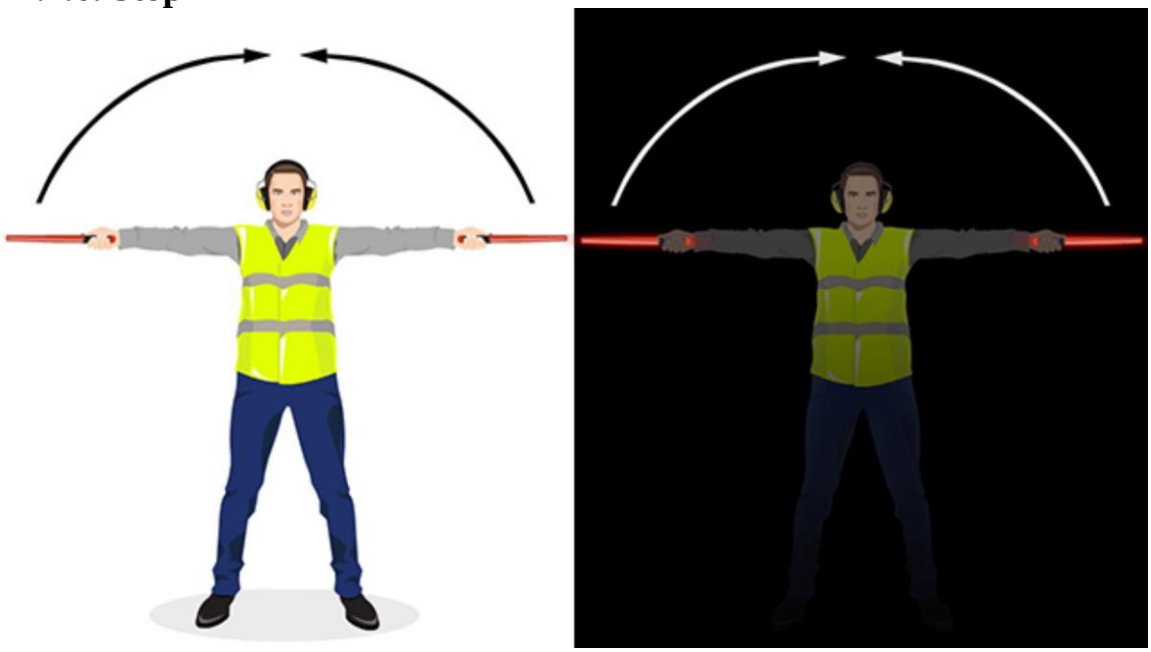
12.4.5. Turn Left (from the flight crew's point of view)



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.

12.4.6. Stop



Fully extend arms and wands horizontally 90° at shoulder level; raise arms and wands to cross above head.

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12.4.7. 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.

12.4.8. Proceed to Next Marshaller or as Directed by Tower/Ground Control

Point both arms upward, move and extend arms outward to side of body and point with wands to direction of next marshaller or taxi area.

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12.4.9. Dispatch Aircraft

Perform a standard military salute with right hand and/or wand to dispatch the aircraft. Maintain eye contact with the flight crew until the aircraft has begun to taxi.

12.4.10. 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 the same process with wands.

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12.4.11. 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 acknowledgment from flight crew.

12.4.12. 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 acknowledgment from flight crew.

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12.4.13. 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.

12.4.14. 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.

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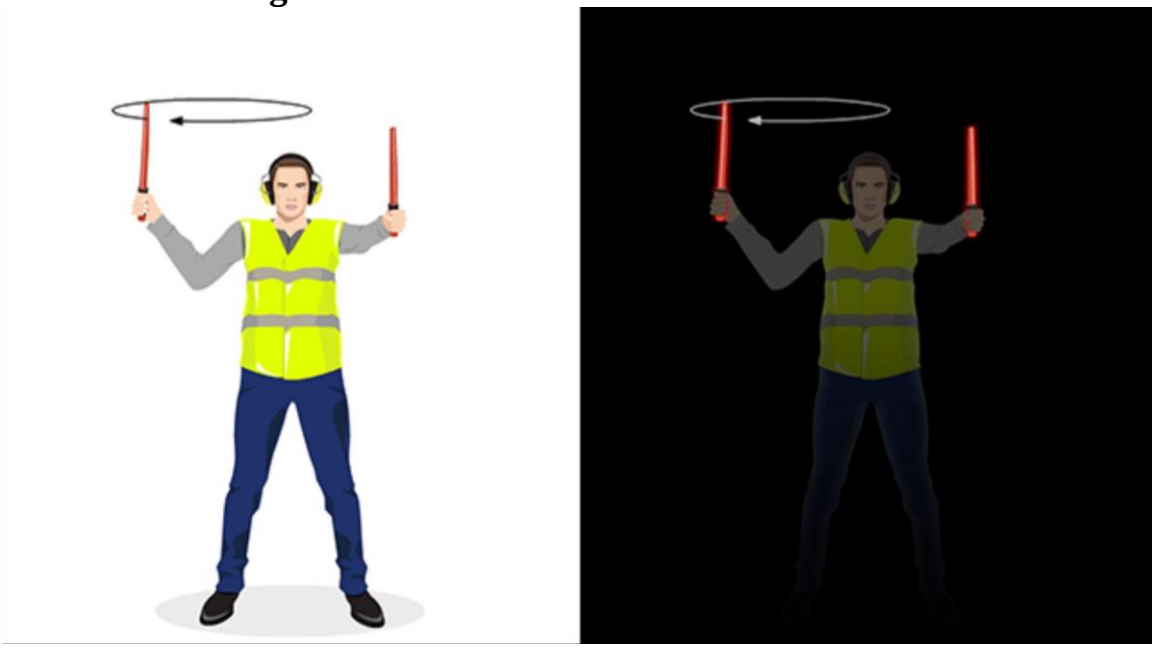
12.4.15. Start Engines



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 the engine to be started.

12.4.16. 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.

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12.5. TECHNICAL/SERVICING HAND SIGNALS – GROUND PERSONNEL TO FLIGHT CREW

12.5.1. Connect Tow Bar

Bring arms above head and grasp forearm with opposite hand.

12.5.2. Air Up

Wave arms up and down from thigh to waist with palms up.
Meaning: Supply pressurized air for engine start.

12.5.3. 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") and 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.

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12.5.4. 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.

12.5.5. Negative

Hold right arm straight out at 90° from shoulder and point wand down to ground or display right hand with thumbs down; left hand remains at side by knee.

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12.5.6. Interphone

Extend both arms at 90° from body and move hands to cup both ears.

12.5.7. Do not Touch Controls

Raise right hand above head level and close fist or hold wand in horizontal position; left arm remains at side by knee.

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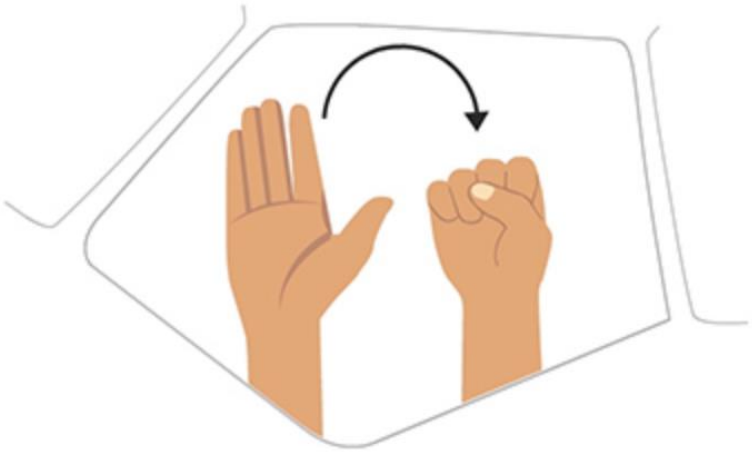
12.5.8. Open/Close Stairs

With right arm at side and left arm raised above head at a 45° angle, move right arm in sweeping motion toward top of left shoulder.
NOTE: This signal is intended mainly for aircraft with a set of integral stairs at the front.

12.6. TECHNICAL/SERVICING HAND SIGNALS – FLIGHT CREW TO GROUND PERSONNEL

12.6.1. Brakes Engaged



Raised arm and hand with palm facing forward and fingers extended in front of face and close hand into a fist.

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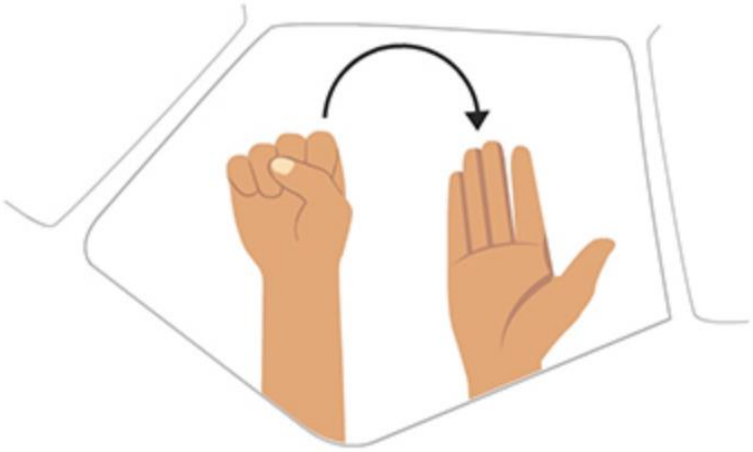
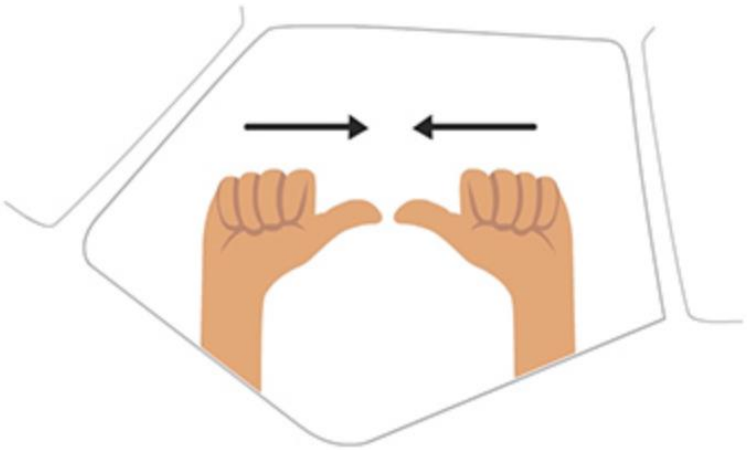
12.6.2. Brakes Released



Raised arm with fist clenched in front of face; extend fingers to open palm facing forward.

12.6.3. Insert Wheel Chocks



Hands held in front of face, palms facing forward with fingers closed and thumbs extended; move hands inward.

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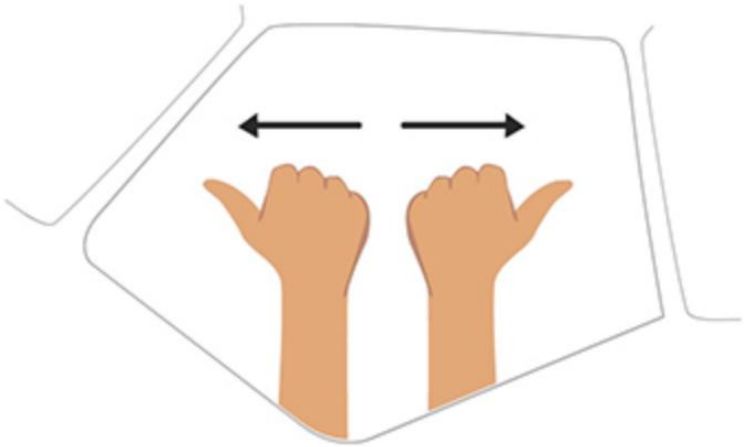
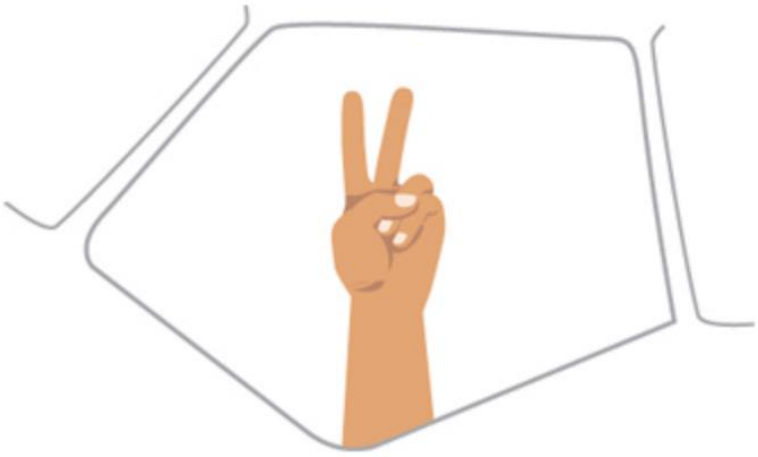
12.6.4. Remove Wheel Chocks



Hands held in front of face, palms facing backward with fingers closed and thumbs extended; move hands outward.

12.6.5. 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.

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12.6.6. All Clear

One hand raised with closed fingers and thumb extended. Acknowledgement of all ground actions.

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