

TO : ALL STATIONS
FROM : GROUND OPERATIONS SMS MANAGEMENT
ISSUE DATE : 24.12.2025
SUBJECT : CARGO HOLD UNLOADING IRREGULARITIES

Dear Partners,

We kindly request that you inform all related staff about the irregularities, recently identified at our destination stations, "failure to unload cargo hold sent to the destination airport and failure to check all compartments after arrival and before loading" which pose a significant flight safety risk and also cause passenger dissatisfaction and financial losses,

Due to the disruptions that occurred!!

- Flight safety procedures were violated.
- The LDM messages of the aircraft were not checked.
- All cargo holds were not opened, and SEC and Hold Clear Check were not applied.
- As a result, there was load on the return flights that was not shown on the LS.
- Fuel consumption and environmental pollution increased due to carrying additional baggage.
- Passenger satisfaction.
- Additional manpower and financial losses occurred due to the resending of the baggage.

CASE STUDY:

- **10.09.2025**// 22 pieces of baggage, as specified in the loadsheet and LDM, loaded for the PCxxx // SAW-XXX flight, were not unloaded by the destination station and were returned to SAW station. The baggage was rush-prepared for the next flight.
- **11.09.2025**// 20 pieces of baggage, as specified in the loadsheet and LDM, loaded for the PCxxx // SAW-XXX flight, were not unloaded by the destination station and were returned to SAW station. The baggage was rush-prepared for the next flight.
- **12.09.2025**// 20 pieces of baggage, as specified in the loadsheet and LDM, loaded for the PCxxx // SAW-XXX flight, were not unloaded by the destination station and were returned to SAW station. The baggage was rush-prepared for the next flight.
- **17.09.2025**// 30 pieces of baggage, as specified in the loadsheet and LDM, loaded for the PCxxx // SAW-XXX flight, were not unloaded by the destination station and were returned to SAW station. The baggage was rush-prepared for the next flight.
- **08.10.2025**// 30 pieces of baggage, as specified in the loadsheet and LDM, loaded for the PCxxx // SAW-XXX flight, were not unloaded by the destination station and were returned to SAW station. The baggage was rush-prepared for the next flight.
- **15.12.2025**// 30 pieces of baggage, as specified in the loadsheet and LDM, loaded for the PCxxx // SAW-XXX flight, were not unloaded by the destination station and were returned to SAW station. The baggage was rush-prepared for the next flight.