

PEGASUS
AIRLINES

GROUND OPERATIONS MANUAL

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827		24.04.2024	08.00
828		24.04.2024	08.00
829		24.04.2024	08.00
830		24.04.2024	08.00
831		24.04.2024	08.00
832		24.04.2024	08.00
833		24.04.2024	08.00
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REVISION HIGHLIGHTS

Red text indicates that the text had been removed
Orange text indicates that the text had been revised
Green text indicates that the text newly had been added

0.2.8 Distribution 0.2.8

\"Chief Safety and Emergency Response Management Office\" has been change to \"Chief Safety and Security Office\"

1.2.3 Through Check-In 1.2.3

information added

2.7.2.2 Hidden Dangerous Goods 2.7.2.2

IATA DGR Chapter 1.5.5 IATA Dangerous Goods Training Workbooks added.

2.7.4 Personnel Awareness 2.7.4

IATA DGR Chapter 1.5.5 IATA Dangerous Goods Training Workbooks added.

2.7.5 Personnel Qualifications 2.7.5

IATADGR Chapter 1.5.5 IATA Dangerous Goods Training Workbooks added.

2.7.15.2 Retention Of Records 2.7.15.2

IATA DGR Chapter 1.5.5 IATA Dangerous Goods Training Workbooks added.

3.8 CARGO SECURITY 3.8

It has been editorial changed

4.14.1.1 Opening Cabin Access Doors 4.14.1.1

Content has been resived acc. to IGOM 4.4.2.1

5.10 CONTROL SYSTEM 5.10

5.10
Below article has been added Weight and balance updates are made according to PG-PN-PR-003 Efb Administrator Procedure 5.1.1

6.1.1.1 Responsible Personnel For Management And Nominated Persons 6.1.1.1

\"Chief Safety and Emergency Response Management Office\" has been change to \"Chief Safety and Security Office\"

6.8.2 Safety Advisor within Ground Operations 6.8.2

\"Chief Safety and Emergency Response Management Office\" has been change to \"Chief Safety and Security Officer (CSSO)\"

6.8.4 Safety Review Board Meetings 6.8.4

\"Chief Safety and Emergency Response Management Office\" has been change to \" Chief Safety and Security Officer (CSSO)\"

6.8.6 Risk Management in Ground Operations (ERA & PORA) 6.8.6

(SMM 5.3, Remote New Destination Checklist (PG-EM-FR-026)

6.8.9 Exercises 6.8.9

\"Chief Safety and Emergency Response Management Office\" has been change to \"Chief Safety and Security Officer (CSSO)\"

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6.8.13.1 SMS Training 6.8.13.1

\"Chief Safety and Emergency Response Management Office\" has been change to \" Chief Safety and Security Officer (CSSO)\"

6.11 TRAINING AND QUALIFICATIONS 6.11

IATA DGR Chapter 1.5.5 IATA Dangerous Goods Training Workbooks added.

6.11.2 Training of Handling Agents And Service Providers (other than pegasus ground handling agents) 6.11.2

Editorial change has been applied acc to SMM 6.6
IATA DGR Chapter 1.5.5 IATA Dangerous Goods Training Workbooks added.

6.11.8 Dangerous Goods Training Requirements 6.11.8

IATA DGR Chapter 1.5.5 IATA Dangerous Goods Training Workbooks added.

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ABBREVIATIONS

Abbreviation	Description
ACARS	Aircraft Communications Addressing and Reporting System
ACSP	Air Carrier Security Program
AFM	aircraft flight manual
AFM	Approved Flight Manual
AHM	(IATA) Airport Handling Manual
AIS	Aeronautical Information Service
APU	Auxiliary Power Unit
ASU	Air Starter Unit
ATC	Air Traffic Control
AVI	Live Animal
AWB	Air Waybill
BIG	Outsized
CAA	Civil Aviation Authority
CAO	Cargo Aircraft Only
CEO	Chief executive officer
CFOO	Chief Flight Operations Officer
CG	Center of Gravity
CMM	Compliance Monitoring Manual
COM	Cargo Operations Manual
COMPLY365	Comply365 is a URL, cloud-based software that operates in the aviation and provides solutions for distributing documents and authoring content, including an end-to-end enterprise document management system.
CPM	Container/Pallet Distribution Message
CTOT	Calculated Take Off Time
DAA	Delivery at Aircraft
DCS	Departure Control System
DG	Dangerous Goods
DGCA	Directorate General of Civil Aviation
DGR	(IATA) Dangerous Goods Regulations
DIV	Aircraft Diversion Message
DOI	Dry Operating Index
DOW	Dry Operating Weight
EASA	European Union Aviation Safety Agency
EAT	Foodstuffs
ECAC	European Civil Aviation Conference
EDP	Electronic Data Processing
EFB	Electronic Flight Bag
EIC	Equipment in Compartment (Unmanifested)
ERA	Equipment Restraint Area
ERP	Emergency Response Plan

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Abbreviation	Description
ETA	Estimated Time of Arrival
EVP	Executive vice president
EZFW	Estimated Zero Fuel Weight
FCOM	Flight Crew Operating Manual
FDM	Flight Data Monitoring
FOD	Foreign Object Debris
GADM	Global Aviation Data Management
GMC	Ground Movement Control
GOM	Ground Operations Manual
GPU	Ground Power Unit
GRH	Ground Handling Operations (IOSA)
GSE	Ground Support Equipment
HEA	Heavy Cargo/150 kilograms and over per piece
HEG	Hatching Eggs
HUM	Human Remains
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
ICE	Carbon dioxide, solid (dry ice)
IDQP	IATA Drinking-water Quality Pool
IDX	IATA Incident Data Exchange
IGOM	IATA Ground Operations Manual
IMP	Interchange Message Procedures
IOSA	IATA Operational Safety Audit
IQSMS	ASQS Intuitive Quality & Safety Management System
ISAGO	IATA Safety Audit of Ground Operations
LAR	(IATA) Live Animal Regulations
LDM	Load Message
LHO	Living Human Organs/Blood
LIR	(Aircraft) Loading Instruction/Report
LMC	Last Minute Changes
LOSA	Line Operations Safety Audit
MOC	MoC - Memorandum of Cooperation
MTOW	Maximum take-off weight
MVT	Aircraft Movement Message
NOTAM	Notice to Airmen
NOTOC	Notification to Captain Equivalent Terms: NOTAC (Notification to Aircraft Commander), NOPIC (Notification to Pilot-in-command)
OBX	Obnoxious Cargo
OCC	Operations Control Centre
OHG	Overhang Item
OM-A	Operations Manual Part A
OM-B	Operations Manual Part B
PCR	(IATA) Perishable Cargo Regulations

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Abbreviation	Description
PEF	Perishable Cargo
PEM	Perishable Meat
PEP	Perishable Fruits and Vegetables
PER	All perishable cargoes other than flowers, meat and fish/seafood
PES	Perishable Fish and Seafood
PIC	Pilot-in-Command
PPE	Personal Protective Equipment
PPU	Power Push Unit
PRM	Passenger with Reduced Mobility
SAFA	Safety Assessment of Foreign Aircraft
SAG	Safety Action Group (SMS)
SEMS	Security Management System
SGHA	Standard Ground Handling Agreement
SHT	Sivil Havacılık Talimatı
SLA	Service Level Agreement
SMM	Safety Management Manual
SMS	Safety Management System
SPI	Safety Performance Indicator
SRB	Safety Review Board (SMS)
STC	Supplemental Type Certificate
TACT	(IATA) Air Cargo Tariff and Rules
TR-DGCA	Turkish Directorate General Of Civil Aviation
UCM	ULD Control Message
ULD	Unit Load Device
UTC	Universal Time Coordinated
VHF	Very High Frequency
WBM	Weight and Balance Manual
WEA	Weapon
WET	Shipments of Wet Material not Packed in Watertight Containers
WHO	World Health Organization
ZFW	Zero Fuel Weight

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Revision No	Revision Date	Insert Date	Inserted By
1	15.11.2001		
2	15.02.2002		
3	03.03.2002		
4	27.03.2002		
5	01.05.2002		
6	17.06.2002		
7	15.10.2002		
8	15.11.2002		
9	16.12.2002		
10	08.01.2003		
11	15.01.2003		
12	08.05.2003		
13	01.12.2003		
14	06.01.2004		
15	20.08.2006		
16	16.11.2006		
17	06.12.2006		
18	14.12.2006		
19	16.06.2008		
20	25.09.2008		
21	10.02.2009		
22	11.09.2009		
23	26.06.2011		
24	13.08.2012		
25	27.09.2013		
26	01.07.2014		
27	07.06.2016		
0	07.07.2017		
1	22.06.2018		
2	11.09.2019		
3	21.09.2020		

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4	26.01.2021		
5	26.01.2022		
6	25.05.2022		
7	14.06.2023		
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REVISION OF APPROVAL STATUS

Rev. No	Rev. Date	Reason for Revision	Turkish DGCA Approval Date
20	25.09.2008	Complete revision	20.10.2008
21	10.02.2009	Chapter 4	16.03.2009
22	20.07.2009	Chapter 0 and complete Annex 1 Weight and Balance	11.09.2009
23	26.06.2011	Complete revision	08.07.2011
24	13.08.2012	Masters revisions to SHT-OPS, EU-OPS1 and IOSA requirements	28.08.2012
25	27.09.2013	Complete revision due to Airbus A320 aircraft operating	02.12.2013
26	01.07.2014	Complete revision du5.6.7.5.2 e to adaptation to IATAIGOM and IOSA Edition 8, EASA OPS	25.07.2014
27	07.06.2016	Complete revision due to adaptation to IATA-IGOM 5th Edition, IOSA Edition 9, EASA OPS, SHT/YOLCU	14.07.2016
0	07.07.2017	QDMS Adaptation, IGOM 6th Edition Adaptation	Not applicable
1	22.06.2018	*See 'Revision List Table GOM Ch. 0.15	Not applicable
2	11.09.2019	*See 'Revision List Table GOM Ch. 0.15	Not applicable
3	21.09.2020	*See 'Revision List Table GOM Ch. 0.15	Not applicable
4	26.01.2021	GDDB has been changed to IDX programme	Not applicable
5	26.01.2022	Revised according to IATA and other requirements	Not applicable
6	25.05.2022	Revised according to IATA and other requirements	Not applicable
7	14.06.2023	Revised according to IATA and other requirements	Not applicable
8	28.03.2024	Revised according to IATA and other requirements	Not applicable
9	24.05.2024	Revised according to IATA and other requirements	Not applicable

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0 MANUAL CHAPTER 0

0.1 INTRODUCTION

Pegasus Airlines is a schedule/charter airlines company authorised by the Turkish DGCA to conduct scheduled and/or unscheduled flights to/from international/domestic destinations provided that all diplomatic, over-flight, departure and arrival clearances have been granted in advance in accordance with AOC and Ops Spec.

This manual addresses functions within the scope of ground handling operations and is applicable to Pegasus Airlines as it conducts passenger aircraft operations. The GOM based on the IGOM is to be used by Pegasus Airlines and Ground Handling Service Providers as a core set of ground operations procedures in the conduct of ground handling functions.

The Ground Operations Manual (GOM) is an integral part of the Pegasus Airlines Operations Manual (OM) Part A and contains regulations, guidelines and data for passenger and aircraft handling, loading and load planning for Pegasus Airlines aircraft. Its contents are based on Pegasus Airlines policy as well as on regulations and requirements issued by the aviation authorities and aircraft manufactures.

It also applies to staff entering the aircraft for purposes such as catering cleaning or supervision but specifically excludes aircraft maintenance, fuelling or de-icing tasks. While all relevant factors have been taken into consideration and these procedures constitute best practice, some additional information may be required:

(1) Any supplementary Pegasus Airlines specific instructions which are required, especially pertaining to aircraft, GSE or Pegasus Airlines product offering, shall be presented in the GOM.

(2) In the event Pegasus Airlines has to deviate from the published IGOM procedure, then this is shown in the GOM.

(3) If a regulatory authority mandates procedures other than those in the IGOM, then these are stated within the GOM.

To be able to demonstrate full compliance with the IGOM, the IGOM procedures are incorporated in the Pegasus GOM, supported by a gap analysis which is a cross-referenced table demonstrating that the Pegasus internal procedures cover all the IGOM provisions conducted between the Pegasus GOM and IGOM.

Air Carrier Security Programme, Cargo Operations Manual, Airport Emergency Manuals and De/antiicing Manual, are complementary parts of this manual. Where we outsource the performance of ground handling operational functions to external service providers, Pegasus Airlines retains overall responsibility for ensuring the management of safety in the conduct of such operations and must demonstrate processes for monitoring applicable external service providers in accordance with IOSA GRH 1.10.2.

Pegasus Airlines Ground Operations Manual (GOM) is the proprietary property of Pegasus Airlines and may not be quoted or reproduced without the prior agreement of Pegasus Airlines. No page of this document shall be copied or otherwise used by any means, methods or techniques or whatsoever, without obtaining the prior consent of the beneficial owner thereof.

0.1.1 Compliance Statement

(GRH 1.5.3) (GRH 1.6.1)

Pegasus Airlines hereby confirms that the Ground Operations Manual have been established in compliance with EASA and TR-DGCA regulations and with the terms, conditions, and limitations of the Air Operator Certificate. All the material documented herein have compulsory standards and comprise all nontype related (or common to all types) operational policies, instructions and procedures for safe and secure operations.

Pegasus Airlines commercially operates scheduled and charter services with a principal place of business and company offices registered in Turkey – hereafter referred to as Pegasus.

Pegasus holds an air operators certificate. Privileges and the detailed scope of the activities for which Pegasus is certified, are as per the relevant current certificates and approved manuals as applicable.

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Pegasus will comply with the scope and privileges defined in the operations specifications attached to the operators certificates.

The GOM is not subject to the regulatory approval of the Civil Aviation Authority (Turkish Directorate General of Civil Aviation (TR-GCA) – hereafter referred to as TDGCA according to Turkish Regulation SHY-6A.

The mandatory standards and non-mandatory recommendations with respect to the IATAOperational Safety Audit (EIOSA) are also integrated into this manual.

Each holder of the GOM shall be familiar with its contents and shall make a continual effort to remain up-to-date. Where the holder is in doubt as to whether he/she understands part or all of an instruction fully, he/she shall ask his/her superior at once for clarification.

Nothing contained in this manual shall preclude ground operations personnel from acting in their own best judgment during any irregularities for which no provisions may have been made or in the case of an emergency. In such cases personnel shall immediately contact the flight crew and Pegasus Airlines Guest Control Centre (GCC) ("guestcontrol@flypgs.com").

The Ground Operations Manual (GOM) is an integral part of the Pegasus Airlines Operations Manual (OM) Part A and contains regulations, guidelines and data for passenger and aircraft handling, loading and load planning for Pegasus Airlines aircraft. Its contents are based on Pegasus Airlines policy as well as on regulations and requirements issued by the aviation authorities and aircraft manufactures.

The prime purpose of the manual is to ensure safe and smooth handling of Pegasus Airlines aircraft on the ground as well as safe handling, loading and distribution.

The Ground Operations Manual has been prepared in accordance with the conditions contained in the Air Operator Certificate (AOC) and with the relevant provisions of SHT-OPS, as well as other TDGCA regulations, EASA Air Ops Regulation (965/2012), Company standards, and other applicable requirements such as IOSA, ISO 9001 ISO 14001, ISO 45001, EU ETS, Turkish Republic Ministry of Transport, Maritime and Communication.

Employees entrusted with duties within the scope of the GOM must be familiar with all instructions pertaining to the duties they perform. They must be aware that their work has a direct bearing on flight safety. Employees must therefore adhere strictly to the regulations pertaining to safety. However, it must be borne in mind that regulations can never be a substitute for good judgment, awareness and common sense.

For ground handling personnel dealing with Pegasus Airlines aircraft, the knowledge of all procedures and instructions contained in this manual is mandatory and it's comprehensive. Only where direct reference is provided in this manual to other publications, the knowledge of procedures and instructions referenced must also be understood.

The rules, which are set out herein, must be definitely implemented and fulfilled through the flow of the work of ground operations.

Ground Operation Ground Document Team (ground.doc@flypgs.com) shall be obliged to archive and file any and all versions of the Ground Operations Manual. Expired versions of the GOM must be destroyed/ deleted upon receipt of a replacement.

The Pegasus Airlines Management declare that they know and understand the content of this manual and they will perform their duties in full accordance with this manual.

0.1.1.1 Igom Implementation

IATA PSCM 1690a, (GRH 1.6.9)

IATA is undertaking to implement international best practice in ground handling through the IATA Ground Operations Manual (IGOM).

The IGOM outlines the generic procedures for the core ground handling activities, to standardize processes enhancing safety and to simplify oversight. Moreover IGOM is used as Guidance Material for the ISAGO audits. By applying these standards, the IGOM strives to drive costs down by reducing complexity linked to multiple airline GOMs, simplifying training requirements and reducing aircraft damages by applying

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common procedures. Pegasus Airlines Ground Operations Department started the IGOM implementation with the 26th revision of the GOM in 2014 and now is fully compliant with the GOM 3 revision to the IGOM 9th Edition except where the ULD carriage procedures involvingbulk loading are applied to Pegasus flights.

The IGOM Registry process is completed by ground.doc@flypgs.com / Ground Document Team which is in charge to ensure that common standards are implemented in the interest of safety and efficiency in the civil aviation industry. The GOM registry identifies companies who are able to demonstrate full compliance with the IGOM procedures.

The GOM for the conduct of ground handling operations are verified against the IATA Ground Operations Manual (IGOM) by completing the IGOM Gap Analysis Checklist. The Operational Compliance and Documentation Unit is responsible for:

(1) Conducting a gap analysis of GOM processes and procedures to identify the level of equivalency with those in the current IGOM.

(2) Performing and maintaining an updated gap analysis of its own procedures against the IGOM to ensure a complete set of procedures exists for the applicable operations during each GOM revision by filling the IGOM Gap Analysis Checklist. The checklist is an integral part of the GOM under Appendix 1.

(3) The Igom gap analysis checklist is uploaded to the relevant IATA portal by Ground Operations Operational Compliance and Documentations Specialist. (GRH 1.6.9)

(4) Conducting a risk assessment as per Pegasus SMS risk assessment methodologies where variations are identified against the IGOM “Safety Critical” procedures. Such variations are risk assessed using the Pegasus SMS and risk management method to ensure an alternative procedure is accepted by Pegasus. It is depicted within the related Chapter of GOM;. the IGOM “safety critical” procedures are identified in the IGOM with a specific symbol (refer to the IGOM Introduction, for a symbol description).

The gap analysis may either be used as a file developed ad hoc by IATA, which is available on the IOSA website, or via any other equivalent method. For example, it may be provided from the Toolbox of the IGOM within the IATA Library through the IATA Reader version which is developed by the IATA Publishing Team.

0.1.2 Structure And Content Of The Ground Operations Manual

The Ground Operation Manual is composed of 9 main chapters.

Chapter 1: Passangers Handling

Chapter 2: Baggage Handling

Chapter 3: Cargo Handling

Chapter 4: Aircraft Turnaround & Airside Safety

Chapter 5: Load Control

Chapter 6: Management & Organization

Chapter 7: B737/800

Chapter 8: Aırbus Family

Chapter 9: Passenger Rights And Flight Irregulatiries

0.1.2.1 Format

The Ground Operations Manual is produced and distributed via Comply365 in electronic format. The content and appearance of each version is identical. For further information, refer to PG-DU-EK-001 DOCUMENTATION SYSTEM MANUAL.

The header of each page of the Cabin Crew Manual contains the following information:

(a) Pegasus Airlines Logo

(b) Department Name

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(c) Document Name

(d) The page number.

(e) The document number.

(f) The revision version of each page.

(g) The revision date of the page.

The boxes in the approval section in the approval page contain only the relevant person's duty titles, not the names.

For the descriptions and detailed information about page styling refer to PG-DU-EK-001 Documentation System Manual.

0.1.2.2 Issue And Copy Identification

The master copy of the Ground Operations Manual is retained in COMPLY365 Document Management System. Electronic copies of the Ground Operations Manual are distributed via the COMPLY365 and DOC LIB.

0.1.2.3 Feedback

All authorized users of the Ground Operations Manual are requested to provide feedback on information provided in the manual that may be incorrect or inaccurate. Any suggestion for improvement of Ground Operations Manual or advice of obsolescence will be appreciated. Errors and/or discrepancies within the Ground Operations Manual or between other manuals and/or regulations shall be reported to Ground Operation Compliance and Standardization Department (ground.doc@flypgs.com) immediately.

Recommendations for changes to the Ground Operations Manual should be made by the "Suggest Revision" process on COMPLY365, or IQSMS.

0.1.2.4 Language

The language used throughout the manual is English. Turkish is only used in ground documents that are addressed to Turkish users, for example local process charts, local instructions in Turkey, job descriptions.

0.1.2.5 Gender

Ground Operations Manual applies to both male and female crew members, operations personnel, passengers and other persons although, for simplification, references in the text are made in non-binary.

0.1.2.6 Human Factors

Ground Operations manual managed by the Operational Compliance and Documentation Leader are created using a standard template which complies with COMPLY365 in a structured authoring application. All human factors guidance for documentation points towards "predictability". Each manual has the same design for front matter which allows the end user to predict how a manual is navigated and the process of finding and assimilating information becomes intuitive. Pegasus Airlines supports reducing dependence on paper-based documentation and as such the font / size / colour of text in a manual are all designed to enhance the online experience of using these manuals while still being capable of producing a fully usable printed paper version.

All SOPs, Checklists etc. are designed to follow each particular manufacturer's standards, regulatory standards and, when deemed necessary, operationally for documentation. For further information please refer to ""PG-DO-TL-001 Ground Operations -''Ground Operation Document Management Instructions", "PG-DU-EK- 001 Documentation System Manual" and "PG-KU-EK-001 Compliance Monitoring Manual (CMM) Chapter 4 - Documentations, Records, Back Up Management and Communication".

0.1.2.7 List Of Elements Subject To Tr-Dgca Approval

The GOM is not subject to the regulatory approval of the Civil Aviation Authority (Turkish Directorate General of Civil Aviation (TR-GCA) – hereafter referred to as TDGCA according to Turkish Regulation SHY-6A.

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0.1.3 Notes, Terminology Terms And Definitions

Definitions of technical terms used in this manual, as well as the meaning of abbreviations and acronyms, are found in the IGOM, IATA AHM, IATA PSCM, IATA DGR, IATA Reference Manuals for Audit Programmes (IRM) and OM PART A.

The following explanations are given to clearly determine the meaning:

(a) **"SHALL", "WILL", "MUST"** or any other imperative verb indicates that the application of a rule, procedure or provision is mandatory.

(b) **"SHOULD"** indicates that the application of a procedure or provision is recommended.

(c) **"MAY"** or **"MIGHT"** indicate that the application of a procedure or provision is optional.

(d) **"NO PERSON MAY"** or **"A PERSON MAY NOT"** mean that no person is required, authorized, or permitted to do the act concerned.

(e) **"SHALL NOT"**, **"MUST NOT"** or **"PROHIBITED"** indicate that an action must never be done; it is forbidden.

(f) **"APPROVED"** means the Authority (TR-DGCA) has reviewed the method, procedure or policy in question and issued a formal written approval.

(g) **"ACCEPTABLE"** means the Authority (TR-DGCA) or the Pegasus Airlines has reviewed the method, procedure or policy and has neither objected to nor approved its proposed use or implementation.

(h) **"PRESCRIBED"** means the Authority (TR-DGCA) or Pegasus Airlines has issued a written policy or methodology which imposes either a mandatory requirement, if it states "shall", "will", "must" or an action verb in the imperative sense, a recommended requirement if it states "should" or a discretionary requirement if it states "may".

(i)

NOTE

"NOTE" is used when an operating procedure, technique etc. is considered essential to be emphasized.

Information contained in notes may also be safety related.

(j)

CAUTION

"**CAUTION**" is used when an operating procedure, technique etc. may result in damage to equipment if not carefully followed.

(k)

WARNING

"**WARNING**" is used when an operating procedure, technique etc. may result in personal injury or loss of life if not carefully followed.

(l) **Bold Highlights:** The content in bold is to attract attention and emphasize the level of importance.

(m) ***Underline and Italic:*** Underlined and italicized content means that it is referenced within the document or to another document.

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0.2 SYSTEM OF AMENDMENT AND REVISION

0.2.1 Amendments To The Ground Operations Manual

Ground Operations Manual are only available in electronic format for all Pegasus Airlines employees. The electronic format of Ground Operations Manual in the COMPLY365 contain the whole manual, including the approval pages.

Ground Operations Manual are formed in soft copies in accordance with “PG-DU-EK-001 Documentation System Manual” and “"PG-DO-TL-001 Ground Operation Document Management Instruction"”. The Ground Operations Manual, their amendments and revisions are published and issued according to "PG-DO-TL-001 Ground Operation Document Management Instruction" under the responsibility of the Nominated Person for Flight Operations (CFOO). The CFOO is responsible for its contents, and the Operational Compliance and Documentation Manager is responsible for keeping the instructions information, circular, and regulations up-to-date. They shall supply the Turkish Civil Aviation Authority with intended amendments and revisions in advance of the effective date.

Other departments and all Pegasus Airlines employees may access the electronic copy of the manual for reading and printing purposes only, they are not authorized to change the content. Only updated manuals and documents are permitted for operational use.

For further information about “the management systems documentation” and “documentation system responsibilities” refer to PG-KU-EK-001 Compliance Monitoring Manual (CMM) Chapter 4 Documentations, Records, Back Up Management and Communication.

In accordance with "PG-DO-TL-001 Ground Operation Document Management Instruction", changes to Ground Operations Manual will be uploaded to the Comply365 system by Operational Compliance and Documentation Department after checking the compliance with the regulations and having received approval of the draft text from relevant department managers.

0.2.2 Applicability of Ground Operations Manual

Pegasus Documentation Hierarchy is defined in PG-YO-EK-001 Corporate Manual. All flights will be planned and performed in accordance with the following : TR-DGCA Regulations, Directives, Instructions and Circulars Pegasus Airlines OM Part A, B, C, D and Other Pegasus Airlines approved/published/distributed relevant operational manuals and documents.

In case of conflicting information in different Pegasus Airlines operational manuals, it may be assumed that the information contained in the higher manual in the hierarchical order prevails.

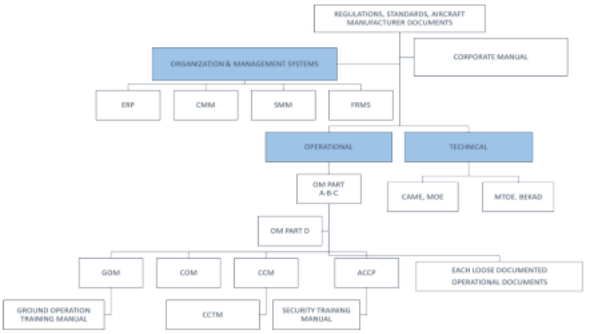


Figure 0-1: Documentation Hierarchy

0.2.3 Holder's Responsibility

Any holder receiving an amendment in soft copy format shall study the revised texts upon receipt not later than the effective date. The soft copies of the previous revisions shall be deleted when a new revision is published. Previous amendment letters and obsolete pages shall be destroyed from the hard copies, if any.

The Ground Operations Manual, provided according to “"PG-DO-TL-001 Ground Operation Document Management Instruction"” under the responsibility of the Nominated Person for EVP - Ground Operations in electronic format is read only and contains the whole amended manual.

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0.2.4 On-line Access To Ground Operations Manual

(GRH 1.6.2)

The current list of the handling service providers is available at "ground.doc@flypgs.com" and "area.auditors@flypgs.com" who are in charge of keeping it up-to-date.

Access to the GOM and all Pegasus support material is available via "https://document.flypgs.com/".

Web users need a username and password for accessing the GOM through the electronic library ‘doc.lib’’ on the internet as below:

"https://document.flypgs.com "

Please contact the Ground Document Team ("ground.doc@flypgs.com") to receive a username&password. In case of any request from a station to ask the GOM (in CD-ROM format due to lack of internet accessibility) it will be delivered by the Ground Document Team, after receiving a written request. The Ground Document Team may inform all users by publishing a pre-announcement by email in advance about the date expected for the GOM new revision to be effective. Pegasus Airlines Ground Operations Manual current revisions are published in the online library. The announcement (information e-mail) is sent to all related service supplier. A sample of the notice is as follow:

“Dear Partners,

Revision ... of Ground Operations Manual of Pegasus Airlines has been approved by Pegasus General Manager on Friday, 08th July and imparted to the online library ("https://document.flypgs.com") today (11th July 2011).

" When a revision notice of the GOM has been received, it is the user's responsibility to discard any outdated revisions and remove from usage in whatever the format is (hard copy, cd, electronic etc).

The Ground Document Team shall check the user’s activity on the electronic library to ensure that the GOM has been read in a week and shall remind the user to download the current GOM weekly. (GRH 1.6.1)

After receiving the revision notification, the responsibility to keep the current edition of the GOM available in a usable format at each location where ground handling operations are conducted, belongs to the Ground Handling Service providers and each user stated on the distribution list.

All staff (including Pegasus Airlines Ground Ops) affected by the issue of a station instruction must be made aware of its content prior to the effective start date of the instruction; confirmation should be made immediately from issue. On the specified removal date, the station instruction must be removed.

Other communications e.g. operational Read&Sign in the format, do not require acknowledgement.

They should be assessed and communicated locally, as applicable, to the airport.

Pegasus Airlines assesses whether or not the GOM is available at the applicable locations, with quality audits conducted in accordance with Compliance Monitoring Management.

0.2.5 Main Revision

Major changes, which do influence the operation of the aircraft or shall have impact on the approval held, shall be brought out immediately by revision.

0.2.6 Temporary Revision

Minor changes (text and/or procedure changes) are laid down in Quick References (PG-DO-BK-002/003/004; PG-MD-BK-002; PG-YE-BK-001; PG-TH-BK-001) and Read&Sign Memos throughout the year and should be reviewed once a year in a GOM revision.

0.2.7 Effective Date

Revised pages/chapters shall be distributed to the relevant departments in accordance with the determined distribution list within 15 days of TR-DGCA approval date via Comply365 and Pegasus EFB Application. The revisions become effective when the amendment is received by the holder via Pegasus EFB Application or published on the Comply365 irrespective of the proposed date of issue shown.

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The GOM of Pegasus is effective according to the date printed on the headerline of every page. The GOM of Pegasus is published as an electronic document (pdf). Previous revisions and any printouts of the GOM as reference for training or briefing will become obsolete after a new revision has been published. Obsolete documents must not be used anymore. Printing of the GOM should be avoided as far as is feasible. When obsolete, printed documents shall be destroyed and stored electronic documents must be deleted from all involved directories/paths, centrally or individually filed.

The GOM has been prepared in accordance with the relevant requirements of the Turkish Directorate General of Civil Aviation (TDGCA), IATA Ground Operation Manual (IGOM), international laws and standards (ICAO) and industrial practices (IATA). Operational standards and procedures are in compliance with IATA IOSA standards. Unless national laws or local airport authorities require more restrictive procedures, all Pegasus policies and instructions must be adhered to. Exemptions on short notice to any topic may only be granted by the relevant Nominated Person of Pegasus.

0.2.8 Distribution

(GRH 1.6.2)

According to PG-DU-EK-001 Documentation System Manual; all documents, their amendments and revisions are distributed electronically via Comply365. Hard copy documents are distributed manually by the relevant personnel. For details about the document distribution process carried out by Ground Operation Compliance and Documentation Department, refer to "PG-DO-TL-001 Ground Operations Document Management Instruction".

Ground Operations Manual, their applicable parts and amendments shall be distributed as soon as possible by the Operational Compliance and Documentation Department as controlled copy to the related company departments and operations personnel.

	DEPARTMENT	WEB DOC.LIB	COMPANY NET WORK- COMPLY 365
1	Turkish DGCA	√	
2	Accountable Executive CEO/Chief Executive Officer		√
3	Accountable Executive COO/Chief Operations Office		√
4	Ground Operations Executive Vice Presidency (EVP)		√
5	Entire Ground Operations Organization		√
6	Chief Safety and Security Office		√
7	Compliance Monitoring Management		√
8	Integrated Management Systems and Business Excellence		√
9	Chief Flight Operations Office		√
10	Aviation Security Manager		√
11	Cargo Manager		√
12	Flight Academy		√
13	Executive Vice Presidency - Cabin Operations		√
14	Executive Vice Presidency - Technical		√
15	Chief Commercial Office		√
16	Performance and Navigation		√
17	Operation Control Centre Department (OCC - Dispatch)		√

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18	Chief Information Technologies Officer		√
19	Ground Handling Service Providers - GHSP	√	

0.2.9 Handwritten Amendments

Not applicable due to automated system usage (Comply365).

0.2.10 Annotation of Changes

The Ground Operations Manual Part is divided into Chapters, which are subcategorized as subchapters and subsections.

In order to identify changes, additions or deletions of new text/illustration, a bold sideline will be used to identify the changed text/illustration in PDF version.

There is no List of Effective Pages (LEP) in HTML version of the documents. Instead, the "Revision Highlights" section is used to track changes for the revisions. Changes in HTML version documents are listed and briefly described in this section.

There is no bold sideline for the sections which are automatically updated by the Comply365 on the front matter of the book. "Revision Highlights section will be used to identify the revised sections and briefly describe the reason for the revision. All manual holders are responsible for carefully taking note of the changes.

0.2.11 Acceptance/Approvals By The Authority

The GOM is not subject to the regulatory approval of the Civil Aviation Authority (Turkish Directorate General of Civil Aviation (TR-GCA) – hereafter referred to as TDGCA according to Turkish Regulation SHY-6A.

0.2.12 Retention And Dissemination Of Internal And External Sources

All Pegasus Airlines operations personnel can access the Ground Operations Manual Part by using their personal usernames and passwords on Comply365 and Doc Lib.

Controlled Manual: A controlled manual allows the verification of the completeness and revision status of each page, at any time of use.

Individual Printouts: Individually produced printouts of the Ground Operations Manual are only for information and are accepted as uncontrolled documents. These printouts must be cross-checked with the Comply365 version for validity.

Internal Document/Data Control

Internally generated documents and data in Pegasus Airlines such as policy statements, procedures, charts, checklists, manuals, memorandums, software and plans may be on various media whether in hard copy or electronic format, digital, analogue, photographic or written. Internal operational documents are subject to management and control.

External Document/Data Control

External documents and data that are not generated by Pegasus Airlines are received from regulatory authorities and original equipment manufacturers. Documents received from external sources are managed by Pegasus Airlines and that are controlled by the issuing entity:

(a) Applicable regulations of the state and of the other states' associated documents or authorities relevant to operations (EASA, TR-DGCA, etc.);

(b) ICAO International Standards and Recommended Practices (SARPS), manuals, regional supplementary procedures and/or circulars;

(c) IATA Documents;

(d) Dangerous goods documents

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(e) De/Anti-icing Manual.

(f) Other manufacturer's operational User Guide;

are some examples of external documents which are produced by an aircraft manufacturer and subsequently customized by Pegasus Airlines and distributed to operational personnel. The process and procedures regarding the management of externally generated documents is described in the PG-DU-EK-001 Documentation System Manual.

0.2.13 Disposal Of Obsolete Documentation

When an amendment or revision is issued to the Operations Manual Part A, B, C, the revision number changes.

Ground Operation Ground Document Team ("ground.doc@flypgs.com") shall be obliged to archive and file any and all versions of the Ground Operations Manual. Expired versions of the GOM must be destroyed/ deleted upon receipt of a replacement.

0.2.14 Control Of The Records

Refer to PG-DU-EK-001 Documentation System Manual.

0.2.15 Archiving

Obsolete documents are kept for reference or different purposes by the Operational Compliance and Documentation Manager (unless otherwise specified) in a separate storage area in the shared folder determined in refer to PG-DU-EK-001 Documentation System Manual.

0.2.16 Backup

Backup of documents and data are performed on a regular basis. For further information, refer to PG-DUEK-001 Documentation System Manual.

End of Section

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1 PASSENGERS HANDLING

Please always use the latest version of Pegasus Ground Operations Quick Reference PG-DO-BK-002 by following the fresh news and procedure changes. PG-DO-BK-002 is an integral part of this Chapter

1.1 PASSENGER DEPARTURE

1.1.1 Pre-Departure Activities

Ticket sales counter:

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

(a) Pegasus Airlines required signage, both electronic and manual versions.

(b) Dangerous Goods notifications which are to be prominently displayed.

(c) Handling forms, information on passenger rights and marketing materials required by the operating airline, if applicable.

Passenger Pre-Flight Preparation:

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

(1) All necessary data which has been transferred into the check-in system correctly shall be verified:

- Review the booking status.
- For code share flights with an active blocked space agreement, check the allotment to ensure the block of seats, as agreed, is guaranteed to the partner.
- Review the curtain version (cabin configuration) and adjust cabin capacity (if applicable, Pegasus Airlines does not apply).
- Confirm the passenger name feed, e.g Passenger Name List (PNL) and Additions and Deletions List (ADL) shall be confirmed were properly transmitted and matched the booking status.
- Block seats if required, e.g. for security officers, crew, stretcher cases, weight and balance, and if seats are unserviceable.
- Proper seats shall be blocked for dead head crew, crew, weight and balance (load balance purposes), and if seats are unserviceable. Apply payload restrictions, if any.
- The seating plan shall be confirmed as set according to the actual aircraft type and version.
- Review the flight remarks.
- Record passenger status into the PNR, if applicable e.g. ticket issued, Frequent Flyer status, revenue/non-revenue/industry travel.
- Review the passenger list for SSR and all passengers requesting assistance (e.g. Wheelchair assistance (WCH), Unaccompanied Minors (UM), service animals, special baggage etc.) and pre-assign a seat as per operating airline procedure and according to the aircraft type.
- If not pre-reserved, prepare seating for families traveling with infants or children, as per Pegasus Airlines policy.
- Confirm the seating plan is set according to the actual aircraft type and version.
- Free seating is actually forbidden. Be prepared for a manual check-in where there is a need. (Where free/open seating is applied, inform the crew and passengers and ensure that special category passengers have appropriate seats.)
- Review the flight remarks: the boarding time, departure time, and gate shall be reviewed.
- Staff shall be briefed about the reason for any delays.
- Payload restrictions (if any) shall be applied.

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- It must be ensured that the flight status is open for web check-in if applicable.
- Conduct a staff briefing for check-in agents before the check-in counters are opened and receive and review any summarized flight information.
- Ensure flight status is open for web check-in, kiosk check-in, if applicable.
- Check-in shall be opened once the pre-flight preparation is complete.

(2) Manual check-in plan and preparation shall be ready at all times, in case of any system failure.

(3) Appearance and behaviours:

- Check-in shall be performed by qualified staff in uniform.
- Personal attention shall be paid to each individual passenger .
- Welcome of the passengers according to the time of day.
- Address the passenger with his family name.
- Communicate with the passenger in a personal, individual and friendly manner and using complete sentences.
- Keep eye contact with the passenger during the whole communication.
- Check passenger special requirements and situations and take action where necessary (pregnancy, special assistance needs, reduced mobility, behaviours etc.).

(4) Check-in Counter Requirements

- Prior to opening the check-in counters.
- Start and test equipment.
- Ensure scales are functioning and calibrated.

  (1) Scales must be calibrated and checked, once a year or as required by the manufacturer of the scale, by the ministry of commerce or from the local authority responsible airport authority.

  - The local authority will issue a certificate after the calibration and deliver it to the airport authority.
  - A copy of the above certificate is kept in each station for record.
  - A sticker is placed on each scale after the calibration, if applicable.

  (2) The responsible check-in agent shall check that baggage scales are operating properly prior to check-in opening by:

  - Checking the airport authority calibration sticker is current (if applicable).
  - Checking the weight indicator at the position to ensure it shows 0.0 kg.
    - If the weight indicator shows otherwise inform the relevant airport authorities department.
    - If the scale remains out of order, another check-in counter shall be requested.

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

- Check-in counters must be equipped with all necessary signs, check-in materials and flight information.

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- The check-in counters assigned for handling Pegasus Airlines flights have to display the following information in the most presentable way; destination, flight number, scheduled time of departure and the Pegasus Airlines logo. Appropriate materials for this purpose are to be manufactured or provided by the Handling Service Provider or Pegasus Airlines following prior arrangement between them, whereby the Handling Agent will give details of dimensions and other complete details at the e-mail or telex address e.g. ISTFPPC.
- Check that there is sufficient and proper stock boarding cards and bag tag printers.
- Ensure adequate stock of any other Pegasus Airlines required tags.
- Display Pegasus Airlines required signage (if applicable both electronic and manual version).
- Ensure Dangerous Goods notifications are prominently displayed at the check-in area as well as ticket offices, baggage drop-off areas, self service check-in areas/kiosks, and transfer counters. (GRH 3.1.1)
- Prepare check-in queues, stanchions, carpets, baggage seizers, podiums etc., as per Pegasus Airlines specifications.

NOTE

The passenger who has pre-reserved his special request has higher priority than the one who has no pre-reservation.

1.1.2 Passenger Check-In

Check-in is the complete sequence of steps which involves the registration of the passengers and their baggage in a DCS or manual system, the labelling of the baggage and the issuance of one or more boarding passes. Boarding passes containing the registered passenger name and additional unique identifying data must be issued for all passengers, either on paper or electronically.

Confirm the passenger's final destination. Ask for travel documents. Handling staff shall require passenger to present a passport, visa, or other valid identity/travel documents at check-in for the purpose of identification.

(1) Compare the name on the ticket and PNL with name on the official travel documents.

(2) See and identify each passenger individually (face to face check-in is mandatory, except for the below.

(3) Internet, kiosk and mobile check-in for passengers will be checked and focused on visually during the boarding).

(4) Compare the date of birth on the official travel documents with statement on ticket or reservation. (Being infant, child, and male, female depends on age limits. In case of incompatibility to age limit, the passenger shall not be checked unless correct ticket or reservation record is re-arranged, even a new ticket may need to be arranged).

- Adults, male and female, are defined as persons aged 12 years and above.
- Children are defined as a person aged 2 years and above but who are less than 12 years of age.
- Any infant (less than 2 years old) shall be accompanied by an adult (more than 18 years old).

(5) Advanced Passenger Information electronic data (also referred to as APIS) is information about passengers required by the governments of various countries prior to travel. APIS contains information such as date of birth, passport number, etc. and is dependent on the country passengers are travelling to. The responsibility of the handling company is to enter the correct Advanced Passenger Information into the check-in system. The passenger's personal information is protected and secured by Pegasus Airlines and the ground handling providers. The required APIS

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information shall be entered by the passengers correctly and will be checked by the handling agency.

(6) Identify and verify the size and weight of carry-on baggage at the check-in desk. Label/identify bags that have been accepted. Check the weight and size of hand-baggage according to the rules and attach the hand-baggage label.

(7) Information to Passengers/General Procedures: When required and taking into account any airport peculiarities and once the check-in formalities have been completed, passengers shall be clearly informed of the way to reach the correct departure gate and also, if needed to reach customs inspection and passport control and say goodbye to passengers.

(8) Each passenger (including infants) must be provided with a boarding card against his ticket, which shall contain the number of row and seat given out to the passenger. Exceptionally, no row and/or seat indication is required if the passenger is an infant. Pegasus Airlines boarding passes are produced automatically through its system.

(9) Each passenger shall check individually, as Pegasus Airlines does not permit the baggage to be checked and tagged in the pool or in any restricted area, except for hand baggage that has been observed at the boarding gate and that cannot be accepted into the cabin due to its dimension.

(10) Address the passengers with courtesy. Communications with passengers shall always be friendly. Ask the passengers to place their baggage on the scale, including cabin baggage. Verify the final destination of the passenger and check the validity of their ticket. Check baggage content and ensure that all baggage has been taken into account. (The contents of the baggage should comprise clothes. Valuable documents and jewellery, electronic goods; items that can leak or break shall not be placed in baggage. Pegasus Airlines is not responsible for carry-on baggage).

(11) Enter the baggage details on the ticket and/or DCS check-in system. Tag the baggage, deliver the baggage identification tag to the passenger and inform him of the destination to which the baggage has been tagged. Strictly follow the Pegasus Airlines excess baggage procedure.

(12) Check-in personnel are responsible for checking and being sure that the conditions of a pet (PETC and AVIH) and his kennel/pet pack are met in accordance with related provisions in Pegasus Airlines "GOM Chapter 2.2.10.8". Anxious, restless pets will not be allowed for transportation. PG-DO-FR-072 - In-Cabin Live Animal Acceptance Checklist (Ref. IATALAR) is filled by the acceptance personnel received the PETC. The form is one hard copy and archiviced at the departure station minimum 3 mounths.

(13) In case the weight of any single piece of checked baggage exceeds 23 kg, Heavy tags/labels must be placed on all pieces of baggage which exceed 23 kg, with the actual weight of the piece to be shown on the heavy tag/label (Ref AHM 462). The maximum weight of any baggage is restricted to 32 kg. Heavier baggage pieces must not be accepted, except AVIH, wheelchair, special sports equipment (SSR) and musical instruments, camera equipment (also if packed in normal suitcase), toolbox and commercial spare parts.

(14) Check the passenger's travel documents. The Travel Information Manual (TIM) should be consulted. In case of any trouble please contact Pegasus Airlines Ground Operations Duty Passport Visa Team 24/7 (contact number: +90 216 560 72 08 or +90 530 108 21 71) immediately or GCC.

(15) Watch for special passengers (sick, incapacitated, reduced mobility etc.). Check-in staff shall ensure that passengers with reduced mobility are not seated in areas critical to the safety of the flight (e.g. EXIT).

(16) Hand over the boarding pass, baggage tag to the passenger as well as his ticket and travel documents.

(17) Group check-in:

- Check-in and accept all passengers individually.

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- Where possible, assign seats together, if requested, respecting any special seating requirements.
- Issue baggage tags individually:

  (a) Each piece of baggage must bear the respective passenger's identification. It is prohibited to pool baggage for a group of passengers, except families (Issue baggage tags individually).

  (b)

  > *EXCEPTION*
  >
  > *Exception: Bag tags for family members travelling together may be issued on one family name and/or under the same PNR. To comply with passenger and baggage reconciliation requirements, each passenger of a non-family group shall be given their own individual baggage claim check and each piece of baggage must bear the respective passenger's identification.*

- Group check-in is only permitted if they have prior permission from the GCC via e-mail or SITA.

(18) Pegasus Airlines shall not accept Norec (No-records) check-in for PC flights, due to flight security. For very special conditions, GCC is authorized to apply norec check-in.

(19) Passengers must be informed about the correct gate and boarding-time, especially in case of any change that is not reflected on the terminal boards. The gate, boarding time and seat number shall be circled on the boarding cards.

(20) After closing the counter, the working area shall be tidied up in order to secure the check-in materials (boarding passes, baggage tags etc.) from unauthorized use.

(21) Additional seat purchase should be offered during the check-in to over-weight passengers for their comfort. The next seat to over-weight passengers should be left empty.

(22) Passengers are permitted to take footballs (or other inflated sports balls) on board or in the aircraft holds as checked-in baggage, with information given to the Guest Control Centre. There is no requirement to deflate the ball. The overweight should be evaluated as excess baggage.

(23) Non-Standard Groups: (GRH3.3.3)

- Unusual groups, passengers of size, or groups outside the standard set as a minimum by the airline may need to be communicated to load control (i.e., sports teams with higher passenger weights).
- Passenger weight is essential data on the load trim sheet, which is why the correct status of the passengers (adult-male/female)/child/infant) shall be recorded during the check-in accurately. Passenger weight depends on a passenger is an adult or child or infant. Any discrepancy shall be corrected in a way the actual status will be recorded.
- Certain passenger groups may fall outside the weight allowances (e.g., sports teams, children) normally applied for weight and balance calculations. Passenger handling staff must identify and inform the Load Controller to take into account the passenger loads that do not comply with the conventional aircraft loading weight allowances. Such load situations shall be considered by the Load Controller and the PIC to ensure accuracy in aircraft load calculations, (Ref: IOSAGRH 3.3.3, IGOM Chapter 1, AHM 510 and 514).

(24) Passenger Awareness on Dangerous Goods Regulations. Ensure that Pegasus Airlines PG-GUBK-008 Forbidden Goods on Checked and Cabin Baggage (DGRTable) and/or Equal Notice (includes pictorial information) shall be put into place on check-in desks, boarding gates, automated check in facilities (Kiosk, bag drop etc.), the baggage claim area (if applicable) and the ticket desk where the passengers can see/read it before check in. PG-GU-BK-008 Forbidden Goods on Checked and Cabin Baggage (DGR Table) is obligatory on both international flights and domestic scheduled flights. It's acceptable the displaying of airport own equal facilities includes visual

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examples (boards, signals, notice etc.) to inform passenger about dangerous goods. You can ask if any dangerous goods are carried in hand baggage and checked baggage. The carriage of dangerous goods is acceptable according to GOM 2.7, PG-YE-BK-001 Ground Operations Training Dangerous Goods Handling Rules which depict Pegasus variations based on IATADGRTable 2.3.A. and exceptions, restrictions defined in GOM Chapter 2. (GRH 1.6.7)

(25) Personnel Awareness and Responsibility for Dangerous Goods: The aim is to prevent dangerous goods which a passenger is not permitted to have from being taken on board an aircraft in excess baggage consigned as cargo; any organization or enterprise accepting excess baggage consigned as cargo should seek confirmation from the passenger, or from a person acting on behalf of the passenger, that the excess baggage does not contain dangerous goods that are not permitted and seek further confirmation about the contents of any item where there are suspicions that it may contain dangerous goods that are not permitted. (GRH 1.6.6-1.6.7)

Check-in staff shall be adequately trained to assist them to identify and detect dangerous goods carried by passengers other than as permitted in IATADGR Subsection 2.3. and GOM Chapter 2. Many innocuous-looking items may contain dangerous goods; a list of general descriptions which, experience has shown, are often applied to such items is shown in subsection 2.2. Check-in staff shall therefore seek confirmation from any passenger where there are suspicions that an item of baggage may contain dangerous goods that are not permitted.

Any occasion when dangerous goods not permitted under IATADGR Subsection 2.3 andGOM 2.7 are discovered either in the baggage or on the person of passengers or crew members shall be reported by filling Dangerous Goods Occurrence Report to the appropriate state authority where it has occurred and to Pegasus GCC.

- The Dangerous Goods Occurrence Report is available on the online library and Comply 365. Pegasus Members shall fill the report through the IQSMSsystem.

(26) Transfer Passengers:

- Confirm the passenger’s final destination.
- Check if the passenger is on a through ticket - if so the bag may be interlined/through-checked to the final ticketed point.
- Advise the passenger of any procedures or routings to be followed at the transfer/transit airport.
- Confirm to which airport the baggage has been checked.
- Explain (multiple) boarding cards.
- Remind the passenger that the baggage tags must be ready on the passenger until the final destination, (especially if SAW-Istanbul Sabiha Gökçen Station Hub is a transfer mid-point of the passenger's route.
- Explain where (if applicable) the passenger should check in at the transfer airport.

(27) Flight Information Board: Handling agents will ensure that Pegasus Airlines flights are correctly indicated on the flight information board.

(28) Liquids, aerosols and gels in containers of more than 100 millilitres are not allowed as hand baggage.

(29) Pay attention to any signs showing that the passenger might not be allowed to travel, e.g. unruly behaviour, signs of illness. Certain categories of passenger may be refused travel at the Pegasus Airliness discretion. Apply the Pegasus Airlines procedures with respect to acceptance.

(30) Identify the passenger in the check-in system, accept the passenger and assign a seat in line with the Pegasus Airlines procedures.

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(31) Update passenger and baggage information and add any Special Service Requests (SSR) to the DCS if required and apply any related fees in line with the Pegasus Airlines procedures.

1.1.3 Code Share Flights, Operating Carrier, Marketing Carrier and Wet Lease

The passenger is advised of the operating carrier no later than the time of check-in, if different than the one noted as the carrier on the ticket. For flights operated in cooperation with a code share partner, the commercial flight number has to be announced in addition to the operating flight number. Except for aircraft of Pegasus Airlines, for aircraft of "XXXX" airlines when in Pegasus Airlines livery or for flights operated by a wet leased aircraft or sub charter, the identity of the operating aircraft has to be added to the announcement.

Example: "We would like to point out, that on behalf of "XXXX" airlines an "XXXX" aircraft will be in use for this flight", (See: Passenger Services Boarding Announcements-PG-DO-BK-004).

The particular code share operation procedures are announced by the related Network Auditor Team Member in coordination with the Ground Operations and Commercial Departments. See: PG-MK-BK-003, PG-NP-FR-003, PG-MK-TL-005

1.1.4 MYID Travel

It is an application offered by Lufthansa Industry System, which allows airlines to sell discounted standby or positive space (firm) personnel (leisure)/duty tickets. See check-in process details PG-YI-TL-007.

1.1.5 Check-in Deadlines

Unless otherwise stated according to specific SLA and/or SGHA, the following general deadlines will be applied:

(a) The check-in counters shall be opened 2 hours prior to planned close out, if there is not any other instruction given by GCC. Total check in duration shall be 2 hours for each flight.

(b) The check-in shall be closed-out:

Table 1-1: Check-in Deadlines

Check-in Type	Check-in Closing Time
Domestic Flight Check in Kiosks	45 minutes prior to schedule time of departure (STD-45 minutes)
International Flight Check in Kiosks	60 minutes prior to schedule time of departure (STD-60 minutes)
Online-Mobile	60 minutes prior to schedule time of departure (STD-60 minutes)
Domestic Flight Check in Desks (Counters)	45 minutes prior to schedule time of departure (STD-45 minutes)
International Flight Check in Desks (Counters)	60 minutes prior to schedule time of departure (STD-60 minutes)

If not otherwise agreed with GCC or instructed by Pegasus.

NOTE

Check-in opening & closing time may vary according to the local conditions, SLA or specific operational flow, provided that there is a safe, secure and on time operation. Mutual understanding between Ground Handler and Pegasus must be provided.

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1.2 CHECK-IN TYPES

Check-in may be provided at check-in counters or via self-service methods (e.g., web, kiosk, mobile), and may be performed using a DCS or manually.

*See for details PG-TH-PR-010

1.2.1 Manual Check-in

Where no DCS check-in system is available or in the case of check-in system failure, apply established manual check-in procedures or use an alternative check-in system. Local back-up procedures must be established in every station and tested regularly and include provisions for the collection and transmission of API data as required. All stations shall be required to review, with the GCC, their contingency plans for dealing with system outages, and shall take into account the following general guidelines:

- All airports shall have a manual fall-back capability in place to deal with system failures. This shall normally incorporate manual stationery packs (e.g. boarding passes/baggage tags/manifest sheets/seat plan) being pre-prepared and immediately available to handling staff.
- Where an alternative check in system is available on station, consideration should be given to the use of that system as a fall-back option in the event of failure of the primary system utilized for check-in. Such arrangements shall be documented and clearly understood by the applicable staff. (If available on related station; Pegasus DCS Fallback PG-MK-PR-006)
- Passenger Name Lists shall be available (pre-printed or generated via email or an alternative messaging process) to enable a station to manage a period of system outage. Best practice is that PNLs for an entire day's operation shall normally be generated (e.g. on the late shift of the previous day) and available.
- In the event of a system outage, where a PNL is not available, GCC shall be contacted immediately.

Pegasus Airlines seat plans See: AHM565 for current seat charts/plans which may be be printed as hard copy.

The above steps shall ensure that a station is able to revert promptly to a manual check-in, if necessary for all remaining flights scheduled for that day, and therefore minimize the level of disruption associated with a check-in system failure.

Despite the possibility of outage problem that you face on DCS, please ensure that:

- The PNLs are loaded to the back up or local DCS, if not please prepare the lists and documents for manual check-in.
- Copies are taken of the List of Special Categories of Passengers, Outbound List, WBAG, Web Check-in Passengers lists.
- Plans exist for necessary staff for daily operation during the period of maintanence and for the rest of the day.
- All manual weight & balance documents (Load Sheet etc.) are prepared and qualified staff planning exists for manual weight&balance documents are checked.
- All the transfer passenger's luggage to the last destination are checked except the No Customs Stations (No customs stations are listed within Quick Reference PG-DO-BK-002).

1.2.2 Self-Service Check-in

Internet (web)/mobile/kiosk check-in may be offered if the following conditions are met:

- The passenger is holding an electronic ticket.
- The passenger is departing from an airport where Pegasus Airlines or ground handler's DCS is in use.
- The passenger meets any other qualifying criteria set by Pegasus Airline depending on the departure station and SGHA&SLA.

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1.2.2.1 Internet (Online) Check-In

Internet check-in is offered across the majority of the network. Passengers can complete their checkin procedure for domestic and international flights quickly, easily and well in advance on the Pegasus Airlines website. Online check-in is available from 168 hours (a week) before the scheduled time of departure up to 60 minutes prior to departure.

Passengers can create and print their own boarding card simply by visiting Pegasus Airlines home page "www.flypgs.com" and filling in the required information in the check-in section

The passengers need to consult check-in staff (baggage drop off) regarding any baggage that they are unable to take on board as hand baggage (minimum 45 minutes before from the STD-schedule time of departure on domestic flights and 60 minutes before from the STD on international flight)

This system also provides the passenger with the opportunity to check in for connecting flights. If the passenger has a connecting flight, just print both of their boarding cards onto an A4 piece of paper.

The passenger may refer to Pegasus Airlines web page ("www.flypgs.com)" for the stations in which an internet check-in is available.

The passenger can also check in via the internet on behalf of their friends and family, as long as they provide their reservation number, name and surname.

While checking in via the Internet, passenger can select the seat they want (subject to a fee), or they can select the automatic check-in option that will select a seat for the passenger

When passengers arrive at the airport, they can pass directly to the departure lounge after showing their boarding card and identity document (for example, their national ID card, passport or driver's licence).

Passengers who have checked in via the internet need to be at the airport one hour prior to departure. If they have not arrived at the boarding gate 20 minutes before the scheduled time of departure they will not be permitted onto the aircraft even if they have carried out the check-in procedure.

1.2.2.2 Kiosk Check-in

Self service kiosks help passengers carry out their check-in procedures quickly and easily. They close minimum 45 minutes from the STD-schedule time of departure on domestic flights and 60 minutes from the STD on international flight.

The kiosks use a touch screen that allows passengers to select their destination, complete their check-in and baggage process quickly, take their boarding pass and make their way directly to the boarding gate. Passengers can use the kiosks 24/7 to check in for their departure and return flights. Additionally, passengers can also obtain their electronic tickets and travel documents purchased at Pegasus Airlines agencies, call centres or website from our self-service kiosks.

How do passengers use Self Check-in?

Using our Self Check-in Machines is simple:

- To identify your reservation, either use the booking reference, e-ticket number, name / surname or frequent flyer card.
- Please note, the receipt will only be printed if the passenger requests it, and the receipt has not previously been printed.
- The new generation kiosk has two stages, the first stage is for check-in and baggage tagging and the second stage is for excess baggage payment. Passengers who have paid for their baggage can drop off their baggage from the belts (baggage drop-off point) in the counter area.
- Take the documents from the machine and proceed to the departure gate or lounge
- If the passenger has bags to check in, then proceed to a check-in desk.

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Passengers who have checked in via the kiosk need to be at the airport one hour prior to departure. Passengers who have not arrived at the boarding gate 20 minutes before the scheduled time of departure will not be permitted onto the aircraft even if they have carried out the check-in procedures.

Kiosk stations shall be found at "www.flypgs.com"

See PG-YI-TL-004 for more details for express baggage.

1.2.2.3 Mobile Check-in

- A mobile barcode is a square code the passenger can obtain when the passenger checks in online or on their mobile.
- To receive the mobile barcode, passengers start the check-in either online at "www.flypgs.com "or on our mobile website mobile.flypgs.com or our Pegasus app compatible with iPhone, Android and iPad.
- Passengers click on the check-in tab and enters the Reservation Number (PNR), Name and Surname to search for flights available for check-in.
- The flight is selected and the steps are followed to complete the check-in.
- Once the check-in is completed, the passenger can enter the mobile number and email address on the following page and proceed.
- The flight information and mobile barcode link will be sent to the mobile number and email address provided (as an SMS and/or an email).
- Once received, the passenger clicks on the link to access the mobile barcode which the passenger can use as his/her boarding pass.
- Guests without checked-in baggage can move easily and swiftly through to boarding by showing their barcode to representatives at security and at boarding.
- Internet access (EDGE, 3G, GPRS or WiFi etc.) is needed for Pegasus guests to be able to open their mobile barcode link.

1.2.2.4 Baggage Drop-Off

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

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

Where baggage self-service devices are in use, observe the following:

(1) Follow Pegasus Airlines procedures or Service Level Agreements (SLA) for the number of staff undertaking assistance and supervision activities at each machine.

(2) Proactively guide passengers to self-service options to manage waiting times.

1.2.3 Through Check-In

Through check-in means a passenger is accepted and receives boarding passes for the outbound flight as well as for one or more onward flights.

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

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- Seating rules shall be adhered for all through-checked parts of the journey.
- If the onward flight/flights in the 24 hours before the scheduled time of departure is/are recorded in the same or different PNR, all flights will appear on the screen and check-in transactions will be provided for all segments in the flights in accordance with the automatic through check-in regulations.

If the passenger has booked connecting journeys using separate tickets, Pegasus Airlines DCS system shows the second reservation number or the check-in staff should enter the reservation number to the system manually for the facility of through check-in or through tagging of baggage.

Only passengers with flight itineraries issued on a single ticket with one booking reference will qualify for the through check-in service, subject to a minimum connection times (MCT). This policy applies to all connecting flights.

Passengers choosing to purchase separate tickets should allow sufficient time to collect any baggage and check-in again for onward flights.

This policy has been driven by the desire to continue interline flights whilst recognizing the cost of providing these services. Pegasus Airlines makes Inter Airline “IATCI through check-in” (i.e. Stockholm, Munich, and Zurich etc.) so that all passengers who depart from these stations shall be checked into their final destinations, whose bags shall also be tagged to final destinations as well as by providing two boarding cards. The list of passengers who were made “IATCI through check-in” may be found via Inbound-Outbound section of Pegasus Airlines reservation system.

NOTE

If the guest has two bookings and the second flight is within 24 hours; two different PNR's can be merged and through check-in can be completed. In all case, take into account that the connection time between two flights should be at least 90 minutes.

If pax have 2 different PNRs; excess baggage fee should be calculated separately for each flight, and amount should be taken individually. If cabin bag allowance of both flight is same, baggages can be poolled to the last point, if not, firstly the cabin baggage allowance should be the same by selling cabin bag after then process should be continued.

CAUTION

If DCS systems are inaccessible, check-in from fallback in two segments or If boarding is opened, through check-in can be performed. If the second flight is checked in from fallback or if it is not opened for boarding, through check-in cannot be performed. In this case, the first segment can be selected and the baggage can be tied up to the last point.

1.2.4 Off - Site Check-in

Pegasus Airlines does not implement “Off-Airport Check-in” on its flights. (ACSP 5.7) Off-site check-in implies the passenger acceptance at an off-airport location, e.g. at a train station or in a hotel, and may be permitted if:

- The passenger holds a valid ticket.
- The location is an approved site.
- The passenger meets any other qualifying criteria set by Pegasus Airlines. Please contact "yerisletmegcc@flypgs.com" for authorization.
- Local off-site security process must be followed.

1.2.5 Return Check-in

Return check-in means a passenger is accepted and receives boarding passes for the outbound and return flights. For the return check-in to be permitted:

- The return journey must be within 24 hours after departure.
- No checked baggage is permitted.

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- Operating airline approval is required (in case of need).

1.2.6 Back-Up Check-In

In case of DCS and/or Baggage Handling System (BHS) failure a local back-up check-in system can be used, if available. Local back-up procedures must be established in every station in line with the operating carriers' procedures and tested regularly.(Pegasus DCS Fallback details PG-MK-PR-006)

1.2.7 Stand-by check-in

Standby check-in is the temporary check-in process for passengers who are on the overbook suggestion list and accept denied boarding.

- In cases where passengers refuse denied boarding and all passengers on the aircraft arrive standby check in will be made for the last passengers arriving at the counter.
- The baggages of the passengers who has standby check-in is received at the counter and the term STBY is written on the bag tag. Information is given under the chute and the bag is kept under the aircraft.

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1.3 TRAVEL DOCUMENTS

Ref: IATATIM & TIMATIC, ICAO Annex 9 - Facilitation Chapter 3 I, item 3.33

Pegasus Airlines shall take necessary precautions at the point of embarkation to ensure that passengers are in possession of the documents prescribed by the states of transit and destination for control purposes as described in this chapter. Passengers are responsible for having the necessary travel documents, including visa, vaccination certificate, all other requirements of the country they are travelling to/via.

ACSP 7.1.1

Pegasus Airlines contracted passenger handling services staff should ensure, during the boarding process, that a passenger presents a valid boarding card or equivalent corresponding to the hold baggage that was checked in.

Pegasus Airlines reserves the right to refuse carriage of passengers who do not fulfil the requirements stated by the law or whose documents are not in compliance with valid legislation.

Passenger Services Handling Provider shall ensure that passengers are in possession of the valid and required travel documents prescribed by the states of transit/transfer point(s) and destination at the time of check-in and/or boarding at the point of embarkation. This control shall be performed at the embarkation point without any exceptions; regardless of the check-in method even if it is the online /mobile/kiosk check-in.

It shall be strictly controlled the documents of passengers taken from other carriers who are being accepted for carriage in Pegasus Airlines aircraft at transfer check-in desk with special care and attention.

Passengers are responsible for all travel documents and requirements for travelling in-out or via other countries. Only passengers holding a validated ticket issued by a tour operator chartered for the designated flight or issued by the Pegasus Airlines ticketing services will be accepted. It is not permitted to transport holders of tickets issued for other airlines (except for code share flights). The airline has the right to refuse the carriage of passengers. Every passenger regardless as to whether adult, child or infant, shall be in possession of a valid ticket and travel document for boarding a Pegasus Airlines flight. Passenger documents include:

(a) Valid Tickets (electronically or manual): Pegasus Airlines does not use manually issued tickets generally. A computer-generated ticket requires the following entries:

- Passenger's surname (family name) followed by an oblique and initials and/or title. Whenever possible, the given (first) name may be replaced by the initials.
- Official two- or three-character carrier designator.
- Flight number followed by the applicable class of service code.
- Scheduled date of departure in numeric form followed by the first three letters of the month, e.g. 05 Apr.
- Local departure time.
- Passenger type code, e.g. INF, CHD, AD, if applicable to the entire ticket.
- Free baggage allowance as applicable for the journey.

(b) Valid Travel Documents (passport, national ID-card, visa etc.)

NOTE

During the check-in and/or boarding passengers are required to hold a photograph ID (such as national ID, driving licence, marriage certificate for domestic flights and a passport for international flights). Copies of travel documents are not acceptable for Pegasus Airlines flights.

Travel documents of the passengers who are checked in through web/mobile/kiosk shall be checked during boarding.

Check points are:

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- Check the validity of the ticket with regard to the itinerary, flight, date, carrier, reservation status, class and restrictions.
- Check the ticket for the final destination and confirm this with the passenger.
- Verify that the passenger's identity against the travel document presented, including review of date of birth, expiry status of document, a visual comparison of the photo to the passenger and ensure the name on the travel document matches the booked name.
- Verify that the travel document is valid for all persons traveling.
- Report any document that shows signs of tampering.
- Locate the passenger in the DCS and review any special remarks, take any action necessary.
- Check the travel documents for destination and/or transit/transfer point(s)' requirements.
- Review Visa or entry conditions or limitations if required.
- Collect Advanced Passenger Information (API) if required.
- When you identify an issue with a document, notify your supervisor who will contact the appropriate authority for assistance.
- Apply Denied Boarding procedure as described in Chapter 1.

Coordination between Pegasus and GHSP in case of need raised by the travel document check: Travel Documents Control Central Office that Pegasus have established at Sabiha Gokcen Airport can be contacted at +90 216 560 72 08 and "pegasusvisa@flypgs.com".

Remember that PG-GU-FR-011 Potentially Disruptive Passenger Information Form for guests not accepted on the flight, with the reason of an invalid travel document, must be sent to "pegasusvisa@flypgs.com" e-mail.

CAUTION

State regulations shall be strictly adhered to for Minors Travel: TIM, TIMATIC and particular announcements which depict the restrictions and specific rules of Minors Travel must be strictly followed. Some restrictions are also published through our official website. Profiling must always be performed. However, Pegasus reserves the right to refuse suspicious passengers on condition that a discreet reason is detected. Any suspicious situation must be notified to the local security authorities.

(c) Health documents, if required–(e.g., vaccinations or other health-related proofs and requirements, which might be required to be presented by passenger before travel. Other additional documents may include quarantine hotel confirmation, approval level of entry). Staff responsible for check-in and or boarding shall verify passenger documents and ensure an improperly documented person is not allowed to travel.

1.3.1 Acceptable Travel Documents for Domestic Flights

ACSP 7.1.2.1

Only the following documents which contain the unique Turkish Republic Identification Card Number and photo of the holder are acceptable for passenger ID check-in on domestic flights in compliance with security rules:

- ID Card
- Driving licence
- Passport and equivalent documents
- Marriage certificate
- Ids given by official institutions or organizations

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- Health certificate
- Birth certificate up to one month from the birth date (provided that it is accompanied by the parent's ID).
- Turkish citizens must submit the document containing the unique Turkish Republic Identification Card Number belonging to themselves.

> **NOTE**
> The Turkish national ID card must contain the photo of the holder, if the person is 15 years old and over.

The following travel documents are not acceptable for domestic flights:

- Copy or fax of an ID card
- ID card number printout taken from the internet
- Copies of acceptable ID and equivalent documents
- Any document which does not state the Turkish Republic Identification Card ID number for Turkish citizens

Turkish Citizens who would like to travel to the Turkish Republic of Northern Cyprus from Turkey shall be accepted only with a national ID card or passport.

1.3.2 Acceptable Travel Documents for International Flights

ACSP 7.1.2.2

The Travel Information Manual (TIM) and TIMATIC, where available, will be used as a reference document for government travel document requirements. The rulings published in the TIM must be considered as final in the event of any dispute.

The presentation of a health certificate is the passenger's responsibility. A health certificate is not checked by the Pegasus Airlines, unless the passenger presents it.

It shall not be assumed that a passenger returning to a European country is automatically eligible for re-entry because he/she has a return ticket. Some people enter some European countries on a limited entry visa. Their quota of entries shall be considered.

The right to refuse a passenger from travelling if the passenger holds travel documents in an unknown language is reserved by Pegasus Airlines.

If in an unknown language, these legible details shall be checked:

- Validity
- Expiry date
- Place of issue
- Date of issue
- Passport owner signature

During check-in, all travel documents shall be checked for final destination and for all transfer points.

Passport Check Points:

(a) Expiry and validity date

(b) Matching his/her appearance and date of birth, photograph on the passport (re identification of the passenger)

(c) Nationality: It helps when making a decision about the passenger to check whether a visa is needed to accompany his/her transit/transfer/final destination

(d) Matching his/her name on the passport and on the ticket: The name shall be the same on the passport and ticket. If there is a surname change, the passenger should prove it with the necessary

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document (marriage certificate, court verdict etc.). If there is a child who is registered on the parent's or guardian's passport, a matching name of the child on the passport and ticket is mandatory

(e) If children hold their own passport or other travel documents, matching is mandatory again

(f) Not being damaged, not being falsified, being clear

(g) Passport owner signature

> **CAUTION**
> A letter of consent must be requested from guests under the age of 18 traveling alone or with one of their parents on international and ECN flights with ID. There is no requirement for consent for flights with a passport.

Visa Check Points:

(a) Expiration date: Passengers shall travel between the beginning and end date of the visa. The issued date should be ignored for validity.

(b) Number of Entrance

(c) Single visa: This visa shall be used for only one entrance during the valid period. A single visa shall not be used after being used once. It is recommended that the entrance and exit stamps should be checked.

(d) Double visa: This visa shall only be used for double entrance during the valid period

(e) Multiple visas: There are no limits on the number of entrances during the valid period of this type of visa.

(f) Total duration of stay may be restricted. Maximum duration of stay should be observed.

(g) Type of visa: A visa is arranged that depends on the various intentions. The passenger's route shall be checked according to the intention of the visa.

(h) Total duration of stay

(i) Name (If there is a name on the visa, it is matched with the one on the passport)

(j) It is checked whether children are registered on the visa or not.

Profiling (Ref: "GOM 1.9")

The right of refusal of passengers travelling is legally guaranteed by Pegasus Airlines, even if all concrete data (valid passport/valid visa etc.) which makes possible the admission is provided by the passenger. The carrier's responsibility shall be considered by the handling staff; accordingly profiling is a very important subject as regards aviation security. Profiling is based on criteria but no single criterion is a sufficient reason to suspect a passenger. However if there is a doubtful passenger, each fact shall be observed one by one and evaluated as ta whole. If needed, a photocopy of the whole travel documents of the passenger shall be taken and kept at the station. If it is necessary, other ID documents shall be required from the passenger to compare the ID with the passenger's passport. A passenger who cannot demonstrate their identity may not be accepted.

Doubtful Passenger Profile:

(a) Single, male passengers

(b) Passengers coming from economic/politically repressed areas

(c) Late passengers

(d) Unusually nervous, anxious passengers

(e) Passengers using a strange and illogical route to the final destination

(f) Passengers who cannot speak the language that fits the nationality on the passport.

(g) Passengers without baggage

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(h) Passengers who do not hold a reservation and/or ticket for the return or onward journey.

(i) Passengers who cannot submit other identity cards if necessary

WARNING

It is recommended that in the case of hesitation in making a decision based on the travel documents which belong to a passenger, the local immigration police/relevant consulate/local Border Guard Services shall be consulted. In the case ofa refusal, Pegasus Airlines Istanbul Ground Operation Head Office shall be informed immediately.

Automating the Passenger Travel Document Checks and TimaticWeb2 on Pegasus Flights Timatic AutoCheck provides a Web Services XML interface into the Timatic database. This database is updated over 50 times per day by the Timatic Research and Editing Department.

If you use Pegasus DCS, Timatic AutoCheck enables you to automate the passenger travel document compliance process so that 100% of international passengers can have their documents checked automatically.

This check is performed when the passenger checks in for their international flight at a kiosk, bag-drop or even online. The passenger scans their travel document (or enters the data) and the document data is combined with the itinerary data and submitted to Timatic AutoCheck. In the vast majority of cases an “OK” is instantaneously returned and the check-in process is allowed to proceed seamlessly. When passengers scan their travel document for their international flight, the document data is combined with the itinerary data (PNR) and submitted to Timatic AutoCheck. AutoCheck then provides a Yes/No decision on whether the passenger has sufficient travel documents. If a Yes is returned, the check in process can proceed seamlessly. Where the document is not sufficient or there is an issue, a simple instruction is returned such as ‘Visa Required’ or ‘Passport needs to be valid for 6 months upon arrival’. You can decide how to direct the passenger based on Pegasus operating procedures.

Timatic AutoCheck covers information on the following areas:

- Passport, visa and health regulations and recommendations
- Airport tax to be paid by the traveller at either departure or arrival
- Customs regulations relating to import/export of goods and small pets by a passenger
- Currency regulations relating to import and export by a passenger

TimaticWeb2 solution offers Pegasus passengers can obtain travel documents requirements and information through "https://www.flypgs.com/" when tey purchase the ticket from Pegasus.

1.3.3 Advance Passenger Information

Many governments require airlines to submit API data. API is made of two different datasets information related to the:

(a) Flight

(b) Identity of the passenger

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

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

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

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1.4 LAST MINUTE PASSENGERS

Last minute check-in passengers can be accepted as long as the acceptance does not cause any delay with the approval of the authorized staff and/or the PIC. Pegasus Airlines will not be held responsible for any claim resulting from late arrival of passengers for check-in.

If not otherwise regulated during the boarding procedure, last-minute check-in passengers keep custody of their total baggage. At the aircraft the passenger/ramp-agent has to instruct the loading staff to take care of the LMC baggage. All concerned have to be informed about LMC. Last minute passengers baggage shall be tagged with Manuel Baggage Tag.

If any Last Minute Changes (LMC) occur after the completion of the final load sheet, this must be brought to the attention of the flight crew with the details and the LMC must be entered on the final Load Sheet. That is why passenger handling staff shall give LMC information to the load controller as adult (or male-female), child, infant with the number and weight of the checked baggage specifically and separately. Also LMC information exchange must include which cabin zone and cargo hold is affected as the result of the specific change .

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1.5 SEAT ASSIGNMENT

(In accordance with Regulation (EU) No 965/2012 CAT.OP.MPA.165 Passenger seating, AMC 2 CAT.OP.MPA 165 / CAT.OP.MPA.170 /UOD 2016-08)

OM-A 8.1.8.6 & 8.2.2.2

1.5.1 Seat Assignment on Internet

Passengers are able to order their requested seats on Pegasus Airlines official web-site "www.flypgs.com". Pegasus Airlines sends the charter flights automatical pre-booking list to be with the handling staff 12 hours prior to the scheduled time of departure and sends PNL for scheduled flights. The handling staff shall check the system and take action as necessary. If there is any aircraft type change, the handling agent is responsible for changing pre-booked seats according to the new aircraft type and to provide advice to passengers at the gate in case of online check-in. Seat selection is not applicable for optional reservations. Seats may be selected either when the ticket is being purchased or after purchase

1.5.2 Seating

Please consider the passengers requests on seat preference and assign the seat accordingly on condition that seating rules based on safety precautions and seat capacity requirements are applied. The main seating rules are:

- Check if a seat has been allocated already
- If not, allocate a passenger seat observing the passenger requests and the Pegasus Airlines procedures for seating for special categories of passengers.
- Multiple occupancy of crew seats, whether by crewmembers or by passengers, is strictly prohibited. (OM-A8.2.2.19, (CAT.OP.MPA.225))
- Multiple occupancy of airplane seats shall only be allowed on specified seats and does not occur other than by one adult and one infant who is properly secured by a supplementary loop belt or other restraint device. Each seat shall be occupied by one passenger or crew member.
- All flights are non-smoking. Smoking is prohibited in the airplane in any phase of flight.
- Infants are not entitled to a seat unless a separate seat has been paid for.

The emergency exit seats:

- Exit seat/rows means that each seat has direct access to an exit or is in a row of seats from which a passenger can proceed directly to the exit without entering an aisle or passing around an obstruction. (Direct Access)
- The first (in front of the bulkhead) and last rows are not considered as emergency exits except for emergency landing preparations.

Pegasus Airlines makes provisions for possible emergency cases and arranges emergency exit seating, so that:

- A passenger occupies a seat at least on each side in a seat row with direct access to an emergency exit (not staffed by a cabin crew member) during taxiing, take-off and landing unless this would be impracticable due to a low number of passengers or might negatively impact the mass and balance limitations for the aircraft.
- Seats which permit direct access to emergency exits shall be assigned only to passengers who appear to be reasonably fit, strong, able and willing to assist the rapid evacuation of the aircraft in an emergency, after an appropriate briefing by the crew.
- In all cases, passengers who, because of their condition, might hinder other passengers during an evacuation or who might impede the crew in carrying out their duties should not be allocated seats which permit direct access to emergency exits.

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- If procedures cannot be reasonably implemented at the time of passenger check-in, Pegasus Airlines should establish an alternative procedure which ensures that the correct seat allocations will, in due course, be made.
- At the critical stages of the flight (taxi, departure, landing etc.) seats in the emergency exit should not be left empty. If these seats are empty after the boarding is complete, deadhead crew members, if any, shall be reseated to these seats to ensure that the seats are occupied.
- Seats located at the emergency exits must be occupied with at least two able bodied passengers on both sides of the row and shall not remain unoccupied. (Ref: TR-DGCA 03.08.2016 Dated, 51859319-010.06.02/E.2162 numbered circular). Suitable PAD passengers who are Pegasus personnel and have sufficient qualifications must be seated at the exit rows preferably.
- If the passengers mentioned below are occupied on the seats in the emergency exits, the passengers should be changed by the flight cabin crew members.

The following categories of passengers are among those who shall not be allocated to, or directed to, seats that permit direct access to emergency exits:

(a) Passengers suffering from obvious physical or mental disability to the extent that they would have difficulty in moving quickly if asked to do so. (PRM)

(b) Passengers who are either substantially blind or substantially deaf to the extent that they might not readily assimilate any printed or verbal instructions given.(DEAF, MUTE)

(c) Passengers who because of age or sickness are so frail that they have difficulty in moving quickly. (MAAS)

(d) Passengers who are so obese that they would have difficulty in moving quickly or reaching and passing through the adjacent emergency exit.

(e) Children (whether accompanied or not) and infants. (CHLD,INF)

(f) Deportees, inadmissible passengers or persons in custody.(INAD,ENAD,DEPO)

(g) Passengers with animals.(PETC)

(h) Pregnant women.(PREG)

(i) Those who are responsible for another person in a way that prevents the opening of the exit.

(j) Passengers who do not accept the duty to open the emergency exit and evacuate the passengers.

(k) Passengers who can neither understand the cabin crew's briefing nor communicate with the cabin crew and the other passengers.

(l) Passengers who cannot give commands to the other passengers by shouting during evacuation.

(m) Passengers who are not mentally and psychologically competent to perform the duties specified in the “Passenger Safety Card” though they have no physical defect.

(n) Young passengers under the age of 18 (young pax).

CAUTION

Seat change sale on pegasus DCS during check-in

- You can change the passengers seat to first and exit row for a fee which is offered by Pegasus DCS during the check-in. Voluntary function shall be processed on the check-in page of Pegasus Crane DCS. Payment shall be performed on specific PNR of the related passenger. Please always check that the criteria and regulations are met when assigning seats at the emergency exit rows.
- Passengers travelling with an assistance/guide dog will be given preference to front row seats.
- Seating of PRM(s)-Passenger with Reduced Mobility should begin from the front to the aft within the cabin.

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- Taking into account access to exits, groups of non-ambulatory SCPs shall be seated throughout the cabin to ensure that each SCP is surrounded by the maximum number of passengers capable of assisting in case of an emergency.
- Where the PRM travels with an accompanying passenger, the accompanying passenger shall be seated next to the PRM.
- In additional to the above check the seat plans so that specific seats are allocated to SCPs.
- Ensure that a group of passengers whose physical size would possibly prevent them from moving quickly or reaching and passing through an emergency exit, shall not occupy the same seat row segment to avoid overloading the structure of the seat. A passenger whose physical size would possibly prevent him/her from passing through an emergency exit shall be seated in the vicinity of a suitable exit, taking into account the size of the exit. Seating of more than one such passenger in the same seat row segment shall be avoided.
- Blind passenger shall be seated near the toilet and cabin crew.
- Passengers with a wheelchair shall be seated where stated on the seat plan and not be seated on emergency exit rows.
- Passengers with a physical disability of the upper limbs travelling without an accompanying passenger should be allocated seats during all phases of the flight so that visual and audible communication can be established with the cabin crew.
- Passengers with a disability of both upper and lower limbs should be seated in a location providing easy access to exits.
- Mentally impaired passengers who travel with an accompanying passenger, shall be seated next to his/her accompanied person.
- UM passengers shall be seated next to an adult passenger capable of assisting in case of an emergency, next to a passenger who is not an SCP and has no other role or private responsibility that would prevent him/her from assisting the UM. For example, an adult travelling alone has no other role or private responsibility, unlike a family travelling together with younger children.
- The seating allocation of an unaccompanied child shall allow for visual or audible communication during all phases of the flight with the cabin crew.
- Groups of unaccompanied children shall be seated in a mix of ages, with the tallest child seated to allow assistance with fitting the drop-down oxygen mask to smaller children in case of a decompression. Where possible, one adult shall occupy the aisle seat on each row of unaccompanied children, (if A,B seats are occupied by an unaccompanied child, C seat shall be given to an adult who is capable of assisting them).
- If a child travels with an accompanying adult, the child shall be seated in the same seat row segment as the accompanying adult. Where this is not possible, the child should be seated no more than one seat row or aisle away.
- An infant shall be accompanied by at least one adult who is over 18 years old and shall be seated with the adult or on a cradle. Infants are not entitled to a seat unless a separate seat has been paid for. Maximum 20 infants (B737-800, A320 Family) can be accepted on a specific flight. A maximum of 1 infant shall be seated in h three seats (triad) in a row. (Preferably the window seat should be used but is not compulsory).
- INAD, ENAD, Deportee or person in lawful custody and any escorts to be seated at the rear of the aircraft, away from the doors and over wing exits.
- The seats shall be held by the departure station for passengers with disabilities or special needs, if necessary.
- PRM passengers are not allowed to sit in aisle rows.

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- WCHR and WCHS is not obligated window seat (Window seat preferably be used for WCHR and WCHS). Window seat shall be used for WCHC.
- The Cabin Crew has to be informed by the PIL or Crew Info-Sheet (where applicable) prior to departure about all PRM, pre-orders and specifications of passengers on board with the seat member details.
- To avoid the possible risk of exceeding unforeseen centre of gravity limits, do not allow passengers to choose their ownseat.
- Apply the special instructions of the Load Controller related to mass& balance where applicable (the flight planner shall notify check-in if the seating has to be restricted for balance reasons).
- Families with children and infants shall be seated together if possible (check the passenger lists before the check-in; whenever possible families and small groups travelling together should be seated together).
- In case of need, the rules must be explained to the passenger with the reasons raised as regards safety and security concerns. Additional measures can be taken, based on your discretion.
- Always check the reservations SSR codes for special seat requirements in advance.
- Pegasus Airlines offer passengers the option of pre-assigning their seats. A standard charge according to where the seat is located is levied for this. This is published on Pegasus Airlines official web site; "www.flypgs.com". It is possible to do this via all sales channels. Always check the passengers who purchase a seat in advance and be aware of any aircraft type change. Make prearrangements for passengers who purchased seats in the event of an aircraft type change. Where a passenger has paid for a chosen seat and we are unable to allocate this at the airport, the charge levied may be refunded. This can be achieved by placing the appropriate notes into the PNR. Please contact "guestcontrol@flypgs.com."
- Destroy any old boarding passes after a seat change to avoid double seating.
- The acceptance of passengers on the waiting list is based on the booking status and the directives that are described in Chapter 9.
- MEDA-MEQT: Passengers who carry and use a Personal Portable Oxygen Concentrators (POC) during the flight, shall not be seated at the emergency exit rows and first row. The passenger will be seated at the window seat.

1.5.3 Use of Vacant Crew Seats

1.5.3.1 Use of Flight Deck Jump Seat

(Ref: OM-A8.3.13.1 Use of Flight Deck Jump Seat)

A cockpit jump seat is installed on all company aircraft. The primary purpose of this seat is to enable LIFUS/ checking to be carried out. Cockpit seats shall only be utilized by crewmembers scheduled for the flight, unless such persons who might be approved by the CFOO for cockpit jump seat occupancy but are not limited as follows:

- SFI/SFE for own recurrency and checking purpose.
- Flight dispatchers for own recurrency training purpose.
- Technical Staff from Maintenance/engineering who is engaged in specific checking and observation of airplane systems in flight.
- CEO and CFOO
- TR-DGCA employee for flight checking.
- Officers of the Civil Aviation Department who are in possession of a permit issued by or on behalf of the TR-DGCA employ are authorized to occupy the jump seat, provided that it is in the performance of their duty.

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- An inspector, auditor or observer authorized by the operator and/or the State to be on board the aircraft in the performance of his or her duties (e.g. CAA flight operations inspector, IOSA auditor, LOSA observer).

UNDER NO CIRCUMSTANCES MAY ALCOHOL BE SERVED TO JUMP SEAT PASSENGERS NOR MAY A PASSENGER BE SEATED IN THE JUMP SEAT IN A FLIGHT AFTER CONSUMING ALCOHOL IN THE CABIN. THE PILOT IN COMMAND IS RESPONSIBLE FOR THE STRICT APPLICATION OF THIS POLICY.

1.5.3.2 Use of Cabin Jump Seats

(Ref: OM-A 8.3.13.2 Use of Cabin Jump Seats)

Cabin crew seats are intended for the use of the operating crew. The occupancy of a vacant crew seat in the cabin by a person who is not a member of the operating flight or cabin crew is permitted in the following circumstances:

- For the cabin crew training and checking personnel assigned to FAM or Line Check flights.
- In case of operational necessity, Crew member having permission of the CFOO .

In all cases the persons shall have been briefed on the operation of the cabin door. The crew member responsible for safety in the cabin shall brief a person which has been granted permission to occupy a vacant crew seat, on all safety relevant aspects connected with that seat and, if it is at an emergency exit, on how to operate and open the door in an emergency (stressing, however, that the door shall be opened only after the appropriate command has been given).

1.5.4 Cabin Seat Plans

Ref: OM-B-1.2

Table 1-2: Cabin Seat Plans

A/C Type	Seat Capacity	Exit	Cabin Section, Seat	Rows
B737 – 800	189Y	15 and 16. Rows	A33-B60-C48-D48	(A) 1-6 (B) 7-16 (C) 17-24 (D) 25-32
A 320 – CEO	180Y	12 and 13. Rows	A60-B60-C60	(A) 1-10 (B) B: 11-20 (C) C: 21-30
A320- NEO	186Y	15 and 16. Rows	A48-B42-C48-D48	(A) 1-8 (B) 9-18 (C) 19-26 (D) 27-34
A 320-CEO	186Y	15 and 16. Rows	A60-B60-C66	(A) 1-10 (B) 11-23 (C) 24-34

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A-321	239Y	18, 19, 29. Rows	A60-B60-C59-D60	(A) 1-10 (B) 11-20 (C) 21-30 (D) 31-40

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1.6 PASSENGER BOARDING

(GRH 1.6.7)

(Ref: OM-A 8.2.2.3),(Ref: OM-A 2.3.13)

The flight crew should arrive at the aircraft at least 45 minutes before the scheduled departure time if the aircraft is on the ground or at last at the arrival time of the aircraft if it is in the air.

After the aircraft acceptance performed and if the aircraft is ready for boarding (taking into consideration refueling, cleaning, technical defects, hold items etc.), commander will inform the purser. With close coordination between commander, purser and ground handler/operations person boarding procedure will be started.

If there is a CTOT issued for the flight, crew should be at the aircraft at least 45 minutes before the scheduled departure time. If the CTOT is earlier than scheduled departure time plus 1 (one) hour; boarding should be started according to schedule time departure (STD).If the given CTOT is later than scheduled departure time plus 1 (one) hour, boarding start time according to the information received from PIC.

- At least 2 assigned personnel must be in charge of boarding.
- Start and test gate equipment(gate readers, gate monitors etc.) or if required prepare manual boarding documentation in accordance with Pegasus Airline procedures.
- Prepare required handling material (e.g., boarding passes, baggage tags, baggage size. barriers) as Pegasus Airlines procedures.
- Ensure Dangerous Goods and Prohibited Articles notices are displayed at the boarding gate
- Before boarding, ensure passengers and their cabin baggage are security screened.
- If passengers and staff need to walk on the ramp, ensure the route to the aircraft is safe and clearly marked. Passengers must be supervised on the ramp at all times.
- For boarding with a Passenger Boarding Bridge (PBB), secure the route to the aircraft and block off any unused passageways, if required. Identify passageways as per local requirements when there is more than one passageway in use.
- Follow safety requirements for fuelling in progress as per Pegasus Airlines GOM.
- Certain categories of special passengers (VIP, UM's) and PRM passengers requiring special assistance, and families with children and infants shall be pre-boarded.
- **Zone Boarding:** On aircraft in the boarding bridge position, first of all, the guests sitting in the back seat are taken to the plane in order to speed up the in-flight settlement of the guests. Zone Boarding operation process is implemented by Pegasus Airlines. For more details, see the document PG-YI-TL-014.
- Cabin baggage and travel documents shall be checked during pre-boarding, where applicable. Nonstandard baggage shall be recorded to DCS, labelled and transferred into the hold by the confirmation and coordination of the Load Controller and ramp agents. Advise ramp staff and/or load control of the gate baggage to be loaded.
- Verify each passenger's identity. When passengers arrive, politely ask them for their boarding cards or equal acceptable means (Mobile barcode, Identity Card etc...) and valid travel documents. Check the name on the boarding card or equivalent means/tools against the name on the valid travel document. Visually match the passenger with their photograph.
- Check passengers visually for special service requirements. Special passengers (PRM etc...) may not be identified during the check-in. Also on-line/kiosk/mobile check-in means that passengers may only be observed at the boarding gate and not before. The gate agent shall see the passenger just before the departure and take necessary action. Flight safety and security comes first. Intoxicated or drunk passengers, passengers who behave in an unruly manner may be denied, in accordance with Pegasus Airlines rules and policiesy.

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- Make boarding announcements as per Passenger Services Boarding Announcement Booklet PG-DO-BK-004
- All flight information shall be controlled carefully to ensure that only the correct passengers board the correct aircraft according to their boarding passes.
- Confirm each passenger is boarded in the DCS before allowing them to board.
- Review the flight and check the following:

  (1) Number of booked and accepted passengers, including waitlist

  (2) Passengers requiring special attention or pre-boarding

  (3) Passengers who are not authorized to board and, if any, related action required (e.g., feeding API-data, selectee handling)

  (4) In the case of an overbooked flight, assess the number of volunteers required and/or expected number of involuntarily denied boarding passengers

  (5) Inbound connections and arrival time.

- For manual or non-automated boarding, check the flight number and date on the boarding card or its equivalent . Use the name, security number or seat number indicators by marking on the manifest or list of checked passengers in order to distinguish the ‘no show’ passenger(s) from the boarded passenger(s).
- For DAA, procedure see "GOM 2.1.5" and "GOM 2.2.10.4"

Identify and verify the size and weight of carry-on baggage at the departure gate. Remove excessive carry-on baggage for stowage in the hold. Verify that any items of dangerous goods not permitted in the hold are removed from the baggage. Provide passengers with a baggage receipt: Check the cabin baggage provisions are met and account for any gate tagged items. As regards non-standard baggage, the cabin baggage provisions shall require that it:

- Be tagged as checked baggage
- Be carried in the hold
- Be recorded on the DCS
- Be taken into consideration on the Load Trim Sheet calculations
- Be included in baggage reconciliation
- Check the DGR rules and remove forbidden items which are not allowed in the hold and take any necessary action.

End of Boarding

Ramp, operation and security service providers shall be notified about the details (number of pieces/kilo) of any last minute baggage which has been accepted and tagged at the gate. Advise ramp staff and/or load control of which gate the baggage is to be loaded. Loading reconciliation which comprises all hold loads is mandatory between all related department before departure.

- Ensure the gate items which are collected during boarding shall be able to fit in the hold in accordance with PG-YE-BK-001 Ground Operations Training Dangerous Goods Handling Rules, GOM 2.7, IATADGR. Please verify the contents of the baggage (battery, lithium battery, electronic item etc.) with passenger and cabin crew in the event of baggage coming from the cabin specifically. Arrange to remove the banned items from the hold baggage.
- Provide final passenger total count to cabin crew.
- Provide required flight documents which must contain actual and final data including LMCs (minus and / or plus) to cabin crew.

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- Send required post flight messages upon the flight close out.
- To minimize the time of boarding, whenever possible and where no PBB position is used, the front and rear entrance shall be used for passengers' boarding.
- To prevent accidents and/or possible soiling to passengers, the ramp agent is responsible for ensuring that the passengers do not walk under the wing.
- If no-shows occur at the gate, the handling agent shall immediately start procedures to determine the names and number of baggage of the missing passengers. The procedure of baggage identification shall be confirmed by the PIC. It is essential that no checked baggage is loaded if the owner is not on board the same aircraft.
- Ensure that the required post flight messages are sent upon the flight close out.
- Counting the boarding cards may not be performed on condition that the gate reader and/or equal tools must be used actively and worked properly where agreed and secured stations. Boarding agent must consider the gate reader's alert or warnings and take action necessary to not allow unauthorized access to the aircraft. Local notices and agreed procedures must take into the consideration.

NOTE

See Chapter 4 for Cabin Access Doors and Passenger Boarding Equipment (Air Bridge/Passenger Stairs) applications to operate cabin access doors and the passenger boarding bridge.

1.6.1 Boarding Deadlines

OM-A 8.2.2.3

Commencing the boarding depends on the specific operational conditions. However:

- Ground operations have authorization to commence the pre-boarding which includes all preparations for bringing passengers to the aircraft in all airports unless otherwise requested by Commanders. If the flight is delayed due to weather, operational or technical reasons, the ground staff will be warned by Commanders that pre-boarding should not be started.
- However, boarding of the passengers to the aircraft shall be possible with the Commander's approval.
- Ground Operations have authorization to call appropriate Airport Fire Service personal during the fuelling process involving passengers' embarkation at SAW and ADB stations. If necessary, Commanders can also request the fire truck.
- It is the Commander's responsibility to call the Airport Fire Service in all other airports.

NOTE

The entire boarding process will be completed no later than 5 minutes to STD, unless otherwise agreed, to ensure the aircraft's readiness to pushback at STD. During the flight irregularities, 5 minutes to accepted estimated time of departure is based on in the same way.

NOTE

It is recommended that boarding ends 20 minutes before the flight time for all our domestic and international flights. With this practice, we aim to increase our On Time Performance rate by ensuring that the doors of our aircraft are closed as early as possible.

- Ground Operation must take sufficient precautions to avoid long waiting durations for passengers in the bus or bridge.
- It is requested that safe & secure operations, positive customer experience and an on-time operation must be synchronized sensitively involving cooperation between the ground and flight crew.

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1.6.2 Boarding Announcements

Announcements shall always be performed in Turkish for every departure. At airports outside the TR, the announcements shall also be performed first in the local language. The Passenger Services Boarding Announcement Booklet PG-DO-BK-004 shall be followed in all stations.

1.6.3 Boarding with DCS System

If the handling company agent uses computer systems for boarding, passengers shall board directly using their security number, or via scanning of the boarding pass or processed using equivalent tools (mobile barcode, Identity card etc.). A check must be done to ensure that the input has been registered by the system.

When the online and/or kiosk passengers come to the gate for boarding, a cross check should take place of the passport or other recognized documents.

1.6.4 Manual Boarding Process (In Case of DCS Breakdown)

Where no DCS is available or in the case of a DCS failure, manual boarding should be applied as per Pegasus Airlines procedures.

Inform the cabin crew and load controller about the manual boarding application.

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

Where manual boarding is in use, all passengers may be boarded using the Boarding Gate Checklist which is available via the online library or an equivalent control list provided by the Handling Service Provider.

A cross-check of the valid travel document with the boarding pass has to be done by the Handling Agent. The check shall seek to confirm the picture and the name that appears on the passenger list. Additional identity checks may apply as required in accordance with national security regulations.

After boarding the handling company agent have to select all the checked security numbers and then have to board passengers on the system. Remaining procedures shall be the same.

1.6.5 Boarding Discrepancies

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

(a) Make every attempt to locate missing passengers and obtain visual proof of boarding and documents if they are located on the aircraft.

(b) Apply security regulations with respect to the situation.

(c) Notify the crew and Load Controller of any last-minute changes to the passengers and/or baggage load.

(d) In case more passengers are on board than shown in the boarding count the boarding passes and identities of the passengers must be verified and corrected and reconciled accordingly.

1.6.5.1 No Show Passengers

ACSP7.2.5 and OM-A 8.2.2.10.2

Where passengers fail to show for a flight, they should be offloaded in accordance with Pegasus Airlines policy. Passengers who fail to show for their flight are considered as no-show passengers and forfeit their seat. They are not entitled to a refund of the fare paid; however they can apply for a refund of taxes, excluding the credit card fee. This is subject to standard administration fees. Passengers should claim via "www.flypgs.com. "

Offloaded passengers still wishing to travel shall be escorted back to the sales desk for assistance. The passenger can transfer to the next available flight subject to purchase of a new ticket. In this case the new ticket includes the standard tax fees and the relevant taxes will not be collected twice.

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In case of missing passengers and unsuccessful paging, the relevant checked baggage has to be identified and offloaded from the aircraft. Ground handling staff can offload a passenger at the boarding gate without reference to the crew. The flight or cabin crew will not be involved in the decision-making process but shall be advised.

If one of the passengers traveling within the same PNR, who has completed their check-in procedures and has checked baggage, in case of give up the flight for any reason, all baggage registered to the passenger who has cancelled traveling must be offloaded, even if there is another passenger in the same PNR.

1.6.5.1.1 Baggage of Passengers Not on Board the Aircraft

ACSP 7.2.5.1

(a) Pegasus Airlines ensures that the baggage reconciliation procedures will be applied to identify hold baggage of passengers who did not board or who left the aircraft before departure.

(b) If the passenger is not on board the aircraft, the hold baggage corresponding to his boarding card or equivalent must be considered as unaccompanied and the bag shall be offloaded from the aircraft.

1.6.5.1.2 Factors Beyond the Passengers Control

ACSP7.2.5.2

1.6.5.1.2.1 Recording the Reason for Baggage to Become Unaccompanied

ACSP7.2.5.2.1

The reason that the baggage became unaccompanied should be recorded before it is loaded onto an aircraft, unless the security controls as referred to in point ACSP 7.3. are applied.

1.6.5.1.2.2 Description of Factors Beyond the Passengers Control

ACSP 7.2.5.2.2

For the purposes of the transport of unaccompanied hold baggage, the following may be considered as factors beyond the passenger's control:

(a) The passenger was denied boarding as a result of overbooked cases and he/she did not volunteer to give up his/her seat; or

(b) The passenger and/or his/her baggage was re-routed onto another flight and it was not at his/her request; or

(c) The baggage failed to transfer between two flights due to unforeseen reasons, causing it to miss the departing flight; or

(d) There was a malfunction of the baggage system, causing the baggage to miss the departing flight; or

(e) The baggage was loaded onto an aircraft other than that for which it was checked in; or

(f) The airline decided not to load or unload a bag for operational reasons and the passenger has not influenced the decision by changing his/her travel itinerary.

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WARNING

If the passenger becomes unruly passenger, or she/he is stopped by border control officers or other relevant authorities, or he/she is stopped because of lack of documents, that cannot be considered a factor outside the control of the passenger.

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If the passenger becomes unruly passenger, or she/he is stopped by border control officers or other relevant authorities, or he/she is stopped because of lack of documents, that cannot be considered a factor outside the control of the passenger.

CAUTION

In the case of points c) – f), Pegasus Airlines establishes that the passenger did travel on the flight on which he/she was checked in. If the passenger did not travel on the flight on which he/she was checked in, then the baggage shall be subjected to the security controls as Unaccompanied Baggage.

1.6.5.2 Headcount Discrepancies

ACSP7.2.3

The number of passengers able to board an aircraft should be confirmed by a head count. However, it may be done for the passenger boarding process from the bridge on condition that the automated boarding system is in use and active. In this case measures such as keeping the bridge doors locked or the presence of an officer during the boarding operation at the bridge access points, may be applied. If there are passenger discrepancies (minus or plus), they must be resolved with a final reconciliation between check in, boarding, load controller - cabin crew prior to closing the aircraft door.

- Make every attempt to locate missing passengers and obtain visual proof of boarding and documents if they are located on the aircraft.
- Re-check and match the boarding passes and DCS boarding system or manual check lists. Pay close attention to online/mobile/kiosk check-ins and last minute passengers, as well as MAAS passengers.
- Make a special announcement for no-show passengers within the airport, where applicable.
- Conduct a visual check in the vicinity of the boarding gate.
- Check each possibility that may be a reason for a discrepancy (VIP Lounge, Customs, Security queue, other possible facilities of the airport).
- Communicate with the other boarding gates which may have difficulties/discrepancies, if required. Take action necessary.
- Ensure that both a special announcement and a re-check are made for no-show passengers within the aircraft with the cabin crew confirmation.
- If head count discrepancies are available;

  (a) The first count is made by the cabin crew member

  (b) If head count discrepancies are still available, the second count is made by SCC.

  (c) If head count discrepancies are still available, control passes to the ground handling agent.

  (d) If necessary, the seat/ID (passport) of the passengers shall be checked by the cabin crew or ground handling agent, and a final count shall be made by the ground handling agent at the same time.

  (e) If head count discrepancies are still available, match the boarding passes/identity of passengers who are on board the aircraft with the passenger manifest to find the reason.

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(f) As a result of all checks and counts, the door is closed with the decision of ground services.

NOTE

*See for more details PG-DO-KB-00017

- Adhere to government regulations with respect to the removal of checked baggage of passengers who checked in but fail to board.
- Notify the flight crew and load controller of any last minute changes to the passenger and/or baggage load.
- Load Sheet, Loading Instructions Report, DCS, LDM, Passenger Manifest shall always be adapted to the accurate and actual passenger and baggage figures (including LMCs).
- Baggage reconciliation shall be provided between airside and landside (including LMCs).

1.6.6 Flight Documents

1.6.6.1 Passenger Information List(PIL) Or Crew Information Sheet(CIS) Where Applicable

(Ref: IATAPassenger Services Conference Resolutions Manual Recommended Practice 1716, Regulation (EU) No 965/2012, AMC1 CAT.OP.MPA.155(b))

PIL or CIS (where applicable) is available through the Smart Cabin System for the senior cabin crew member before departure. That is why deliverance of the printed PIL-Passenger Information List or Crew information sheet (where applicable) is not mandatory for each flight but may be issued by the boarding station, informing the crew of all boarding passengers who may require special attention/treatment on board.

Special service requirements, name and seat number of the passengers will be shown in the PIL or Crew Information Sheet (where applicable):

(1) Inadmissible Passengers, Deportees and Lawful Custody (INAD, ENAD, PRSN, ESCR, DEPA)

(2) Unaccompanied minors (UM)

(3) Pregnant women (PRGNT)

(4) Blind passengers (BLND)

(5) Deaf passengers (DEAF)

(6) Deaf and Mute passengers (DEAF/MUTE)

(7) Disabled passengers (WCHR/WCHS/WCHC)

(8) Passengers with pets (PETC)

(9) Special Meal Request (Meal order)

(10) MAAS

(11) MEDA

(12) MEQT

(13) Young Person

(14) VIP

(15) Hum Accompany

(16) Other (in case of need)

(a) Final passenger manifest

(b) Baggage tag list for double-destination flights

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(c) General declarations

NOTE

If you guarantee that the cabin crew are informed of SCPs through the software (Smart Cabin etc.), then you need not produce a hard copy of the PIL. It means that a paper copy of the PIL/CIS may not be handed over to the Cabin Crew in the event of local conditions providing the connection between the passenger services and the cabin crews software systems (Smart Cabin) are online, enabling the submission of the same data to the users at the same time.

1.6.6.2 Passenger Manifest

ACSP 7.2.4 & OM-A 8.2.2.5

The handling agent for each flight shall make out a passenger manifest. It will be either a computerized list or a hand-written form.

Table 1-3: ***Manifest Deliverance Table***

International flights from Turkey	Delivery of the manifest to the SCC is not compulsory except for some specific flights from Turkey to designated and announced international destinations.
Domestic flights within Turkey	Delivery of the manifest to the SCC is not compulsory.
All International flights	A copy of the manifest shall be given to the local customs department before the departure of each flight

However the departure station shall guarantee to send the manifest to the required station(s) by e-mail, SITA or fax or through the software, if necessary.

Hold baggage and passenger manifest for each flight must be archived directly or through GHSP for at least every 3 months, manually or electronically.

The duration of the archive may be extended, depending on the capability of the DCS. Pegasus Airlines contracted ground handling responsible staff validates and authorizes the baggage manifest prior to pushback.

Manifest shall contain the accurate and final information including LMCs

A paper copy shall be issued and handed over to the SCC on International flight,due to Customs requirements. It is not mandatory for domestic flights unless requested by the SCC.

1.6.6.3 Documents Deliverance to Aircraft by Passenger Services Agents

- The Passenger Information List (PIL) or Crew Information Sheet-CIS (where applicable): All categories of special service items must be stated in the PIL or CIS with the seat number of the guest concerned (hard copy or electronic transmission is acceptable).
- Other related documents belong to the guests which is applicable.(UM Form, INAD/DEPO Docs etc.)

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1.7 POST FLIGHT DEPARTURE ACTIVITIES

1.7.1 Messages

Ensure all relevant messages are dispatched to the appropriate addresses which have been defined and agreed as regards the contract process as defined in Chapter 6. Message addresses are kept current in the corporation with "area.auditors@flypgs.com" and "yerisletmegcc@flypgs.com". Ground Handling providers shall be informed, and the system set-up reviewed.

Messages:

- Teletype Passenger Manifest (TPM)
- Passenger Transfer Message (PTM) - Number of baggage with the passengers shall be specified.
- Passenger Service Message (PSM)
- Passenger Protection Message (PPM)
- Seat Occupied Message (SOM)
- Advance Passenger Information (API)
- Baggage Transfer Message (BTM)
- Electronic Ticket List (ETL)

PSM-PTM messages are not sent between the points using Pegasus DCS unless otherwise required (by reason of a system failure etc.). Special categories of passengers' specifications shall be recorded on DCS by SSR and a header-line.

1.7.2 Flight Document Retention

Ref: ORO.MLR.115 Record-keeping (b)

Retain (electronically or in paper files) flight documents for a period of no less than three months at the departure station:

- Passenger manifest
- Relevant messages (PSM, PTM, SOM, SAM...)
- Passenger Information List (PIL) or Crew Information Sheet (where applicable)
- Medical Clearances
- Health Certificates
- Indemnity Forms
- Manuel Baggage Tags (2 years)
- Travel document copies (if applicable, if necessary)
- INAD-DEPO documents
- Related forms, lists and reports belonging to the specific flight (Weapon Delivery Form etc., if applicable)

1.7.3 Flight Close-Out

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

Paper revenue documents (e.g. excess baggage coupons) must be collected and forwarded to the respective Revenue accounting as per Pegasus Airlines procedures.

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1.8 PASSENGER ARRIVAL, TRANSFER AND TRANSIT

1.8.1 Pre-Arrival

Review the pre-arrival information from DCS and/or messages (PSM, SOM, PTM..).

- Prepare for short connections if applicable.
- Arrange facilitation for passengers requiring assistanceas identified by the applicable SSR and/or as per Pegasus Airlines procedures. Check requirements for any gate delivery mobility aids.
- In case of delay of the arrival, check onward connections and make new reservations/ required arrangements via the Guest Control Centre-Pegasus.

1.8.2 Arrival

- Prepare the Passenger Boarding Bridge, ensuring it is free of debris and the position is as per the standard height for the aircraft type.
- Secure the disembarkation route for passengers and observe passengers' safety throughout the entire disembarkation process. If passengers are required to walk across the ramp, they shall be supervised by Passenger Handling and/or Ramp Agent.
- Disembark passengers in accordance with the GOM Chapter 1, (PRM passengers shall preferably be disembarked after all other passengers have left the cabin).
- Provide assistance to passengers requiring it, if not previously identified.

See Chapter 4 for Cabin Access Doors and Passenger Boarding Equipment (Air Bridge/Passenger Stairs) applications to operate cabin access doors and the passenger boarding bridge.

1.8.3 Transit Passenger Handling at Connecting Airport

(GRH3.7.3)

ACSP8.2.1 & 8.2.1.1.2.2

Where an aircraft is in transit, the aircraft security search may be performed whilst passengers remain on board provided that:

(a) The passengers are in possession of their cabin baggage when the examination is performed; and

(b) The passengers are under supervision in order to prevent movement through the aircraft when the search is being performed.

CAUTION

In the event of en-route stops where transit passengers remain on board with the intent of continuing their journey, cabin crew members should ensure that any items left behind by passengers disembarking from such flights and ending their journey are removed from the aircraft, or otherwise dealt with appropriately before departure.

Transit passengers remaining on board must be asked to positively identify their belongings, perhaps by placing them on their laps, while the cabin crew conducts a security search. Transit passengers should be permitted to leave the aircraft only after such an inspection if, for example, transit passengers are permitted to exit the aircraft to stretch their legs before re-embarking on the aircraft. In addition, a post-flight cabin inspection should verify that nothing hazardous has been left behind by passengers. (Ref: ACSP 5.5.1, 7.2.5.3 TRANSIT AND TRANSFER PASSENGER)

Transit Passenger and Baggage Handling ACSP 5.5.1

Transit hold baggage may be exempted from screening if it remains on board the aircraft.

1.8.3.1 Disembarkation of Transit Passengers

Transit passengers may be allowed to disembark when scheduled ground time and local circumstances and facilities permit.

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- Passengers needing special assistance shall be escorted during the transit time.
- Local government requirements shall be applied regarding the security of transit passengers up to and including screening requirements.
- Provide each passenger with a transit boarding pass or instruct passengers to retain their original boarding pass.
- Inform passengers about the boarding time and gate and available facilities.

1.8.3.2 Transit Passengers Remain on Board

(Ref: ACSP: 4.7, 5.5.1, 7.2.5, ECACDoc 30 13th Edition, Part IV, 5.3.1.2)

There may be categories of passengers that stay on board, if permitted locally. In this situation check the number of passengers with the cabin crew onboard to ensure a correct boarding count when reboarding the flight. They should be required to identify their hand baggage and personal effects which should be searched. The baggage of any missing passenger must be treated as suspect. Then immediately contact the pilot in command and the local authorities. Offload all passengers with their belongings if required and follow the instructions of the local authorities.

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

1.8.3.3 Embarkation (Boarding Transit Passengers)

- Transit passengers must be re-secured when re-boarding the flight, (i.e. travel document checked, boarding status verified, transit card collected).
- Board transit passengers before local passengers.
- Re-secure the flight by checking travel documents and validating boarding status by collecting the transit cards or reviewing of the original boarding cards. Validation may also be done using the flight manifest or DCS.
- The flight must be re-secured before the door closure. If passengers are missing, apply the procedure for missing passengers as per "GOM 1.6.5". Check the manifest by matching the individual passenger's boarding pass and travel documents in case of need.

1.8.3.4 Aircraft Change at the Transit Station

Not applicable in Pegasus Airlines but if it is required, the following actions may be considered in coordination with the flight crew:

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

1.8.4 Transfer

For passenger handling at the connecting airport, if applicable, and as per operating airline procedures:

(a) Check the inbound/outbound connections and number of passengers affected.

(b) Check time-critical connections and inform gate staff of onward transfers.

(c) Prepare for handling of passengers requiring assistance.

(d) Assist the transferring passengers upon arrival of the incoming aircraft.

(e) Direct:

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(1) Through-checked passengers to the appropriate departure gate(s).

(2) Non-through-checked passengers to the transfer desk or gate for check-in, whichever is applicable.

Ensure that the transfer baggage is boarded on the onward flight after being matched with the boarded passengers whose baggage it is. Baggage reconciliation shall include transfer baggage. Any deviation from this standard shall be reported to the PIC and Guest Control Centre.

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1.9 PASSENGER SECURITY

ACSP Ch.4

The screening of all passengers and their cabin baggage is recognized as an essential element of aviation security measures advocated by the ICAO, in order to ensure that unauthorized persons and/or restricted articles do not enter a security restricted area or an aircraft. All passengers and cabin baggage, including transfer passengers and baggage should undergo appropriate security screening before being allowed access to an aircraft, sterile area or security restricted area.

Supernumeraries are always considered as regular passengers. They must go through security screening as well as other passengers, along with their cabin and hold baggage.

Passenger who does not consent to search including cabin and hold baggage shall not be accepted on Pegasus Airlines flights.

1.9.1 Security of Documents

Ref PG-KU-EK-002

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

1.9.2 Printed Documents

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

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

1.9.3 Information Security, Passenger Data Protection

All systems, including (DCS) Departure Control Systems (check-in systems) must be controlled to prevent unauthorized access. Personnel authorized by Pegasus Airlines or a related service providers shall use the Pegasus DCS systems. Users shall be checked and revised according to the changes as soon as possible.

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

See ACSP 5.3.4

According to the Turkish Data Protection Law, Pegasus Airlines shares the API / PNR data with the General Directorate of Immigration or another relevant authority in accordance with the Regulation on the Procedures and Principles on the Obligations of Air Carriers. This information may be shared by other agencies and the General Directorate of Immigration if it is necessary for aviation security and country security.

The data sharing by Pegasus Airlines is performed only via Aviation Security Management as it is prohibited to share any passenger data with relevant authorities without the prior approval of Pegasus Airlines Aviation Security Management. All data requests must be sent to the "security@flypgs.com" or to the postal address.

CAUTION

Important Notice Regarding Transactions Conducted At Airport Service Locations. The passengers will carry out their transactions through the Pegasus communication, sales and service channels and will be subject to the Pegasus General Rules, the Pegasus Privacy Policy and Ticket Change and Cancellation Rules. The passenger's personal data disclosed in this context will be processed by Pegasus according to the terms set out in the Pegasus Privacy

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Policy. Pegasus General Rules and the Pegasus Privacy Policy are available through the Pegasus Website "(www.flygs.com) "and the links provided in the Ticket confirmation e-mail sent to the passenger's address

For Pegasus General Rules: "https://www.flypgs.com/en/useful-info/info-about-flights/general-rules"

For Pegasus Privacy Policy: "https://www.flypgs.com/en/privacy"

See: PG-HM-BK-004, PG-HM-BK-005, PG-HM-PR-006, PG-HM-BK-007, PG-HM-BK-012

1.9.4 Restricted Areas

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

- Ensure all access doors are closed when not in use.
- Position staff as required to direct passengers.
- If passengers have to walk on the apron to the aircraft, ensure passengers proceed directly to the aircraft or to the correct bus allocated to a specific flight (where applicable).
- If transportation has to be provided to passengers to move them from the terminal building to the aircraft, make sure that only authorized personnel and screened passengers are allowed to board the vehicle.

1.9.5 Passenger Suitability for Travel

(GRH 3.1.5) (GRH 3.1.6)

(Ref: OM-A8.2.3, and in accordance with Regulation (EU) No 965/2012 CAT.GEN.MPA.170 Alcohol and drugs, CAT.GEN.MPA.175 endangering safety)

Assess each passenger in terms of security risk by looking for anomalies and observing certain emotional characteristics and/or body language. Be on the lookout for overall fitness to fly, including potentially contagious diseases, medical conditions, intoxication, etc.

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

Further questioning may be required to assist with passenger assessment:

When you identify a potential problem:

- Suspend the passenger process for the identified passenger (check-in and/or boarding)
- Notify your supervisor or the airline representative to agree on further action(s). This should be done in accordance with the operating airline procedures.
- Depending on the situation the airline representative will contact the appropriate local authority for assistance, if needed.

1.9.5.1 If Passenger is Denied Carriage

ACSP 7.2.5.4

(Ref: OM-A8.2.3.1)

(a) Offload the passenger in the DCS and offload his baggage. Inform the relevant unit(s)/department(s)

(b) Document the case with details of the passenger's condition (e.g. intoxicated, general abuse, etc.). In cases when refusal for carriage has been exercised, inform the GCC ("guestcontrol@flypgs.com") by filling the PG-GU-FR-009 Passenger Irregularity Report Form whenever safety/security is concerned. Pegasus Aviation Security Department shall be informed by GCC.

(c) See "https://document.flypgs.com" for PG-GU-GR-009 Passenger Irregularity Report Form under the Form subcategory under the Security Department tab.

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(d) The detail with the reason for denying recorded and entered into the passenger's PNR on the DCS where applicable.

Pegasus Airlines shall refuse to carry or remove any passenger when, in the exercise of reasonable discretion, the handling staff or the PIC (cabin staff shall refer such matters to him) decides that:

(a) Such action is necessary in accordance with the GOM Chapter 1 (Refusal of PRM Passengers).

(b) Such action is necessary in the interest of safety of the aircraft or it's occupants; or,

(c) Such action is necessary in order to comply with any applicable laws, regulations or orders of any state or country to be flown from, into or over; or

(d) The conduct, age or mental or physical state of the passenger is such as to:

- Require special assistance of Pegasus Airlines, which cannot be provided by reasonable means.
- Cause discomfort or make him or her objectionable to other passengers.,
- Involve any hazard or risk to himself or herself or to other persons or to property; or where

(a) The passengers seem to be drunk or intoxicated; or the passenger's mental or physical state or attitude, behaviour or demeanour, including the passenger's impairment from alcohol or drugs, presents a hazard or risk to other passengers, to crew, or to property (a person should not enter any aircraft when drunk);

(b) The person presenting the ticket cannot prove that he or she is the person named in the Name of Passenger box and Pegasus Airlines reserves the right to retain such a ticket; or

(c) The ticket presented by the passenger:

- Has been acquired unlawfully or has been purchased from an entity other than Pegasus Airlines or its authorized agent.
- Has been reported lost or stolen.
- Is a counterfeit/forged ticket.
- Any flight coupon has been altered by anyone other than Pegasus Airlines or its authorized agent, or has been mutilated and Pegasus Airlines reserves the right to retain such a ticket; or
- The passenger does not appear to be properly documented (passport, visa, etc.); the passenger does not appear to have valid travel documents, or has a poor profile for the requirements of the state of the final destination and transit-transfer mid-point(s) in accordance with the relevant international legislations; or
- Such action is necessary because the passenger has failed to observe the instructions of pegasus airlines; or
- The passenger has refused to submit himself to a security check;
- The passenger fails to observe our instructions with respect to safety or security;
- The passenger cannot prove that he is the person named on the Boarding Pass.

If we have, in the reasonable exercise of our discretion under this chapter, refused to carry the passenger on the basis of any of the above, or have removed the passenger enroute, we may cancel the remaining unused portion of the ticket and the passenger will not be entitled to further carriage.

Pegasus Airlines shall not be liable for any consequential loss or damage alleged due to any such refusal to carry.

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Notwithstanding the right/duty/authority of the pilot-in-command (the PIC) to make the final decision about the refusal of carriage, the refusal may already take place at the check-in if any of the reasons in the points mentioned above prove correct and without doubt.

1.9.5.2 If Passenger is Accepted for Travel

(a) Inform the Pilot-in-Command and the senior cabin crew member.

(b) Document the case into the PNR record on DCS of the passenger with details of the passenger's condition.

(c) Report the incident to the applicable departments and the onward airport.

In any case it is the right/duty/authority of the PIC to make the final decision whether to accept or refuse the passenger in question.

1.9.6 Security of Passengers and Their Baggage

It is the responsibility of supervisory staff to ensure that all security threats are immediately reported to Pegasus Airlines, the flight crew and applicable authorities as per local requirements and Pegasus Airlines policy.

Apply Pegasus Airlines and/or regulatory airport authority security procedures for the handling of passengers and their baggage and contact Pegasus Airlines OCC Duty Chief through +90 216 560 7264 or +90 531 080 5650 in the event of:

(a) A bomb threat condition, (See: Bomb Warning Report Form-PG-GU-FR-007, this form shall be ready at required locations)

(b) An increased security threat condition

1.9.7 Passenger Identification Checks

ACSP5.2

Before looking for the anomalies described here, staff should be properly trained for the assessment of how and who may pose a threat. Staff members should realize that some threats can come from unwary passengers (naïve travellers, framed terrorists, etc.). Passengers who have been exploited (mules), who may not fall or fall in different ways under these characteristics should be dealt with accordingly with proper questioning.

When a passenger is checking in at the ticket counter or gate, the agent should look for the following characteristics:

- Nervous or disoriented;
- Overly aggressive or co-operative;
- Passive, avert gaze, aloof.

While emotional characteristics can signal that something is wrong with a passenger, it does not necessarily mean that the passenger has a malicious intent. For many, flying is a very stressful experience. Others view flying as a necessary evil in their job and approach it with resentment.

Whatever the reason behind a passenger's uneasiness of flying, the check-in or gate agent should investigate whether it is simply enough to reassure or calm the passenger or otherwise.

1.9.7.1 Standard of Checks

ACSP5.2.1

Check-in or gate agents shall also look for the following characteristics, which may require further questioning for verifying the passenger:

- A passenger with no baggage, too little or excessive baggage for the duration of the trip;

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- A passenger claiming not to have key(s) or unable to open luggage if required;
- Name on baggage does not match name on ticket/passport;
- Unusual or illogical routing;
- One-way ticket (exceptions would be permanent residents returning home); ,
- A passenger unsuitably attired or not at ease for the class of travel;
- Arriving at check-in or boarding gate at the last minute;
- A passenger rushing the staff to complete procedures;
- Having someone else checking-in for them;
- The passenger shall speak the language of the country issuing the passport or of the country in which they claim residency;
- The passenger shall have other identification documents or cards in the same name;
- The passenger can accurately recall the full name, date and place of birth listed in the passport;
- The passenger maintains secret contacts with others;
- The passenger insists on boarding a specific flight for no valid reason;
- The passenger seems to be lying or withholding information;
- Absence of contact/address details or passenger declines to provide them;
- History of “no-shows”;
- Available details of passenger history/travelled sectors arouse suspicion or concern;
- The passenger accepts a large penalty to amend ticketing or upgrade;
- The passenger displays inordinate interest in the type of aircraft/seating etc.;
- The passenger seems to be intoxicated.

In forming an assessment, it is important to recognize that no single aspect of the above criteria necessarily indicates the passenger is a possible security risk. However the greater the combination of these criteria applying to the passenger, the greater the likelihood of a risk factor associated with their travel.

Passengers may also try to conceal their true itineraries and ultimate destination. Check-in or gate agents should look for the following signs of previous travel:

- Entry and exit stamps;
- Recently-issued visas;
- Two passports or conflicting documents with conflicting information;
- Baggage tags;
- Clothing
  - appropriate for the occasion (business, pleasure, stated occupation, etc.)
  - matching the climate of the destination
  - matching the styles in the country of origin or destination
  - Fitting the passenger adequately; it shall be his/her own.

Check-in or gate agents should also perform a quick check of the ticket. The following characteristics may signal a need to further investigate:

- The ticket was purchased in a third country (other than destination or origin);
- The ticket was paid for in cash or in an unusual manner;

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- The highest fare was paid, when present with other contrary indicators;
- Non-sequential tickets for family members could be a problem. Conversely, sequential tickets for unrelated persons could also be a problem;
- The name on the ticket must match the name in the passport;
- Source/location of supposed ticket purchase questionable.

1.9.7.2 Location of Checks

ACSP5.2.2

- Check–in: All passengers must prove their identity and their proper travel documents related to the destination country (passport, visa, etc.). This is to ensure that legitimate personal details are not being passed on and used by other people. If any passenger is unable to prove his identity and proper travel documents, he should be refused travel. The Check-in Agent requires confirmation from each passenger that they are not carrying any prohibited and dangerous good items on their hold and hand carried baggage.
- Group check-in: As stated above the check-in procedures should be implemented for group checkin. The checked-in baggage must be protected as defined.
- Boarding: Each individual passenger shows their identity, proper travel documents and boarding card during the boarding. Ground Handling Agent must provide documents which match the services and travel documents on each Pegasus Airlines flight.

1.9.7.3 Questioning of Passengers

ACSP5.3

If there is a need to question a passenger, the contracted supplier or security agent should explain the reasons to the traveller, whenever possible.

They shall ask questions to try to identify passengers who might pose a risk to the flight. The initial questioning shall generally be limited to two or three questions unless the passenger poses some concern, so as to avoid delaying the customer unreasonably. When checking in a group or family, the agent shall ask questions of all members of the group. Questions shall be open ended. It is important not to feed a passenger with an answer. Contracted supplier and security agents shall be polite and friendly when asking questions and give the passenger time to answer without interruption.

1.9.7.3.1 Description of Questions

ACSP5.3.1

When asking questions of passengers, it is very important that agents make eye contact with the passengers in order to be able to assess their body language when they answer the questions. Signs of stress often manifest themselves in non-verbal behaviours and airline and security agents shall be able to identify them and judge what the source may be. It is important to keep in mind that the characteristics mentioned below do not necessary mean that the person is under stress or that they are a risky passenger. For example, they could be scared of flying, scared of missing the flight or just angry because of the questioning.

Stress often shows itself as non-verbal behaviour and can be divided into four main groups:

- Hand actions;
- Body movements;
- Body reactions;

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- Behavioural pattern recognition.

Hand actions that show stress are:

- Clenched fists;
- Juggling coins or pocket contents;
- Arms crossed in a defensive stance;
- Constantly grooming hair;
- Rubbing eyes;
- Touching nose, lips, ears and groin;
- Nail biting;
- Lint picking;
- Knuckle cracking.

Body movements that are clear signs of nervousness include:

- Avoiding eye contact;
- Nervous laughter;
- Yawning;
- Foot tapping;
- Pacing;
- Licking and biting lips;
- Grinding teeth;
- Despondent stance;
- Shifting weight from foot to foot;
- Fidgeting with clothing;
- Touching face

When a person is under stress, his/her body may react in the following ways:

- Perspiration;
- Blushing;
- Goose bumps;
- Pulsating Adam's apple;
- Pupil dilation;
- Dry mouth;
- Nervous speech.

Stress can cause a person to act in the following ways:

- Overly friendly or flirtatious;
- Aggressive;
- Rushing;
- Frustrated.

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Passenger Questioning at Check-in: Passenger questioning shall complement hold baggage screening at check-in counter. Those questions are;

- To whom does this baggage and the contents belong,
- Who packed your baggage,
- From the time the baggage has been packed until now where has it been

1.9.7.4 Passenger Risk Assessment

ACSP5.3.1.1

Passenger risk assessment can be performed electronically and or in the more traditional in-person environment. There is some debate about which method is the best solution for an air carrier to accurately assess its passengers.

Strength of automated passenger risk assessment is that the decision parameters can be kept confidential and changes to algorithms can be implemented quickly.

To a varying degree, in-person passenger risk assessment has always been used by air carriers; to assist staff to identify passengers who may have malicious intents. Human facts can be a major flaw in-person risk assessment. The human element can make assessment highly irregular from passenger to passenger.

On the other hand, face-to-face contact when trying to determine risk can be very valuable. A passenger in possession of all the necessary documents who intends to commit his first of unlawful interference might be able to get through a fully automated passenger risk system.

In order to assess passenger risk in the most efficient manner, a system shall be devised where both automated and in-person risk assessments are employed and complement each other. Automated passenger risk assessment shall be used to clear the vast majority of passengers.

The assessment criteria shall be such that around 90 percent of the passengers can be cleared by automated risk assessment programmes. The rest of the passengers will then have to take part in person-to-person risk assessment where air carrier staff will manually assess the passenger by asking questions, observing body language and verifying identification documents.

If the assessment systems are not developed to the point of allowing this integration, the two approaches can still be used separately, though the in-person assessment personnel shall consider all passengers in their assessments.

1.9.7.4.1 Passenger Risk Assessment (In-Person)

ACSP5.3.1.2

Passenger risk assessment is a very sensitive issue. Whereas assessments of travel history, purchase behaviour, and various other travel documents can be undertaken with some objectivity, assessments of behavioural, non-verbal, and verbal indicators are much more subjective; they may therefore be more difficult to analyse and are potentially less defensible.

The check-in process presents an important opportunity for check-in and queue-combing staff to assess passengers. Experienced air carrier staff can generally assess with a degree of accuracy the passengers that need to be looked at more closely and those passengers who pose no threat to the air carrier.

Pegasus Airlines or contracted passenger handling staff shall be aware of a variety of disruptive passenger behaviours, such as drunkenness or aggressiveness which might impact on the safety and comfort of other passengers, as well as behaviours that might indicate a security risk i.e. intentional or purposive wrong doing on the part of the passenger.

An increasing percentage of passengers check-in online or via common-user self-service kiosks, do not check-in hold baggage and first experience human interaction at the airport security checkpoint.For these passengers, behavioural analysis must be conducted either during the passenger queue and preparation process or at the screening point.

When performing passenger risk assessment, the representative of Pegasus Airlines or contracted passenger handling company employee is looking for the presence of an anomaly. However, it is very

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important to keep in mind that abnormal does not necessarily mean wrong; it is merely an indicator that further assessment may be warranted. There is probably anecdotal evidence to support almost every type of abnormality encountered for which, in the end, there was a logical explanation.

Finally, it is very important to stress that passenger risk assessment is in no way related to ethnicity or race; it must be evidence-based to the greatest extent possible

1.9.7.5 Intervention

ACSP5.3.1.3

When Pegasus Airlines or Ground Handling staff members identify a potential problem passenger by document verification, questioning or any other means, they shall notify their supervisor and the Border Police.

As far as possible the conversation with the supervisor/Border Police shall take place away from the traveller to ensure they cannot overhear the discussion. The supervisor shall then make contact the local border authority who shall then continue with the necessary enquiry and/or questioning following their own guidelines.

The policy of the Pegasus Airlines Aviation Security Department is that contracted ground handling supplier staff shall never directly confront a passenger about the reliability of his/her travel documents or of their intentions. Direct confrontation may lead to a violent reaction by the passenger. Also, false accusations can lead to libel suits which can cost Pegasus Airlines large sums of money and adversely affect its reputation.

1.9.8 Details of Service Provider

ACSP5.3.3

Pegasus Airlines has given the responsibility by contract to second and/or if necessary to third parties at all airports. Please contact the Support Procurement Leadership Department, also refer to the Audit Reports.

1.9.9 Separation of Passengers

ACSP4.8.1

Screened departing passengers shall not mix with arriving passengers, unless they have been previously screened to the standards detailed in this ACSP as per Doc 30 or Turkish National Civil Aviation Security Programme.

1.9.9.1 Procedures in Case of Mixing

ACSP4.8.1.2

In the event of detected or suspected mixing of screened departing passengers and unscreened persons, the following action shall be taken:

(a) those parts where mixing was detected or suspected shall be cleared and then a search shall be carried out to reasonably ensure that no prohibited articles have been introduced to those parts; and

(b) departing passengers and their cabin baggage present in areas where mixing was detected or suspected shall be screened again.

1.9.9.2 Exemptions

ACSP4.8.1.3

Point 4.8.1.2 shall not apply to screened departing passengers mixing with:

(a) crew members departing on the same aircraft; or

(b) transit passengers departing on the same aircraft; and/or

(c) other persons formally exempted from screening by the appropriate authority of the Member State, as detailed in the National Civil Aviation Security Programme.

Point 4.8.1.2. shall not apply if mixing took place due to factors beyond the passengers' control.

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1.9.9.3 Disembarking / Offloading Passengers

ACSP7.2.5.3

If one or more passengers board on the wrong aircraft or voluntarily disembark the aircraft, then the following shall be undertaken:

(a) Reconciliation of the remaining passengers and baggage, and

(b) Verification that no articles were left in overhead bins and seat pockets by the disembarking passengers and

(c) The hold baggage of the disembarked passenger shall be offloaded, and

(d) If a suspicious item or situation is detected, the local security authority and Aviation Security Department shall be informed, and an aircraft security search should be conducted prior to the aircraft entering into service, and

(e) Cabin crew must fill the PG-GU-FR-009 Passenger Irregularity Report

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1.10 CARRIAGE OF SPECIAL CATEGORIES OF PASSENGERS-SCPS

(Ref: OM PART A 8.2.2.9 Maximum Permissible Number Of Passengers, CCM 2.9 Transportatıon Of Special Category Passengers, ECAC Policy Statement in The Field of Civil Aviation Facilitation ECAC.CEAC Doc No. 30 (PART I), (EU) No 965/2012, CAT.OP.MPA.155 Carriage of special categories of passengers (SCPs), AMC1 CAT.OP.MPA.155(b) Carriage of Special Categories of Passengers (SCPs), EU 965/2012 AMC1 CAT.OP.MPA.155(c) Carriage of Special Categories of Passengers (SCPs) , IATA PSCM Resoution 700, 1700, REGULATION (EC) No 1107/2006 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air, ICAO Doc 9984 - Manual on Access to Air Transport by Persons with Disabilities COMMISSION REGULATION (EC) No 859/2008 of 20 August 2008 amending Council Regulation (EEC) No 3922/91 as regards common technical requirements and administrative procedures applicable to commercial transportation by aeroplane IATA Cabin Operations Safety Best Practices Guide 8.6.3,)

When establishing the procedures for the carriage of special categories of passengers, the following factors are taken into account:

(a) The aircraft type and cabin configuration;

(b) The total number of passengers carried on board;

(c) The number and categories of SCPs, which shall not exceed the number of passengers capable of assisting them in case of an emergency evacuation; and

(d) Any other factor(s) or circumstances possibly impacting on the application of emergency procedures by the operating crew members.

Carriage Restrictions & Limits Chart

OM PART A 8.2.2.9.3, ACSP 4.9.4.7

SCPs shall be carried under conditions that ensure the safety of the aircraft and its occupants within the limits on the following chart:

Table 1-4: Carriage Restrictions & Limits Chart

Maximum Limit	**BOEING 737 / 800**	**AIRBUS 320/321**
Seat Capacity	189Y	180Y/186Y/ 239Y
AVIH Loading	Forward Hold	
INFANT	20	20
UMNR	8	
PETC	4	
AVIH (Only On Domestic Flights). Maximum total kilo will be 60. When it is over than 60 kilos, AVIH limit will ve reduced to 2 on Airbus aircrafts.	3	
HUM	4	
Unaccompanied WCHC	limited with the number of cabin crew	
Total of PRM (WCHR, WCHS, DEAF, MUTE, BLND, MAAS, Accompanied WCHC, unaccompanied WCHC)	23	
LMC: If the total weight is over than LMC limit a new load and trim sheet shall be prepared)	(+ /-) Cumulative weight 200 kg	

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INAD & ENAD (Pegasus own) INAD: Without Escort ENAD: With Escort ESCR: Escort with ENAD	Maximum 21 INAD Escorted: According to INAD's Behaviour The Captain will evaluate the passenger profile and may reduce (according to flight Security and Safety situations) the number or refuse the acceptance of INAD, Deportee and Prisoners if necessary.
INAD from another airline	Not accepted
DEPA (Deportee Accompanied)	Maximum 4 DEPA (*Aviation Security Group Management pre-approval required) Minimum 2 escorts per DEPA
DEPU (Deportee Unaccompanied)	Not accepted
Prisoner and Lawful Custody within Turkey (PRSN)	limited with the number of cabin crew with 1 accompanying person at least

NOTE

The Pilot in Command may evaluate the passenger profile and if needed (according to the flight safety and security risks) will reduce the number or refuse the acceptance of Inad, Deportee or Prisoners passengers accordingly. All information about Escorts who will participate in a flight are provided by the Aviation Security Department to the EVP - Ground Operations and transferred to relevant departments, particularly to the Flight Crew. As our escorts are SAW based, in the case of ENAD passenger removal from foreign countries, they wait inside the aircraft with the Cabin Crew for the delivery of the ENAD passenger by the Border Police.

CAUTION

Pre-Flight: The relevant SSR codes must be used. Cockpit and Cabin Crew must be informed during the pre-flight briefings.

CAUTION

Prisoners and Passengers in Lawful Custody are not the same.

A Prisoner is a person who is transferred from a prison to another prison accompanied by escort agents.

A Passenger in Lawful Custody is a person who is in custody and who travels with a permit for good behaviour. They do not have ID Cards and are not subject to Additional security implementation.

Seat capacities & configuration may be amended the current variations must be followed on Pegasus AHM565 and Pegasus Quick Reference documents.

Any other factor(s) or circumstances possibly impacting on the application of emergency procedures by the operating crew members shall be considered and reported to the Senior Cabin Crew.

1.10.1 Passengers With Reduced Mobility (PRM)

(Ref: (EC) No 1107/2006, CAT.OP.MPA.155 Carriage of special categories of passengers (SCPs), AMC1 CAT.OP.MPA.155(b) Carriage of special categories of passengers (SCPs), OM A 8.2.2.9.1 SPECIAL CATEGORIES OF PASSENGERS, INCLUDING CHILDREN/INFANTS, PERSONS WITH REDUCED MOBILITY, INADMISSIBLE PASSENGERS, DEPORTEES AND PERSONS IN CUSTODY & CCM 2.9.2 Sick Passengers and Passengers with Reduced Mobility)

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1.10.1.1 Definition and Procedure

A passenger with reduced mobility (PRM) is understood to mean a person whose mobility is reduced due to a physical, mental or medical incapacity, an intellectual deficiency, age, illness, or any other cause of disability when using transport and whose situation needs special attention and the adaptation to a person's need of the service made available to all passengers.

The acceptance of sick passengers and PRMs is restricted in the interest of their own safety and other passengers' safety.

PRMs include

(a) Passengers who are physically, mentally or socially handicapped (a person who has some condition that markedly restricts their ability to function) to the extent that they would have difficulty in moving quickly if asked to do so:

(b) Passengers whose sight or hearing is impaired to the extent that they might not readily become aware of instructions to begin evacuating the aircraft,

(c) Infants, children whether or not they are accompanied by an adult,

(d) Passengers in custody and those who are being deported, INAD passengers and deportee passengers,

(e) Passengers whose physical size would prevent them from being able to move quickly,

(f) Passengers with guide dogs and pets(See: "GOM Chapter 2")

Pegasus Airlines Terms and Conditions reflect the EU legislation, and standard PEGASUS AIRLINES policies shall be applied at all times.

Seating:

PRM shall not be allocated, nor occupy seats where their presence could:

(a) Impede the crew in their duties

(b) Obstruct access to the emergency equipment, or

(c) Impede the emergency evacuation of the aircraft

MEDA passengers are entitled to the most appropriate seating according to their needs, including the stowage of on-board medical devices or equipment. Provide adjacent seating as applicable for:

(1) A personal care attendant.

(2) A safety assistant.

(3) A reader/interpreter in case of a vision or hearing impairment.

PRM/MEDA and PRM/Non-MEDA shall not be seated in emergency exits. A PRM shall be seated generally near to toilet and cabin crew. (See Quick Reference, Cabin Seat Plans for specific seats allocated for PRMs).

NOTE

If the PRM travels with an accompanying passenger, the accompanying passenger shall be seated next to the PRM.

Boarding: Sick and PRM should be boarded separately (normally prior to all other passengers) as well as disembarked separately (normally after all other passengers have left the cabin).

Transmission of information:

Correct SSR Codes which fit with the passenger's actual need shall be used throughout the communication and supplementary information or additional data shall be in English after the SSR Code within the related document, messages and other related medium (DCS etc...).

In order to facilitate special assistance provided to passengers with reduced mobility (PRM) for a flight at an airport, PAL - CAL - PSM Message shall be used. Ground service providers use Pegasus own DCS and shall

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check the SSR List through the Pegasus DCS instead of PAL/CAL Messages prepared at least 48 hours before the flight, (*"see GOM, Chapter 6").

If there are additional questions about PRM, the Pegasus Airlines Guest Control Centre shall be contacted for advice and permission.

Tel: 00 90 216 560 72 21 - 22

Email: "guestcontrol@flypgs.com"

SITA: ISTFPPC

Informing the Cabin Crew: The cabin crew shall be informed by the Passenger Information List (PIL) or Crew Information Sheet (where applicable).

If the special service code (PRM Code-SSR Code in DCS) is not clear enough or additional information is required, authorized ground personnel must state whether the passenger's disability involves lower or upper limbs on the Passenger Information List or Crew Information Sheet.

CAUTION

IMPORTANT: PRM codes must be used properly and correctly, that is why the cabin crew manage any emergency situation accordingly.

Restrictions: The acceptance for transportation of sick, disabled and handicapped passengers is restricted in the interest of their own safety and that of other passengers. Pegasus Airlines is entitled to insist upon the production of a written report on fitness for travel, issued by a medical doctor or to request the filling in of the Indemnity Form.

Handling:

- Check that additional needs have been communicated via the respective SSR codes and entered into the DCS and PNR, and verify if escort requirements are fulfilled, if applicable. The airports or authorized service providers are responsible for providing the assistance to our guests due to reduced mobility at the airport.
- A special counter shall be assigned for check-in of passengers require special assistance, where applicable. If that is not possible, proper precautions shall be taken for accepting them at check-in and boarding. Passengers needing special assistance and PRM have high priority throughout the entire service procedures.
- If the passenger lets us know what help is needed at least 48 hours prior to the flight's scheduled time of departure, we willl inform the airport service provider for organizing the help and necessary equipment in the best possible way. If the passenger gives less than 48 hours' notice, the airport may not be able to provide the service as promptly as the passenger needs. It's recommended that the information may be reminded to the passenger, if necessary.
- If a passenger's special needs were not communicated at the time of booking, or a passenger is identified as a PRM or potential MEDA case upon departure, take all reasonable efforts to accommodate the passenger. Ask appropriate questions and record the required codes in the DCS.
- Handling provider shall check PAL, CAL, PSM or DCS-SSR List (where applicable) in the timeline and be prepared and organized accordingly both arrival/departure/transit or transfer operations of disabled passengers/PRM.
- English language shall be used in each communication phase.
- Passengers unable to fit into a single seat for any reason can be required to purchase additional seating to accommodate themselves safely and securely.

1.10.1.1.1 Table of SSR Codes

Table 1-5: Table of SSR Codes

SSR	Description	

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UMNR	Unaccompained Minor:	Children between 6 and 12 years of age who are not accompanied by a parent
YPTA	Young Passenger Travelling Alone	Young passenger traveling alone between 12-18 years old. YPTA SSR should be used in combination with MAAS, if necessary. YPTA doesn't count an able body, for example cannot be accepted as 'accompany passenger' for UM. For example, any passenger between 6-12 years old still shall be processed as UM, even s(he) travels with YPTA
WCHR	WCHR Wheelchair R for Ramp	Passengers who can ascend and descend steps and move in the aircraft cabin but who require a wheelchair for distance to/from the aircraft.
WCHS	Wheelchair S for Steps	Passengers who can not ascend and descend steps and move in the aircraft cabin but who require assistance to move between the terminal and the aircraft on arrival and departure.
WCHC	Wheelchair C for Cabin Seat	Passengers who are completely immobile and require a wheelchair to/from the aircraft and must be carried up/ down the steps and to/from their cabin seat.
WCMP	Wheelchair-Manual Power (WCMP is used in combination with WCH*)	The passenger has their own wheelchair which works with manual power. If the passenger travels with their own wheelchair on board the aircraft, then two SSR must be specified at the same time: (1) First one is for the passenger's condition (2) Second one is for the equipment type WCHR-WCMP WCHS-WCMP WCHC-WCMP To be transported by a passenger which may require advance notification/preparation/ (dis)assembly. Weight and dimensions may be specified. Escort requirement does not depend on how the passenger's own wheelchair works. Maximum Total Weight per WCHR (kilo): 150 kilo Maximum Dimensions (centimetre), Length Width Height: 110X107X84 WCMP is used in combination with WCH*

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WCBD	Wheelchair D for Dry cell battery (WCBD is used in combination with WCH*)	The passenger has their own wheelchair with non-spillable battery to be transported which will require advance notification and may require preparation/(dis) assembly. If passengers travel with their own wheelchair with dry battery: the details of passengers' own electric mobility aid must be processed when making arrangements for it to be safely loaded. Pegasus does not accept a wheelchair with wet and spillable battery. IATA DGR will apply. If the passenger travels with their own wheelchair on board the aircraft, then two SSR must be specified at the same time: (1) First one is for the passenger's condition (2) Second one is for the equipment type WCHR-WCMP WCHS-WCMP WCHC-WCMP
WCLB	Wheelchair with Lithium ion battery (WCLB is used with combination with WCH*)	The passenger has their own wheelchair with lithium ion battery to be transported which will require advance notification/preparation. Wheelchair and battery shall be claimed and rechecked at each interline transfer point. IATA DGR will apply. If the passenger travels with own wheelchair on board the aircraft, then two SSR must be specified at the same time: (1) First one is for the passenger's condition (2) Second one is for the equipment type WCHR-WCMP WCHS-WCMP WCHC-WCMP
BLND	Blind	Blind (accepted without an accompanying person), Note: If s(he) has no own escort and requests the meet&assist service, then use BLND SSR in combination with MAAS SSR: BLND-MAAS. If there is no assist request, please use BLND only.
DEAF	Deaf	Passenger who is deaf or a passenger who is deaf without speech can be accepted without an accompanying person Note: If s(he) has no escort and requests the meet&assist service, then use DEAF SSR in combination with MAAS SSR: DEAFMAAS. If there is no assist request, please use DEAF only.

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MUTE	Mute	Mute passengers who are speaking impaired; specify if accompanied by service animal Note: If s(he) has no escort and requests the meet&assist service, then use MUTE SSR in combination with MAAS SSR: MUTEMAAS. If there is no assist request, please use MUTE only.
DEAF/ BLND	deaf and blind passenger	Deaf and blind passenger, who can move about only with the help of their own accompanying person
DPNA	Intellectual or developmental disability	Disabled passenger with intellectual or developmental disability needing assistance (with details specified for passengers with intellectual impairments, depending on the type and degree of their disability) as capable of moving only with the help of an accompanying person
MAAS	Meet and assist	Requires assistance through the terminal and to the departure gate. All other passengers in need of special help under the categories laid down here like elderly passengers. MAAS SSR should be used in combination with YPTA, LANG, MEDA, BLND etc.. Or a specific note should be recorded. Passenger who has difficulties in communication, first time traveller, young passenger travelling alone between 13 Years (has reached his/her 13thbirthday) and 18 years (has reached his/her 18th birthday but has not reached his/her 19th birthday).
MEDA	Medical case: Medical certificate may be required. Not to be used for passengers with reduced mobility who only require special assistance or handling and who do not require a medical clearance.	Passengers whose mobility is impaired, due to clinical cases with medical pathology in progress, being authorized to travel by medical authorities. Such passengers usually have social coverage in relation to the illness or accident in question. MEDA SSR shall be used only in combination with supplementary information, for example passengers whose mobility is reduced due to a rapidly developing clinical disease but who are, nevertheless, capable of travelling with the permission of health authorities, or who have a medical certificate confirming their capability to use transport vehicles. Examples: Diabetes, passengers needing medication during the travel, pregnant passengers.
INAD	Inadmissible Passenger	Passenger is not permitted to enter a country
ENAD	Inadmissible Passenger with Escort	Passenger is not permitted to enter a country
ESCR	Escort	Escort passenger with ENAD and or PRSN
PRSN		Prisoner and Lawful Custody within Turkey
DEPA	Deportee accompanied by an escort	

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VIP	Very Important Passenger	Use only in Turkey Domestic flights. VIP Very Important Passenger VIPN VIP's attendant travels without VIP VIPM VIP's attendant travels with VIP CWEA VIP's attendant in arms
MEQT		Medical Equipment
AVIH	Animal in Hold	AVIS: AVIH-SMALL Animal in Hold over 8 kgs up to 15 kgs AVIB: AVIH-BIG Animal in hold over 15 kgs
PETC	Pet in Cabin	Pet in Cabin (specify details): Animal in cabin up to 8 kgs (including the cage weight) Maximum cage dimensions: Max 32X32X50 cm
SVAN	Service Animal	Guide/assistant dog travels with BLND/DEAF/MUTE passenger
HUM	Human Remains	HUM 1: Adult human remains HUMC: Child human remains

1.10.1.2 Refusal of PRM (PRM-MEDA, PRM-NON MEDA) Passengers

(Ref: (EC) No 1107-2006, OM PART A 8.2.2.9.2 ACCEPTANCE AND REFUSAL OF PRMS & CCM 2.9.2.1 Denied Transportation of PRM)

An able bodied person is physically capable of assisting a disable passenger to evacuate in the event of an emergency and who will attend to the personal needs of the passenger during the flight, where such is required.

Pegasus Airlines may refuse to transport or will remove at any point, any passenger whose physical or mental condition is such as to render him/her incapable of caring for him/herself without assistance, unless:

(a) He is accompanied by an escort who will be responsible for caring for him en-route, and

(b) With the care of such escort, he will not require attention/assistance from Pegasus Airlines representative.

Pegasus Airlines may refuse, on the grounds of disability or of reduced mobility, to accept a reservation from or to embark a disabled person or a person with reduced mobility:

(a) In order to meet applicable safety requirements established by international, Community or National law or in order to meet safety requirements established by the authority that issued our air operator's certificate

(b) If the size of the aircraft or its doors makes the embarkation or carriage of that disabled person or person with reduced mobility physically impossible.

(c) In the event of a refusal to accept a reservation on the grounds referred to under points (a) or (b) of the first subparagraph, reasonable efforts shall be made to propose an acceptable alternative to the person in question.

A disabled person or a person with reduced mobility who has been denied embarkation on the grounds of his or her disability or reduced mobility and any person accompanying this person shall be offered the right to reimbursement or re-routing as provided for in Article 8 of Regulation (EC) No261/2004.

The right to the option of a return flight or re-routing shall be conditional upon all safety requirements being met.

The information on the safety rules that apply to the carriage of disabled persons and persons with reduced mobility is publicly available, in accessible formats and in at least the same languages as the information

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made available to other passengers, . So too is information on any restrictions on their carriage or on that of mobility equipment due to the size of the aircraft through our official web site: www.flypgs.com. A tour operator shall make such safety rules and restrictions available for flights included in package travel, package holidays and package tours which it organises, sells or offers for sale.

Transportation, under any circumstances, will not be provided to a person who:

(a) Pegasus does not provide on-board oxygen and does not allow the transport or use of Compressed/pressured oxygen or oxygen generators and medical equipment works with electricity or pneumatically.

* see for more details "GOM 1.10.1.9.15" & "GOM 1.10.1.9.9"

(b) Endure(s)/suffers Asthma attacks or acute respitory problems (Acute Respiratory Distress Syndrome) just before the flight at the airport.

(c) Has contagious / infectious/communicable diseases during the infective stage of an illness unless medical clearance is submitted.

(d) Causes disturbance and jeopardizes flight safety (e.g.passengers whose appearance would be offensive to fellow passengers) with the person has such a degree of physical infirmity that the trip would likely result in complications (e.g. diversion) or death.

(e) Because of his physical or medical condition, poses a direct threat to the health or safety of other passengers, their property, the aircraft or crew that cannot be eliminated by providing additional aid or services or by other means (face mask, separate seating), due to illness or a physical condition, especially where passengers display behaviour that could potentially influence the comfort and wellbeing of the other passengers and/or the crew, or that could present a risk to the safety or punctuality of the flight.

(f) Is an expectant mothers whose length of pregnancy exceeds 36 weeks for a single uncomplicated pregnancy. Therefore all return flights shall be completed no later than the end of week 36.

(g) Is an expectant mother whose length of pregnancy exceeds 32 weeks to travel for multiple uncomplicated pregnancy. Therefore all return flights shall be completed no later than the end of week 32.

(h) Fails or refuses to submit themselves to the specific conditions of carriage required by the Pegasus Airlines regulations.

(i) Is a new mother and baby within the first 48 hours of giving birth.

(j) If the passenger has been fitted with a plaster cast we restrict flying for the first 24 hours if they have a flight of two hours or less. If their flight is longer than two hours, Pegasus Airlines restrict flying to 48 hours after the plaster cast has been fitted.

(k) Is a passenger who needs personal care during the flight (during meals, visiting the toilet, etc.) and will be travelling without a companion (requires individual nursing or care during the flight, if not accompanied by a suitable escort).p

(l) Is a passenger who cannot use the airplane seats in a normal, upright position.

Subject to a passenger meeting the requirements of Pegasus Airlines's terms and conditions, a reservation cannot be refused on the grounds of disability or reduced mobility. In case of refusal of a PRM and/or MEDA case, inform the passenger and explain the reason for refusal with reference to the Terms and Conditions of Pegasus Airlines.

In the event that a situation arises involving the potential offload of a PRM or MEDA, the Handling Agent shall ensure that the following processes are strictly adhered to:

- Inform the passenger and explain the reason for refusal with reference to the General Conditions of Carriage.

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- Apply Pegasus Airlines policy with respect to rebooking to a later date, and/or making all efforts to accommodate the passenger on the next possible flight, if applicable, or refund of the ticket.
- The agent initiating a potential offload of a PRM, for whatever reason, shall ensure Supervisory / Duty Management involvement in the decision. It is not acceptable for a single agent to deny boarding without such involvement.
- Where appropriate, the operating PIC / Senior Cabin Crew Member shall be consulted to ensure agreement with the offload decision.
- Enter all relevant information about the reason for refusal into the PNR (as SSR or header line comment) in the DCS-PNR record and forward a clear report detailing the reasons, with any attachments which may be objective proofs for refusal to Pegasus Airlines Ground Operations Headquarter guestcontrol@flypgs.com / ISTFPPC with a copy to Pegasus Airlines Guest Relations Department (misafir@flypgs.com)
- It shall clearly state the reasons for refusal under one of the following categories.
- Passenger does not comply with Pegasus Airlines Terms and Conditions.
- Passenger is physically unable to be accommodated (e.g. Aircraft seats not suitable or other limitation.)
- Passenger is refused due to safety reasons.
- The report shall clearly support the reason for this assessment.

1.10.1.3 Training for PRM Handling

All staff who deal with the travelling public at airports or on airlines shall have disability awareness training and understand the handling requirements associated with PRM. Exact training requirements shall be suited to the job role, and those employed to provide direct assistance will require more specialist training (to normally include Disability Equality training) on how to meet the needs of PRM passengers.

1.10.1.4 PRM Who Travel Alone

Ref: CCM 2.9.2.2

The maximum number of PRM requiring assistance and also travelling alone shall not exceed the number of Cabin Crew members on the relevant flight.

For PRM and those requiring or requesting assistance:

- Ask/Advise the passenger what assistance they require and how you can help them.
- Provide seating that accommodates the passenger’s needs and his/her personal care attendant and/or safety assistant in the ticketed cabin, provided the seating request does not create an onboard safety issue.
- Provide information to passengers in alternative accessible communication formats upon request.
- Ensure accurate SSR codes and any other relevant information are recorded in the DCS and PNR.
- Ensure acceptance of PRM and other passengers with disabilities will be as per operating airline procedures.
- Ensure passengers who are completely immobile should be pre-boarded.
- Ensure PRM are offered to embark and disembark separately whenever possible.
- Ensure that whenever feasible PRM, depending on their mobility device, should be allowed to reach the aircraft by using their own device (wheelchair, scooter, etc.) and to receive it on arrival near the aircraft, even in the case of transfer. Inform the stations of transfer/arrival accordingly to allow appropriatehandling of the device.

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The extent to which persons in any one of these categories need to receive assistance will also vary considerably according to:

(1) the individual's needs.

(2) the aircraft type.

(3) the aircraft configuration.

(4) passenger load.

1.10.1.5 General Rules on Escort Requirements

(Ref: CCM 2.9.2.3 PRMs who travel with Escort)

The presence of a travel companion for the safety of PRM is required only in the following cases:

- If the passenger has a severe mental disability that prevents him or her from understanding and applying safety instructions.
- If the passenger is both blind and deaf, thereby preventing the possibility of communication with the Cabin Crew.
- If the passenger has a motor-based disability that physically prevents him or her from participating in an evacuation (e.g. most paraplegics and people with paralysis or who are missing both arms can therefore travel without a travel companion).Travel companion's role is to assist PRM in case of an emergency, particularly in the case of aircraft evacuation.
- The travel companion must be at least the age of 18 and autonomous.

Table 1-6: ***General Guidelines on Escort Requirements during Flight (Ref: IATA PSCM 1700b)***

Code	Definition	Escort required	Escort recommended	Escort not required
BLND	Blind or Visually Impaired Passenger			√
DEAF	Deaf or Hearing Impaired Passenger			√
MUTE	Speech Impaired Passenger			√
BLND&DEAF & MUTE	Both Blind and Hearing & Speech Impaired Passenger	√		
DPNA	Intellectual or Developmental Disability	√		
MEDA	Medical Case: Not to be used for PRM who only require special assistance or handling and do not require a medical clearance	Case specific	Case specific	Case specific
MEQT	Passenger shall be able to operate the Personal PortableOxygen Concentrators (POC); recognize and respond appropriately to its alarms; if not, a companion who is able to perform these functions must escort the passenger.	Case specific	Case specific	Case specific

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WCHR	Wheelchair for Ramp			√
WCHS	Wheelchair for Steps			√
WCHC	Wheelchair for Cabin	Case specific	Case specific	Case specific
DEPA	Deportee: Accompanied by an Escort	√		
LANG	Language Spoken (passenger can speak a specific language)			√
MAAS	Meet and Assist (details shall be specified)			√
SVAN	Service Animal (guide/assistant dog) travels with BLND/DEAF/ MUTE passenger	With passenger (Note: ESAN is not carried on Pegasus flights.)		
Note 1: Assistance requirement may vary according to the specific case during the ground handling.				
Note 2: Escort requirement depends on the WCHR, WCHS and WCHC definitions and on the specific case. Escort requirements also depend on the SSR codes for the equipment according to the battery type beingignored for defining the accompanying passenger.				

1.10.1.6 PRM Travelling As A Group

(Ref: OM PART A 8.2.2.9.3, CCM 2.9.2.4 PRMs who travel in Group, IATA Passenger Services Conference Resolutions Manual, Recommended Practice 1700b Carriage of Passengers with Reduced Mobility and Escorts Requirement, 1700d-Passengers with Reduced Mobility Group Travel)

A special reservation is necessary which can only be gathered from the GCC.

Maximum Number

In circumstances in which the number of passengers with reduced mobility forms a significant proportion of the total number of passengers carried on board, the number of passengers with reduced mobility shall not exceed the number of able-bodied persons capable of assisting with an emergency.

The number of passengers with reduced mobility travelling with escorts and where escorts are not required is not limited as long as they do not exceed the number of able-bodied persons capable of assisting with an emergency.

Companion Limits for Travel of SCPs Group

Table 1-7: ***Companion Limits for Travel of SCPs Group***

For handicapped persons unable to move by themselves or to move themselves with difficulties:	**Group of handicapped persons, except of BLND:**	**Group of blind (visually impaired) guests:**	**Group of Children:**
One person to accompany one handicapped person.	One person to accompany 10 handicapped persons	One person to accompany 2 blind persons.	one accompanying adult per 12 children

Escorts:

PRM(s) who are not able to reach an emergency exit without assistance in reasonable time should be accompanied. The accompanying person(s) shall be at least 18 years old, physically and mentally able and willing to evacuate the disabled passenger in case of an emergency and be capable to assist the

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handicapped person(s) in their charge. They will be instructed as regards the safety procedures, the position of access doors / emergency exits and the path to be followed in an emergency evacuation.

Group Seating (Ref: Regulation EU 965/2012 GM1 CAT.OP.MPA.155(c) Carriage of Special categories of Passengers (SCPs))

Wherever possible, groups of passengers with reduced mobility shall be seated in subgroups in order to enable a rapid flow of other passengers during an evacuation. Escorts must be seated with the passengers they are escorting.

Taking into account access to exits, groups of non-ambulatory SCPs shall be seated throughout the cabin to ensure that each SCP is surrounded by the maximum number of passengers capable of assisting in the case of an emergency.

A group of passengers whose physical size would possibly prevent them from moving quickly or reaching and passing through an emergency exit, shall not occupy the same seat row segment to avoid overloading the structure of the seat.

1.10.1.7 Chartering the Entire Aircraft for PRM Group

(Ref: CCM 2.9.2.5)

In case of an aircraft used exclusively for the transportation of a group of handicapped persons a prior permission shall be given by the GCC. A-part from the flight and cabin crews and other personnel of Pegasus Airlines on duty, no other person or personnel other than the group of handicapped and accompanying passengers are allowed on board.

1.10.1.8 Medical Clearance and Indemnity Form

(Ref: OM A 8.3.22.1.2 Before Aircraft Movement & CCM 2.9.2.6 Deny Carriage to Passenger and Fitness for Flight)

1.10.1.8.1 Medical Clearance

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

(a) RECOMMENDATION CATEGORY

Pegasus Airlines recommends obtaining a medical clearance to determine whether the passenger is fit for air travel in the following cases:

- Passenger(s) who have underlying health problems such as cancer, heart, chest, brain or lung disease, anaemia, diabetes,or who are on any form of regular medication or treatment, have experienced medical operations, have recently had surgery or have been in hospital, or who are concerned about their fitness to travel for any other reason,
- Passenger(s) who have any pre-existing health problem or any questions related to their health,
- Passenger(s) who have a medical condition that could result in a life-threatening situation or could require the provision of exceptional medical care for their safety during the flight, each case of complicated pregnancy.
- Passenger(s) who have been fitted with a full plaster cast (in case of flying for the first 24 hours if the flight is two hours or less).
- Passenger(s) who have been fitted with a full plaster cast (in case of flying for the first 48 hours if the flight is longer than two hours),

In addition, Pegasus Airlines recommends passengers to obtain medical clearance if they are transporting full or empty syringes for use on board. This will facilitate their clearance at airport security checks.

Pegasus Airlines recommends passengers who do not feel well or are sick to seek advice from the Doctor of Medicine prior to their travel date and to postpone their travel in order not to experience any further health problems during the course of their flight. Passengers who refrain from flying due

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to their medical conditions are entitled for reimbursement of the ticket fare and he/she has the right to change flight reservation details without extra payment on condition they fulfil the above mentioned conditions.

Passengers who have not submitted the medical clearance, even where it has been recommended, shall sign and deliver the Form of Indemnity PG-DO-FR-035.

(b) MANDATORY CATEGORY

- Medical clearance is mandatory only for passengers suffering from a contagious/communicable disease. Requirement of Medical Clearance which accurately states the passenger is fit to fly may be determined as based on the passenger's declaration and/or on visible indications, signs and syndromes. Indemnity Form shall not be used for the passenger who has contagious / infectious diseases.
- Are considered to be a potential risk to the safety or punctuality of the flight, including the possibility of diversion or unscheduled landing.
- Are incapable of caring for themselves and require special assistance.
- Have a medical condition that may be adversely affected by the flight environment.

(c) MEDICAL CLEARANCE SPECIFICATIONS

Medical Clearance shows the fitness for air travel which has to be dated within 7 days prior to departure and issued by a medical doctor. Medical clearance shall be in Turkish or in English. In case the medical clearance is in any other language, an additional document with the phrase ‘Passenger has no objection to travel by aircraft’ shall be prepared bearing the name, title and signature of the Station Authorities and attached to the original report. After the completion of this process, the passenger shall be accepted to the flight. Passengers who appear to have a communicable disease or condition that could pose a direct threat to the health and safety of others on the flight and who does not submit a valid medical clearance shall not be accepted.

(d) RIGHT TO REFUSE MEDA

Pegasus Airlines has the right to require medical clearance or to refuse to carry passengers with conditions that may worsen, or have serious consequences, during the flight if there is an indication that a passenger could be suffering from any disease or physical or mental condition that:

- may be considered a potential hazard to the safety of the aircraft; (passenger who appear to have a communicable disease or condition that could pose a direct threat to the health and safety of others on the flight);
- adversely affects the welfare and comfort of the other passengers and/or crew members;
- requires medical attention and/or special equipment during the flight (persons requesting medical treatment during flight, e.g. needing extra oxygen or other medical treatment such as infusions);
- may be aggravated by the flight (persons whose medical condition gives reasonable doubt that the individual can complete the flight safely without requiring extraordinary assistance during flight, e.g.

  persons with acute medical conditions such as a recent heart attack, stroke, embolism, persons with recent surgery).

If the passenger is denied, please inform the passenger discreetly about the reason and alternative flight plans. The passenger shall be assisted accordingly.

If a passenger is carried whose age or mental or physical condition is such as to involve any hazard or risk to himself/herself, Pegasus Airlines shall not be liable for any illness, injury or disability, including death, attributable to such condition or for the aggravation of such condition.

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1.10.1.8.2 Form Of Indemnity PG-DO-FR-035

(Ref: CCM 2.9.2.7 Indemnity Form)

In the event passenger(s) who do not suffer from contagious diseases and cannot submit Medical Clearance shall be informed about the risks of air travel related to their health condition during the flight and will be required to sign Form of Indemnity5 - otherwise they shall be offloaded. The passenger is solely responsible and liable for all the consequences to the medical conditions induced by air travel.

A filled in 'Form of Indemnity' shall be archived in the Departure Station for a duration of 3 months minimum.

Information about the passenger's condition shall be recorded to the passenger's PNR and/or SSR.

Inform the crew and the next station about any assistance the passenger may require.

'Forms of Indemnity' (English and Turkish versions) are available in the online library (doc.lib): "https://document.flypgs.com"

1.10.1.8.3 Advance Notification

Passengers are asked to advise the airline of their needs at the time of reservation.

Advance notification is required for the following, subject to airline acceptance and approval:

(a) Passengers traveling on a wheelchair.

(b) Passengers requiring a personal portable oxygen concentrator, ventilator or respirator on board.

NOTE

(1) Information on the type of mobility aid as well as its weight, dimensions, battery type, special information shall be made available, to enable determine how to safely handle, secure and load the mobility aid.

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

1.10.1.8.4 Request for Assistance without Advanced Notice

If a passenger's special needs were not communicated at the time of booking, or a passenger is identified as a PRM or potential MEDA case upon departure, take all reasonable efforts to accommodate the passenger without delaying the flight.

Ask appropriate questions, record required codes in the DCS and arrange necessary handling requirements.

1.10.1.9 PRMS not Requiring Medical Clearance

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

1.10.1.9.1 Passengers with Visual or Hearing Impairments

(Ref: OM A 8.2.2.9.4 Blind Passengers & CCM 2.9.2.9 Visually Impaired Passengers and Seeing-Eye Dogs)

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

Ensure accurate SSR codes and any other relevant information are recorded into the PNR on DCS.

Passengers who are blind or who have severely impaired vision shall be accepted for travel. A few points are listed which shall be borne in mind when dealing with blind passengers:

(a) Let the passenger take hold of the escort's arm, where he/she will naturally walk slightly behind you so that steps or directional changes can be anticipated. If there is a particularly high step or stairs this should be mentioned. When showing a blind passenger to his/her chair put his/her hand on the

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arm of the back of the chair and he/she will be able to sit him/herself very easily. When giving directions, say 'right' or 'left' according to the way he/she is facing.

(b) Never ask others a question a blind passenger can answer for him/herself.

(c) Do not provide a wheelchair for a blind passenger unless specifically requested.

Passenger may be accompanied by a guide/service /assistance dog (seeing-eye dog), See: GOM Chapter 2.

Blind passengers shall be pre-boarded and introduced to the Cabin Crew in a sensible way.

After the departure of the aircraft, a PSM message shall be sent informing the outstation for being met and assistance of the blind passenger on arrival, if necessary.

Blind passenger shall be seated near the toilet and cabin crew.

Details shall be recorded on the DCS, PIL or Crew Information Sheet where applicable.

In the case of flight irregularities, blind passengers are informed and assisted discreetly and primarily.

If a passenger is both blind and deaf/mute, he/she shall be accepted to travel with an escort.

1.10.1.9.2 Wheelchairs and Mobility Aids

(Ref: OM A 8.2.2.9.6 & OM PART A 8.2.2.18.6 Wheelchairs & CCM 2.9.2.10 Wheelchairs, 2.9.2.11 Passengers who use Mobility Aids)

Wheelchairs are to be made available to our passengers as required.

Wheelchair passengers shall be offered every assistance while boarding, in flight, arrival and proceeding through customs and immigration process. There are 4 types of wheelchair passengers. These are:

(a) WCHR (Wheelchair for ramp): Passenger who can ascend/descend steps and make own way to/from cabin seat but requires wheelchair for distances to/from aircraft.

(b) WCHS (Wheelchair for steps): Passenger who cannot ascend/descend steps but is able to make own way to/from cabin seat. Requires wheelchair for distance to/from aircraft and shall be carried up/down steps.

(c) WCHC (Wheelchair for cabin): Passenger completely immobile. Requires wheelchair to/from aircraft and must be carried up/down steps and to/from cabin seat.

(d) WCHP (Wheelchair for paraplegic): Passenger who has sufficient personal autonomy take care of themselves, but who requires assistance to embark or disembark and who can move about in the aircraft cabin only with the help of an on-board wheelchair.

The above abbreviations shall be used in the Supplementary Information (SI) section of the departure messages and in the Passengers Service Message (PSM) which shall be sent to outgoing stations (transit/transfer/final destination of relevant passenger) whenever a wheelchair passenger is carried in order to be arranged necessary preparation.

If a passenger is traveling with his own wheelchair it shall be tagged with the ‘Delivery at the Aircraft’ tag and loaded last, in order that the wheelchair is readily accessible at the destination. The wheelchair or assistive devices shall be loaded in the hold where it is easily accessible for timely return to the passenger.

For acceptable wheelchair types and loading restrictions, refer to "GOM 2.2.10.7"

Passengers with wheelchair shall be seated where is stated on seat plan preferably and not be seated on emergency exit rows.

1.10.1.9.3 Stretchers

(GRH 3.1.5 iii)

(Ref: OM A 8.2.2.9.7 Stretchers, CCM 2.9.2.12 Passengers on Stretcher)

Until further notice Pegasus Airlines does not carry passenger with Stretcher.

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1.10.1.9.4 Physically Disabled

(Ref: OM A 8.2.2.9.1 Passenger With Reduced Mobility (PRM)

Physically disabled people will not usually travel alone, however if they do, then give any assistance necessary.

- Physically disabled passengers shall not be seated near the emergency exits.
- Pre-board these passengers.
- Pegasus Airlines cabin crew are generally not permitted to provide such assistance and a traveller who requires it but does not have a suitable escort shall not be permitted to travel in Pegasus Airlines flights.
- A passenger with a physical disability travelling without an accompanying passenger should be allocated seats during all phases of the flight so that visual and audible communication can be established with the cabin crew.
- A passenger whose physical size would possibly prevent him/her from passing through an emergency exit shall be seated in the vicinity of a suitable exit, taking into account the size of the exit. Seating of more than one such passengers in the same seat/ row segment shall be avoided.

Seating: (Regulation EU 965/2012 GM2 CAT.OP.MPA.155(c) Carriage of Special Categories of Passengers (SCPs)

1.10.1.9.5 Mentally Handicapped DPNA

(Ref: OM A 8.2.2.9.1 Passenger With Reduced Mobility (PRM) & CCM 2.9.2.13 Mentally Disabled Passengers)

Mentally handicapped / disabled passengers shall be accepted only with an escort and shall be treated with patience and kindness, giving them full attention.

The Handling Agent shall always inform the PIC of any disabled passengers on board the aircraft.

Seating: (Regulation EU 965/2012 GM2 CAT.OP.MPA.155(c) Carriage of Special Categories of Passengers (SCPs)

A mentally impaired passenger, who travels with an accompanying passenger, shall be seated next to his/her accompanied person.

1.10.1.9.6 Passengers Need Medication

The prohibited articles will be removed and not returned. Passengers requiring the use of medical syringes in flight such as diabetic and other passengers with documented proof of medical need must ensure that it is professionally packed and labeled. If it is not, the medication will be removed.

The passenger should ensure that they can take any medication which is required during the flight into the aircraft cabin with them. It is not possible for the cabin crew to refrigerate medication for the passenger and in the unlikely event that their drugs need to be kept cool, a cool bag or vacuum flask may be appropriate. With heightened airline security, sharp objects and liquids in quantities of more than 100 ml will have to remain in checked luggage.

Medication that may be required during the journey or soon after arrival, should be carried in the hand luggage. It is also advisable to carry a copy of the prescription in case the medication is lost, additional supplies are needed or security checks require proof of purpose.

1.10.1.9.7 Diabetes

(Ref: CCM 2.9.2.15 Diabetic Passengers)

It is the responsibility of the passenger to ensure that they are carrying sufficient supplies of insulin.

Insulin and diabetic needles can be carried in cabin baggage. Diabetic insulin pens will be permitted for travel with medical documentation due to liquid limitations on cabin baggage must be declared to comply with security at the screening checkpoint. Passengers with prescription medicine are advised to bring along supporting documentation (e.g. ID cards, letters from doctors) as verification.

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1.10.1.9.8 Peanut Allergies

(Ref: CCM 2.9.2.16 Passengers Allergic to Nuts)

If the passenger declares that he/she is allergic to peanuts verbally or with a report during check-in or boarding, it is not appropriate to accept the flight.

However, if the passenger withdraws his/her declaration and requests to participate in the flight, it is stated that no special application can be made for the passenger declaring Allergy on board the aircraft, that there may be allergenic food containing substances on board the aircraft, that he/she is fully responsible for his/her health problems, and if he/she fills in the Ground Operation Indemnity Form numbered PG-DO-FR-035, he/she is accepted to the flight and the cabin supervisor is informed.

If the passenger declares that he/she is allergic to peanuts on board, the situation is evaluated by the SCC. If the guest withdraws his/her declaration, he/she is accepted to the flight with the Ground Operation Indemnity Form numbered PG-DO-FR-035. If he/she does not want to fly, the passenger is handed over to the ground personnel and the ticket procedures specified in PG-DO-KU-00024 are applied.

For the ticket rules see PG-DO-KU-00024 PEANUT ALLERGY PASSENGER PROCEDURES

1.10.1.9.9 Medical Oxygen, Passengers Requiring Oxygen

Except for emergency situations Pegasus Airlines will not provide passengers with supplementary oxygen. It is not allowed for check-in passengers who need oxygen during the flight.

Passengers who require in-flight therapeutic oxygen shall use the equipment provided by PEGASUS AIRLINES, which is only supplied in the event of a medical emergency. PEGASUS AIRLINES will accept the passenger’s empty oxygen bottles with the valves open as checked baggage.

See for the Personal Portable Oxygen Concentrators (POC) "GOM 1.10.1.9.15"

1.10.1.9.10 Pregnant Women

(Ref: OM A 8.2.2.9.5 Pregnant Women & CCM 2.9.2.17 Pregnant Passengers)

The date of expected confinement can be checked with the certificate of maternity or the expectant mother shall be discreetly asked, preferably by female staff, for the expected date of confinement.

Pregnant passengers do not need medical clearance to fly with Pegasus Airlines (Except Problematic Pregnancies). However, we recommend the passenger seek their doctor's opinion before travelling.

Table 1-8: Pregnant Women

PREGNANCY	ACCEPTANCE	REJECTION
Singleton Pregnancy without any Complication	Allowed to fly until the end of the 36th week without a medical certificate.	After week 36 and within the first 48 hours after the birth, they are not admitted to the aircraft.
Multiple Pregnancy without any Complication	Allowed to fly until the end of the 32th week without a medical certificate.	After week 32 and within the first 48 hours after the birth, they are not admitted to the aircraft
Complicated pregnancies		It is recommended to obtain a medical certificate of airworthiness, regardless of whether it is single or multiple, or regardless of the week. The Indemnity Form sholuld be used in the absence of a medical report.

Medical Clearance shall be requested only for pregnant passengers who have complications. If passenger doesn’t submit to medical clearance, then she shall fill in and sign the Indemnity Form.

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Otherwise the passenger shall be denied. Passenger shall be informed about the risks of air travel related to their health condition during the flight and shall be required to sign Form of Indemnity- in the event passenger(s) have complicated pregnancy cannot submit Medical Clearance or if there is any reasonable doubt in Estimated Date of Delivery given by the passenger. The passenger is solely responsible and liable for all the consequences to the medical conditions induced by air travel.

Medical Clearance dated within a maximum of 7 days prior to departure is needed to ensure that the passenger is fit to fly and shall state that the 'Passenger has no objection to travel by aircraft'.

For Transfer Pregnant Passengers, the check-in staff shall have collected 1 copy of the report and handed it over to the cabin crew. The Ground Handling Agency could be requested to present the report at the intermediate station if the passengers have got a connecting flight. The check-in staff shall inform the pregnant passengers that the report may need to be shown at the intermediate station and shall be kept in their hand baggage. The report which was taken by the Handling Company shall be sent to the intermediate station via e-mail/fax and an SSR note shall be written on to DCS.

Pegasus Airlines shall not accept expectant mothers whose length of pregnancy exceeds 36 weeks to travel for a single uncomplicated pregnancy. Therefore all return flights shall be completed no later than the end of week 36.

Pegasus Airlines shall not accept expectant mothers whose length of pregnancy exceeds 32 weeks to travel for a multiple uncomplicated pregnancy. Therefore all return flights shall be completed no later than the end of week 32.

Pegasus Airlines shall not be held liable for any damage to life or health of a pregnant passenger caused by air carriage if passenger does not comply with the regulations of Pegasus Airlines. The pregnant passenger is solely liable for all the consequences to her medical conditions induced by the air carriage.

In the case of Pegasus Airlines refusing to carry the pregnant passenger on its flights due to failure of the pregnant passenger to comply with the conditions stated above, the pregnant passenger is not entitled to reimbursement of fare.

1.10.1.9.11 Infants And Children

(Ref. OM PART A 8.2.2.7 & CCM 2.8 Transportation Of Children)

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

Child : Between 02 Years (24 months) – less than 12 years old. A child is a minor between 2 and 12 (has reached his/her 2nd birthday but has not reached his/her 12th birthday). If the minor reaches his/her 2nd birthday during the journey, he/she will be considered a child as of the birthday.

Infants and mothers shall not be accepted for travel within the first 48 hours after birth even if passenger has medical report. After first 48 hours, till the end of first 7 days passengers shall present medical report that specify the mother's and the infant's fitting to fly. Premature and/or unhealthy babies shall only be accepted for travel after presenting of medical clearance and they must be accompanied by qualified doctor or nurse.

Infants do not have right to carry free checked baggage.

If a doubt exists regarding the age of an infant the passport or ID of the passenger shall be checked carefully.

Passengers traveling with children and infant should be assisted and pre-boarded.

Passengers with an infant / infants are granted an additional free baggage allowance of 10 kilograms per infant for all flights.

If our passengers with infants has no other cabin baggage other than the cabin-sized stroller, the cabin-sized stroller may be carried on the aircraft in accordance with the one-piece hand baggage rule.

Mini baby stroller's (as called puset) dimensions should not exceed 75*50*45 cm. (including cabin size stroller).

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Each person shall travel with maximum one infant. If there is a second infant travelling, there shall be another adult to care for the second infant. It is the responsibilities of the passenger to provide sufficient care for the infant.

An infant shall be accompanied by at least one adult who is over 18 years old and shall be seated with the adult or on a cradle.

- An infant shall not be seated on an emergency exit.
- No more than 20 infants may be seated in any aircraft due to the limitation of supplementary oxygen masks or/and life vests;
- An infant may only sit in a row where a supplementary oxygen mask is available (see: Quick Reference)
- An infant shall be secured by a supplementary lap belt.
- Delivery of the Aircraft Tag shall be used for strollers if necessary, please provide information to the passenger concerning the procedure. A baby bag can be used also.

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

If a child travels with an accompanying adult in the same class of cabin, the child shall be seated in the same seat row segment as the accompanying adult. Where this is not possible, the child should be seated no more than one seat row or aisle away.

- Any child (less than 12 years old) shall be accompanied by an adult who is 18 or over 18 years old, unless the child (06-12 years old) is travelling as an unaccompanied minor.
- Any young person who is 12 years and up to their 18th birthday is defined as “YP”. Upon request of the relatives, a YP will be highlighted to the Cabin Crew; who will give particular attention to the YP. Transport of such passengers does not involve the fulfilment of any particular formality.

NOTE

No Baby Bassinets on Pegasus flights. No child restraint device application.

1.10.1.9.12 Unaccompanied Minor (UM)

(Ref: OM A 8.2.2.9.10 Unaccompanied Minors (UM))

(Ref: Regulation (EU) No 965/2012, AMC3 CAT.OP.MPA.155(b) Carriage of Special Categories of Passengers (SCPs))

Children over 6 years of age and under 12 years of age (between 6 years 1 day and 11 years 11 months 30 days) may be accepted for travelling alone as UM.

Booking and ticketing for minors between 6 and 12 years old can only be made through the Call Centre. For up-todate details and price specifications refer to: "http://www.flypgs.com".

Departure Procedure:

Children between 6 (completed) and 12 years of age may be accepted for travelling alone, with the following provisions:

(a) Complete PG-DO-FR-051 UM Form as the handling advice/declaration ensuring the responsible adult (their parents or legal guardians) has signed authorization and provided proof of identity. The handling advice for unaccompanied minors is to be completed in one original and five copies and distributed as follows:

- 1st original page to UM parent
- 2nd copy to Departure station
- 3rd copy to Transit station
- 4th copy to the Cabin Crew
- 5th copy to the Destination station (has to be kept for 2 years)

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- 6th copy to UM envelope for passenger

(b) UM are accompanied to the airport of departure by an escort named on the handling advice for unaccompanied minors.

(c) The escort on departure delivers to the airport of departure the child's / children's documents necessary for their travel and the handling advice for unaccompanied minors to the Handling / Supervision agent. Under no circumstances an UM shall not be allowed to wander off alone.

(d) UMNRs should preferably be pre-boarded and shall personally be handed over to the cabin crew, which has to sign the UMNR form.

(e) Unaccompanied minors will remain with their escort on departure until the flight is called for embarkation. A ground staff personnel will accompany the minor(s) to the aircraft. He / she will personally transfer the responsibility of their care to the Cabin Crew. The escort will remain at the airport until the respective aircraft has taken off.

(f) Ensure the correct remarks and SSR codes are in the check-in record.

(g) Apply handling fee where applicable.

(h) Inform the responsible adult to remain at the airport until the aircraft is airborne.

(i) Keep the UMNR in safe custody and hand over to the cabin crew during boarding.

(j) Advise/release the responsible adult once the flight is airborne.

(k) The name and seat number of the UMNR passengers shall be shown in the PIL or Crew information sheet (CIS) where applicable.

(l) All transit and arrival stations involved have to be notified by the passenger service message (PSM) of the UMNRs name, age, flight number, date and routing.

(m) The parent or legal representative must wait at the airport until the flight has departed.

Arrival Procedure

(n) Meet, assist the UMNR and collect any travel documents from the cabin crew.

(o) Complete PG-DO-FR-051 UM Form as the handling advice/declaration form for the airline staff responsible.

(p) Where applicable, ensure baggage of the UMNR is collected.

(q) Hand over the UMNR only to the designated adult noted on the handling advice after verifying the identity of this person and having received his signature for receipt of the UMNR.

(r) The UMNR form has to be kept for 3 months at least by the arrival station.

Seating: (Regulation EU 965/2012 GM2 CAT.OP.MPA.155(c) Carriage of Special Categories of Passengers (SCPs)

- UM passenger shall be seated on the aircraft close to the cabin crew and must be accompanied by an adult.
- Emergency exit rows shall not be used for the UM.

UM Restrictions

(a) If an UM passenger between 06-12 years age old (between 6 years 1 day and 11 years 11 months 30 days) to travel with a young person (YP), on condition that Unaccompanied Minor (UM) procedure shall be applied.

(b) A notary approved deed of consent shall be needed for flights to the Turkish Republic of Northern Cyprus and the countries traveled with an ID.

(c) State rules shall be followed. TIM/TIMATIC shall be checked for specific restrictions and procedures.

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(d) UM SSR must be entered to the passenger's record and it must be mentioned in the PIL or "Crew information Sheet" where applicable and in the passenger service message (PSM). It must be assured that an adult person is seated next to an UM. The maximum capacity of UM is "8" per flight.

(e) Transfer UMNR's are not accepted at PGT flights.

(f) UM passengers are not allowed to travel with PETC.

1.10.1.9.13 Groups of Children

(Ref: OM A 8.2.2.9.11 Children Travelling As A Group & CCM 2.8.2.1 Children Group)

Pegasus Airlines will accept children aged 12 years or under in large groups (between 6-12 years old) on the condition that there is a minimum ratio of one accompanying adult per 12 children. In these instances, an adult is considered to be anyone aged over 18 years old.

Any child (less than 12 years old) shall be seated next to an adult passenger capable of assisting in case of an emergency. An adult may attend a group of children if he is not in charge of an infant less than two years old during the flight. This adult could be a flight attendant in addition to the minimum flight attendant number and being only responsible for the group assigned and not on safety duty during the flight.

Seating Rules:

Groups of unaccompanied children shall be seated in a mix of ages, with the tallest child seated to allow assistance with fitting drop-down oxygen mask to smaller children in case of a decompression.

Where possible, one adult shall occupy the seat across the aisle next to each row of unaccompanied children.

1.10.1.9.14 Diving

Divers shall not fly too soon after diving because of the risk that the reduced cabin pressure may lead to decompression sickness (the bends). It is recommended that they do not fly until at least 12 hours after their last dive and this period should be extended to 24 hours after multiple dives or after diving that requires decompression stops during the ascent to the surface. Passengers undertaking recreational diving before flying should seek specialist advice from diving schools.

1.10.1.9.15 Personal Portable Oxygen Concentrators (POC)

Ref OM-PART A 8.2.2.9.2

Pegasus accepts Portable Oxygen Concentrators (POC) approved for Air Travel on-board the aircraft. Pegasus does not provide on-board oxygen and does not allow the transport or use of compressed/ pressured oxygen or oxygen generators and medical equipment works with electricity or pneumatically due to the hazardous material classification.

The battery restrictions which is laid down IATA DGR 2.3.A and PG-YE-BK-001 GROUND OPERATIONS TRAINING DANGEROUS GOODS HANDLING RULES shall be applied.

Passenger carry and/or use personal POC shall be defined and recognized with:

(a) MEDA-MEQT information as SSR on their PNR record for both carry and use,

(b) MEQT information as SSR on their PNR record for only carriage but not use,

(c) An extra seat is required to secure the POC which its dimensions exceed 20cm x 28cm x 35cm.

CBBG SSR must be recorded into the pap's PNR. MEDA, MEQT and CBBG shall be notified to Cabin Crew with PIL (Passenger Information List) or Crew Information Sheet.

(d) Only the using during the 'Inflight' phase option is acceptable on Pegasus flights due to flight safety. POC must not be used during taxi, take-off, and landing.

(e) POC must be stowed completely underneath the seat in front of the passenger seat or overhead compartment during taxi, take-off, and landing or be secured at the extra seat.

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(f) The seat shall not be at the emergency exit rows and first row. The passenger will be seated at the window seat.

(g) The POC shall only be used in its battery operated mode. Pegasus does not have on-board power suitable for operating it.

CAUTION

Passengers with a POC shall not use online and automated check-in tools (mobile, internet, kiosk); the verification of the device shall be applied at the airport check-in desk.

NOTE

An oxygen concentrator (POC) shall not be confused with either compressed oxygen or pressured air, electricity or pneumatically or an oxygen generator which are not permitted to be carried on Pegasus aircrafts.

NOTE

PEGASUS AIRLINES will accept the passenger's empty oxygen bottles with the valves open as checked baggage.

1.10.2 Potentially Disruptive Passengers

(Ref: ACSP 4.9.4, CAT.OP.MPA.155 & OM A 8.2.2.9.9 Transportation Of Inadmissible Passengers, Deportees And Persons In Custody & CCM 2.10 INAD, Deportee and Passengers in Custody, IATA SEC. MAN 8th Ed. 7.5.4, Doc 30 13th edition, Part IV, 4.3) IATA PSCM Resolution 701, 1700a, b, c, d, e, 1708/2.12.7 for SSR Codes, 1724/8.2 Limitation on Carriage, 1753 for UM,

The following passengers are treated as 'potentially disruptive passengers'.

- Inadmissible Persons
- Deportees
- Persons in Lawful Custody
- Unruly Passenger(s)

All such persons shall be subjected to strict security controls. Although a person is involved in travel in response to a judicial or custodial order, while in flight he/she is under the control of the pilot in command of the aircraft.

Those responsible within the airline for compliance with the judicial orders (airport supervisors and managers) will inform the PIC and his crew at the point of embarkation.

Guest Control Centre, transit/transfer and destination airports will also need to be advised that such a person is being carried via SITA or e-mail.

Pre-boarding must be preferred if it is possible.

Such passengers are not to be seated at the exit row.

Limits of a maximum number shall be considered.

Risk assessment shall be done to advise the escort requirement.

Passengers and the Escort must be introduced to the Cabin Crew with Potentially Disruptive Passengers Information Form

Such transportation shall be kept as 'confidential information' which is not to be shared with any unauthorized person.

Potentially Disruptive Passengers Information Form PG-GU-FR-011 shall be filled in by the Passenger Service Agents for the INAD, ENAD, Deportee, Unruly Passenger, Escorted Persons in Lawful Custody. By the approval of the Pilot in Command, one copy of this form with the other documents shall be handed over to the Chief Cabin Attendant to determine whether uplift of a passenger is refused or if an escort is necessary.

Also the filled in form shall be sent to: "INAD@flypgs.com"

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The Potentially Disruptive Passengers Information Form is published in the online library https://document.flypgs.com/ Assign inadmissible passengers, deportees and their escorts seats in the rear of the cabin, but not directly adjacent to exits, in accordance with the Seating Rules in "Chapter 1".

Advise the flight crew with PIL or CIS.

1.10.2.1 Inadmissible Passengers – INAD, ENAD

An inadmissible passenger (INAD) is a person who is not permitted by the competent authorities to enter the respective country.(lacks the required visa, has an expired passport, etc.)

The public authorities shall inform the operator when a person is found inadmissible. The responsibility for inadmissible passengers lies fully with the carrier concerned. Pegasus Airlines is responsible for the removal of the passenger according to the ICAO Facilitation Annex 9, Standard 5.11.

An ENAD is an INAD passenger with a legal escort (The standard operational procedures are valid for an ENAD within GOM.)

An INAD should depart on the first available flight.

1.10.2.1.1 Unaccompanied Or Accompanied Travel

OM PART A 8.2.2.9

In general, INADs travel without being accompanied.

If assessed by the responsible authority, INADs need to be accompanied :

(a) The INAD physically resists carriage.

(b) The INAD has already been denied transportation by another airline.

(c) There is any sign he might endanger the safety of the flight or passengers.

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

1.10.2.1.2 Refusal

If an INAD resists transportation or gives rise to the assumption that he/she will be the source of annoyance to other passengers or crew members, then only accept him/her according to the procedure for ENAD.

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

(a) Involve any risk to the safety of the flight.

(b) Involve any hazard or risk to himself, other passengers or crew members.

(c) Cause discomfort or make himself objectionable to other passengers.

(d) Require special assistance from ground or in-flight staff.

1.10.2.1.3 Handling Procedure

The immigration department will inform the stations involved. When a passenger is found inadmissible upon arrival, or the final determination of admissibility is pending, the state shall notify Pegasus Airlines or its local representative in writing at the earliest possible opportunity, but in most cases within 24 hours following that arrival. If a Pegasus Airlines passenger is refused entry into any country, Pegasus Airlines GCC which operates a 24 hours a day duty, shall be advised.

If an INAD is accepted on a flight, the PIC shall be informed as soon as possible. Two-way communication shall be fluent, strong and on time between the Flight and Ground Crew during the embarkation and disembarkation.

The Station has to inform the GCC and Pegasus Airlines Duty Passport & Visa Control Team 24/7 (contact number: +90 530 108 21 71)

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Before departure: the departing station shall inform the destination or transit/transfer points about the INAD with the message, including the name and surname; specifying whether accompanied or unaccompanied. SITA telex addresses shall be “ISTFPPC"

Passengers shall be introduced to Senior Cabin Crew by Handling Staff. INAD shall be pre-boarded and disembarked after all other passengers. INAD shall not be seated on emergency exit rows.

After departure: including information about the INAD passenger (reason for being an INAD, to whom the travel documents were handed over, seat number and number of baggage, loading position, and undertaking is signed, or not, etc.)

The contracted passenger handling service responsible personnel should fillthe “Potentially Disruptive Passengers Information Form” and handover to the Senior cabin crew; this information should be available to the pilot in command, after his/her approval passengers can board the aircraft.

Potentially Disruptive Passengers Information Form PG-GU-FR-011 which is accessible in the online library "https://document.flypgs.com" or INAD message shall be sent to "INAD@flypgs.com", destination and transfer/transit stations with PSM (Passenger Service Message).

If INAD passengers do not have a return ticket, the ticket should be sold to him/her. If the passenger has insufficient funds to pay for the return ticket, Pegasus Airlines shall issue a return ticket on credit.

The passenger shall read, fill in and sign the “Pegasus Airlines Undertaking Form” that he/she undertakes to pay the total amount which he/she owes to Pegasus Airlines due to the issuance of his/her return ticket on credit and any tax imposed due to deportation, to Pegasus Airlines (See online library https://document.flypgs.com for undertaking for INAD (Turkish and English). Normally Pegasus Airlines will be held responsible for the return flight, if the person remains inadmissible.

In the case of improper documents, the possibility is given to pre-check with the immigration department at the destination to prevent the transportation of inadmissible passengers.

Information needed:

- Abbreviations for the INAD (i.e. CHV: Child Visa - CV: Counterfeit Visa...)
- Departure Date
- Flight
- Departure A/P
- Transit A/P
- Arrival A/P
- Alias
- Sex
- Passport/ID Card No
- Date of Birth
- Nationality
- Reason for INAD

1.10.2.2 Deportee Passengers

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. Pegasus Airlines and the PIC have not only the right, but also the duty to refuse transportation of such passengers if their carriage poses any risk to the safety of the aircraft or its occupants. Therefore, Pegasus and PIC are entitled to be informed of the reason for deportation, and insist on the passenger being escorted on the flight by a representative of the deporting country, with a ticket at the applicable fare being provided for him by the deporting authority. When it has been decided that the passenger requires an escort, such escort shall be present and on duty when the passenger is checked in, and shall remain so

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until the company relinquishes responsibility for the passenger. Such passengers should be boarded before and deplaned after all other passengers. When issuing the ticket for the outbound carriage shall enter the special purpose code “DEPA” (accompanied deportee) or “DEPU” (unaccompanied deportee) after the passengers name.

There are two base categories of Deportee passengers:

DEPA: Accompanied Deportee Passenger (who travels under the observation of the security guard / escort during the flight). The documents remain with the escort.

DEPU: Unaccompanied Deportee Passenger (who travels alone without escort). Pegasus Airlines does NOT accept any deportee without escort.

DEPO is used to designate a deportee (when one or more conditions apply as mentioned):

(1) who was formally ordered by the authorities to leave that state

(2) who is under arrest

(3) who has to be transported to another state for legal reasons

(4) who has applied for asylum and is transferred to the state responsible for the application

(5) who is described “Dublin Convention” as a reason for transportation

The responsibility for deportees lies fully with the state(s) concerned.

The PIC and Cabin Crew shall be noticed. The PIL or Crew Information Sheet (where applicable) shall contain about the deportee passenger. Two copies of deportee passenger form which is prepared by local police shall be taken.

One copy shall be delivered to the Senior Cabin Crew; one copy shall be kept at the departure station.

Travel Documents: Hand the travel documents to the crew. The PIC and Senior Cabin Crew are informed about the DEPA with a verbal briefing and by means of PIL or CIS (where applicable) which is attached the DEPA’s travel documents and “Pegasus Airlines Potentially Disruptive Passengers Information Form”.

Handling: Inform the Senior cabin crew and the PIC of INAD, DEPA, DEPU passengers with judicial proceedings.

Deportees shall be pre-boarded and disembarked after all other passengers.

Seating: Deportees shall not be seated on the emergency exit rows. Assign inadmissible passengers, deportees and their escorts seats in the rear of the cabin, but not directly adjacent to the exits.

Communication: Immediately after departure of the outbound flight, the outbound station (the departing carrier) shall notify the name of the Deportee, whether escorted or not, with the PSM message.

Risk Assessment: The final decision about acceptance procedures and maximum number of Deportees shall be given by the PIC of the flight and/or the Flight Operation Management

1.10.2.3 Persons in Custody

(ACSP 4.9.4.12) (GRH 3.7.6)

Pegasus Airlines states below its guidance material for persons in lawful custody, persons under arrest, or convicted criminals under escort:

(a) A prisoner shall not be transported on board an aircraft unless escorted by a minimum of two policing authority officers.

(b) Policing authority officers or other authorized persons shall notify a responsible representative of the airline well before the date it is proposed to transport a prisoner, or as soon as practicable in an emergency, of the identity of the person being escorted, the flight on which transportation has been arranged, and whether or not the escorted person is considered dangerous.

(c) Pegasus Airlines does not accept a prisoner and escort(s) as passengers, unless an agreement has been obtained in advance from the States that may be involved enroute and at the intended final

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destination. In such cases sufficient advance notification must be given to the airline so that prior agreements can be obtained.

(d) Escorting officers shall be informed by a responsible representative of the airline of the potential danger to the safe operation of the aircraft should they take any action during an act of unlawful interference without direction from the pilot-in-command.

(e) Escorting officers shall ensure that a prisoner does not carry contraband, weapons, matches or other potentially dangerous items.

(f) Escorts shall be equipped with adequate restraining devices to be used in the event that they determine that restraint is necessary. Under normal circumstances a prisoner shall not be shackled to any part of the aircraft, including seats, tables, etc..

(g) Escorts shall not carry mace, tear-gas or similar incapacitating gas-generating devices on board an aircraft.

(h) Escorts shall adequately identify themselves to security personnel, policing authority officers on duty, and flight attendants, requesting that their presence on board and seat assignment be transmitted to the Pilot in Command, who shall acknowledge receipt of this information.

(i) Any other security personnel and passengers authorized to carry firearms on board the aircraft shall be made aware of the transportation of prisoners and escorts and their location.

(j) Escorted persons shall be boarded before all other passengers and disembarked after all other passengers have left the aircraft.

(k) They shall be seated as far to the rear of the passenger cabin as is possible but not in a lounge area, next to or directly across from an exit.

(l) They shall only be seated in a row of two or more seats and at least one escort shall sit between the escorted person and any aisle.

(m) They shall be accompanied always and kept under surveillance, including visits to the lavatory.

(n) No intoxicating beverage shall be served to escorts or prisoners while on board the aircraft.

(o) Prisoners may be served food at the discretion of escorts but shall not be provided with metal utensils or a knife.

(p) Pegasus Airlines refuse to accept a prisoner if, in the judgment of a responsible representative of the airline, such acceptance may jeopardize the safety of the other passengers.

The PIC and Senior Cabin Crew are informed about the Persons in Custody with a verbal briefing and by means of PIL or CIS (where applicable) which is attached to the Potentially Disruptive Passengers Information Form PG-GU-FR-011.

1.10.2.4 Notification

Verification of acceptance of the inadmissible passenger, deportee or person in lawful custody at transit points and final destination must be made by the authorities and handling companies before the removal takes place.

The PIC and Senior Cabin Crew are informed about the INAD, DEPA, Persons in Custody with a verbal briefing and by means of PIL or CIS (where applicable) which is attached the “Pegasus Airlines Potentially Disruptive Passengers Information Form PG-GU-FR-011.

1.10.2.5 Risk Assessment Of Potentially Disruptive Passengers

(Ref: ACSP 4.9.4.6)

A Pegasus Airlines risk assessment must be carried out by the authorities/handling companies for each passenger intended for removal. The result shall be notified to the Pegasus Airlines Aviation Security Management via fax or e-mail and aircraft PIC. The assessment shall take account of the passenger’s

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history, previous and current behaviour, media and/or activist activity and any other relevant factor which may indicate a security risk.

Based on the risk assessment, the authorities should recommend whether or not an escort is needed. Persons in lawful custody must always be escorted.

If the assessment indicates a high level of risk, arrangements other than those available in a commercial aircraft shall be made.

The Potentially Disruptive Passengers Information Form (PG-GU-FR-011) shall be attached on PIL or Crew Information Sheet (where applicable) to determine whether uplift of a passenger is refused or if an escort is necessary.

If females are travelling under the provisions of a judicial order it may require a female escorting officer as a member of the escort team.

The following checkpoints shall be considered in risk assessment:

(1) Name and sex of the person identified as the deportee,

(2) Reason for deportation (nature of crime),

(3) Willingness or unwillingness to travel by air,

(4) Whether the person has attempted to escape custody,

(5) Whether the person has any history of violence,

(6) Whether the person has a history of self-harm,

(7) Whether members of the person's family are booked on the same flight,

(8) Whether the person is likely to be the target of harm during the transportation,

(9) Identity of escorts (if required),

(10) The mental/physical state of the person,

(11) Whether he/she is on the wanted status by any other Authority,

(12) Any other information that would risk endangering the security of the flight,

(13) Special conditions and precautions for transport of the person, if any.

1.10.2.6 Escorts

(Ref ACSP 4.9.4.8)

Where an escort is needed, the authorities should ensure that there is a minimum of 1 escort. (only for INAD)

Additional escorts should be provided according to the risk assessment.

- The escorts must be provided until the final destination.
- • Pegasus Airlines does not accept armed escorts on their flights.
- • Escorts provided for deportees should include a law enforcement officer. If persons other than law enforcement officers act as deportee escorts, these persons should:
  - have the appropriate legal authority for the task;
  - carry proper identification;
  - have received appropriate training; ,
  - possess the necessary physical and mental attributes for the task.
- No alcohol will be served to escorts during their duties

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1.10.2.6.1 Carriage Without Escort

(ACSP 4.9.4.13, Iata Sec. Man 7.5.4.4.1.7)

When it is decided that there is no requirement for an escort, the following security procedures shall be applied:

- Full security check of the individual and his/her baggage prior to embarkation;
- No public disclosure of the itinerary, especially where there is political significance;
- Travel formalities for transit, transfer and entry at destination be properly completed;
- Any special requirements, permits, or authorities at transit, transfer and destination stations made available;
- Notify the Captain of the seat number;
- Notify cabin crew members to refrain from serving alcohol to that specific passenger.

1.10.2.6.2 Carriage With Escort

(ACSP 4.9.4.9, Iata Sec. Man. 7.5.4.4.1.8)

The necessity of an escort should be considered in all cases where the individual:

- Is deemed a safety risk because of past or present conduct;
- Is in a mental state which requires special attention;
- Is in a physical condition which could be objectionable to or cause discomfort to other passengers;
- Has committed a crime, or is wanted by police in any State;
- Has some form of addiction.

If authorities and Pegasus Airlines differ on the necessity of an escort, Pegasus Airlines may require from the authorities a discharge of responsibility for any damage as a consequence of the lack of escort. Pegasus Airlines retains the right to refuse carriage if it believes that the safety of the aircraft, crew or passengers is deemed to be at risk as the result of the carriage of such persons.

1.10.2.6.3 Nature of Escort

(ACSP 4.9.4.10, Iata Sec. Man 7.5.4.4.1.8)

Depending on the reasons for providing the escort, it may be necessary for the escort to have medical or other specialist qualifications. In some cases, it may be advantageous for the airline to provide the escort. There shall be no public disclosure of the itinerary of the escorted individual.

1.10.2.6.4 Escort Procedures

(ACSP 4.9.4.11 IATA Sec. Man 7.5.4.4.1.8)

The escort shall:

- Be in plain clothes;
- Not be in possession of firearms or weapons;
- Carry and be trained in the use of appropriate restraint devices (to be concealed from the public);
- Ensure that the individual and baggage is subjected to thorough pre-embarkation security screening;
- Keep the PIC of the aircraft fully informed of any incident during the flight;
- Ensure that no alcohol is served to the inadmissible passenger or deportee;
- Be in possession of the escorted persons personal property including passport, travel documents and ticket;

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- Be in possession of the deportation/removal order, which shall be given to the authorities at the Destination airport
- Supervise the taking of medication;
- Not permit the deportee to disembark at transit stops;
- Ensure that the person under escort is never left alone, including when in the lavatory;

Ensure that under no circumstances shall a female deportee be escorted on a flight without a female being part of the escort team.

1.10.2.6.5 Supplementary Safeguards for Potentially Disruptive Passengers

(ACSP 4.9.4.5, IATA SEC. MAN 8th Ed. 7.5.4.1)

The following supplementary safeguards for potentially disruptive passengers shall be observed:

- Stringent screening of them and their cabin and hold baggage;
- Boarding prior to all other passengers, subject to coordination with the airline or PIC;
- No occupancy of aisle seats or seats next to emergency exits;
- No access to alcohol;
- Sufficient number of escorts, if deemed necessary in the risk assessment;
- Escorts shall be able to converse with the aircraft crew;
- No public disclosure of the flight schedule for transporting potentially disruptive passengers; and
- Restraining devices shall be provided, if deemed necessary in the risk assessment.

1.10.2.7 Acceptance Procedures

ACSP 4.9.4.14

Seats must be allocated to the inadmissible, deportee or person in lawful custody and any escorts at the rear of the aircraft, away from doors and over wing exits.

Arrangements shall be made to board either before or after the other passengers, depending on whether or not the aircraft is on a jet way.

The authorities shall ensure that the inadmissible passenger, deportee or person in lawful custody and his/her cabin and hold baggage is thoroughly searched.

The hold baggage is to be loaded last in order to avoid delaying the aircraft's departure in the event that the passenger does not travel.

1.10.2.8 Documents

(Ref: ACSP 4.9.4.15)

Documents of inadmissible passengers must be placed in the care of the crew.

Using of Security Forms

Table 1-9: ***Using of Security Forms***

Case Type	Form No	Form Name	E-mail to send
INAD Passengers	PG-GU-FR-011	Potentially Disruptıve Passenger Information Form	"inad@flypgs.com" "guestcontrol@flypgs.com"
Denied Boarding: (only Travel Document Reasons)	PG-GU-FR-011	Potentially Disruptıve Passenger Information Form	

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Escorted Persons in Lawful Custody	PG-GU-FR-011	Potentially Disruptive Passenger Information Form	"guestcontrol@flypgs.com"
Unruly Passenger, on Aircraft, on Check-in, Boarding in any status	PG-GU-FR-009	Passenger Irregularity Report Form	
Bomb warnings	PG-GU-FR-007	Bomb Warning Report Form	"guestcontrol@flypgs.com occdutychief@flypgs.com"

1.10.2.9 Denial Of Carriage And Aircraft PIC's Authority

(Ref: ACSP 4.9.4.16 & ACSP 1.2.2)

(Ref ECAC Document 30 Annex IV-4-B;)

At the point of boarding, the PIC, in accordance with domestic law and international conventions, shall assume full authority in respect of such passengers. That authority may extend to refusing to accept an escorted person in lawful custody or an escorted or unescorted inadmissible passenger or deportee for transportation when he/she considers that action to be in the best interest of flight safety. Such refusal shall be based on objective reasons related to the passenger and his/her action or behaviour being exhibited at the time of boarding or at a subsequent time.

Pegasus Airlines provides reasons in writing for any instance in which transportation is denied and includes what additional requirements shall be met to enable transportation to occur, when requested by the authorities.

In accordance with Turkish National Civil Aviation Law 2920 (articles 100-103), International Civil Aviation regulations (Tokyo Convention, ICAO Annex 17, ECAC Document 30, Regulation (EU) No. 965/2012), an aircraft Commander is authorized to:

(1) Protect the safety of the aircraft and the persons and property on board.

(2) Maintain good order and discipline on board.

(3) Restrain persons on board who may be a threat to safety.

(4) Disembark or deliver to the competent authority's persons who may be a threat to safety.

(5) Notify the authorities of a State as soon as practicable and preferably before landing in the territory of that State that a person on board is under restraint.

(6) Furnish authorities of the State with evidence and information regarding the incident that necessitated the disembarkation and/or handover of a passenger.

(7) Attempt to land as soon as practicable at the nearest suitable aerodrome or at a dedicated aerodrome assigned by the appropriate authority unless considerations aboard the aircraft dictate otherwise.

(8) Refuse transportation of inadmissible passengers, deportees or persons in custody if their carriage increases the risk to the safety of the aircraft or its occupants.

1.10.2.10 Control Of Numbers

(Ref: ACSP 4.9.4.7)

According to Pegasus Airlines Security and Safety policies and conducted risk assessments, the acceptance limits of Potentially Disruptive Passengers are as below.

Table 1-10: Control Of Numbers

	Max. Number[1]	Escorted

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Pegasus Airlines Own INAD	Maximum 21 INAD	According INAD's Behaviour
Other Airlines INAD	Not Accepted	Not Accepted
DEPA (Deportee Accompanied)	Maximum 4 DEPA (*Aviation Security Group Department pre-approval required.)	min. 2 escort per DEPA
DEPU (Deportee Unaccompanied)	Not Accepted	Not Accepted
Person in Lawful Custody	Maximum 4 Persons	min. 2 escort per Person

[1] The Captain will evaluate the passenger profile and may reduce (according to flight Security and Safety situations) the number or refuse the acceptance of INAD, Deportee and Prisoners if necessary.

1.10.2.11 Unruly Passenger

(GRH 3.1.6)

OM PART A 8.2.3.2

(*Ref: ACSP 4.10, ICAO DOC 9811 Chapter 4 Unruly Passengers IATA Guidance on Unruly Passenger Prevention and Management, Pegasus Privacy Policy, Pegasus General Terms and Conditions – Reservation Changes and Cancellations, Legal Proceedings Procedure PG-HM-PR-006, Personal Data Protection Procedure PG-HM-PR-001 , Unruly Passenger Procedure- PG-GU-PR-003)

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

Policy:

The term unruly or disruptive refers to passengers who fail to respect the rules of conduct on board aircraft or to follow the instructions of crew members, thereby disturbing good order and discipline on board and compromising safety.

In the interest of safety and security any potentially disruptive passenger must be denied boarding. It is an offence under National and International law for a passenger to be under the influence of drugs or alcohol on board an aircraft. It is appreciated that it is sometimes difficult to ascertain if a passenger may be under the influence of drugs or alcohol or merely in high spirits. It there is any doubt you must bring the mailer to the attention of the Station Manager, or his/her Deputy, to obtain authorization for carriage.

- To prevent unacceptable passengers from boarding the aircraft.
- To ensure unacceptable passengers are off-loaded before taxi or take-off.
- To land en-route, if the situation in the Commander’s judgment is justified, to offload unacceptable passengers.
- To ensure unacceptable passengers are reported to the appropriate authorities at the destination.
- To ensure that protection is obtained on the return flight including refusal of carriage, where appropriate.
- To encourage prosecution by the appropriate authority, when applicable.

In order to preserve the legal position under which we will prosecute or defend, it is desirable to confine the reasons in writing on a standard “Passenger Irregularity Report Form”

Pegasus Airlines will refuse carriage, or cancel the reservation of any passenger when, in the exercise of its reasonable discretion it is decided:

- ground incidents to prevent boarding of potentially unruly passengers (check-in, lounge, gate);
- incidents during taxiing;
- in-flight incidents;

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- Incidents at arrival.

Pegasus Airlines has the right to deny carriage of any passenger or to offload him at any airport en route if it is considered that:

(a) The passenger has behaved in a threatening, abusive, insulting or disorderly manner towards a Pegasus Airlines or a ground handling agent;

(b) The passenger has used threatening, abusive or insulting language when addressing a Pegasus Airlines or a ground handling agent.

(c) Smoking is not allowed on all Pegasus Airlines flights.

(d) Passengers may only drink alcoholic beverages served to them by the cabin crew. Alcohol consumption from a bottle brought on board or from a bottle bought at the duty-free is not allowed.

1.10.2.11.1 Procedures on The Ground

REF: ACSP 4.10.2

To design and implement an effective training programme regarding unruly/disruptive passengers, Pegasus Airlines is implementing a training programme according to the TR-DGCA Security Training Directive that considers:

- The training programme is designed and adapted to the respective groups of staff: cabin crew and ground employees who deal directly with passengers prior to boarding may receive instruction and/or be provided with procedures for the handling of unruly passengers;
- Station managers may ensure that duty managers and senior employees are aware of both their authority to refuse passage and the correct procedures for doing so. Emphasis may be placed on assuring managers that they will receive full organizational support. Station managers shall also be aware of procedures to follow upon arrival of the aircraft in case of police intervention and prosecution;
- Ground supervisors shall be reminded of their responsibility to pass information on potential troublemakers to the PIC and the Senior Cabin Crew Member of the flight concerned;
- Ground employees at different stations need to recognize that local rules and regulations differ from State to State. If this prevents full compliance, the company can at least adopt the general spirit of the policy and its legal services shall be solicited for advice;

Report to the supervisor any unruly passenger behaviour you observe at check-in, in the lounge, or at the boarding gate, and put the baggage of such passengers on standby until the supervisor finalises the case. Under no circumstances must the passenger(s) be allowed to board the aircraft until the matter is resolved. If carriage is refused the passenger's baggage must be removed from the aircraft.

1.10.2.11.1.1 Identification And Response For Unruly/Disruptive Passengers

GRH 3.1.6

Ref ACSP 4.10.2.1

Airport staff shall be encouraged to identify to supervisors any passengers whose behaviour would suggest they might be unsuitable for carriage.

If a person appears at the check-in counter in what appears to be an intoxicated state or acting strangely, his/her condition and actions shall be reported to the ground supervisor before he/she is accepted onto the flight, allocated a seat and the checked baggage is accepted for carriage.

Whenever sporting groups, rock bands or other single-interest groups are to travel, special efforts must be made to monitor their behaviour from the time of check-in to the time they board the flight. It might be necessary to use additional staff and/or contract security staff.

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Where a potential problem is identified, an assessment shall be made by the Airline Representative or Passenger Handling Services Duty Manager, the PIC and the Senior Cabin Crew. The right to deny carriage of a passenger shall be published in the General Conditions of Carriage, which is available to passengers.

Other points that shall be considered when refusing a person's carriage at check-in:

- The person's condition may not be associated with intoxication; he/she may be suffering from a chronic illness, physical or neurological disability with similar symptoms to a person affected by intoxicating liquor;
- If the person contests the airline's decision, it may be necessary to have the person's physical condition examined by a medical practitioner. If the person is examined, the airline shall obtain a certificate of the medical practitioner's findings;
- An entry referring to the refusal to carry shall be included in the person's travel booking (PNR);
- A report setting the details of the refusal to carry shall be submitted by the employees who initiated and confirmed the refusal. The names of others who may give additional information regarding that refusal shall be included. A copy of the “Passenger Irregularity Report” should be filed and sent to the "security@flypgs.com".
- Future arrangements shall be made by the aviation security management for the intoxicated person to be re-booked for a flight on a future date. The person's condition shall be reassessed on the day of travel and additional conditions of carriage may be imposed or refused.

A passenger's state of agitation, anxiety or intoxication may not be recognized until their arrival at the boarding gate. In addition, their condition could have changed from the point of check-in to being called to board the flight. Passengers availing themselves of early check-in or subject to a delay in departure may have the time to ingest a significant amount of intoxicating liquor at the airside bars and restaurants.

The following points shall be considered when a person is refused carriage at the boarding gate due to conditions that appear to make him/her unfit to fly:

- Hold baggage of a passenger who has been refused carriage shall be removed from the flight;
- The passenger shall be reunited with his/her checked baggage;
- Duty-free purchases shall be reported to Customs;
- The passenger shall be escorted back through the Immigration line to the landside of the terminal;
- The Senior Cabin Crew Member of the flight shall be informed of the passenger’s removal;
- Arrangements shall be made for the passenger's name to be removed from the passenger manifest.

The risk of potentially disruptive passengers could be part of the pre-flight crew briefing, especially on routes known to carry a high number of such passengers. The details of the routes will be published by aviation security management according to yearly reviewed statistics and risk assessment, via bulletin.

If a passenger engages in disruptive behaviour while the aircraft is still on the ground, unless the situation can be resolved to the satisfaction of the on-board crew members, he/she shall be removed along with his/her baggage.

1.10.2.11.2 Unruly Passenger Denied Carriage

ACSP 7.2.5.4

The following procedures are required of the ground handling staff:

(a) Offload the passenger and his baggage in the DCS System. Inform the concerned unit(s)/ department(s).

(b) Document the case with details of the passenger's condition (e.g. intoxicated, general abuse, etc.)

In cases where refusal for carriage has been exercised, inform the GCC ("guestcontrol@flypgs.com") by filling the PG-GU-FR-009 Passenger Irregularity Report whenever safety / security is concerned.

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Pegasus Aviation Security Department shall be informed by GCC.

*See "https://document.flypgs.com" for PG-GU-FR-009 Passenger Irregularity Report under the 'Form' sub-category under the 'Security Department' tab.

The detail with the reason for denying shall be recorded on the passenger's PNR on DCS where applicable.

1.10.2.11.3 Unruly Passenger is Accepted for Travel

If an unruly passenger is accepted for travel:

(a) Inform the PIC and SCC.

(b) Document the case in the Passenger Irregularity Report Form PG-GU-FR-009 with details of the passenger's condition.

(c) Report the incident to the applicable departments and the onward airport.

1.10.2.11.4 Arrival

Ref ACSP 4.10.3.1

The support, which can be expected from the Airport Police at the arrival station, will depend on the local set-up. Advice on what assistance to expect at each station must be made available to the PIC immediately.

Some situations could be judged by the PIC to be serious, but it may not warrant a formal complaint to the local authorities. However, it is the PIC's responsibility to raise the report of all such incidents to the Aviation Security Management for them to follow up.

If the situation is deemed serious and warrants a complaint to the local authorities, the Commander shall notify the station of arrival as well as the Pegasus Airlines OCC of the situation on board via ACARS/VHF/, alerting the Security authorities

WRITTEN STATEMENTS

Ref ACSP 4.10.3.2

- The SCC prepares the "Passenger Irregularity Report Form (PG-GU-FR-009)".
- The SCC shall also obtain statements from other witness passengers and/or crew about the incident on the "Passenger Irregularity Report Form".
- The Form to be signed by the PIC before handover to the local authorities.

HANDOVER TO POLICE

Ref ACSP 4.10.3.3

Upon arrival, Pegasus Airlines ground staff or the contractor Handling Company staff will ensure that Police/ Security personnel meet the aircraft on arrival. The Commander shall make a PA requesting all passengers to remain seated. The SCCM/CCM will identify the unruly passenger(s) to the authorities.

The Commander shall make available to the police the "Passenger Irregularity Report Form (PG-GUFR-009)". It must be noted that whenever the law enforcement officers are called to meet the flight, written statements will be taken on arrival and the crew may be interviewed.

If the incident had occurred and had been reported outside Turkiye, the PIC must also report it to the Pegasus Airlines OCC immediately.

1.10.3 Very Important Persons (VIP)

(Ref: OM A 8.2.2.8 VIP And Commercially Important Passengers (CIP)

Pegasus Airlines fulfils defined legal obligations within the acceptance list subject to Rical Listesi (Başbakanlık Personel ve Prensipler Genel Müdürlüğü - B.02.0.PPG.0.12-320-9530 no-25.06.2002) in Turkey in accordance with SHY 22, Article 19.

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The following services must be offered to VIP passengers:

- Ensure that fast track clearance is available through check-in and departure formalities.
- Provide transportation between terminal and aircraft.
- Ensure that a personal introduction to the Cabin Crew and notification on PIL or Crew Information Sheet (where applicable), The Cabin Crew has to be informed about the VIP / CIP name and title and the seat allocated),
- Specify the passenger on header line on DCS, ensure SSR entry to the passenger's record on DCS and/or send PSM message to inform the arrival station, (The arrival station shall be advised on the Passenger Service Message (PSM) of any special assistance required).,
- Label the baggage with Pegasus Airlines' Baggage - Priority Tag.
- Seating to review possible available seats from the forward cabin and consider passengers' preference,
- Take necessary precautions to operate the flight on time, coordinate the VIP passengers acceptance in a way to maintain smooth operation,
- If additional attention is considered necessary, or if any non-standard situation has happened, Pegasus Airlines Guest Control Centre shall be contacted for advice and permission.

  Tel : 00 90 216 560 71 21 - 22

  E-mail : "guestcontrol@flypgs.com"

  SITA : ISTFPPC

1.10.4 Ships crew/Seamen (SEMN)

Passengers travelling on PC marine fares must carry at least ONE of the following forms of ID for checking by PC airport staff:

(1) Valid Normal Passport

(2) Valid Seaman Book with proof of activity in the last 12 months. If the Seaman Book hasn't been validated in the past 12 months, one of the following documents should also be presented:

(3) Copy of original signing-on or signing-off papers.

(4) Valid Cruise Line ID card or copy of valid Cruise Line contract of employment.

(5) Copy of crew list for on-signing or off-signing vessel.

(6) Letter (on company letter headed paper only) in English which contains the following information:

- Passenger Name
- Date of Travel
- Vessel Name (which pax is actually travelling to/from and this must match vessel details in PNR)
- Port of Embarkation or Disembarkation.
- Position or Duty on Board, e.g. Captain, Inspector, Engine Maintenance, Contractor etc.

Any passenger travelling on a PC Marine fare must be compliant with the eligibility criteria and must be able to produce one of the documents previously specified at the airport counter and at any time of their journey. If not, we are not able to accept them on board. Proof of eligibility must be present at the time of audit.

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Proof of eligibility produced after that time will not be accepted.

NOTE

(1) Groups: Not Allowed.

(2) Stopovers: Not permitted.

(3) Bags Allowance: 40KG Maximum weight for 1 piece is 32kg.

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1.11 BIRTH - DEATH INCIDENTS ON FLIGHT

(Ref: OM A 8.3.22 ILLNESS, BIRTH AND SUSPECTED DEATH & CCM 2.21 BIRTH/DEATH ON BOARD)

1.11.1 Birth Incidents

OM PART A 8.3.22.2

(1) The PIC will inform about birth incident to the nearest alternative airport via ATC.

(2) Personnel at the alternative airport will inform the police and the airport authority and ask for medical assistance.

(3) The PIC will give all details below to the responsible personnel at the airport:

(a) Birth date and time

(b) Birth location (as coordinate)

(c) Sex

(d) Mother's and father's names

(e) Nationality and mother's and father's birthplace

(f) Mother's and father's addresses

(g) Names of witnesses

Two copies of this report will be prepared and will be signed by two witnesses or two of the crew. This document will be given to the Station Manager in order to transmit to the Sales Manager.

A summary of the incident will be sent to the Flight Operation Department.

The Birth/Death/Medical Incident Report is to be handed over to the GCC by the station personnel, and one copy should be attached to the flight envelope.

1.11.2 Death Incidents

OM PART A 8.3.22.3

If a doctor on board can approve any death incident, the PIC can decide to fly to the final destination.

If not, the PIC will make a landing to the alternative airport. The following procedures must be performed:

(1) The PIC will inform the nearest alternative airport via ATC about the incident.

(2) The Company representatives will inform the offices below about the death ;

(a) Local police and airport authority

(b) Turkish Foreign Ministry Office (if there is one)

(c) Flight Operation Manager by telex message

(3) The PIC will give all the details below to the station officers.

(a) Name and surname, nationality, date of birth, address, embarking point to the aircraft and final destination of the deceased person.

(b) Information about the death. Time of death, flight altitude, detail of medical help (if given), other information about the death which happened during the flight.

(c) Any of the people travelling with the deceased person such as; relatives, friends or medical staff.

(4) Airport station staff will inform the GCC about the incident. . This report will include the following:

(a) Sex of the deceased person

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(b) Age

(c) Reason of death (if determinate)

(d) The period of the flight that the death occurred

(e) The time passed from the embarking point to the aircraft until the death occurred.

(5) Police authorities will decide whether to investigate or not.

(6) Information about the incident will be given to the police only

(7) GHSP Superior at the related station/Station Manager is responsible to follow and complete all lawful procedures and communication with GCC.

1.11.3 Illness/Injury

OM PART A 8.3.22.1

GHSP Superior at the related station/Station Manager is responsible to follow and complete all lawful procedures, assistant of the passengers, turn over operation of the aircraft and communication with GCC in a two-way communication with the PIC and local authority and 3rd parties.

*See details for illnes passenger "GOM 1.10.1.8"

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1.12 FLIGHT IRREGULARITIES

Please see the "GOM Chapter 9".

End of Section

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2 BAGGAGE HANDLING

(In accordance with Regulation (EU) No 965/2012, CAT.OP.MPA.160 Stowage of baggage and cargo)

(Ref IATA Resolution 753)

This chapter presents the flow of baggage handling from the planning and preparation of activities, though execution and monitoring of the processes. Baggage check-in procedures are addressed in this Chapter.

Introduction

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

(a) Passenger Baggage Acceptance.

(b) Baggage Handling

(c) Aircraft Loading and Unloading.

NOTE

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

Personnel Roles

These tasks may be undertaken by different types and groups of personnel depending upon the operation size and structure at the airport. Typical roles include:

(a) Management staff member–responsible for overseeing the performance of the operation, making decisions on how to operate based on feedback from the operational personnel.

(b) Support staff member–responsible for planning baggage operations and collecting metrics, including rerouting misconnections to ensure a smooth baggage operation.

(c) Baggage personnel–operational personnel who are responsible for the movement and monitoring of baggage through the dedicated baggage make-up areas, including immediate reporting of any unauthorized persons in the baggage make-up area, reconciling baggage and collecting/delivering baggage from/to the aircraft.

(d) Ramp loading personnel–operational personnel who are responsible for ramp activities, including loading and/or offloading and immediate reporting of any unauthorized persons on the ramp (without a visible airport badge).

Safe Baggage Handling

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

(a) Handling Techniques

(1) Baggage handling operations require personnel to manually handle equipment and baggage, such as pushing and pulling non-motorized GSE (e.g., baggage carts), loading heavy bags, ULDs, etc.

(2) Baggage personnel shall be aware of the best lifting techniques to be utilized at all times to reduce the risk of injury while handling baggage.

(3) See PG-IG-KS-00003 for handling techniques and principles of manual handling.

(b) Baggage personnel shall not lift more than their physical capabilities to avoid injuries.

(c) Ensure appropriate care is taken regarding health and safety to ensure personnel do not sustain injuries while handling baggage Where available, make use of assistive devices for moving heavy loads.

(d) Ensure appropriate personal protective equipment (PPE) is available and used.

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(e) Ensure baggage is handled in an appropriate manner (e.g., positioned rather than thrown onto the belts).

(f) When using baggage carts or dollies, use the safety precautions.

(g) Verify the coupling/uncoupling of baggage carts, dollies and/or trailers. Ensure nobody is working between or nearby prior to moving.

CAUTION

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

The following items shall not be transported:

- Items which are not connected with the particular journey of a passenger
- Unaccompanied baggage
- Items not suitable for transport due to size, weight or other special characteristics
- Items which may endanger the aircraft, persons or property or which will most likely be
- damaged by air transport
- Items which are restricted by regulations or laws issued by countries flown from, to or over
- Only cabin baggage that can be adequately and securely stowed shall be taken into the passenger compartment on Pegasus Airlines flights.

2.1 CABIN BAGGAGE

Ref: OM PART A 8.2.2.10.1, Ref: CCM 2.11, Regulation (EU) No 965/2012, AMC1 CAT.POL.MAB.100 (e) Mass and balance, loading / Regulation (EU) No 965/2012, AMC1 CAT.OP.MPA.160 Stowage of baggage and cargo (Unchecked Baggage, Hand Baggage or Carry-on Baggage)

2.1.1 Definition

(Ref: ACSP,4.10,)

Cabin baggage is baggage that is carried and stowed in the cabin under the passengers control and custody.

2.1.2 Acceptance Policies

Cabin baggage allowance per passenger is as follows:

(a) A small one-piece 3 kg, 40X30X15 cm sized bag that will fit under the seat (such as laptop bag, women's handbag, backpack) and/or,

(b) One piece of cabin baggage with a maximum size of 55X40X20 cm and not exceeding 8 kg.

Passengers who have more pieces with them will be requested to deliver the excess bags for loading in the aircraft's cargo compartment during boarding.

NOTE

You may find a related page on the "https://www.flypgs.com/en/pegasus-baggage-allowance" link or "www.flypgs.com" > More > Useful Rules > Pegasus Baggage Allowance

Cabin baggage cannot be accepted if it:

(1) Is unsuitable for air carriage in the cabin due to its weight, size or nature, (medical oxygen, pneumatic or electrical tool etc.).

(2) Cannot fit under the seat or be stowed in the overhead compartment.

(3) Is unsuitably packed.

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(4) Is restricted as regards the carriage of liquids, aerosols and gels in hand baggage.

(5) Is contains the item refused by security screening and which must be hold-checked.

(6) Is restricted by Pegasus PETC carriage limits.

(7) Is restricted by IATA DGR, certain items are prohibited in cabin baggage.

*See for details PG-YI-TL-015 New Cabin Baggage Rules Intsructions

2.1.3 Types Of Cabin Baggage

Cabin baggage includes:

(1) Cabin baggage carried within the Pegasus Airlines' free carry-on baggage allowance

(2) Free carry-on items permitted by the Pegasus Airlines in addition to the standard allowance (e.g., purse, laptop, duty free item(s), winter coat).

(3) Special items permitted by the GCC that may require prior arrangement, notification and/or specialized screening requirements or additional charges (e.g. LHO, pets in cabin), Baggage of high value and / or fragile in nature (e.g. medical instruments, works of art, musical instruments) will generally be transported in the cabin. The transport of these articles has to be pre-advised at the time of booking and has to be confirmed by the GCC.

(4) Items of dangerous goods permitted in cabin baggage including those items that require prior approval by Pegasus according to IATA DGR.

2.1.4 Procedure At Check-In

Check-in personnel shall observe the below-mentioned restrictions due to the limited capacity for flight safety, passenger comfort and keeping a smooth operational flow.

(1) Assess the size and intended number of pieces of carry-on baggage to meet the standard.

(2) Check carry-on bags (especially if they appear to exceed the specified size limit). Refer the passenger to the baggage sizer, if available.

(3) Attach a “Pegasus Cabin Tag” PG-DO-FR-046.

(4) If the carry-on baggage exceeds the free allowance size, it must be hold-checked and charged if necessary.

(5) Be aware of dangerous goods that may be commonly carried, but that are not permitted. Ask the passenger if they have any of these items. Follow the DGR Occurrence Reporting Process, if necessary. Use PG-DO-FR-014 DGR Occurrence Report.

(6) Items that are removed by security screening personnel may only be accepted in checked baggage as per the operating airline handling and acceptance procedures.

CAUTION

* see for cabin baggage check-in rules for international and Nicosia (ERCAN) flights to PG-YI-TL-015

2.1.5 Procedure At Boarding

(GRH 3.3.6)

- Cabin baggage with the passenger shall be checked during the check-in process and during the boarding process and be tagged with Cabin Bag tag. Only items bearing this tag are to be allowed on board at the gate.

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- Check for items that are unacceptable, oversized, overweight or exceed the number of pieces as free cabin baggage. Use the cabin baggage sizer, if applicable.
- Collect any cabin baggage that cannot be accommodated on board due to these reasons or due to limited storage space.
- Passengers who have completed online/mobile/kiosk check-in (who have not applied to the check-in counter) will be checked for cabin baggage carefully during the boarding process.
- When accepting cabin-baggage into the hold:

  (1) Check with the passenger that the baggage contents comply with the IATA DGR and Pegasus Airlines procedures. Verify whether the passenger has removed any items specifically prohibited in hold baggage.

  (2) Advise the passenger to remove any personal documents or medications, valuables and sensitive or fragile objects.

  (3) Accept, with applicable charges as per the Pegasus Airlines procedures.

  (4) Tag gate-checked bags in line with the through check-in procedures using a manuel baggage tag, in accordance with GOM. Attach an appropriate baggage tag for the journey.

  (5) Ensure the baggage tagged at the gate is considered for load control by adding the information in the DCS (number of pieces and weight) or use Delivery at Aircraft (DAA) labels. Insert the baggage tag number(s) and weight into the DCS check-in record or manually.

  (6) Inform passengers to pick up their gate-checked bags at the baggage claim area, final destination or at the aircraft door (DAA) if applicable.

  (7) Advise Ramp Staff and/or Load Control of the gate baggage to be loaded. All non-standard baggage shall be notified to related department/units for including the baggage reconciliation and taken into consideration on calculations of Load &Trim Sheet.

  (8) Use a manuel baggage tag if necessary.

  (9) The rules regarding the transportation of strollers on flights are as follows:

  - Baby strollers, including cabin-sized ones, are carried into the hold as checked baggage.
  - Passengers can bring the baby strollers to the plane door by attaching a "Delivery at the aircraft" sticker at the counter. They can then hand it over at the plane door to be loaded into the hold and retrieve it at the plane door at arrival station.
  - However, for guest satisfaction, passengers with infants are exempt from the cabin-sized stroller rule if there is no other cabin baggage. In such cases, a cabin-sized baby stroller is acceptable in the cabin. If passengers have one piece of cabin baggage with them, the above rule will apply to the checked baggage in the hold.

CAUTION

* see for cabin baggage boarding rules for international and Nicosia (ERCAN) flights to PG-YI-TL-015

2.1.6 Cabin Loading Restriction

(GRH 3.4.12)

Pegasus Airlines does not accept revenue or non-revenue cargo and/or mail except company mail (co mail) in the passenger seats of the aircraft cabin with passenger flights. Only cabin baggage that can be adequately and securely stowed shall be taken into the passenger compartment on Pegasus Airlines flights.

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2.1.6.1 Transport of Cargo in Passenger Compartments(Cargo Flights Only)

OM PART A 8.2.2.20 – PG-UI-PR-006 TRANSPORT OF CARGO IN PASSENGER COMPARTMENTS- COM 2.8 TRANSPORT OF CARGO IN PASSENGER COMPARTMENT

(PG-DO-TL-012 TRANSPORT OF CARGO IN PASSENGER COMPARTMENTS-within the scope of the UOD 2020 / 2G circular of the TR-DGCA, for ground handling services that are specific to the safe transportation of cargo in the passenger cabin in addition to the capacity of the aircraft cargo compartments in order to meet the increasing cargo transportation demands during the process where passenger transportation cannot be carried out due to an epidemic disease (such as COVID-19), national or international crisis situations.)

2.1.7 Handling Of Live Animals In Cabin

OM PART A 8.2.2.18.5 See "Handling of Live Animals" for general procedure of handling of live animals in this Chapter.

2.1.7.1 Pet Cabin (PETC)

OM PART A 8.2.2.18.5.2

Ref: Regulation (EU) No 965/2012, AMC2 CAT.OP.MPA.160 Stowage of baggage and cargo

Passengers with a PETC shall not be seated in the first row and also the emergency exit rows within the cabin.

Cats, Dogs and Birds (only in domestic flights except wild birds) up to a weight of 8 kg (with a waterproof kennel or pet-pack) are allowed to travel in the cabin.

Only cats and dogs are allowed on international flights. Bird transportation is not allowed on international flights (including ECN).

The kennel’s dimension must be 32x32x50 cm and allow a safe transport. The animal has to stay in the closed kennel or pet pack (which allows the pet to be kept in a clean, escape-proof, scratch-proof, soft-sided pack) for the entire flight.

The kennel or pet-pack will be stored in front or beneath the seat of the respective passenger (window seat), but not in the Emergency exit rows.

Loading limits: Up to 4 live animals (PETC) may be transported in the cabin.

CAUTION

PG-DO-FR-072 - In-Cabin Live Animal Acceptance Checklist (Ref. IATA LAR) is filled by the acceptance personnel received the PETC. The form is one hard copy and archiviced at the departure station minimum 3 mounths.

Passengers wishing to take a PETC on board the aircraft with them need to call the help desk on (+08882281212 - +08502506777) and consequently get informed about the charges.

2.1.7.2 Guide Dog-Service Animals-SVAN (Service Dogs, Seeing Eye, Hearing Ear Dog)

OM PART A 8.2.2.18.5.3

The carriage of Guide and Assistance Dogs is permitted on PEGASUS AIRLINES aircraft. Accept passengers with certified service animals into the cabin, and provide appropriate seating with room for both the passenger and the animal, including additional floor space where mandated. Carriage is subject to a number of restrictions, primarily due to health and disease controls. It is important that handling and GCC staff clearly understand the restrictions detailed within this section, particularly in relation to permitted routes, and the additional requirements for dogs entering the UK.

- Dogs will be accommodated free of charge, on the floor of the aircraft, at the feet of the handler.
- The PETC code shall be utilized when a Guide or Assistance Dog is carried.
- The dog shall wear a standard identifying jacket / harness and shall remain under the control of the passenger at all times.

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A guide dog, accompanying a blind or deaf passenger, will be accommodated in the cabin and is always free of charge.

The following prerequisites apply:

- The dog shall wear a muzzle.
- The dog will not occupy a seat and will be placed, where other passengers will not be disturbed (never at an Emergency Exit).
- The passenger shall be in possession of all necessary animal health documents.
- The PIC and Cabin Crew will be informed of the blind passenger plus guide dog prior to boarding and the information shall be mentioned in the Passenger Information List (PIL) or Crew Information Sheet (where applicable).
- Maximum of 2 Guide dogs can be accepted on a specific flight.
- Pre-boarding shall prefereably be applied.

Seating: (Regulation EU 965/2012 GM2 CAT.OP.MPA.155(c) Carriage of Special Categories of Passengers (SCPs)

These passengers are seated in the first rows, but not directly in front of the emergency exit. A suitable restraint harness shall be provided by the owner to secure and restrain the dog during the taxi, take-off, landing and turbulence. In cruise mode, it is acceptable for the dog to be subject to less restraint.

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2.2 CHECKED BAGGAGE

Ref: OM PART A 8.2.2.10.2

2.2.1 Definition And General Terms

Checked baggage is baggage for which Pegasus Airlines takes custody and issues, validates or updates a baggage tag.

- Checked baggage is carried in the hold of the aircraft on which the passenger is travelling but remains inaccessible to the passenger during the flight.

Pegasus Airlines may refuse to carry checked baggage that is likely :

- to endanger the aircraft or persons or property on board the aircraft,
- inadequately packed
- unsuitable for air carriage due to its weight, size or nature
- forbidden by law, regulations, security standards or safety standards of any State to be flown from, to or over.

Every piece of checked baggage shall have a baggage tag attached showing the tag number, flight number and the passenger's name.

A maximum single item weight is applicable as per Pegasus Airlines procedures.

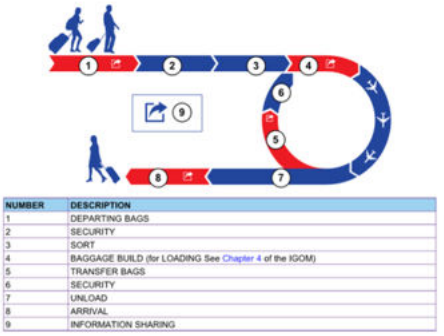
NOTE

Certain items, because of their weight, size or nature, are only accepted with the consent of Pegasus.

In case of code share flights,the related operator's rules shall be considered too.

The Baggage Journey

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



NUMBER	DESCRIPTION
1	DEPARTING BAGS
2	SECURITY
3	SORT
4	BAGGAGE BUILD (for LOADING See Chapter 4 of the IGOM)
5	TRANSFER BAGS
6	SECURITY
7	UNLOAD
8	ARRIVAL
9	INFORMATION SHARING

Figure 2-1: The Baggage Journey

NOTE

INFORMATION SHARING: Pegasus Airlines shall share tracking information with interline partners as needed.

Refer ICAO Annex 17 Standard 4.5.4. See also IATA Security Management System (SeMS) Manual, Section 6.8 Recognition of Equivalence.

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2.2.2 Free Checked Baggage Allowance

Passengers are entitled to a pre-determined checked baggage allowance which is based on the fare paid, passenger category, routing, group status.

The applicable free baggage allowance is generally shown on the passenger's ticket. Unless otherwise stated, adult passengers and children are granted as stated at www.flypgs.com.

Pegasus Airlines can apply to use the weight concept (measured by the total weight of checked baggage) in stations according to managerial decision

Table 2-1: Free Checked Baggage Allowance

Free Baggage Allowance	Within Turkey	International & N.Cyprus
SUPER EKO	-	0 kg
EKO	15 kg	20 kg
ADVANTAGE	20 kg	20 kg
COMFORT FLEX	20 kg	20 kg
A small one-piece 3 kg, 40X30X15 cm sized bag that will fit under the seat (such as laptop bag, women's handbag, backpack) and/or, one piece of cabin baggage with a maximum size of 55X40X20 cm and not exceeding 8 kg.		
* Checked Baggage allowance is 10 kg for all infant passengers under the age of two on all flights and irrespective of the Package covering their Ticket. They do not have a hand baggage allowance.		

Each piece of checked baggage must be weighed and if the total checked baggage weight exceeds the guests' allowance, excess baggage fees must be charged at the rate stated at www.flypgs.com. Pegasus Airlines operates a zero-discretion policy for this charge and agents shall be charging for every kilo, every time.

The guest must be charged to the nearest whole kilogram, and this should always be rounded down, for example:

The passenger has 15.6 kilos. It will be rounded down and treated as 15 kilos.

CAUTION

Passengers and their baggage shall be on the same flight. The transportation of valuables or fragile items in the checked baggage is not allowed.

2.2.3 Free Special Baggage Allowance

Infant passengers are granted an additional free baggage allowance of 10 kilograms per infant plus their buggy for all flights.

Guide Dogs (blind / deaf) and Wheelchairs are transported free of charge.

NOTE

For details and regulations and booking of special and sport equipments such as bicycles, surfboards, golf bags, ski or diving equipment etc. see "GOM 2.2.10".

2.2.4 Excess Baggage

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

The detailed list of Pegasus Airlines baggage rules are available via the link "https://www.flypgs.com/en/pegasus-baggage-allowance".

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

- For adult and child guests' free baggage allowance varies according to the package contents they choose for Domestic, Northern Cyprus and International flights. Free baggage allowance for all babies less than 2 years of age is 10 kg on all routes.
- Connecting flights from international flights to domestic flights and vice versa, free baggage allowance is applied in accordance with international agreements.
- If a guest has checked baggage whose weight is more than the free baggage allowance, an excess has to be charged in accordance with the rates at the airport.
- Each passenger can purchase discounted checked baggage up to a maximum of 50 kg with the free baggage allowance before check in. Infants are not entitled to purchase additional baggage allowance, (before and after the flight.).
- In the event of a reservation change any excess baggage allowance purchased is automatically transferred to the new flight. Any differences in fees will be charged or refunded. In the event that a flight is cancelled any excess baggage allowance fee is automatically refunded. No baggage refunds are made unless the flight is cancelled.
- The receipt (e-ticket or manual coupon) must be delivered to the guest who pays for the excess baggage.
- For special loads (sport equipment, live animals etc...) a fee table is available on "https://www.flypgs.com/faydali-bilgiler/ucusun-icin-bilgiler/genel-kurallar#2089"
- All special loads will be charged to the last point of flight, using an excess baggage procedure which adds all segments one by one. This implementation will not apply to the SSRs below:
  - BBAG (Unpacked Baggage and Baby Stroller)
  - GAXB (Gate Excess)
  - PETC (Pet in Cabin)
- Hand baggage of guests who depart from a Turkey destination with Pegasus Airlines, is determined as oversized or overweighed at the boarding gate, if checked baggage allowance is "0" , excess baggage rate shall be charged as GAEX SSR Code. Otherwise its weight is added onto the checked baggage and excess collection shall be applied according to the route's rate in case there is excess weight.
- Hand baggage of guests who depart from an out of Turkey destination with Pegasus Airlines, is determined as oversized or overweight at the boarding gate, with the excess baggage rate shall be charged as GAXB SSR Code.
- For All Flights Excess Baggage Tariff is given via:

  "https://www.flypgs.com/faydali-bilgiler/ucusun-icin-bilgiler/genel-kurallar#2087"
- If the actual weight of the checked baggage is not a whole number, downward rounding of the decimal number shall take place. Example: A baggage weight of 23.9 kg will not be processed as 24 kg but will be rounded down to 23 kg.
- Checked baggage and hand baggage allowances shall be considered separately. Hand baggage allowance shall not be added to the free baggage allowance regardless of whether the guest has any hand baggage. This excess baggage can only be accepted after payment of the applicable surcharge. Do not forget to check the space available.
- Bulk or special baggage is not part of the free baggage allowance and has to be paid extra.

  All bulk, special or excess baggage will normally be booked well in advance. Space is limited in respect of weight and volume provides a written confirmation for transport.

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- Passengers wishing to take musical and sports equipment (e.g. Golf, Bicycle etc.) on board the aircraft for all flights may call the Call Centre and provide information regarding the type and dimensions of the equipment that is to be carried and consequently be informed about the charges. Reservations shall be made at the time of booking.
- For excess baggage charges, passengers can refer to www.flypgs.com. Handling personnel can contact "xbag@flypgs.com" address in case of need.
- Discounted free baggage allowance can be purchased from Pegasus Airlines website/mobile application/agencies/call centre up to 4 hours before the passengers' flight and be purchased from the airport ticket sales offices up to 24 hours before the flight.
- Be advised that if excess baggage is pre-purchased and actual checked baggage weighs less, the prepurchased charge is non-refundable if sufficient excess baggage is not purchased, the difference will be charged at the airport rate. The Check-in agent shall check pre-purchased baggage weight in case of manual check-in or other system, PNL shall be checked. In addition to this a separate list is sent to the Handling Company.
- Items such as collapsible wheelchairs or a pair of crutches are carried free of charge but are not included in the free baggage allowance. Bulky items and musical instruments will only be considered as cabin baggage on the condition that they are able to pass through the aisles and seat of the aircraft, and they are less than 75kg. CBBG must be placed only at the window side seat. An extra seat reservation is required to have these items in the cabin.

Exemption for patient passenger's baggage:

20 kg as an additional free checked baggage allowance or 15 kg as an additional free cabin baggage allowance is available in addition to the free baggage allowances for the sick passenger who has got diapers or medicines to be used during their travels due to their health conditions. This free of charge carriage can only be authorized via by the Pegasus Call Center and Pegasus Guest Control Centre approved on domestic and international flights and set on the passenger's PNR in advance. Passengers can benefit from either additional checked baggage or cabin baggage allowance, but he/she cannot profit from both advantages at the same time. The passenger must submit the medical clearance that states the necessity of speficied medical material during the travel. Prescriptions and the prospectus of the medicine, receipt, manufacturer's instructions etc must be carried by the passenger in order to identify the medical items, especially for the security procedures. Passengers are always subject to Pegasus procedures (baggage restrictions and limits, Dangerous Goods Regulations etc...)

2.2.5 Collection Of Excess Baggage Charge

Ref PG-DO-PR-002 Excess Baggage Procedure

Usually the collection of excess baggage charges is included in the ground handling agreement and therefore is undertaken by the respective ground handling company. In areas where the collection of the excess baggage charges is not included in the respective ground handling agreement it is usually included in the agreement for supervision and representation and therefore is undertaken by the respective supervision and representation agents.

"www.flypgs.com" includes excess baggage allowance and rates for all routes. When a new route is opened, the necessary baggage information is automatically included on the website. All stations have to use the website for reference.

Ground Handlers, Agents, Pegasus Airlines Ground Operations Staff shall collect excess baggage according to the Pegasus Airlines Excess Baggage Policy, which is described as follows:

- Pegasus Airlines have a strict policy on excess baggage revenues. If a passenger has more baggage weight than the free baggage allowance, an excess has to be charged in accordance with rates as stated in www.flypgs.com for per kg. but not less than 1 kg i.e. if the excess weight is 900gr it shall not be considered as 1 kg and shall not be charged as an excess weight. Checked baggage and hand baggage allowances shall be considered separately. Hand baggage allowance shall not be added to free

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baggage allowance regardless of passenger does not have any hand baggage. Nobody has the authority to waive the excess baggage as Pegasus Airlines has Zero “0” tolerance.

- Excess baggage procedure shall only be applied to a passenger who has excess baggage.
- Since Pegasus Airlines sales xbag, check-in staff has to check reservation system or xbag list whether passenger has bought xbag or not. If passenger has bought xbag, it shall be deducted from excess baggage.
- Passenger, who has excess baggage but denies paying for it, shall not be checked-in.
- If Pegasus Airlines’ Reservation System can be used in station, there are two alternatives for collecting excess baggage.
  - If check-in staff is able to collect excess fee by credit card at the desk, regarding amount shall be collected via reservation system. Then passenger shall be checked-in and directed to ticket office to receive e-ticket.
  - If check-in staff is able to collect excess fee by cash, passenger is checked, boarding card and excess voucher are delivered to passenger.
- If Pegasus Airlines’ Reservation System cannot be used in station, there is one alternative for collecting excess baggage.
  - Passenger is directed to ticket office and ticket office staff is controlled passenger name in own system, calculated excess baggage weight and charged excess baggage fee according to destination.
- Passenger who pays for excess fee at the ticket office and show regarding excess voucher at the desk, shall be checked since the actual excess weight is same with excess weight written on the receipt. Otherwise, passenger shall be redirected to ticket office for payment again.
- Boarding staff has to check all hand baggages of passengers at the gate.
- Passenger, who has overweighed or oversized hand baggage, is to pay fix fee for each piece except Turkey departures. Regarding manual excess receipt or e-ticket shall be given to guest at the gate. For flights departing from Turkey, excess baggage payment is calculated based on the flight's per kg.
- If passenger, who has overweighed & oversized hand baggage at gate, firstly is searched into manifest list in system and controlled have any hold baggage under the aircraft. If passenger give not hold baggage, hand baggage is tagged and delivered to under the aircraft without any payment (20 kgs limited).
- If passenger give hold baggage, the overweighed & oversized hand baggage is charged regardless of whether or not allowance per kg rate is paid according to destination for Domestic flights, for International flights for each piece. After payment, regarding manual excess receipt or e-ticket shall be given to passenger at the gate.
- Oversized and overweighed hand baggages shall be loaded under the aircraft.
- If station uses manual excess receipt for excess collection, daily station report shall be filled and sent to xbag@flypgs.com daily.
- New booklets can be requested from xbag@flypgs.com. Finished manual excess baggage receipts shall be delivered in accordance with “EXCESS BAGGAGE COUPON USAGE RULES”. You may reach this document via online library https://document.flypgs.com/

2.2.6 Excess For Special Items

Please see the Extra Services Price Table for up-to-date details and price specifications of the special items and equipment on "http://www.flypgs.com"

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2.2.7 Standard Baggage Check-In Procedure

Ref OM PART A 8.2.2.10.2

The check-in agent shall only accept checked baggage that is appropriately packaged and has a passenger identification label.

(1) Ensure dangerous goods notifications are on display and verify with the passenger that the checked baggage does not contain any forbidden dangerous goods.

(2) Review the weight and pieces information for recording in the DCS and for applying appropriate fees. Charge excess baggage fees in case of overweight rather than the free baggage allowance.

(3) Ask the passenger as regards any required security related questions.

(4) Be aware of items that, due to their nature, may contain dangerous goods. Refer to "Chapter 2.7" and related guide documents (PG-YE-BK-001, PG-GU-BK-008).

(5) The maximum weight for any baggage is restricted to 32 kg. Any heavier baggage pieces must not be accepted, except AVIHwheelchairs, special sport equipment (ssr) and bulky items which cannot be repacked (ssr) and shall be labeled with manuel baggage tag, e.g. musical instruments, camera equipment (also if packed in normal suitcase), toolbox and commercial spare parts.

(6) Ensure the number and weight of each piece of checked in baggage has been transferred automatically or manually to the load control process. When special baggage is accepted, ensure that the person in charge of the weight and balance calculation task is informed accordingly.

(7) Attach an appropriate baggage tag for the journey.

(8) All loose ribbons, belts, chains, loose straps , long handles, hooks,bag handles,all backpacks and sports bags straps and handles must be removed from the bag or secured against the bag or securely stowed within the bag prior to being accepted.

(9) All other old bag tags and small tera-off tags that have a printed bar code must also be removed to avoid the automatic tag reader reading conflicting bar code information.

(10) Bag tags must be placed on the bag and then onto the conveyer in such a manner that the tag is clearly presented and the bar codes are unobstructed. This means tags cannot be wrapped around handles, placed under bags or covered up by any part of the bag.

(11) Protective plastic bags can be placed over baggage and placed directly on the conveyor system on the condition that the bag tag is either applied to the outside of the plastic bag or is attached to the item inside the plastic bag and then pulled out through a hole in the plastic bag so that the tag is not obstructed by the opaque plastic bag.

(12) Manual tags generally can cause handling irregularities. Do not use unless a good coordination is established between the baggage sorting area, airside and checkin area. Otherwise baggage may not be processed by the baggage handling system.

(13) Report Poor Tag Print Quality and Other Baggage Tag Problems. Poor quality barcodes on tags with incomplete printing or streaking reduces the probability that the barcode can be read or is even valid. When poor quality tags are noticed a service call shall be made to have the printer serviced.

(14) Passengers who have used a self-service check-in facility may drop their checked baggage at a baggage drop-off. If applicable as per Pegasus Airlines procedures:

(i) If needed review the boarding pass and retrieve the passenger data in the check-in system. Verify identity and travel document, assess carry-on baggage, and accept checked baggage.

(ii) Update baggage information and any SSRs in the DCS, if required, and apply any related fees.

Baggage Drop-Off and Self-Service Devices

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

(a) Follow the Pegasus Airlines procedures or the SLA agreement for the number of staff undertaking assistance and supervision activities at each machine.

(b) Proactively guide passengers to the self-service options to manage waiting times.

2.2.8 Baggage Tags

(1) Remove all old baggage tags, handling labels if not applicable and baggage reconciliation tags (mini or stub).

(2) Attach the appropriate baggage tag for the journey.

(3) Place baggage tags in an easily readable location, and where they will not be easily torn off or damaged.

(4) Follow tag instructions and do not stick glue directly onto the passenger baggage.

(5) Stick the mini stickers on the bag separately.

(6) Use the manuel baggage tags in case of need.

(7) If they are not printed on the baggage tag, supplementary tags (applicable handling tags) may be attached to baggage items, such as:

- Priority tag–to identify priority baggage to be unloaded first and segregated as per Pegasus Airlines procedures (for VIP)
- Manuel Baggage Tags–use for required categories defined in "GOM 2.3.2"
- Heavy Tag–placed on items over 23 kg
- Delivery at the Aircraft (DAA) tag
- Transfer tags – for required segregation on loading and offloading. Yellow one for international transfer baggage and green one for domestic transfer baggage shall be use.
- Security Tag (e.g., weapons)

2.2.9 Baggage Destination

Interline baggage label (through check in) to one of the following points, whichever occurs first:

- The first stopover point of the passenger.
- The point to which transportation has been confirmed (OK in ticket).
- The point where a change of airport is involved.
- The final destination specified in the ticket, including:
  - Any tickets issued/reservation record available in conjunction with this ticket,
  - Any separately issued tickets with an interline agreement.
- Make sure that the Minimum Connecting Time (MCT) is respected.
- Be aware of the Customs regulations (For example: some stations may have no Customs Clearance within Turkey)
- Unless subject to specific agreement between airlines, through check-in baggage on separate tickets is prohibited.

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- If allowed by the airline operating procedures, then baggage may be labelled to a transfer destination on the ticket.
- Specific rules of the operating airline may apply for Animals Vivant In Hold (AVIH).

2.2.10 Special Baggage

(GRH 3.3.6)

OM PART A 8.2.2.10.3

Proper SSR entries shall be performed and the weight of special checked baggage shall be recorded to the passenger and counted in the load control and mass & balance processes. A baggage tag shall be produced for each special checked baggage.

2.2.10.1 Bulky and Oversized Baggage

The maximum weight for any single baggage is restricted to 32 kg. No single piece of checked baggage can be accepted over 32 kg. Heavier baggage pieces must not be accepted, except AVIH, wheelchair, special sport equipment (SSR) and bulky items which cannot be repacked (SSR) and shall be labeled with Manuel Baggage Tag, e.g. musical instruments, camera equipment (also if packed in normal suitcase), toolbox and commercial spare parts. If presented, the passenger must repack it into more pieces, each weighing less than 32 kg or send it as cargo.

Maximum Single Item weight for checked baggages;

Regular checked baggage: 32 kgs

CBBG: 75 kgs (musical instruments in cabin etc.)

WCHR: 150 kilos

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

(1) Local legislation and/or health and safety requirements

(2) Other applicable limits for transfer baggage

(3) Specific rules that may apply as per Pegasus Airlines procedures for certain items (e.g., live animal in hold (AVIH), wheelchairs (WCH), musical instruments, media equipment, large sports equipment)

Passengers presenting such items shall be assisted by check-in agent to:

(1) Complete the normal check-in process at the check-in counter.

(2) Attach a baggage label to the out-of-gauge (OOG) item.

(3) Drop the item to the OOG(oversized) baggage acceptance point, if available.

2.2.10.2 Cabin Seat Baggage – CBBG

(GRH 3.4.12)

Ref CCM 2.11.1.1

Cabin Seat Baggage is baggage not usually suitable for loading in the aircraft hold. An extra seat shall be accepted for carriage of:

- Valuable items
- Works of art
- Diplomatic properties (DIPL)
- Fragile baggage

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- Musical instrument
- Electronic equipment (which is also subject to IATA DGR)

Such objects are not suitable for transport in the aircraft hold and shall only be accepted for transportation in the cabin compartment if the passenger buys an extra seat for the item.

The relevant item's weight shall not exceed 75 kilos and its height shall not hinder the warning light of the back seat. Maximum dimensions can be:

- 120x40x20cm for the items may be placed in between the passenger seat rows.
- 75x50x45cm for the items may be placed on the seat.

Reservation shall be made before the flight . Only one boarding pass shall be produced for the relevant passenger. CBBG and the extra seat details shall be notified to the Cabin Crew and be written down on the Passenger Information List (PIL) or Crew Information Sheet (where applicable). The item shall not hamper the cabin crew or the passenger's movement. The item shall be securable with a seatbelt to avoid shifting during the flight.

The item shall not restrict access to, or use of, any required emergency or regular exits or aisle of the cabin. That is why CBBG shall not be placed in emergency exit seats and shall only be placed on the window side seat. The middle seat can be assigned to CBBG unless there is no passenger on the window seat. Care must be taken not to damage the aircraft interiors. Items must be packed or covered in such a manner to avoid any injury to passengers and crew. Any fragile items must be packed appropriately to protect the contents and possible spillage. All cabin instruction signage must not be obscured by any such item. Dangerous goods, or any item that is likely to be noxious must not be loaded in the cabin. Authorized staff with the cooperation of Cabin Crew Members are responsible for securing, loading and lashing of bulky, oversize, fragile or valuable baggage in the cabin. If the item cannot be accepted as CBBG, it can travel as hold checked baggage providing packaging is appropriate on conditions that are suitable to carriage at hold.

2.2.10.3 Crew Baggage

Crew baggage includes overnight kits, trolleys or suitcases and may be presented at check-in, or airside and shall be clearly identified with a crew label as well as all flight details. Handling rules are as per Pegasus Airlines procedures.

2.2.10.4 Delivery At Aircraft (DAA)

Apply the "delivery at aircraft" procedure for:

(1) Fully collapsible baby strollers, pushchairs; (larger baby carriages/prams shall be checked-in).

(2) Wheelchairs and other mobility aids which are not needed during the flight and cannot be stored in the cabin.

NOTE

Do not use the "delivery at aircraft" procedure for expensive items (e.g. laptop computers, large video cameras, etc.), valuable or important documents, etc. as such items shall remain with the passenger unless otherwise instructed by IATA DGR and governments. In any case the passenger shall be informed about the legislation and risks. Verify with the passenger that any dangerous goods items which are only permitted in cabin baggage are removed before DAA acceptance.

* See for details of Wheelchair Handling Procedures "GOM 2.2.10.7"

2.2.10.4.1 Procedure At Boarding Gate/Departure

If a passenger has crutches (walking aids) or similar items, wheelchair or a baby stroller, a DCS baggage tag and/or DAA tag must be issued and attached.

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If the passenger needs his walking aid (crutches) inside the cabin during the flight, it may be allowed to be taken in the cabin, provided it can be stowed in the overhead lockers and/ or does not have a negative impact on the comfort of other passengers.

The DAA labelled item shall be loaded last and unloaded first in order to allow a quick unloading and handover to the owner on arrival.

Inform the person responsible for the loading and supervision task to ensure the loading of DAA and WCH are noted on the Load Message (LDM) under SI–Remark.

If applicable, inform the flight crew of the number of DAA baggage items.

Inform the passenger to leave or hand-over the DAA-item in the designated area.

2.2.10.4.2 Procedure At Arrival

As per the LDM and/or crew request, unload the DAA items/baggage and deliver to the aircraft door.

Immediately after arrival, the cargo holds must be opened and the infant buggies be put near the front Exit door (if aircraft connected to the jetway, buggies shall be brought onto the jetway. Prerequisite technical specification of the jet way allows it and no legal restrictions exist).

In case it is not possible to deliver these to the passengers immediately, limited to those reasons as above mentioned, it must be ensured that buggies are the first items to be delivered onto the baggage-belts.

It must be decided in cooperation with the cabin crew upon arrival to let the passengers wait inside the aircraft, until the DAA items are ready, or to start disembarking and passengers must wait in the corridor (depending on available turnaround time and amount of loaded DAA times). A corridor from the steps to the bus shall be arranged by using barrier tapes. Walking of passengers around the aircraft must be avoided.

If any Customs restrictions affect the handling, please inform the passenger and take the action necessary to minimize the passenger's inconvenience and maximize the service quality in accordance with local legislation.

2.2.10.4.3 Security Procedure for Ad-Hoc Disembarking Passengers

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

CAUTION

Services mentioned here are forbidden because of the customs regulations at some EU Airports.

2.2.10.5 Sporting Equipment

Sporting Equipment will be presented as separate pieces of checked baggage.

All Sports Equipment shall be packed in an adequate package. There is no liability in case of damage while using insufficient package.

It is important that the passenger must be informed that the Sporting Equipment is being carried at their own risk and they are advised to arrange their own insurance cover. The Handling Agents will handle the items with care, but no liability will be accepted for any loss or damage incurred.

Sporting Equipment cannot be accepted without reservation due to capacity constraints. The acceptance following limitation rules are valid for all flights.

(1) Apply procedures for fees and charges in accordance with the chart on the official web site and special handling.

(2) Use manuel baggage tag, if applicable.

2.2.10.5.1 Types

BICYCLE: Non-motorised bicycles can be accepted as part of the checked baggage, provided they are packed in a recognised bicycle bag as bicycles are considered to be fragile baggage.

Please ensure to:

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- pack the bike in a protective case or bag
- remove the pedals or fix them inwards
- fix the handlebars sideways
- deflate the tyres to reduce the risk of damage

SKI EQUIPMENT and SNOWBOARD: One set of Ski equipment as checked baggage consists of one pair of skies and one pair of ski poles and/or one pair of boots provided they are packed correctly.. Each ski set shall be charged for each sector according to the price specification on the official web-site: "http://www.flypgs.com"

Ski and Snowboarding equipment consists of one snowboard and one pair of boots.

Passenger is liable:

- To put together tightly tied ski sticks, snowboard and boots in a manner preventing their damage or damage to other baggage placed in the aircraft hold,
- To pad the points and sharp edges to prevent damage and the bodily injury of the service personnel

A recognised ski or snowboard bag for the equipment shall be used.

Ski poles with the skis must be packed together.

The boots separately from the skis or snowboard.

WATER SKIS: Water-ski equipment consists of one pair of water skis. Water-ski equipments shall be accepted with the special packages in order not to damage other baggage.

GOLF EQUIPMENT: Golf equipment as part of the checked baggage, with a maximum weight of 20 kg, comprises a golf bag including14 clubs, 24 golf ball and one pair of golf shoes.Each golf set shall be charged for each sector according to the price specification on the official website: "http://www.flypgs.com". It must be packed in a recognised bag or case to safeguard against damage.

SURFBOARDS: Surfboards can be part of the checked baggage provided they do not exceed the maximum weight restrictions shall be packed in a recognised bag or case to safeguard against damage.

If your bag weighs more than your allowance you may need to pay an overweight baggage charge.

DIVING EQUIPMENT: The following diving equipment can be accepted as part of the checked baggage, provided it is packed in a recognised kit bag and does not exceed the maximum dimensions and weight restrictions for checked baggage:

- One scuba regulator
- One tank harness
- Tank pressure gauge (pressure-sensitive devices may need special packaging; refer to the manufacturer for advice)
- Face mask
- Two fins
- Buoyancy control device
- One snorkel
- Weight belt
- Scuba cylinder tank (must be empty and presented at check-in for inspection). Empty scuba tanks and diving cylinders shall be packed separately. The bulb and/or battery shall be removed from the source and packed separately. The switch on the source and/or bulb shall be in an OFF position,

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CAUTION

Only completely emptied oxygen bottles with an open valve shall be acceptable. Be sure that the air tanks are empty (gauge reading zero) with the valve open, as they normally contain compressed air and are, therefore, unacceptable for carriage under the IATA Restricted Articles and IATA DGR.

- Diving lamps need pre-approval. The bulb or fuse will be removed and packed separately from the power source in the hand or checked baggage; one safety jacket with a maximum weight of 25 kg.

  Inflatable lifejackets are not accepted.
- Spear guns and harpoons (must be unloaded with the spear/harpoon packed separately and be protected against any possibility of damage or harm)

Diving equipment shall be packed in the protective box or bag destined for such a purpose.

SPEQ: Portable tools and materials accepted as SPEQ are Surf Team, kites, canoeing, hang-gliders, paragliding, shotgun for Sports, fencing materials and fishing equipment.

For Other Sporting Equipments (Canoe, Para-glider, Delta Wing, Sporting Arms, Swordplay, etc.): It is recommended to obtain information from the passenger during the reservation because of volume. IATA DGR shall be adhered to.

While no special packing is required, it is necessary to protect the equipment with packing.

FISHING TACKLE: All free baggage allowance weight which exceeds the specified limits shall be charged from the passenger. As long as the baggage allowance is not exceeded, fishing tackle consisting of a fishing rod, reel, landing net, fishing boots, and tackle bag can be carried within the standard free baggage allowance. A special baggage fee is not applied. It will be processed as checked baggage. In case the baggage allowance is exceeded, an excess baggage fee will be requested.

Fishing equipment must be packed in a way to prevent damage and carried in their special bag. It is required that fishing equipment must be notified during reservation to check its appropriate sizes are suitable for carrying in the cargo hold.

NOTE

FISHING TACKLE and TENNIS EQUIPMENT shall be classified under the normal baggage weight allowances and must be labelled with an Manuel Baggage Tag.

WEAPONS: Carriage of weapons other thansporting weapons is chargeable within Turkey. Exceptions are announced by Ground Operations.

- WPAY SSR must be used for each weapon subject to payment.
- CKIN SSR with the explanation is used for the passengers exempted from the payment.
- WEAP SSR is also used for producing a baggage tag for each weapon regardless of whether chargeable or not.

WARNING

Sporting guns shall be charged with SPEQ SSR for both domestic and international flights.

2.2.10.5.2 Maximum Number Of Special Types Of Checked Baggage

The chart below gives a guide to the maximum items allowed on the aircraft. This is not definite and can vary according to the booked load. The chart does not mean that the passengers can carry the total number of items in a column. Any items over the number quoted shall be accepted only on a standby basis. Passengers shall be informed that additional insurance cover is required for the items below by Handling Agents.

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Table 2-2: ***LIMITS OF SPORTING EQUIPMENT***

TYPE	NUMBER
SURF SHORT-SRFS: Surf length is under 145 cm.	Maximum 4 pieces per flight
SURF LONG: SRFL: Surf length is between 145 cm-280 cm.	Maximum 4 pieces per flight
SURF which more than 280 cm	It is not allowed
BICYCLES	10
SNOWBOARDS	10
CANOE	It is not allowed
WHEELCHAIRS	18
GOLF SETS	30
PUSHCHAIRS & BABY BUGGIES	No Limit applies
DIVING EQUIPMENT	10
SKIING EQUIPMENT	60
FISHING EQUIPMENT	60
MUSICAL INSTRUMANT	

NOTE

The limits may vary in accordance with the special agreement and operational requirements. It's Pegasus will note in advance whether any special limit is in force.

2.2.10.6 Musical Instruments

- Small instruments like guitars, saz etc. the total dimensions of which do not exceed 120 cm (width+length+height) can be transported in cabin free of charge if no any other cabin baggage.
- If a passenger has one small handbag (35x20x20 cm) or a backpack or laptop or camera or baby car, one musical instrument of which do not exceed 120 cm (width+length+height) size is carried free of charge.
- If a passenger also has cabin baggage and if s/he would like to carry a musical instrument according to the cabin baggage dimensions, s/he can carry it in the cabin by paying a special service fee (SPEQ).
- Fares apply to just one piece of music equipment. For example, if a passenger wants to carry 2 guitars for a point to point flight, s/he will pay (fee*2) for the international route. For connected flights, s/he will pay for each flight fare.
- Extra seats should be purchased for musical instruments which exceed 120 cm (width+length+height) size and are up to 120x40x20 cm in dimension (including box). If no extra seat is purchased or the specified dimensions are exceeded, the musical instrument is loaded under the aircraft. It is included in the free baggage allowance and excess per kg fare is charged. Also the SPEQ fee is not charged.

  *See for Details of CBBG "GOM 2.2.10.2"

Instruments which fit into this category include guitar, violin, viola, piccolo, flute, clarinet, bugle and trumpet. Oversized musical instruments are carried preferably in the aircraft cabin on an extra seat next to the passenger. The passenger is obliged to reserve such a number of seats as is sufficient due to the size of the musical instrument which shall NOT be included as a passenger for the purposes of reporting passenger numbers.

Reservation of the extra seat(s) is subject to the tariffs of Pegasus Airlines.

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The passenger is obliged to pack the musical instrument in strong bags or boxes.

2.2.10.7 Wheelchairs and Mobility Aids

OM PART A 8.2.2.18.6.1

GRH 1.6.6

In order to prevent damage to the aircraft and to ensure flight safety, power driven wheelchairs or mobility aids may be carried as checked baggage on the passenger aircraft with the approval of Pegasus, provided wheelchairs or other battery-powered mobility aids powered by dry batteries and lithium battery are as specified in the IATA Dangerous Goods Regulations (DGR).

Apply the following in case of battery-operated wheelchairs and mobility aids:

(1) Check the wheelchair whether it works with battery or not. Check the battery type and specifications (Wh) visually.

(2) The PIC shall be informed by load sheet or NOTOC about the location of a wheelchair or mobility aid with an installed battery or the location of a removed packed battery. The pilot in command is informed of the location of the mobility aids and/or the batteries.(GRH 3.1.3)

(3) The pilot-in-command shall be informed of the location of the mobility aid with installed batteries, removed batteries and spare batteries, to best deal with any emergencies that they may occur.

(4) Apply the “delivery at aircraft” procedure when personal collapsible wheelchairs/mobility aid devices are taken to the gate.

(5) Ensure the wheelchair/mobility aid has a name label, the DAA tag and destination tag on it.

(6) In case of battery-operated wheelchairs and mobility aids apply IATA DGR and "GOM Chapter 2.7."

Also refer to PG-YE-BK-001.

(7) Stow and secure the wheelchair/mobility aid device to prevent unintentional operation and ensure it is protected from being damaged by the movement of baggage or cargo.

(8) Ensure load control are aware of the carriage of electric mobility aids.

(9) A message shall be sent to the destination or transfer station to ensure the availability of the wheelchair to the passenger as soon as possible. The message should indicate the passenger's name and seat number and the location of the wheelchair and the battery, if separated from the wheelchair.

(10) It shall be checked whether the wheelchair works as manual or with battery power by the Handling Agent. The IATA DGR shall be applied according to spillable or non-spillable battery. A PSM message shall specify that the wheelchair is with the passenger. Details shall be recorded on DCS (Headerline, SSR. Etc.), PIL or Crew Information Sheet where applicable.

(11) Subject to space and weight restrictions, up to 2 items of personal mobility equipment (such as wheelchairs, walkers, etc.), can be carried under the aircraft free of charge Only WCHs with dry, gel and lithium-ion batteries are carried following IATA DGR rules.The actual weight is shown on the loadsheet and is included in the total load weight.

Table 2-3: ***Maximum Dimensions & Weights of Wheelchair***

WCHR	Maximum Dimensions (cantimeter)			Maximum Total Weight per WCHR (kilo)
All Aircraft Type	Length	Width	Height	150
	110	107	84	

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2.2.10.7.1 Battery Powered Wheelchair/Mobility Aids Types

Table 2-4: ***Type of battery***

Type of battery	Description
Non-spillable battery	Dry battery (including integrated battery) Gel type battery Wet (sealed, non-spillable) battery (etc. absorbed glass mat (AGM), gel battery, gel cell, sealed lead-acid (SLS), dry and dry cell)
Spillable battery	*Wet battery (It's forbidden on Pegasus Flight)
Lithium battery	Lithium ion battery

NOTE

Two main types of batteries used with wheelchairs or mobility aid devices are carried by Pegasus

2.2.10.7.1.1 Non-Spillable Batteries

A battery powered mobility aid with installed batteries must be secured, by use of straps, tie-downs or other restraint devices. The mobility aid, the batteries, electrical cabling and control units must be protected from damage including from the movement of baggage or cargo.

The following items must be verified, that:

(a) The passenger has confirmed that the battery is a non-spillable wet battery that complies with special provision A67, or a nickel-metal hydride battery or dry battery.(GRH 3.1.3)

(b) Battery terminals must be insulated to prevent accidental short circuits (e.g. by being enclosed within a battery container). Battery terminals are protected and electrical circuits are isolated.

The battery is either:

- Securely attached to the wheelchair or mobility aid; and electrical circuits are isolated following the manufacturer's instructions, or
- Removed by the user, if the mobility aid is specifically designed to allow it to be, following the manufacturer's instructions.

(c) Loading is in a manner that prevents movement and damage from other cargo.

(d) A passenger may carry a maximum of one spare battery.

(e) Any battery(ies) removed from the wheelchair/mobility aid or spare batteries are carried in strong, rigid packagings which must be carried in the cargo compartment. Batteries are protected and transported as per specifications applicable to the type of batteries.

(f) The PIC must be informed of the location of mobility aids with installed batteries, removed batteries and spare batteries.

Ground handling of all necessary mobility equipment, including equipment such as electric wheelchairs, is subject to advance warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods. Limits are based on "GOM 1.10" Carriage Restrictions & Limits Chart.

2.2.10.7.1.2 Spillable Batteries

Wheelchairs and battery powered mobility aids working with spillable batteries **SHALL NOT** be accepted at Pegasus Airlines.

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2.2.10.7.1.3 Lithium Batteries

(GRH 1.6.6)

Always check and refer to PG-YE-BK-001 and PG-UI-KD-003 for current carriage conditions of wheelchairs and other small vehicles which work with lithium batteries.

Ground handling of all necessary mobility equipment, including equipment such as electric wheelchairs is subject to advance warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods. Limits are applied as per "GOM 1.10" Carriage Restrictions & Limits Chart.

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

(a) 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.

(b) A battery powered mobility aid with installed batteries must be secured by use of straps, tiedowns or other restraint devices. The mobility aid, the batteries, electrical cabling and controls must be protected from damage, including by the movement of baggage or cargo (GRH 3.1.3)

The Handling Agent must ensure that:

(1) Battery terminals are protected from short circuits, e.g. by being enclosed within a battery container;

(2) Battery is either:

(i) Securely attached to the wheelchair or mobility aid and electrical circuits are isolated following the manufacturer's instructions; or

(ii) Removed by the user, if the mobility aid is specifically designed to allow it to be, following the manufacturer's instructions. The battery removed from the mobility aid must not exceed 300 Wh, or for mobility aids fitted with two batteries, each battery must not exceed 160 Wh.

(c) 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.

(d) Any battery removed from the mobility aid and any spare batteries shall be carried in the passenger cabin.

(e) The removed or spare batteries must be protected from damage (e.g. by placing each battery in a protective pouch).

(f) The PIC shall be informed by load sheet or NOTOC about the location of a wheelchair or mobility aid with an installed battery or the location of a removed packed battery and location of passenger(seat number).

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2.2.10.7.1.3.1 Small Vehicles Powered by Lithium Batteries

WARNING

To ensure the safety of our customers and employees, Pegasus Airlines will not accept the transport of Mini-Segway, hoverboard, solowheel, airwheel, balance wheel of any type which uses lithium or lithium-ion batteries on board its aircraft.

CAUTION

These items are prohibited as both carry-on and checked baggage. If these items are brought to the airport, they will be refused at check-in. And it will be the passenger's responsibility to arrange for the storage or disposal of such items prior to boarding.

The wheelchair/battery-powered mobility aid must be secured against movement in the cargo compartment and must be carried in a manner so that it is protected from being damaged by the movement of baggage, mail, or cargo. According to IATA DGR 2.3.2.2 and TABLE 2.3 A, the PIC shall be informed by the Load Sheet or NOTOC about the location of:

- Removed lithium battery in cabin
- Removed battery or wheelchair with installed battery in cargo compartment.

That is why information exchange between Passenger Handling, Ramp Handling, Load Controller and PIC shall be done by each owner of information promptly.

Accidents, incidents, occurrences, near misses or any occasion when dangerous goods are involved in Pegasus ground operations must be reported to the PIC, and a Pegasus Dangerous Goods Occurrence Report (PG-DO-FR-014) must be sent to: "ground.doc@flypgs.com"; "yerisletmegcc@flypgs.com" once the equipment and personnel are secure.

2.2.10.8 Handling Of Live Animals

OM PART A 8.2.2.18.5 GRH 3.4.16

PG-HM-BK-002

Animals must be transported in accordance with the current edition of the IATA Live Animals Regulations (LAR).

There are two methods of carriage:

(1) Pets carried in the passenger cabin in an approved container - PETC

CAUTION

Maximum 4 animals are allowed in cabin on each flight

(2) Pets carried in the cargo compartment – AVIH

CAUTION

Only On Domestic Flights

- AVIH shall not be carried on Pegasus Airlines international flights. Cyprus destinations (ECN) shall be processed as domestic flights.
- Max. 3 AVIH which are max. 60 kilos in total can be carried on domestic and Cyprus flights regardless of the aircraft type. If the total weight is over 60 kilos, then the number of AVIH shall be reduced to 2 on Airbus Aircraft Types.
- Animals in Hold are transported as checked baggage in the aircraft hold. AVIH shall be shown on the Load Sheet, Loading Instructions Report, NOTOC and LDM messages shall be sent to the required addresses.

There are 2 different SSR Codes within the Pegasus DCS System

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(1) AVIS: Small AVIH Animal in hold over 8 kgs up to 15 kgs

(2) AVIB: Big AVIH Animal in hold over 15 kgs

It is the responsibility of the passenger owning the animal that the required documents are submitted to the appropriate authorities at the destination. For up-to-date details and price specifications refer to: "http://www.flypgs.com".

All live animals are carried at the owner's risk. The owner will also be responsible for complying with the sanitary requirements of countries of departure and destination. The passenger is liable for all damages caused to Pegasus Airlines by the carried animal.

The regulations and restrictions of the origin and destination countries shall be considered in accordance with IATA-Travel Information Manual (TIM) and The IATA Live Animals Regulations Manual. The latter is the official document regulating the transportation of live animals.

(1) Only cats, dogs and small songbirds (budgies, canaries) (only in domestic flights are birds a PETC) when properly crated and accompanied by valid health and vaccination certificates, entry permits, and other documents required by countries of entry or transit shall be accepted for carriage with reservation and booking confirmation in advance of the relevant flight. If the passenger has no reservation, Pegasus Airlines is entitled to refuse the carriage of the live animal with no further liabilities towards the passenger.

(2) Fighting dogs, birds of prey, pigeons and CITES List-1 parrots are not considered AVIH.

(3) The free baggage allowance is not applicable to live animals and their kennels. Excess fees shall be charged for animals without considering the free baggage allowance of passenger.

(4) Do not accept fighting or dangerous dogs.

(5) Expenses for kennels, extra handling fees, etc. shall be paid by the passenger prior to departure.

(6) The animal shall be clean, healthy, harmless, not dangerous, odourless and not pregnant.

It is forbidden to transport pregnant animals unless it is confirmed by a veterinary certificate that the animal is fit to travel.

(7) The pet must be kept completely (including head and tail) inside the kennel and/or pet pack during the entire flight.

(8) In the entire flight the animals shall stay in a waterproof kennel, travel bag, container or similar strong box and have enough food and water for the duration of the trip which it:

- Shall be easily identifiable form the other baggage.
- Shall have only one animal. (except kittens and puppies)
- Shall be big enough for the animal and locked so that the animal is not able to open the kennel itself during the flight for any time or reason.
- Shall be covered with absorbent material and have sufficient breathing holes.

(9) A health certificate is required for all animal species. The health certificate is issued by a veterinarian of the shipper's country and must be presented at the port of entry. Do not accept health certificates that are **older than 10 days**. Pegasus Airlines is not responsible for death due to natural causes.

(10) Only puppies, kittens and birds may travel together in the same box. Two kittens or two puppies or two birds or a puppy/kitten/chick and its mother or 2 animals that are used to cohabiting, of the

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same origin may be carried in one single box on condition that the total weight does not exceed 8 Kg. In such a case, it will be counted as 1 (one) pet.

NOTE

Total of a maximum 8 live animals can be accepted as 2 pets per single box/cage/kennel. Pegasus Airlines reserves the right to refuse carriage of live animal for capacity reasons.

NOTE

The above procedure defines only the allowable species of PETs on board the aircraft. Import/export laws and regulations of countries shall prevail in any circumstance.

(11) Unvaccinated cats and dogs under 3 months of age shall not be transported.

(12) Handling Service Providers is responsible for providing the applicable original travel documents, permits and veterinary health declarations required by the national authorities of the arrival-transittransfer- destination countries. Before acceptance, please ensure that the live animal has the relevant import permit, veterinary health certificate, veterinary examination, and meets quarantine, transhipment requirements or prohibition restrictions. Such regulations are subject to frequent change and depend upon the animal being accepted. Therefore, the ground handling service provider shall always obtain current requirements and check (restrictions, limitations, quarantine rules...), from the TIM, IATA LAR, local consulate or national authority concerned.

(13) The passenger shall be responsible for ensuring that all legal requirements and restrictions associated with the import / export of animals are met.

(14) Acceptance for carriage of animals is subject to the condition that the passenger assumes full responsibility for such an animal. Pegasus Airlines shall not be liable for injury to or loss, delay, sickness or death of such an animal in the event that it is refused entry into or passage through any country, state or territory.

(15) Check-in, operation and ramp personnel are responsible to check and be sure that the conditions of pet (PETC and AVIH) and his kennel/pet pack are met in accordance with related provisions in Pegasus GOM.

(16) The animal shall be kept in an appropriate area airside until loading. Depending on the environmental conditions, this area may be enclosed, heated, etc. so the animal does not suffer discomfort.

(17) Anxious or restless pet, kennel/pet pack not big enough for the pet, not locked properly will be notified to the passenger, or authorized personnel and transportation will not be allowed with the discreet reason identified.

(18) Physical contact with the animals must be avoided and strict personal hygiene rules must be observed.

NOTE

Passengers under 12 years of age cannot carry PETC and AVIH alone

NOTE

Pegasus Airlines only accepts AVI (Commercial Live Animal) as Cargo to be loaded on our aircrafts by a pre-approval from Cargo Department. For detail information refer to Cargo Operations Manual (COM) at online library "http://document.flypgs.com".

2.2.10.8.1 Non-Commercial Movement Of Pet Animals From/Into/Via EU Member Country and from/to Turkey

Ref (REGULATION (EU) No 576/2013 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL, IATA Live Animal Regulations REGULATION, KEDİ VE KÖPEKLERİN YURT DIŞINA YOLCU BERABERİ VE TİCARİ SEVKLERİNE İLİŞKİN UYGULAMA TALİMATI (7455140 sayı ve 21.10.2022 tarih))

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Pets which are moved across borders have to be principally accompanied by a passport. This passport needs to be clearly attributable to the animal, i.e. the animal has to be identifiable by tattoo or microchip and the identification number must be included in the passport. In addition to the details of the pet and its owner, the passport must have valid vaccine protection against rabies. For animals originating from Turkey this means that the last rabies vaccination was carried out at least 30 days and at most 12 months before crossing the border. The rules concerning the pet passport generally apply to private travel with up to 5 animals per person and to trade between EU Member States.

An anti-rabies vaccination must fulfil the following conditions:

(a) The vaccine was administered by an authorised veterinarian

(b) Unvaccinated cats and dogs under 3 months of age shall not be transported.

(c) The date of administration and the period of validity of the vaccination is indicated by an authorised veterinarian or an official veterinarian in the appropriate section of the identification document.

Validity requirements are available for the rabies antibody titration test:

(a) The collection of a sample of blood necessary to carry out the rabies antibody titration test must be carried out and documented by an authorised veterinarian in the appropriate section of the identification document.

(b) Must be carried out on a sample collected at least 30 days after the date of vaccination and not less than three months before the date of flight.

The rabies antibody titration test must be carried out and documented by authorised/approved laboratories in accordance with Article 3 of Decision 2000/258/EC; which are listed on: "https://food.ec.europa.eu/animals/movement-pets/approved-rabies-serology-laboratories_en"

Providing the required documents is the responsibility of our passengers to the check-in personnel.

Cats and dogs which have invalid documents and tests shall not be accepted on our flights.

WARNING

Pegasus Airlines does not transport any animal from/to the UK.

Please contact GCC in case of questions: "guestcontrol@flypgs.com"

CAUTION

To verify compliance with the regulations of countries is the main responsibility of the Ground Handling Agent who accepted the live animal. Please refer to TIMATIC or TIM in case of need.

CAUTION

Within the scope of IATA LAR, the IN CABIN LIVE ANIMAL ACCEPTANCE CHECKLIST numbered PG-DO-FR-072 must be filled in and kept on the station side.

CAUTION

In addition to the veterinary health certificate, a laboratory report from the "Etlik Veteriner Kontrol Merkez Araştırma Enstitüsü" showing the effectiveness of the rabies vaccine is required for international movements of cats and dogs.

"https://vetkontrol.tarimorman.gov.tr/merkez"

Email;

"hayvanhayvansalurunlerihracat@tarimorman.gov.tr"

Pet animals less than 3 months old at the flight date are not carried.

A health certificate for the pet shall be delivered by the passenger to the Handling Agent and it must be retained within the flight file at the station for at least 3 months.

Live animal must have their own passport which is issued by an authorised veterinarian. The passport must verify the anti-rabies vaccination must be performed properly. The passport must show the compliance with

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any preventive health measures for diseases or infections other than rabies and other relevant information regarding the health status of the pet animal.

The 3 months period is not required if the passenger can obtain the result report that indicates satisfactory results of the rabies antibody titration test have been performed before leaving Turkey in case of the pet originating in Turkey and going to another country and returning again to Turkey.

The rabies antibody titration test does not have to be renewed following a satisfactory result described in this legislation and provided that the pet animal is revaccinated within the period of legal validity of the previous vaccination. This must be specified in the passport.

The identification document must confirm that a rabies antibody titration test was carried out with a favourable result before the date of movement. Otherwise, cats and dogs have no valid documents and tests and invalid documents and tests shall not be accepted on our flights. The exceptions are available in the legislation mentioned above.

2.2.10.8.2 Banned Dogs/Cats/Birds

American Pit Bull, Fila Brazileiros, Japanese Tosa, Pit Bull Terrier, Togo Argentinos, American Staffordshire Terrier/ Bull Terrier, British Staffordshire Terrier ,Presa Canario, Cane Corso, Chow Chow, Rottweiler, Doberman, Mastiff, American Bulldog, American Bully, Caucasian Owtscharka, Neapolitan Mastiff shall not be accepted for transportation.

NOTE

- Hybrids originating through one of the above species with another not listed above, do not bear any restriction and can be accepted on board.
- **The animal at the below list can only be taken on to flights with the permission of the Government.**
  - Kangal Shepherd Dog
  - Akbaş Shepherd Dog
  - Kars Shepherd Dog
  - Çatal Burun Hunting Dog
  - Zağar İnci Dog
  - Ankara Cat
  - Van Cat
- Parrots and pigeon species (except those on CITES List-1) can only be carried in the cargo hold (AVIH) of the aircraft. *See for details "http://www.cites.org"

2.2.10.8.3 Animals In Hold-AVIH

OM PART A 8.2.2.18.5.1

AVIH shall not be carried on Pegasus Airlines international flights. Cyprus destinations (ECN) shall be processed as domestic flights.

Max. 3 AVIH which are maximum 60 kilos in total can be carried on domestic and Cyprus flights regardless of the aircraft type. If the total weight is over 60 kilos, then the number of AVIH shall be reduced to 2 on Airbus Family Aircraft Types.

AVIH are transported as checked baggage in the aircraft hold. AVIH shall be shown on the Load Sheet, Loading Instructions Report, NOTOC, and LDM messages shall be sent to the required addresses.

Animals in Hold are transported as checked baggage in the aircraft hold and travel in accordance with IATA Live Animal Regulations, local customs requirements and our following acceptance policies.

The current IATA Live Animals Regulations Manual is the official document regulating the transportation of live animals.

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General rules on live animal shipments serve both the welfare, safety and comfort of the animal and flight safety and include:

(1) Animal shipments must only be handled by appropriate competent staff.

(2) Animals must be loaded as near to the time of the aircraft's departure as possible. It is recommended that lateral ramps be used whenever necessary. They must never be left standing unnecessarily in the open, nor on standing aircraft when the departure is delayed. Animals shall be loaded last and unloaded first.

(3) Disturbance of animal shipments must be minimal. Unauthorised persons and staff must be prohibited from approaching or disturbing animals.

(4) Animals must be provided with adequate ventilation but must be protected from inclement weather conditions such as excessive sunlight, noise and drafts.

(5) Unnecessary tilting, tipping and movement of the shipment must be avoided.

(6) AVIH must be located in such a way that they will not immediately be affected by local temperatures when the cargo compartment doors are opened. According to the outside weather conditions, aircraft compartment doors must be kept open during transit stops or, if necessary, airconditioning units used at loading and transit stations and connected immediately upon arrival at the destination. For aircraft with Auxiliary Power Units (APUs), the doors must be kept closed providing .

(7) For full aircraft loads of live animals, air conditioning units must be used at loading and transit, and be connected immediately upon arrival at destination, in addition to all the doors being open to maximise through ventilation.

(8) After off-loading the containers, the aircraft holds must be inspected and cleaned in case of leakage or spillage.

(9) Animal holding areas must be cleaned in a similar manner to that prescribed for the cleaning and disinfection of aircraft cargo compartments.

(10) If the AVIH appear grumpy and have aggressive behaviour, it should be recommended to guests to give anodyne medicine to the AVIH before check-in provided that the authorized medical veterinarian advises (See: IATA Live Animals Regulations-LAR Manual Chapter 5).

(11) AVIH kennels and locks shall be checked by Check-in agents and Loading staff. With the passenger's knowledge, the cage lids shall be secured with the plastic clamps or with equivalent devices that can be provided by the ground handling company.

(12) Operation and Passenger Services Department shall be notified about any irregularities during loading/unloading.

(13) Containers shall be loaded on a level surface and be securely attached to the compartment to prevent shifting, using tie down straps. It shall be properly restrained in the hold to prevent movement during flight. The kennel in the hold shall be fastened along its length and not too much uptight, because the locks of kennels may be expand and open unsafely due to hardly fastening of kennels on hold floor.

(14) The passenger shall have ready the required documents of the animal, (health certificate, vaccination documents, passport, ID card...), when requested. Guests must be reminded that they shall keep these documents all the way throughthe process.

(15) The PIC shall always be advised when live animals (AVI) are being carried. NOTOC shall be prepared, (Ref: LAR Manual, Chapter 10.6)

(16) AVIH details shall be stated on the Load Sheet, Loading Instructions Report and LDM.

The PIC and station shall be informed of AVIH loading to ensure sufficient heat and airflow is maintained.

(17) Only rigid containers with a secure door are acceptable.

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(18) A water container must be provided in each container.

(19) Only one animal per container shall be accepted, if they are used to cohabiting, in which case the following applies:

- A maximum of two adult animals of comparable size up to 14 kg (30 lbs) each, that are compatible, may be shipped in the same container. Animals over that weight must travel individually.
- Animals up to six months old from the same mother, up to 14 kg (30 lbs) each, up to a maximum quantity of three, may be shipped in the same container/compartment.

(20) Keep other luggage at least 150mm (6 inches) away from the container sides to maximize ventilation.

(21) Animals which are natural enemies (natural predators) shall not be loaded in proximity to one another, nor be positioned next to each other.

(22) Never use the baggage sorter system to deliver an animal. If the animal cannot be immediately claimed, take the animal to a climate-controlled waiting room.

(23) Animals must be in good health and fit to travel

(24) It is forbidden to transport pregnant animals unless it is confirmed by a veterinary certificate that the animal is fit to travel

(25) Packing must be clean, leak-proof, and properly closed; it must also be labelled with appropriate labels and handling instructions.

(26) Reservation for the whole routing must be confirmed.

(27) Container's minimum specifications , (See LAR Manual Chapter 8) include:

- It must be well constructed, closed and suitable to keep the animal inside at all times.
- It must be related to the actual size of the animal for which the container is constructed and also reflect the ventilation and welfare requirements for the species concerned. It must in general, allow the animal to stand, turn and lie down in a natural manner.
- It must be adequately ventilated on three sides, with the majority of the ventilation being so provided . The container must protect the animal from unauthorised access, i.e. the doors must be constructed so that accidental opening cannot occur, either from the inside or the outside, and the ventilation apertures must be small enough to prevent the protrusion of any part of the animal.
- It must be able to withstand other freight damaging it or causing the structure to buckle or bend.
- It must be rigid enough to prevent the animal escaping through gaps at the seams or joints.
- It must not cause the animal to damage itself, i.e. all inside edges must be smooth or rounded.

(28) Emergency Responses (Ref: LAR Manual, Appendix B - Section 11)

- Determine the length of delay. Notify the passenger.
- Check the condition of the container.
- Give food and water if appropriate according to the passenger's instructions.
- Put the animal and container in a suitable environmental area for holding.
- Check for alternative routing.
- Advise Ground Handling, Ramp handling, Engineering and NOTOC.

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- Advise situation to all stations ahead. Advise transit/transfer/destination points Handling Station to take immediate action for preparing according to the passenger's instructions for possible needs.
- If transit delay: Call passenger.
- Check documentation: expiry dates of Veterinary Certificates and Laboratory results, transit permits and import licence/permit. In case of need, look on the container for duplicate documents and if applicable check if the handling staff have copies of the documents.
- Check the condition of the animal, its bedding and cleanliness. Remove the animal to a suitable area according to the passenger's instructions.
- Check the condition of the animal, call an expert with the confirmation of the passenger, e.g. veterinarian to determine if onward travel is OK. If practical, change bedding and give water.

(29) Actions have to be taken when an animal escapes in the cargo hold (Ref: LAR Manual, Appendix B-Section 11)

- During flight the animal handler(s) that accompany the animal must immediately advise the Captain and try to contain the animal. The Captain shall assess the possible damage to the aircraft which may result in diversion of the flight or use of alternative methods to restrain the animal; the crew should contact airport of origin for advice and alert the destination.
- On the ground the ground handling personnel must:
  - Close the door of the cargo hold immediately
  - Advise apron control and the maintenance crew
  - Call assistance with special equipment (nets, dart gun, etc.)
  - Call the Airport Veterinary Authorities
  - Call the passenger
  - Keep all unauthorised personnel away
  - Keep noise and stressful actions to a minimum

(30) Actions to be taken if a container is found to be damaged include (Ref: LAR Manual, Appendix B-Section11):

(a) In transit, the handling personnel must:

- Access the degree of damage.
- Notify the passenger accompanying the animal.
- Depending on the species involved, consult the animal attendant passenger accompanying the animal or get expert advice before attempting any repair.
- Check the condition of the animal.
- Try to contain/confine the animal at all times.
- Feed and water the animal if appropriate according to the passenger
- Check documents and make sure they are available.

(b) At the destination, the handling personnel shall:

- Action as prescribed but do not attempt to repair the container.
- Advise the passenger of the problem.

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- Contact the accepting station to advise of any improvements for future shipments.

(31) Incompatible loads for live animals: Live animal shipments must be separated from these loads:

- Dry Ice (separate compartments must be used)
- Frozen foods or containers
- Hot containers
- Radio-active material (which is forbidden onboard the Pegasus Airlines flights)
- Other live animals or cargo requiring a broad range of different ambient temperatures
- Animals which are natural enemies must not be loaded in proximity to one another
- Live animals shall not be loaded in the same hold/section as human remains (HUM)
- Live animals shall not be loaded in close proximity to foodstuffs or catering equipment
- Do not load animals in the same compartment within close proximity to Dangerous Goods.

(32) Loading restrictions are:

- **BOEING SERIES:** Live animals over 8 Kgs (Including kennels) shall be loaded only in the forward hold (with the approval the PIC).
- **AIRBUS FAMILY:** Live animals over 8 Kgs (Including kennels) shall be loaded in the forward cargo hold (with the approval of the PIC).
- The animal containers and crates shall be tied down or restrained in order to be secured against movements at take-off, landing and during the flight.
- Live Bees, Chick and Tropical Fish etc are accepted to be loaded on our aircrafts upon request and pre-approval from Pegasus cargo and/or WCS. WCS shall check the aircraft type (not allowed to carry live chicks with A320-A321), availability and payload limits before giving approval.

> **NOTE**
> Quick Reference for current loading principles and rules of AVIH onboard Pegasus Airlines flights according to the aircraft types and follow fresh news declared by Pegasus Airlines (Example Country restrictions...)

2.2.10.8.4 Charges For Live Animals

The excess baggage allowance regulation and rules are applicable as specified in "www.flypgs.com".

2.2.10.9 Zamzam Water (ZMZM)

Zamzam water can be accepted as checked baggage in accordance with following restrictions and procedures.

(1) Acceptance of zamzam water in the passenger cabin is prohibited. It shall be accepted as checked baggage in the aircraft baggage hold.

(2) Zamzam water must be properly packed in leak proof plastic sealed sacked.

(3) Manuel Baggage Tag must be affixed to Zamzam water gallon and the word (ZAMZAM) must be written on the baggage tag and on the tag portion given to the passenger.

(4) On our flights departing from Saudi Arabia, only passengers with a Hajj or Umrah visa are allowed to carry Zamzam (free of charge) in a separate piece as a checked baggage, limited to 5 litres.

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2.2.10.10 Baby Bag - BBAG

Ground Operations Department are responsible to handle all part of BBAG stock and sales implementation in Pegasus Airlines Standards. Investigate whether if there is any loss of BBAG revenue in aspect of every situation or not. Evaluate performance analyses of each station in accordance with carried infant passenger. Send daily reports to all stations and Ground Operations Department.

BBAG may be used on the baggage may harm its own, other load and also aircraft structure by its nature for mitigating the risk. It provides limited protection, that's why 'Manuel Baggage Tag' procedure shall be applied, if necessary, (except of wheelchairs and baby strollers which are not damaged/last minute check in etc.).

- Sales price of BBAG product shall be taken from Pegasus Airlines reservation system. In case there is not access to reservation system, station shall contact GCC for details.
- Stock management of BBAG product shall be handled with "stationery.request@flypgs.com" request shall be sent at least one week before the probably finish stock date.
- Check in staff shall offer all passengers who have baby carriage or unpacked baggage in accordance with IATA regulations, with informing the importance of using this product.
- Unpacked baggage in accordance with IATA regulations shall not be accepted to aircraft unless it is covered with BBAG or packed by baggage wrapping machine.
- Passengers hold unqualified packed, fragile bags or any baggage may have risk to harm its own or the other ones may be offered to used BBAG as a means of limited protection. On this condition, baggage shall be labeled with 'Manuel Baggage Tag' and treated accordingly. Passenger shall be informed that she/he has responsibility and liability of carriage such items. BBAG shall not be used for Fragile, negligible, priceless baggage and DGR.
- E-ticket or manual receipts shall be given to passengers who have paid for BBAG.
- When a manual receipt is used for BBAG sales, the station shall produce and send a daily sales report to the Ground Operations Department through "xbag@flypgs.com".

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2.3 DEPARTURE BAGGAGE HANDLING

2.3.1 Procedure

(1) Apply sorting and loading procedures based on "GOM Chapter 2.5" with respect to checked items tagged as:

- Priority baggage
- Heavy baggage
- Transfer baggage
- Transit baggage (if applicable)
- Late baggage
- Sporting equipment
- Mobility aids or devices
- Animals in hold
- Crew baggage
- Strollers
- Gate Delivery Items
- Items containing dangerous goods (i.e. Dry Ice)
- Items with Manuel Baggage Tag
- Standby baggage (if applicable)

(2) Once a flight has been closed for check-in, the Baggage room leader or the Baggage supervisor will:

(a) Review total pieces for each baggage cart

(b) Pass on all baggage counts for each container number to loading supervisor so that the total load summary can be prepared;

(c) Conduct a baggage room sweep to ensure there are no left behind bags

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

2.3.2 Manuel Baggage Tag

(Ref: Montreal Convention 1999, Chapter III, Article 17)

Pegasus Airlines is not liable if and to the extent that the damage resulted from the inherent defect, quality, or vice of the baggage.

If the check in system does not enable to produce the automatic label in scope of manuel tag application, than manual tag shall be used.

Any checked baggage that is unsuitably packed, damaged, perishable and fragile or any other specific reason exempted from Pegasus Airlines liability shall be labelled with a " Manuel Baggage Tag".

Signature for passenger’s approval shall be requested after the manual baggage tag is prepared. If the passenger refuses to sign it, a necessary remark shall be written down .

If manuel baggage tag is used particularly for damaged baggage, the handling staff shall send a message which states the baggage’s condition to the Baggage Service Department of the arrival station. Accordingly

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the Baggage Service Department at the arrival station shall consider this information in order to prevent an unjustifiable claim.

Manuel Baggage Tag has to be kept for 2 years for possible legitimate proceedings.

Manuel Baggage Tags shall be use for passenger baggage, when dcs system fails or during boarding.

- Not properly / inadequate packed / Contains fragile goods (LRFI)
- Sporting equipment (LRFI)
- Received damage, already broken or damaged before check-in (LRRD: (Please be sure that there is no LRRD remark on baggage tag before creating damaged baggage report (AHL/DPR) during the baggage irregularities processes.)
- Musical instruments (Musical instruments may be accepted in hold only if carried inside a special case/ box) (LRFI)
- Contains perishable (LRPE)
- Last minutes/late check-in (LRLC)
- ZAMZAM gallons and liquid containing package or baggage (ZMZM)
- Security collected items (check baggage bag) (LRNA)
- Non-standard cabin baggage collected at boarding, not admissible to cabin (LRNA)
- Oversize (LRSZ)
- Lack of name label (LRLL)

NOTE

DCS Tag The Pegasus DCS user shall state the manuel baggage tag and its detail on the passenger's record on the DCS. The DCS reflects the details on the label automatically. The same categories are available on the tag. The same functions are validated by taking the passenger's signature. When using the valid DCS manuel baggage tag, please do not use the addition manuel baggage tag. The DCS tag does not require any additional manual tag. The Baggage Service Office may be prepared in advance for the arrival processes.

2.3.3 Offloading Of Checked Baggage

(1) If instructed to offload checked baggage, obtain the name and security number, baggage tag number(s) and number of pieces of baggage requiring removal. Refer to electronic records or the bingo sheets (if available) to identify the card/hold where the baggage is located in order to offload.

(2) The baggage is offloaded and must be re-screened prior to returning it to Passenger Services for further handling, subject to local security procedures.

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

(4) Take all confirmation and give information. Always communicate with Passenger Services and the Load Controller with respect to the addition or removal of any checked baggage.

(5) Baggage reconciliation shall be made according to the actual baggage figure. The Load Controller shall consider the LMCs accordingly.

(6) Maintain baggage reconciliation records (e.g. BRS/Bingo cards) in accordance with Pegasus Airlines requirements.

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2.3.4 Baggage Room/Sorting Area Preparation

2.3.4.1 General

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

2.3.4.2 Baggage Tag Verification Process

Once a flight has been closed for check-in, the Baggage Sorting Area lead or the Baggage Supervisor will:

(a) Review the total checked pieces by matching the DCS system or verbal check-in counter.

(b) Pass on all baggage figures including baggage counts for each cart number so that the total load summary can be prepared.

(c) Conduct a baggage sorting area check to ensure there are no bags left behind.

(d) If baggage is left behind, report this to the related Baggage Services. Appropriate messages must be sent to the agreed departments and the relevant GHSP who handle baggage irregularities.

2.3.4.3 Transfer Baggage - Special Cases

Through-label transfer baggage provided the connection is scheduled:

The same day or

- The next day within 24 hours
- No change of airport
- Subject to local requirements
- Related transfer bag tag shall be used for transfer baggage. It is required segregation on loading and offloading. Yellow one shall be used for international transfer baggage and green one for domestic transfer baggage.

Table 2-5: ***Transfer Baggage - Special Cases***

Case	Throug - labelling	Action
Customs clearance required at the transfer point	Yes	Advise passenger to pick up baggage at the transfer point. Refer to TIM/TIMATIC for country rules. Check related Pegasus Read &Signs for No Customs Stations at Turkey
The passenger specifically wants his baggage at a transfer point	No	Inform the passenger about the risk of missing the connecting flight. Refer to TIM/TIMATIC for country rules.
Animals in hold	Yes	Only permitted if the continuing carrier has confirmed acceptance. Within permissible MCT.

2.3.4.4 Short Connection Baggage

Short connection baggage is the baggage of passengers having an onward connection out of a hub with a short scheduled connecting time. Consider short connection baggage during the load planning according to the priorities of the entire load.

Apply the following short connection baggage procedures at outstations.

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(a) Identify all short connections out of the hub airport.

(b) Handle and prioritize them.

Minimum connection time may vary according to the station's capability, faicilities and conditions. Each station may confirm its MCT with "guestcontrol@flypgs.com" and "area.auditors@flypgs.com". All data will be passed to Commercial Department regularly. Exceptions and precautions are described, processed and revised on a regular basis by The Chief Commercial Office in cooperation with related departments.

Minimum Connection Times - MCT are generally limited as follows

Table 2-6: ***Minimum Connection Times***

	İstanbul Sabiha Gökçen-SAW/ minutes	Ankara Esenboğa-ESB /minutes	Antalya-AYT/ minutes	Dalaman-DLM/ minutes
Between domestic and domestic	60	45	-	-
Between domestic and international	90	60	75	180
Between international and domestic	90 120 (for no Customs stations)	60	75	180
Between international and international	80	60	75	180

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2.4 BAGGAGE SECURITY

(In accordance with IATA AHM 621, Regulation (EU) No 965/2012 CAT.GEN.MPA.155 Carriage of weapons of war and munitions of war, CAT.GEN.MPA.160 Carriage of sporting weapons and ammunition).

Each piece of hold baggage shall be protected against unauthorized access from the point it is accepted for carriage (including off-airport check-in) or screened, whichever is earlier up until it is loaded into the aircraft hold. Security measures shall be implemented for screening storage, reconciliation, handling reconciliation, handling systems and loading to ensure prevention of unauthorized access, tampering or introduction of prohibited articles into the hold baggage in line with the GOM. Screened hold baggage should always be kept under surveillance (CCTV, physical presence etc.) Subject to local regulations and operating airline procedures, baggage may only be transported when;

(a) The respective passenger is on board, the baggage shall then be considered as 'accompanied checked baggage'.

(b) The baggage has been identified as 'unaccompanied' checked baggage and authorized for carriage in accordance with local security procedures and operating airline procedures.

(c) All checked baggage is subjected to the appropriate screening and security controls in accordance with local security procedures and operating airline procedures prior to being loaded into and transported on the operating carrier.

2.4.1 Security Of Checked Baggage

ACSP5.1

All checked baggage must be screened before being loaded onto an aircraft in order to prevent prohibited articles from being introduced into security restricted areas and on-board aircraft.

Bearing that in mind, checked baggage must be accepted only from legitimate passengers in possession of a valid ticket and processed by a responsible agent or authorized representative.

Pegasus Airlines ensures that every passenger travels on the same flight as their checked baggage.

Where this is not the case, that checked baggage shall be considered as unaccompanied baggage.

Such checked baggage shall be removed from the aircraft and shall not be carried on that flight.If passengers and crew members are required to personally identify their checked baggage before loading, do not load any baggage not identified.

Ensure there is no opportunity for passengers to remove items from checked baggage, which are prohibited in the aircraft cabin and can be used to commit an act of unlawful interference.

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

2.4.2 Procedures For Carriage Of Firearms And Weapons

(GRH 3.7.5)

(Ref: OM PART A 8.2.2.18.4 & OM PART A 9.2 & ACSP 5.8 (Ref ECAC Doc 30 13th edition, Part IV, 10.2), ICAO ANNEX 17, Turkish National Civil Aviation Security Programme, CAT.GEN.MPA.155&160)

On all Pegasus Airlines flight does not carry weapons in the cockpit and cabin areas held. Including police officers, security staff, body guards or other agents of foreign States does not allow carrying weapons and bullets in the cockpit and cabin areas.

Certain categories of passengers may be authorized to carry weapons onboard in the performance of their duties in Turkey. Follow Security Management instructions in accordance with TDGCA security regulations and procedures within Turkey.

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Pegasus Airlines carry weapons when legally permitted by all State(s) involved, including the State and state(s) of flight departure, transit and arrival.

NOTE

Rifles such as sporting purposed hunting rifles without ammunition are not categories as DGR according to IATA and no need a NOTOC but taken into account and documented as a special cargo.

NOTE

Passenger's Turkish ID number must be entered accurately during the payment on flights within Turkey. Exemptions of payment must not be stated with an irrelevant SSR. *See: following link for the details of payment procedures: "https://www.flypgs.com/basin-odasi/duyurular/duyuru-detay/silahtasima-ucretlendirmesi-hakkinda"

2.4.2.1 Acceptance Procedure for Passengers

(GRH 3.7.5)

(ACSP 5.8.2)

Pegasus Airlines carry weapons when legally permitted by all State(s) involved, including those State(s) involved in the flight departure, transit and arrival aerodromes. The following must also apply :

- An authorized and duly qualified person must accept and determine that the weapon is not loaded, bullets are separated from the weapon and placed in a separate bag in the land side of the airport.
- One copy of the weapons delivery form shall remain with the police, one with the passenger and the third with weapons delivery person.
- Pegasus Airlines shall ensure that the weapons are transported between the initial acceptance point to the aircraft as it is described on National Civil Aviation Security Program.
- The weapons shall be accepted from the police and carried to the aircraft by "Airport Security Commission Approved Persons". Those individuals can be airport police officers, Pegasus employees, contracted ground handling and private security staff in designated secure bags and routes of relative airport.
- Weapons shall be put in a locked case in the aircraft front cargo compartment where it cannot be reached by the passenger.
- Individual carrying the weapon shall remain by the aircraft and monitor the weapons against unauthorised and unlawful interference until cargo doors are closed.
- The ammunition must be securely boxed and carried separately to the weapon by airport police.
- Handling operation agent shall notify the pilot in command when weapons and ammunition are carried on the aircraft by Load Sheet Form or NOTOC. The weapon carriage information shall also be available in Cabin Smart Ops system and e-Load Sheet (if hardcopy is not used).
- According to the IATA's Dangerous Good Regulation 5kg of ammunition can be carried by a passenger on Pegasus Airlines flights.
- For international flights, permits for transportation of both sporting and all other weapons must be obtained from the official authorities of relative countries by the passenger. These permits must include departure, arrival and all transit and transfer destinations.
- These permits must be presented to the weapons accepting authority at the airport before passenger applies for check-in.
- Pegasus airline authorised ground handling representation must be informed regarding the inquiry.
- Ground handling (Including outsourced companies) shall inform transit/transfer and arrival destinations via SITA message before the departure of the aircraft.
- Weapons and/or ammunitions return to the passenger by authorized person at the destination while implementing security procedures.

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- Passengers are notified by PG-HM-BK-002 Pegasus General Rules Refer to PG-GU-EK-001 5.8.2. ACCEPTANCE PROCEDURES FOR PASSENGERS

NOTE

The carriage of weapons by escorts of Prisoners or Deportees shall be subjected to the same procedure as defined under the this procedure. (Ref ACSP 5.8.2.1)

Passengers Authorized to Carry Weapons on Board - BODYGUARDS TO GOVERNMENT VIPS

(GRH 3.7.5),(ACSP 5.8.2.2)

2.4.2.1.1 List Of Protocol Protection Officers Allowed to Carry Weapons On Civil Aircraft Cabin

(ACSP5.8.2.2.1 & OM PART A 8.2.2.18.4.1.1.1)

(1) President of Turkish Republic

(2) Turkish Grand National Assembly (Parliament) President

(3) Prime Minister

(4) Commander of Turkish Armed Forces

(5) Leader of the Main Opposition Party

(6) Former Presidents

(7) Chairman of the Constitutional Court

(8) First President of the Supreme Court

(9) Chairman of the Council of State

(10) Members of the Council of Ministers

(11) The Undersecretary of the National Intelligence Organization

*See ACSP 5.8.2.3. for IN-FLIGHT SECURITY GUARDS

*See ACSP 5.8.2.4 for MILITARY PERSONNEL, POLICE AND LAW ENFORCEMENT OFFICERS

*See ACSP 5.8.2.4.1 for PERSONNEL ON DUTY

*See ACSP 5.8.2.4.2 for PERSONNEL OFF DUTY

2.4.2.1.1.1 Acceptance Procedure For Bodyguards To Goverment VIPS

Ref ACSP 5.8.2.2

On all Pegasus Airlines flights, carriage of weapons is not allowed in the flight deck compartment.

VIP Guards Weapons Carriage in Cabin on Pegasus Airlines' Flights within these principles are applicable as following: Ref. VIP Protection Officers Allowed to Carry Weapons on Civil Aircraft Cabin

This procedure is only applicable on Pegasus Airlines' Domestic Flights. (Turkish Republic of Northern Cyprus flights are not evaluated as Domestic Flights.)

- Such Guards shall be public officials.
- Guards of persons with titles defined in point "GOM 2.4.2.1.1" are allowed to carry weapons in cabin only if they are travelling with the person protected and in the condition that they are satisfying the following requirements. Other VIP Guards are subject to standard Weapon Delivery Procedure such as any passenger.
  - If VIP Guards are travelling with the person they protect, this situation is considered as a mission order. If they are travelling alone, VIP Guards are subject to standard Weapon Delivery Procedure as with any passenger.
  - By the regulation of Turkish DGCA, it is considered that Pegasus Airlines has allowed "In Cabin Weapon Carriage Procedure" for Guards defined on "GOM 2.4.2.1.1"

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- In the case that the carried weapon and ammunitions are used, the VIP Guard himself is taken to be responsible as regards passengers and Pegasus Airlines.
- VIP Guards must act within established confidentiality criteria and procedures.
- An appropriate training shall be provided by the institution/department responsible for VIP Guards depend according to standard requirements defined by the Turkish DGCA. At the end of the training, Guards who will be in charge of carrying a weapon shall sign a written commitment including their authorization and responsibilities, or this commitment shall take place at the delivered training certificate. Weapons belonging to Guards not in possession of the concerned certificate shall be accepted according to standard Weapon Delivery Procedure. The certificate shall be shown during the Check-in process.
- The registration of VIP Guards travelling armed shall be performed by the VIP Protocol Office before the flight. The registration shall contain Guards names', weapons and flight details. On the transfer flight, the next flight details shall be declared and the next airport shall be informed.
- During the reservation or boarding card printing processes, Guards shall inform Pegasus Airlines' staff or Ground Handling Agent. During the Check-in process, CWEA code shall be entered as SSR. The Ground Handling Agent concerned shall inform Chief Cabin Attendant and/or PIC by fulfilling the Cabin Information Sheet or PIL. (and/or via Cabin Smart Ops and EFB (eloadsheet) where relevant.) Chief Cabin attendant will inform Pilot in Command before the arrival of passengers including their number and seats occupied.
- The seat next to the Guards shall be left empty as long as the seats availability make this possible.
- As far as, Armed VIP Guards shall embarked first on to the aircraft and disembarked the last.
- In the case of transfer flights, the transfer point ground operation handling service shall be informed about the seat number of the armed VIP Guards.
- In the Aircraft Cabin, VIP Guards shall carry their weapon with them or place it in a closed case they carry with them, separated from the bullets and magazine in the manner that it cannot be fired unintentionally and is not noticed by other passengers.

2.4.2.1.1.2 In-Flight Security Guards

See for detail OM PART A 8.2.2.18.4.1.2 & ACSP 5.8.2.3

2.4.2.2 Procedures For Carriage Of Sporting Weapons And Ammunition

Ref OM PART A 9.2.2

Pegasus Airlines takes all reasonable measures to ensure that he will be informed about any intended transportation of any sporting weapons or ammunition by one of his aircraft.

Sporting rifles, shotguns and pistols belonging to accompanying passengers for their own use, and any other kind of small arms may not be carried aboard the aircraft except as checked baggage stowed in one of the belly compartments, unloaded and suitably packed

Sporting weapons may be carried by two means on Pegasus flights;

(a) Sporting weapon and its ammunitions belonging the passenger as checked baggage,

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(b) Sporting weapon as bulk cargo

NOTE

Rifles such as sporting purposed hunting rifles without ammunition are not categories as DGR according to IATA and no need a NOTOC but taken into account and documented as a special cargo.

NOTE

Passenger's Turkish ID number must be entered accurately during the payment on flights within Turkey. Exemptions of payment must not be stated with an irrelevant SSR. *See: following link for the details of payment procedures: "https://www.flypgs.com/basin-odasi/duyurular/duyuru-detay/silahtasima-ucretlendirmesi-hakkinda"

2.4.2.2.1 Acceptance Procedure Of Sporting Weapons And Ammunitions

Ref OM PART A 9.2.2.1

When accepting the carriage of sporting weapons, Pegasus Airlines ensures that they are:

(a) Stowed in the aircraft in a place which is inaccessible to passengers during flight unless the Authority has determined that compliance is impracticable and has accepted that other procedures might apply.

(b) Unloaded, in the case of firearms or other weapons that can contain ammunition. Special containers for firearms may be offered for sale to passengers not having suitably packed their rifles/shotguns. These containers should be made of light but tough styropor, with an inside foam rubber padding, thus preventing any damage to the rifle.

(c) Ammunition of sporting weapons may be carried in passenger's checked baggage only if it corresponds to the latest Technical Instructions for the Safe Transport of Dangerous Good by Air (ICAO Doc 9284/-AN/905), including the Supplement and any Addendum, approved and published by decision of the council of the ICAO 9284.

(d) The transport of cartridges for sporting weapons is only allowed if they are for the personal use of the accompanying person, they are securely boxed and in quantities not exceeding 5 kg gross mass.

Before the flight the commander shall be notified by the Ground Operations about details of weapons or ammunition intended to be carried on board, including its location.

It is to be noted that sporting weapons and ammunition for such weapons may be carried without an approval from an authority, provided that they are properly packed and stowed in a place on the aircraft which is inaccessible to any passenger during flight and are unloaded. All measures shall be taken that the operator is aware of the intended carriage/shipment of sporting weapons and/or ammunition.

With the agreement of the authorities involved, sporting weapons may be carried other than in an inaccessible location on an aircraft if it has been accepted (e.g. for the sporting weapons of Olympic athletes). They shall in any event be reported to the operator.

2.4.2.2.2 Handling Procedure of Weapons and Ammuniations

Ref OM PART A 9.2 & ACSP 5.8.3 Protection On The Ground

Domestic:

Pegasus Airlines ensure that the weapons carry between the terminal and aircraft as it is described on National Civil Aviation Security Program.

The weapons should be carried by the “Airport Security Commission Approved Persons”. Those staff can be; the Airport Private Security Identity Card holder, Airline Ground Agent, Ground Handling Provider or Airport Security Police.

Airport screening operator is aware of a weapon and/or ammunition in the baggage or on the person of a passenger. Handling agent must contact with the airport police when items seen on screening or inform by passenger.

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The items shall be taken from the passenger by airport police and issue the standard claim tag.

A copy of delivery receipt shall be given to the passenger.

The ammunition must be securely boxed and carried separately to the weapon by airport police.

Prior than the departure of each flight, Pegasus Airlines authorized person or the contractor company qualified service provider pick up the items from airport police by signature and deliver to the related flight with on the delivery received.

Weapons are to be kept secured at all times either by approved personnel or locked away in a secure Location within the special case.

An authorized and duly qualified person has determined the weapon is not loaded and is stowed in front cargo compartment that is inaccessible to any person during flight.

Items shall be put on to the designated weapon container or other standard bag in the aircraft front cargo compartment.

Handling operation agent notifies the PIC when weapons and ammunition are carried on the aircraft by Load Sheet Form or NOTOC.

NOTE

According to the IATA's Dangerous Good Regulation 5kg of ammunition can be carried by a passenger on Pegasus Airlines flights.

The originating handling company must be advised to transit and transfer stations and shall ensure the integrity of such items. Weapon information with the details of loading positions/destination should be stated on LDM, Supplementary Information Identifier SI, (free text) if needed.

Example:

SI 12 WEA LDD H1 GZTSAW

Weapons and/or ammunitions return to the passenger by authorized person at the final destination while implementing security procedures.

Until further advice Pegasus will not transport armed individuals except of within Turkey which is described in this Chapter.

General:

Passengers are not permitted to carry arms or dangerous weapons in their hand-baggage or on their person in the passenger cabin.

(a) Hunting and sporting arms may be carried as checked baggage and shall only be loaded into the airplane cargo compartments. The same applies to arms in the form of antiques or souvenirs and to any article that could be used as a weapon, such as knives or scissors, pick-axes and ice axes, hatchets, etc. IATA DGR shall be adhered for carriage of weapons.

(b) No ammunition, explosives or explosive devices shall be accepted for transportation as baggage with the exception of ammunition for hunting and sporting arms, which may be carried as checked baggage only under provision for permissible quantities, packing and required declaration according to the current IATA DANGEROUS GOODS REGULATIONS.

Ammunition needs to be in either its original packaging or a suitable container that prevents movement between shells or cartridges (loose ammunition is not permitted).

Allowances for more than one passenger must not be combined into one or more packages.

Firearms in the checked baggage will need to provide the appropriate licences and documentation for the firearms and ammunition, e.g. export/import licences and authorisation from local and national authorities.

Passenger must specify:

- the quantity of firearms you wish to transport
- the type (handgun, rifle, shotgun)

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- the make/model and calibre
- the quantity (in weight) and calibre of ammunition

Make sure that firearms are unloaded and each firearm is accompanied by the appropriate certificate.

The only items it can be packed in the checked baggage without having to notify us are:

- bows, cross bows and arrows
- harpoon guns and spear guns
- slingshots and catapults

2.4.3 Security Removed Items

Passengers are not allowed to hold security items like daggers, knives and other offensive articles and / or firearms in their cabin baggage.

Items not permitted in hand baggage that are removed by security screening personnel may only be accepted in checked baggage, as per local airport procedures on condition that it’s included baggage reconcilitation process.

Passengers have to be informed at time of check-in, that all security items and firearms may be transported in checked baggage only. As passengers are responsible themselves for items not allowed in cabin baggage, PEGASUS AIRLINES does not accept any liability and / or claim for such items having been taken away from passengers or removed from their cabin baggage as a result of a security check.

The Handling and / or Supervision Agents and / or Representatives shall not accept any liability and / or claims for such items on behalf of PEGASUS AIRLINES.

If, as a result of a security check, security items (i.e. daggers, knives, scissors etc.) are taken from passengers or removed from their cabin baggage:

(1) Passengers have to give up ownership and dispose off these items themselves.

(2) At point of origin the Handling and / or Supervision Agents and / or Representatives shall not take over any items, neither for storage, nor for re-forwarding, nor for disposal.

(3) At point of destination the Handling and / or Supervision Agents and / or Representatives shall not accept filing of AHL's, as such items are not to be considered as "lost items".

2.4.4 Transfer and Connecting Baggage

GRH 3.7.10

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

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

(2) If the baggage is collected and transferred in the sterile area, re-screening may not be necessary. Follow the local security regulations.

(3) Interline, transfer and connecting baggage must follow the reconciliation procedures as originating baggage as per defined in this chapter.

2.4.5 Liquids, Aerosols And Gels (LAGS)

(Ref: ACSP 4.6.3.7, OM PART A 8.2.2.10.1.2)

With effect from 20 April 2009, Turkey has been introduced liquid limitations in hand baggage matching the EU standard on International Flights.

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With effect from 1 April 2012 Turkey has introduced liquid limitations in hand baggage on Domestic Flights by the same standards as like defined by EU for International Flights.

Passengers departing from Turkey will be allowed to carry only limited quantities of certain liquids, gels and pastes. (These may include shampoo, creams, hair gel, hair spray, suntan lotions, toothpaste, liquid or aerosol deodorants, perfumes, cosmetics such as mascara and lip-gloss, water and other drinks, soups and syrups and other items of a similar consistency).

All liquids, aerosols and gels must be carried in containers of no greater than 100ml capacity (approximately 100 gr in weight).

(a) All containers must fit comfortably in a transparent, re-sealable plastic bag.

(b) The plastic bag must be no greater than 1 litre (1 quart) in capacity with a total outer edge measurement of the sealed section of the bag no larger than 80cm.

(c) There is a limit of one plastic bag per passenger.

(d) The plastic bag must be removed from carry-on baggage and presented to security personnel at the checkpoint for inspection and separate x-ray screening.

(e) Containers larger than 100ml will not be accepted, even if only partially filled.

(f) Liquids, aerosols and gels include, but are not limited to;

  (1) Water and other drinks, soups, syrups, jams, stews, sauces, and pastes

  (2) Foods in sauces or containing a high liquid content.

  (3) Creams, lotions, cosmetics, and oils

  (4) Perfumes

  (5) Sprays

(g) Gels including hair and shower gels, contents of pressurized containers, including shaving foam, other foam, and deodorants,

(h) Pastes including toothpaste,

(i) Liquid-solid mixtures,

(j) Some cosmetics (Mascara, lipsticks, Lip gloss or lip balm),

(k) Lighters,

(l) And any item of similar consistency at room temperature

Duty free goods containing liquids purchased at airside duty free shops in Turkey shall not be taken through transfer security points at other EU airports. Items must be placed in a 'tamper-evident' bag with the receipt attached to the bag or placed inside so that it is easily readable. The bag must remain sealed until the passenger has reached their final destination. Any bag that is opened prior to this is liable to be confiscated at the security checkpoint.

(a) Liquids must be in individual containers with a capacity of no more than 100ml

(b) All containers must be carried in a separate clear plastic, zip-top or re-sealable bag of maximum dimensions 20cm x 20cm (8in x 8in) or equivalent to 1 litre capacity.

(c) Items must fit comfortably inside the bag and the bag must be completely closed.

(d) The plastic bag must fit inside the passenger's hand baggage

(e) At the airport security search the plastic bag must be removed from the hand baggage and x-rayed separately.

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Passengers can only carry liquids, aerosols, and gels in containers of no more than 100 millilitres in the hand baggage. These containers shall be carried in a 1 Lt transparent plastic bag. Volume of this resalable plastic bag shall not be more than 1 Lt per passenger. Passengers can still carry liquids in the check-in bags.

(a) It's not allowed to pass from security point if the products cover bigger than 100 millilitres regardless of the amount.

(b) Passengers shall show the liquids inside their handbags at the last security point and put separately to the X-Ray equipment.

(c) There is a liquid limitation for check-in suitcases up to 5 Litres per passenger. Dangerous Goods must not be carried in or as passengers cabin baggage except, as otherwise provided in IATA DGR Table 2.3.A. Liquid must be properly packed in two leak proof plastic sealed sacked. Manual baggage tag must be affixed to the liquid containing package or baggage and must be written on the baggage tag and on the tag portion given to the passenger.

(d) Passengers with the baby can carry baby food and milk sufficiently and if there is a compulsory situation of medicine using passengers can carry medicines sufficiently in their original packages.

(e) All kind of liquids includes water, syrups and alcohols, all kind of makeup equipment (except hard lip rouges) includes cream, lotion, oils (includes cosmetic oils), perfumes and mascara, and additional shaving foam, deodorants, tooth paste and all pasty materials, jam, honey, yogurt, sauce, syrup, shampoo, contact lens liquids and other similar materials are included to the limitation.

(f) Liquid products purchased from duty free or in the aircraft will put into the special bag by attendant and top of the bag shall be glued. Receipt will check before the bag taken into the plane.

If there is a flight transferring from the other airport the special duty free bag shall not open until arriving to the last arriving point. Otherwise bag will be seized in the transferring airport. Please give the necessary information to the Passengers during the check-in and ticketing process.

Duty free liquid items purchased on-board EU airlines can be taken through transfer security points at other EU airports providing that 'no more stringent measures' apply.

Items must be placed in a 'tamper-evident' bag with the receipt attached to the bag or placed inside so that it is easily readable.

The bag must remain sealed until the passenger has reached their final destination. Any bag that is opened prior to this is liable to be confiscated at the security checkpoint.

(a) Liquids must be in individual containers with a capacity of no more than 100ml

(b) All containers must be carried in a separate clear plastic, zip-top or re-sealable bag of maximum dimensions 20cm x 20cm (8in x 8in) or equivalent to 1 litre capacity.

(c) Items must fit comfortably inside the bag and the bag must be completely closed.

(d) The plastic bag must fit inside the passenger's hand baggage.

(e) At the airport security search the plastic bag must be removed from the hand baggage and xrayed separately.

Exemptions may be granted if the liquid is:

(1) Obtained airside beyond the point where boarding passes are controlled from outlets that are subject to approved security procedures as part of the airport security Program, on condition that the liquid is packed in a bag that is both tamper evident and displays satisfactory proof of purchase at that airport on that day; or

(2) Obtained in the security restricted area from outlets that are subject to approved security procedures as part of the airport security Program; or

(3) Obtained at another Community airport, on condition that the liquid is packed in a bag that is both tamper evident and displays satisfactory proof of purchase at airside at that airport on that day; or

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(4) Obtained on board an aircraft of a Community air carrier, on condition that the liquid is packed in a bag that is both tamper evident and displays satisfactory proof of purchase on board that aircraft on that day.

NOTE

Liquids used in the health sector and body fluids that need to be carried for analysis. If there is an inconvenience in transporting in the aircraft hold and in scanning on the X-Ray device, they can be transported in the cabin after the records of this exemption are kept, with the documents of the relevant institution or organization.

2.4.5.1 Turkish Regulations And Duty Free Applications For The Transportation Of Liquid-Gel Goods

With effect from 20 April 2009 Turkey has been introduced liquid limitations in hand baggage matching the EU standard on International Flights.

*See for detail "GOM 2.4.5"

2.4.5.2 European Union Regulations And Duty Free Applications For The Transportation Of Liquid-Gel Goods

With effect from 1 April 2012 Turkey has introduced liquid limitations in hand baggage on Domestic Flights by the same standards as like defined by EU for International Flights.

*See for detail "GOM 2.4.5"

2.4.5.3 Fluid Food Carriage As Checked Baggage At Hold

(1) Bottled olive oil, molasses, honey and similar liquids can be carried as checked baggage only at the aircraft hold. However, liquid carriage at cabin and dangerous goods regulations shall also be considered.

(2) The recipient shall be put in a first plastic bag, solid, leak-proof and tightly closed with "zipper-bag" or tied up. Next, it shall be put in a second plastic bag, solid, leak-proof and tightly closed with "zipper-bag" or tied up. They shall be put in a solid box with protective layer inside (i.e. bubble, foam), taped and identified with a nametag.

(3) Maximum 5 litters with its parcel per each passenger.

(4) 5% of the bottle must remain free to prevent leakage when pressurized.

(5) DCS baggage tag must be signed at check-in and excess fees apply if the baggage allowance is exceeded.

CAUTION

Pegasus Airlines cannot guarantee the admissibility at customs of any olive oil, molasses, honey and similar liquids imported or exported on its aircraft. Pegasus Airlines will not be responsible for any damage or leaks to food and/or container during the baggage handling process.

2.4.6 Treatment Of Suspect Bags

ACSP5.9

If a bag raises suspicion, the reason must be ascertained. If an item is too opaque for proper analysis or cannot be properly inspected using a particular screening methodology, other methods shall be employed. If an item appears to be an explosive device (with all the necessary components):

(a) it shall be treated as unaccompanied bag and subjected to additional screening; and

(b) if it cannot be confirmed with certainty that does not contain any potentially dangerous item, the bag shall not have loaded to aircraft.

If security measures uncover a suspicious item in a bag, it is important that the:

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(a) staff members do not touch the suspicious item;

(b) airport security department and EOD unit are contacted;

(c) consignment is not moved by anyone except EOD unit personnel;

(d) airport security department determines which areas are at risk and orders an immediate evacuation of these areas; and

(e) EOD unit determines whether it is necessary to detonate the item, basing their assessment on the threat posed by the item.

Once the situation has been resolved, in cases where a dangerous item has been positively identified, all bags destined for the same flight and/or accepted shall be seen as a higher threat and shall undergo screening. Government regulators shall be notified of the discovery, as well as other passenger and aircraft operators operating from the affected facility.

2.4.7 Prohibited Items

(Ref: ACSP 5.10 & ACSP 4.11)

Pegasus Airlines will ensure that passengers are informed of the prohibited articles listed in this Chapter before check-in is completed.

The list of the prohibited items is available on check-in counter, self-check-in desks, Pegasus Airlines official website ("www.flypgs.com") and by the relevant airport authorities placing posters or notices in advantageous locations. (ACSP 5.10.3) (PG-GU-BK-008)

NOTE

The prohibited articles will be removed and not returned. Passengers requiring the use of medical syringes in flight such as diabetic and other passengers with documented proof of medical need must ensure that it is professionally packed and labelled. If it is not, the medication will be removed.

*See the details in Chapter 2.7 Dangerous Goods

2.4.7.1 List Of Prohibited Articles on Cabin Baggage

(Ref: ACSP4.11 Prohibited Articles & ACSP 4.11.3)

Passengers shall not be permitted to carry into the security restricted areas or on board an aircraft the articles listed in ACSP 4.11.3

Without prejudice to applicable safety rules, passengers are not permitted to carry the following articles into security restricted areas and on board an aircraft:

Table 2-7: List Of Prohibited Articles on Cabin Baggage

<table>
<tr><td colspan="2">a) guns, firearms and other devices that discharge projectiles - devices capable, or appearing capable, of being used to cause serious injury by discharging a projectile including:</td></tr>
<tr><td>• Firearms of all types, such a pistols, revolvers,rifles, shotguns
• Toy guns, replicas and imitation firearms capable of being mistaken for real weapons
• Component parts of firearms, excluding telescopic sights.</td><td>• Compressed air and CO2 guns, such a pistols, pellet guns, rifles and ball bearing guns
• Signal flare pistols and starter pistols
• Bows, cross bows and arrows
• Harpoon guns and spear guns
• Slingshots and catapults</td></tr>
<tr><td colspan="2">b) stunning devices - devices designed specisifically to stun or immobilise , including:</td></tr>
</table>

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• Devices for shocking, such as stun guns tasers and stun batons • Animal stunners and animal killers	• Disabling and incapacitating chemicals, gases and sprays, such as mace, pepper sprays, capsicum sprays, tear gas, acid sprays, animal repellent sprays
c) objects with a sharp point or sharp edge - objects with a sharp point or sharp edge capableof being used to cause serious injury, including:	
• Items designed for choppings, such a axes, hatches and cleavers • Ice axes and ice picks • Razor blades • Box cutters • Knives with blades of more than 6 cm	• Scissors with blades of more than 6 cm as measured from the fulcrum • Martial arts equipment with a sharp point or sharp edge • Swords and sabres
d) workmen's tools - tools capable of being used either to cause serious injury or to threaten the safety of aircraft , including:	
• crowbars • Drills and drill bits, including cordless portable power drills • Tools with blade or a shaft of more than 6 cm capable of use as a weapon, such as screwdrivers and chisels	• saws, including cordless portable power saws • blowtorches • Bolt guns and nail guns
e) blunt instruments - objects capable of being used to cause serious injury when used to hit, including:	
• Baseball and softball bats • Clubs and batons, such as a billy clubs, blackjacks and night sticks	• Martial arts equipment
f) explosives and incendiary substances and devices -explosives and incendiary substances and device capable, or appearing capable, of being used to cause serious injury or to pose a threat to the safety of aircraft, including:	
• Immunition • Blasting caps • Detaonators and fuses • Replica or imitation explosive devices • Mines, grenades and oth explosive military stores	• Fireworks and other pyrotechnics • smoke-generating canisters and smoke-generating cartridges • Dymanite, gunpowder and plastic explosives

An exemption to this 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.

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Security staff may refuse the transportation of cabin baggage containing an article not covered by ACSP 4.11.3 over which they have concerns.

These articles shall then be placed in secure conditions on board aircraft. (ACSP 4.11.1.1)

2.4.7.2 Articles Prohibited In Hold Baggage

(Ref: ACSP 5.10.3)

Passengers shall not be permitted to carry into the security restricted areas or on board an aircraft the articles listed in ACSP 5.10.3

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 a threat to the safety of 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 explosive

An exemption to point 5.10 may be granted on condition that:

(a) the appropriate authority has national rules permitting carriage of the article; and

(b) the applicable safety rules are complied with.

Security staff may refuse the transportation of hold baggage containing an article not covered by ACSP 5.10.3 over which they have concerns.

See the details in "Chapter 2.7" Dangerous Goods and PG-YE-BK-001 Ground Operations Training Dangerous Goods Handling Rules.

2.4.8 Medication and Baby Products

(Ref: ACSP 4.6.3.7.1, 4.6.2)

- Prescription medicine and non-prescription medicine is permitted provided the passenger can demonstrate a bona fide need for these items
- Reasonable amounts of non-prescription medication required for the length of the flight are permitted.
- Baby products to be consumed in-flight including baby milk, sterilized water, baby juice, baby food in liquid, gel or paste form and wet wipes may be carried on board.
- All medication and baby products may be subject to additional security checks.

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2.5 BAGGAGE RECONCILIATION

(Ref: OM PART A 8.2.2.10.2 & ACSP 7.2, IATA AHM 621, 222, PSCM 1739, ICAO Annex 17 Standard 4.5.3)

In order to assist Pegasus Airlines in complying with ICAO Annex 17, Chapter 4, Section 4.5 Measures relating to hold baggage., Standard 4.5.3 which reads:

'Each Contracting State shall ensure that commercial air transport operators do not transport the baggage of persons who are not on board the aircraft unless that baggage is identified as unaccompanied and subjected to appropriate screening.'

Also, according to National Civil Aviation Security Program, when any transit passenger fails to reboard the flight for any reason during transit, the checked baggage are off-loaded.

Person and baggage reconciliation is a procedure that uses a verifiable tracking system to bring attention to hold baggage that has been loaded or is about to be loaded on a specific flight despite the passenger's failure to board the aircraft concerned. The benefit of this procedure is to positively identify hold baggage that is not properly matched with a passenger or crew member on the specific flight, and to positively identify any passenger who has not boarded the aircraft as well as his or her associated hold baggage. Hold baggage handling procedures shall ensure that each piece of hold baggage is identified as accompanied by a passenger or accepted for transport as unaccompanied baggage.

Unaccompanied hold baggage shall be transported only if subject to appropriate security controls.

Electronic systems or manual procedures shall be put in place to ensure baggage belonging to a passenger who fails to board a flight is handled according to the airline and local procedures which may include baggage withdrawal from the hold of the aircraft.

If permitted by the State this procedure may be rescinded when the hold baggage and the passenger are separated for reasons beyond the control of the passenger (e.g. mishandled baggage, involuntary offloading due to oversold flight, weather diversions, operational aircraft change, passenger re-routing, weight restrictions).

NOTE

For more information on handling procedures please refer to IATA PSCM Resolution 739, 740 and Recommended Practice 1739.

Checked Baggage reconciliation shall be maintained between check-in, sorting area and airside after the completion of the entire loading process just before the each departure including:

- Standby passengers' checked baggage;
- Gate delivery items;
- Special types of baggage, (oversize, HUM, WEA etc...)
- Off-airport and group check-in passengers;
- Voluntary or involuntary deplaning.
- VIP baggages
- Transit – transfer baggages

Pegasus Airlines and handling agents on behalf of Pegasus Airlines use the passenger/baggage reconciliation procedures shown in IATA Passenger Services Conference Resolutions Manual Part II Attachments 'A', 'B', 'C', 'D' and 'E' as applicable.

The following precautions shall be taken with checked-in baggage.

(a) Checked in baggage shall be kept under observation to avoid interference by unauthorized persons.

(b) The number of checked in pieces shall correspond with the number of pieces loaded. Any deviation shall be reported to the Commander immediately.

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(c) After evaluation, the Commander will decide whether or not an individual or general baggage identification check by passengers must be made before departure.

(d) Any unidentified baggage shall be left behind. Local authorities are reported about the condition.

After the baggage's contents is checked and secured, Lost and Found Department opens On Hand File in case of AHL File is opened at the destination point and transfer it on the next available flight.

Checked baggage with passenger (accompanied baggage) shall be carried on the same aircraft as the passenger. In case of unaccompanied baggage refer to ACSP Chapter 7.2.6.

In this respect, generally PSCM Recommended Practice 1739 and Attachments A, B, C, D, E shall be applicable.

(*See ACSP 7.2)

Screened cabin baggage placed in the hold of an aircraft during the boarding process due to space constraints on board the aircraft should continue to be considered as cabin baggage.

Generally, hold baggage shall not be placed on board an aircraft at all International and Domestic flights unless the following measures are taken:

(a) Hold baggage shall be properly marked externally to permit identification with relevant passengers,

(b) The passenger or crew member to whom such baggage belongs shall be checked in for the flight on which it is to be carried,

(c) Prior to loading, hold baggage shall be held in an area of the airport to which only authorized persons have access,

(d) All items of baggage taken into the custody of Pegasus Airlines for carriage in the hold of an aircraft shall be identified as either accompanied or unaccompanied. The process of identification shall be achieved either by manual or automated means; and

(e) Each passenger who boards an aircraft and who is recorded as having placed baggage in the custody of Pegasus Airlines for carriage in the hold of an aircraft shall be in fact the person who placed that baggage in the custody of Pegasus Airlines.

To be effective, person and baggage reconciliation procedures shall be specific to the category of person, as follows:

(a) Originating passengers: Special attention should be paid to standby travellers and other last-minute seat assignments, off-airport check in and individuals who check-in as part of a group but may fail to board the aircraft. When passengers travelling together are allowed to share the total baggage allowance, each member of the group should check his or her baggage individually and be given individual baggage claim checks. Situations involving voluntary or involuntary disembarking prior to aircraft pushback should also be considered to ensure proper and complete passenger and baggage reconciliation;

(b) Transfer or connecting passengers: The hold baggage of a transfer passenger should not be loaded unless the passenger has checked in, where required, and boarded the onward flight, and the baggage has been reconciled by the onward aircraft operator. During situations involving increased threat levels, it may be necessary for passengers to physically identify baggage before it is transported. Procedures to reconcile the baggage of passengers should be defined, especially at hub stations, to ensure the minimum of interference with, or delay to, the activities of the airport and the operators;

(c) Disembarking transit passengers: If passengers disembark before reaching their final destination, their hold and cabin baggage should be removed from the aircraft; and

(d) Crew members: Typically, flight and cabin crews may deliver their own hold baggage to the aircraft.

If crew members check in hold baggage at an airport check-in counter, procedures similar to those for originating passengers should apply.

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The process of person and baggage reconciliation may be accomplished physically, by using a simple manual or semi-automated system, or by using a sophisticated automated electronic system that provides fast throughput. Airports with high volumes of passenger traffic are advised to employ an automated system. Whichever method is used, there shall be a system of verification, monitoring and inspection to ensure that correct reconciliation is performed. All necessary procedures should be completed before aircraft doors are closed. Security and other controls shall be in place so that passengers cannot disembark undetected after boarding and prior to aircraft pushback.

To facilitate effective person and baggage reconciliation, Pegasus Airlines implementing, in addition to baggage reconciliation procedures, appropriate security measures for manual and automated baggage tag stocks, in order to prevent any unauthorized use of baggage tags. This may be achieved by Ground Operations Director by controlling the stocks from Pegasus Airlines Headquarters.

PHYSICAL / MANUAL PERSON AND BAGGAGE RECONCILIATION (*See ACSP 7.2.1)

In reconciling baggage using a physical system, all originating, and transfer baggage shall be personally confirmed by the passengers and/or crew members. The baggage shall be conveyed to the left-hand side of the aircraft, and during the boarding process, each person shall be required to identify his or her baggage by pointing it out. Contracted ground handling loading staff may proceed with aircraft loading after each passenger presents the correct baggage claim tags as proof of ownership.

Gate baggage may be taken from passengers at the boarding gate or alongside aircraft. Such baggage should be tagged with DCS printed and additional with the delivery at the gate tag. Screening process is considered same as cabin baggage.

Rush baggage/s established security controls and the manifest checked shall be performed. PG-GU-FR-058: This form must be kept by the Ground Handling Agents for 48 hours and must be available to the captain up on request.

CAUTION

IMPORTANT:

- Baggage that is separated from the passenger may be subject to additional security controls in accordance with local regulations.
- Offload the hold baggage of any passenger who disembarks earlier than the station of arrival.
- If the passenger fails to transfer for any reason, the passenger's checked baggage may be removed in accordance with local regulations.

DETAILS OF EQUIPMENT IF AUTOMATED (*See ACSP 7.2.2)

In reconciling baggage using a manual or semi-automated system, originating baggage may be processed as follows:

(a) A list is produced by the departure control system showing the baggage tag number of each baggage checked in for the flight; and

(b) The tag number on each baggage is checked against the departure control system list prior to its placement in a container or baggage cart, and if the tag number:

(i) Appears on the departure control system list, is ticked to confirm reconciliation and the baggage loaded for the flight; or

(ii) Does not appear on the list, the baggage is set aside for later investigation as to its origin and destination.

Transfer baggage handled by a manual system shall never be loaded before confirming that the baggage belongs to a passenger or crew member who has checked in for the flight. It shall be delivered separately to the aircraft and loaded only after thorough verification by reference to the passenger and baggage manifest.

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For gate baggage, each bag shall be tagged, and each tag number recorded on the passenger and baggage manifest on the DCS system, or Manuel Baggage Tag shall be filled for matching tag numbers with passenger and crew member names. If a passenger disembarks from the aircraft before pushback, the baggage reconciliation process, together with the departure control system list, makes it possible to ascertain whether any items shall be removed from the hold.

A fully automated person and baggage reconciliation system uses computer (DCS)-generated bar code tags and wireless laser bar code scanners to read printed baggage tags, and is usually linked to external systems such as a departure control system. The system matches all loaded baggage with the passengers and, in addition, tracks baggage location within the airport, at the gate and on the aircraft.

A key component of an automated person and baggage reconciliation system is the capability to ensure that each person who checks in a bag is the same person who boards the aircraft, and not someone who has taken the original passenger's place. To achieve this, a passenger identification document check shall be undertaken at check-in and at the boarding gate.

Person and baggage reconciliation security measures should be complemented by baggage check-in procedures. Specifically, passengers shall be queried about their baggage as they check in. Passengers may attempt to check in baggage belonging to other passengers, baggage that does not belong to them, and baggage which they may not have packed themselves or maintained under their supervision. Hold baggage shall therefore not be accepted for carriage by check-in agents unless the owner of the baggage is present and answers the agent's questions satisfactorily.

A baggage re-flighting system is used to allocate baggage to a new flight when mishandling occurs.

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

2.5.1 On-Line, Transfer Checked Baggage Reconciliation

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

On-Line Transfer Checked Baggage Reconciliation

- Load transfer between two flights of Pegasus Airlines (on-line) if the inbound passenger transfer message contains the passenger names and baggage details for control.
- If the passenger fails to transfer for any reason, the passenger's checked baggage must be removed.

2.5.2 Interlined Checked Baggage Reconciliation

- Do not load hold baggage of an interline passenger unless the passenger has a confirmed reservation for the onward flight and the baggage is matched by the onward operating airline.
- In case of high-risk airlines or high-risk flights, interline passengers may be required to identify the baggage before it is transported.

Checked baggage is not to be accepted for interlining between two different operators unless the passenger has checked in for onward carriage and:

(a) The passenger has personally identified all items of checked baggage; or

(b) There is a positive match done between the tag number on the checked baggage and the baggage claim tag held by the passenger.

2.5.3 Transit Baggage Reconciliation

For services that will transit an airport on the same flight, the departure station of the operator needs to signal the airport of transit a name list of transit passengers. The minimum information required is seat/ baggage details including the number of pieces and weight. Where any transit passenger fails to re-board the flight for any reason during transit, the checked baggage must be off-loaded.

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It is also essential that hand baggage and any other hand-carried items of the passenger are also removed from the aircraft before it departs from the transit airport.

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

2.5.4 Manual Baggage Reconciliation At Originating Station

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

2.5.5 Baggage Messages

(Ref: IATA BSM- Baggage Services Manual Chapter 18, IATA PSCM - Passenger Services Conference Manual 709, 1745, 1800)

BTM message must always be sent by origin to the mid-point to get the baggage reconciliation easier.

Also PTM message must contain transfer baggage data to get the transfer baggage operations more predictable.

2.5.6 Baggage Records

(GRH 3.7.8)

*See: ACSP 7.2.4 and GOM 1.6.6.2 Manifest

Pegasus Airlines retains each hold baggage manifest and supporting documentation for not less than 24 hours, or for a time period that may be extended depending on the duration of the flight. Preferably, the manifest must be retained at the airport of departure or a local office of the aircraft operator, but under no circumstances should the original hold baggage manifest be carried on the flight concerned. A copy may be carried if necessary.

The DCS system used by Pegasus Airlines contains the records of passengers and baggage separately. The following information is contained in the manifest and these records are saved on the DCS system for a minimum of 1 year.

Pegasus Airlines contracted ground handling responsible staff validates and authorizes the baggage manifest prior to pushback.

2.5.7 Protection Of Checked/Hold Baggage

(GRH 3.7.7) (GRH 3.7.10) (GRH 3.7.11) (ACSP 5.6)

Pegasus Airlines contracted ground handling service supplier or responsible local airport authority, or his contracted security service supplier ensures that the hold baggage to be carried on an international or domestic flight, must be protected from unauthorized interference from the point at which it is accepted into the care of the Pegasus Airlines, until departure of the aircraft on which it is to be carried.

Description of Procedures

- Prior to being loaded, hold baggage shall be held in the baggage make-up area or other storage area of an airport to which only authorized persons may have access.

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- Any person entering a baggage make-up or storage area without authorization shall be challenged and escorted out of the area.
- Originating and transfer hold baggage shall not be left unattended on the ramp or plane side prior to being loaded on aircraft.
- Tail-to-tail transfer hold baggage shall not be left unattended on the ramp or plane side prior to being loaded.
- Access to lost-and-found offices in the terminal shall be restricted to prevent unlawful access to baggage and materials.

2.5.8 Performance And Compliance Monitoring

*See ACSP 16

2.5.9 Security Risk Management

*See ACSP 0.4

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2.6 BAGGAGE IRREGULARITIES / MISHANDLED BAGGAGE

Please use always latest version of Pegasus Ground Operations Passenger Baggage Services Manual – PG-DO-EK-004, Quick Reference-PG-TH-BK-001 for following the fresh news and procedure changes. PG-DO-EK-004 and PG-TH-BK-001 is the integral parts of this Chapter.

Mishandled Baggage: Checked baggage that has been involuntarily or inadvertently separated from passengers or crew members.

Such baggage is usually the result of the baggage having:

- Been incorrectly tagged
- Arrived without a tag
- Missed a connecting flight
- Been carried on the wrong flight

Such baggage is held in a locked and secure storage cage or room. Access and key control is properly supervised and the baggage subjected to additional screening before being loaded into an aircraft.

Unidentified Baggage: Baggage at an airport, with or without a baggage tag, which has not been picked up by or identified with a passenger or crew member.

Unclaimed Baggage: Baggage that arrives at an airport on a flight and is not picked up or claimed by a passenger or crew member. Unclaimed baggage is kept for a period of time, as prescribed by the local authority, and disposed of through that authority as unclaimed property.

PIR: Property Irregularty Report

PBS: Pegasus Baggage Service

HDQPC: Headquarter Pegasus

2.6.1 Storage And Handling Mishandled/Unidentified/Unclaimed Baggage

(GRH 3.7.9)

ACSP 7.2.6

Enter mishandled or unclaimed found baggage details into tracing system.

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

Such baggage shall be held in a locked and secure storage cage or room. Access and key control must be properly supervised and the baggage subjected to additional security controls before being loaded into an aircraft.

Where required, make sure such baggage is subject to security controls before being loaded into an aircraft.

These controls could include a combination of:

(a) Manual search

(b) X-ray

(c) Simulation chamber

(d) Vapor or trace analysis

(e) Delayed onward dispatch for 24 hours or more;

> **NOTE**
> Follow the security requirements of the forwarding carrier.

In addition:

(f) Mishandling baggage shall be forwarded without any charge by the fastest possible means using the services of any Member airline, to the airport nearest to the passenger's address

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(g) Use a “RUSH” indicator (manual and/or electronic) when applicable. “RUSH” tag shall be used

(h) Follow the security requirements of the forwarding carrier

(i) It is preferable to load unaccompanied baggage separate from regular baggage

(j) The number of unaccompanied bags with a “RUSH” tag must be included in the baggage counts (total load summary) within Loading Instructions Report/Load &Trim Sheet and LDM Message.

Unclaimed baggage shall be kept for a period of time as prescribed by the local authority and disposed of through that authority as unclaimed property.

2.6.2 Mishandled Mobility Aids

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

(a) Document incident as per local availability in coordination with "PBS@flypgs.com"

(b) Make all possible efforts to provide a suitable equivalent loaned item or replacement as needed and as per local availability in coordination with "PBS@flypgs.com"

(c) Arrange for the repair or replacement of the item if needed in coordination with "PBS@flypgs.com"

2.6.3 Mishandled AVIH

Delay of or damage/injury to AVIH shall be handled as priority according to the specific case in coordination with the accompanied passenger, guestcontrol@flypgs.com, PBS@flypgs.com and station.

- Determine and notify the passenger.
- Try to contain/confine the animal at all times.
- Feed and water animal if appropriate according to the passenger's instructions. Unauthorised food must not be offered.
- Put animal and container in suitable environmental area for holding.
- Check for alternative routing. Manage with PBS@flypgs.com.
- Advise situation to all stations ahead. Advise transit/transfer/destination points Handling Station to take immediate action for preparing according to the passenger's instructions for possible needs.

2.6.4 Legal Time Limits For Reporting

Loss, delay, damage or pilferage of baggage must be reported immediately upon arrival, or within 7 days for damage, 21 days for delay.

2.6.5 General

All documents (form, list, report related baggage irregularity handling can be accessible through Pegasus Online library: "http://document.flypgs.com."

Please refer Pegasus Airlines Baggage Services Manual for complete details of baggage irregularity handling, it's accessible in online library.

The following instructions refer to irregularities in connection with checked baggage. Whenever checked baggage is mishandled, all efforts will be made to restore it to its owner as fast as possible.

The Handling Agent will ensure that a search for left behind baggage is carried out immediately at all possible airport locations:

- The baggage hall
- Baggage sorting areas
- Offices and stores - station premises
- Parking lots for baggage trolleys

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- Custom stores and warehouses other lost property facilities
- Baggage conveyor belts

2.6.6 Competencies

The "Baggage Services and Lost Property Office" of each station is responsible for the initial handling of all baggage irregularities. A Property Irregularity Report (PIR) PG-TH-FR-057 has to be filled in by respective handling agent and has to be handed out to the passenger together with copy of the PIR.

The tracing of lost baggage will be performed by the World Tracer System. World Tracer is a worldwide baggage tracing service, offered as a joint service of IATA/ SITA. Baggage tracing is normally used during the first 180 days following the loss or finding of a bag.

2.6.7 Limitations /Information About Montreal Convention

For calculation of indemnity in relation to baggage irregularities, international aviation regulations and the Warsaw and the Montreal Conventions shall be taken into account as the basis, and indemnity processes shall be carried out accordingly.

Since Montreal Convention has not been ratified and promulgated by all of the countries in the world yet, any indemnity shall be calculated in compliance with the conventions (Montreal-Warsaw) ratified by the countries where the trip originates and ends.

In order to ensure proper documentation of all efforts being made to recover lost baggage and increase the chances of success, the following steps and measures, which are based upon the experience of the Pegasus Baggage Service (PBS), guest service and legal departments of Pegasus Airlines, have to be observed.

2.6.8 Technical And Handling Requirements

Pegasus Airlines uses World Tracer system if available

Sse for detail PG-DO-EK-004 Chapter 5.4

2.6.9 Baggage Damaged Before Check-In

The damage caused during check-in must first be determined as the Amount of the baggage.

There are 3 damage classes;

- MI-MINOR : Very little damage on the baggage .Example:Minor abrasions,holes or tears
- MA-MAJOR: Medium damage on the baggage .Example:Damage to the baggage' wheels,handles,
- TL-TOTAL : All of the baggage is damage .Example:Fully damaged

Once the amount of damage is determined, it is determined where the damage is in the baggage.

- TOP: Includes the top side of the baggage
- BOTTOM: Includes the bottom of the baggage
- END : Includes the side surfacesof the baggage
- SIDE: Includes the 2 fronts surfaces of the baggage
- ALL: Includes all baggage

After the damage is determined, the damage is made to the DCS System in agrement with the guest.

NOTE

Where the DCS system cannot be used, a Manual Baggage Tag shall be used for baggage that is unsuitably packed, perishable and fragile or checked for any other specific reason.

Pegasus Airlines indemnifies itself from or against damage costs to baggage items bearing Manual Baggage Tags. Manual Baggage Tags has to be kept for 2 years.

If below irregularities are available;

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- Not properly packed
- Bicycles when not in a strong outer package
- Already broken or damaged before check-in
- Musical instruments (musical instruments may be accepted in hold only if carried inside a special case/ box)
- Contains perishable or fragile goods
- Last minutes check-in
- ZAMZAM gallons and liquid containing package or baggage
- Security collected items (check baggage tag)
- Oversized or heavy hand baggage collected at boarding

2.6.10 Damage On Checked Baggage

The liability of checked baggage is limited by the Montreal and Warsaw Convention.

For any damaged baggage a damage report shall be completed upon arrival. This may be done by filling in a property irregularity report (PIR) (PG-TH-FR-057) or creating a damage report (DPR) in the World Tracer System.

Carry-on baggage is registered to the passenger ticket in exchange for a baggage label, and is entirely the responsibility of the Pegasus Airlines. The contents of the baggage shall comprise clothes. Valuable documents and jewelry, electronic goods, and items that can leak or break shall not be placed in baggage. Pegasus Airlines is not responsible for carry-on baggage. Refer to www.flypgs.com under “General Rules” title.

Pegasus Airlines accepts NO responsibility for damage caused by any of the following:

- Minor abrasions, holes or tears,
- Light amount of damp or wetness,
- Damage to the luggage’s resulting from the type of luggage used, existing damage on the luggage
- Damage caused by items not packed well enough (fragile items) or by excessive, heaviness,
- Items categorized as manuel baggage tag

Pegasus Airlines does not accept report about minor damages.

Pegasus Airlines does not accept any liability If the guests could not show Bag Tag numbers.

2.6.10.1 Creation DPR

The damaged type, the (TD) element list the location, type and extent of damaged to the bag.

Element information (BD) will be used on the line after the AGE/VALUE information of the baggage.

A detailed description (FF), explain in detail the extent of the exterior damage or any outstanding markings on the bag to assist the repair service in evaluating the extent of the damaged.

Element information (RL), damage files shall be shown within damage code.

2.6.10.2 Information To Passenger

When making the initial claim the passenger shall get all necessary information orally, in addition deliverance of the leaflet Information Letter for Damaged & Lost Baggage-PG-TH-BK-002.

2.6.10.3 Registration Period

In case of damage to checked-in baggage the complaint shall be made immediately upon arrival at the lost & found office.

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Once the passenger has left the airport and damage to the checked baggage is discovered at a later time a written claim shall be sent directly to Pegasus Airlines via official web site within a period of 7 days after arrival.

All claims have to be sent in writing to the airline within the respective period.

NOTE

No claims are to be accepted by telephone!

Responsibilities regarding damages:

Guest Service is responsible for further handling of damage reports.

Available : MON-SUN from 0900-1800 LT

Phone : for current contact number refer to +90 850 250 0 224

E-Mail : "www.flypgs.com/en/contact/write-to-us"

2.6.10.4 Damaged Baggage Report Form

Damaged Baggage Report Form PG-TH-FR-007 shall use for the reporting unregistered damaged baggage which was identified by handling company while loading/unloading of aircraft and chute area. The filled form shall send to relevant Pegasus Airlines station and HQ Pegasus Baggage Service (PBS) via email. The photos of baggage shall be attached if possible to the report.

2.6.11 Lost Of Checked Baggage

The liability of checked baggage is limited by the Montreal and Warsaw Convention. A claim can only be settled be on a (PIR) report which was filed immediately after arrival. As much information as possible shall be recorded into to the file to enable system and the user to locate the baggage. An AHL message shall be issued and sent via PBS@flypgs.com as a mail message, or if World Management System is available, an AHL-file shall be opened without delay within this system. After the AHL file is completed, the system starts primary tracing for the missing baggage.

2.6.11.1 Courtesy Report

Pegasus Airlines does not accept any liability If the guests could not show bag tag numbers. Courtesy report should be prepared and all details should be noted into Worldtracer system. Once you have completed the AHL file you should make sure that the Baggage Contents List and the other mandatory elements are.

While creating the file you should be inserted as FF this file is a Courtesy Report.

2.6.11.2 Creation AHL

The handling agent is responsible for tracing the lost baggage within the first 5 days after arrival (IATA standard).

Please remind the lost and found office, to pay attention to the following issues.

- The station which made the report need to give the importance to the files and search the reports at the first five days
- At the first five days search the reports by system and send to PXF, TTY message every day
- It needs to call the guest to inform and necessarily write the interviews as free format text of FF into the system
- During creation report The Baggage Content's List (PG-TH-FR-014) shall be filled by the passenger and the Baggage Content's List shall be input to the system immediately by Lost & Found department.
- If the bag found, it shall be noted into the system, element information RC will be used how and when the bag found is shown the following example:

  RC01 BAG RCVD PC157/05MAR NO DMG /22,00 KG , element LD will be used how delivered to passenger is shown the following example:

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LD PAP P/U BAG FRM SAW A/P ON 05MAR /LT 23:00 NO DMG and close the files.

2.6.11.3 Information To Passenger

When making the initial claim the passenger shall get all necessary information orally, in addition the leaflet “Information Letter for Damaged & Lost Baggage PG-TH-BK-002 ” shall be handed over to the passenger and the "date of questionnaire" (DQ) must be added to the file. Information Letter for Damaged & Lost Baggage should be downloaded from online library. The passenger has to be informed about the urgency of this requirement. Element DQ will be used for the document of the cc list shown in the following example:

DQ 29AUG (Document requested)

AG NİLGÜN Pegasus Airlines Ground Operation Baggage Services- Head Office Contacts (For Handling Use) (Please Do Not Share This Number with Passengers)

Baggage Services Head Office

Fax : +90 216 560 74 77

Tel : +90 216 560 70 00

E-mail : "PBS@flypgs.com"

SITA : ISTOWPC

2.6.11.4 Close AHL

The file shall be closed (CAH) with information about fault station (FS), reason for loss (RL), baggage weight(BW), date delivery (DD) and date received (DR) as soon as the baggage has arrived. For RL use the IATA-standard secondary codes, available in the world tracer systems (WM HELP RL).

2.6.11.5 Baggage Delivery

The baggage shall be delivered as soon as possible after arrival. The handling agent shall:

- Contact passenger prior delivery to check delivery address.
- Check the cheapest and/or fastest way of delivery. PBS shall be informed about delivery way and price by Handling Company.
- If delivery charge over than 70,-EUR contact with PBS for confirmation.
- The delivery company shall arrange the delivery time with the passenger.
- send baggage to another station for delivery if this airport is closer to passengers delivery address FAH (Forward AHL File).
- Create for each delivery a BDO/BDI.
- Create invoices with printouts of AHL or BDO.
- Hand over the baggage only to the passenger against signature of receipt, add the passport number to the file.
- Store the receipts 2 years.

2.6.12 On Hand Baggage

An on hand report (OHD) has to be created **immediately** whenever a baggage is unclaimed at your station.

2.6.12.1 Creation OHD

The handling agent shall:

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- Create OHDs immediately with as many details and distinctive items of contents as possible it is important to include as much information as available about an on cabin baggage.
- Destroy perishable goods such as fresh meat, fish, cheese, sausages etc. for hygienic reasons, if there is no AHL match. The baggage shall not be destroyed unless the baggage itself has been contaminated and therefore presents health risk.
- Leave the packages of vacuum packed, canned or dry food in the baggage, if the packages are undamaged. In case of FLZ, HDQPC will be responsible for destroying if necessary.
- Transfer all FWDs and all other messages into the files.
- Add and/or transfer all information in the file and create messages in English.

2.6.12.2 Forward OHD

As soon as another station is requesting the OHD, it shall be sent with next available flight as expedite baggage. The expedite baggage has to be security checked / x-ray screened. A respective forwarding message (FOH) has to be sent to the requesting and transferring station. FS and RL codes shall be specified in SI element. Any copy of FWD message is to be sent to ISTOWPC (HDQPC).

2.6.12.3 Close OHD

The OHD will be automatically closed with transaction FOH. Otherwise the file shall be closed separately with COH.

2.6.12.4 FLZ

If no station has requested the OHD within five days the baggage shall be sent under advise (FLZ) to PBS (SAW) without closing the file. Make sure the OHD/FLZ Luggage Check list PG-TH-FR-001 are, you shall insert a copy to baggage while bag is forwarding. The FLZ shall be addressed to ISTOWPC.

2.6.13 Cabin Found Items

Cabin Found Items are defined as a guest's property that is unchecked and left by the guest in the aircraft. Common examples of Cabin Found are books, glasses etc...

All cabin found items shall be handed over to the agent of Lost & Found department upon arrival. 'Cabin Found Property Form PG-TH-FR-058'' shall be filled by the Cabin Chief and found item shall be handover to the agent of Lost & Found department. The original copy of the form remains with the SCC. Second copy is given to Security staff, station officer or Pegasus Airlines representative and the third copy is given to the Lost & Found Office together with the found item.

The agent must confirm the receipt of the item by signing the report.

*See: PG-AH-TL-042 for internal user

2.6.13.1 Registration RFP

All items shall be entered in the register of found properties (RFP) in the "World Tracer System" and shall be stored until the end of the actual month at the station.

Any items, the passengers of which could not be determined, shall be sent to Pegasus Baggage Services by preparing a signed breakdown list of such items on Cabin Found Property Form PG-TH-FR-058 . Any received items shall be checked by means of the relevant form and shall be taken to the storage in order to be retained.

After a month found properties shall be sent to e-mail "PBS@flypgs.com" with total containing breakdown with Unaccompanied Baggage and Found Items List PG-TH-FR-013 and RFP.

If the found item is picked up by the guest or authorized third parties the handling shall be amended within element SI with name and ID card number.

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2.6.14 Right To Refuse Carriage Of Checked Baggage In The Hold

Ref OM PART A 8.2.2.10.2.1

Pegasus Airlines may refuse to carry checked baggage that is likely :

- to endanger the aircraft or persons or property on board the aircraft,
- inadequately packed
- unsuitable for air carriage due to its weight, size or nature
- forbidden by law, regulations, security standards or safety standards of any State to be flown from, to or over.
- Items which are not connected with the particular journey of a passenger.
- Unaccompanied baggage.

Pegasus Airlines is not responsible of any damage and irregularities for the following items within the checked baggage:

- Fragile or perishable items,
- Paintings, electronic equipments, musical instruments, medicine
- Commercial and valuable materials, money, jewellery, precious metals, valuable minerals,
- Travel documents (passport, residence permit etc...) business documents, negotiable papers

2.6.15 Found Baggage / Rush Baggage (Unaccompanied Or Expedite Rush Baggage)

(Ref: ACSP 7.2.6 UNACCOMPANIED / RUSH BAGGAGE, ICAO Annex 17 Standard 4.5.3, ECAC DOC 30 5.3.3.) (GRH 3.7.9) (GRH 3.7.8)

Any baggage that is not transported on the same aircraft as its owner is categorized as unaccompanied baggage and is handled as air cargo.

Hold baggage that becomes unaccompanied baggage due to factors other than those mentioned in point 'Factors Beyond The Passenger's Control'(ACSP 7.2.5.2) shall be removed from the aircraft and rescreened before loading it again.

Secure storage areas shall have been established where mishandled passenger baggage may be held until forwarded, claimed or disposed of in accordance with local laws.

- Locked and secure storage cage or room
- Access and key control is properly supervised
- The baggage subjected to additional screening before being loaded into an aircraft.

ACSP 7.3 Procedures For Screening Of Unaccompanied Baggage

Each item of unaccompanied hold baggage shall be accounted for on the hold baggage manifest and each entry on the manifest shall clearly show the baggage status, together with the baggage tag number.

A separate baggage record shall be kept by fulfilling the Unaccompanied Baggage Security Control Form PG-GU-FR-058 (available in Comply 365). This form must be kept by the Ground Handling Agent for 48 hours and must be available to the PIC upon request.

ACSP 7.3.4 Details Of Operator Or Service Provider

Inside Turkey, Ministry of Internal Affairs is responsible for the screening of checked baggage.

Outside Turkey, responsibility rests with the authority which performs the screening or the security agency personnel contracted by the authority to perform the screening of unaccompanied baggage. Depending on the regulations or risk assessment in some airports, Pegasus Airlines can contract to second and/or if necessary to third parties, via the process described in ACSP 17.2.

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Unaccompanied baggage's procedures shall be performed by the contracted ground handling supplier's.

Handling Procedure:

If a baggage with Pegasus Airlines baggage-tag for another destination has been found at any station or a checked baggage belonging to a Pegasus Airlines flight has been left behind due to any reason;

- Send a telex to the LL- office of the respective station, ISTOWPC and
- Tag the respective piece of baggage with an expedite (rush)-tag
- Forward it as soon as possible to its correct destination
- Send a "Forwarding Advise" containing tag number, name of passenger if available, routing and flight numbers to the destination and transfer station.

Before the rush bag is loaded, handling service providers must guarantee followings:

- In rush baggage forwarding the security check must be performed and recorded on FWD Message in accordance with Pegasus Airlines ACSP (Air Carrier Security Manual) Article 7.3 which is based on ICAO Annex 17 Standard 4.5.3, ECAC DOC 30 5.3.3.
- Be sure it's security screened in accordance with the provisions laid down above legislations,
- Unaccompanied hold baggage must be pass through security screened in accordance with the provisions laid down above legislations before loading and it must be specified to pass security screened on SI line of FWD message and relevant department must be informed by e-mail according to ICAO ANNEX 17 Standart 4.5.3, ECAC DOC 30 5.3.3 Pegasus Airlines ACSP (Air Carrier Security Manual) 7.3 Procedures For Screening Of Unaccompanied Baggage
- Use the rush tag for unaccompanied baggage. The relevant comment section of the rush tag shall be filled,
- Inform all related department and PIC
- Take the confirmation from Load Controller, Ramp and PIC,
- Be sure that it's loaded to correct flight,
- Ensure that the Load sheet and Loading Instructions Report contain the rush baggage information,
- Ensure that it's considered and included during the baggage reconciliation process,
- Send the forward message and e-mail to destination station Lost&Found office, transfer station and HDQ office by filling the required fields. (Passenger Name/Baggage, Tag Number/rush bag tag number, Weight, if any PIR Ref number/flight),
- The transportation of rush bag on Pegasus Airlines flights, which belongs originally to another carrier, is subject to approval of Ground Operations Department and admittance of the PIC.
- Additional fee will charge for other airlines rush bags. All bags will be weighed accurately and passed from security control. Allowance for acceptance will be taken from "guestcontrol@flypgs.com" and "pbs@flypgs.com" contact to GCC for detail information.

2.6.15.1 Rush Tag

The rush tag shall be used for unaccompanied baggage. Rush tags are very important for identification reasons shall a security check have to be made.

The use of the rush tag is necessary for:

- LMC baggage, which could not be on loaded to the same flight as the passenger.
- A piece of baggage registered as "lost" has been found and shall be forwarded as expeditiously as possible to the waiting passenger.

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- Electronic or manual tag can be acceptable.

2.6.16 Unaccompanied Hold Baggage From Another Air Carrier

Pegasus Airlines will accept unaccompanied hold baggage from another air carrier, if the screening standards in ACSP 7.3 and the procedures laid down here are applied.

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2.7 DANGEROUS GOODS (DG)

(GRH 1.6.5) (1.6.7)

OM PART A 9

(Ref: In accordance with Regulation (EU) No 965/2012) CAT.GEN.MPA.200 Transport Of Dangerous Goods, Subpart G Transport Of Dangerous Goods, SHT-OPS Part-SPA, IATADGR Last Edition, ICAO DOC 9284 AN/905 Technical Instruction For The Safe Transport of Dangerous Goods by Air) (GRH 1.6.6)

The yearly published IATA Dangerous Goods Regulations (DGR) are an internationally recognized document, which is generally used for the handling of dangerous goods throughout the industry.

Pegasus Airlines, our operator variations are listed in this chapter.

Pegasus Airlines is responsible for the acceptance, loading and the actual transport of the dangerous goods.

Passengers and crew are permitted to carry certain items of dangerous goods in their baggage.

Pegasus Airlines does transport dangerous goods as cargo.

Refer to the IATA DGR, Ground Operations Training Dangerous Goods Handling Rules (PG-YE-BK- 001), and GOM complete 2.7.2.1 for Forbidden Goods on Pegasus flights for a list of those items of dangerous goods permitted in passenger baggage, their acceptance and handling procedures (including a listing of operator-approved dangerous goods permitted for carriage by passenger/crew member).

NOTE

Also refer to GOM Chapter 3, and Pegasus Cargo Operation Manual PG-KA-EK-001 (7 DANGEROUS GOODS & WEAPONS) for dangerous goods carriage in scope of cargo handling.

Handling agents shall be aware of commonly carried items and question passengers where there is a suspicion of their carriage (e.g. camping equipment, hunters).

Dangerous goods shall be identified that are not permitted in passenger baggage by the DGR, or that are leaking, it must be reported to your supervisor, Pegasus and to the national aviation authority.

These dangerous goods must be removed from the passengers baggage and disposed of in accordance with local requirements.

Details are described within this chapter.

CAUTION

According to IATA Dangerous Goods Regulations (DGR), cigarette lighters and matches are forbidden in checked and carry-on baggage; they must be carried on the person. Spare lithium batteries are restricted to carry-on baggage; they are forbidden in checked baggage

DGR Regulation Management;

(a) The designated employee under the Ground Operations responsibility in coordination with Ground Operations Training and Operational Compliance and Documentation Team (ground.doc) (groundtraining) is in control of tracking /evaluating / making comments on new regulation(s) and/or revision(s) published by respective authorities and news updates from the regulatory. In case of a new regulation or any change(s);

(1) Propose for the agenda of management meeting(s) if a company management decision is needed and provide assistance to make the decisions in scope of ground operations.

(2) To represent the department in the activities, studies and meetings about the changes or new regulations and/or management decisions.

(b) The following functions raised by IATA DGR are assigned to related units within Ground Operations but in cooperation with related department:

(1) To revise ground operations documents in compliance with the regulation changes and implement to operational areas:

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(i) Ground Operation Operational Compliance and Documentation Team (ground.doc).

(2) To keep their employees informed of the content, interpretation and modifications of the regulations/revisions:

(i) Ground Operation Operational Compliance and Documentation Team (ground.doc),

(ii) Network Auditing Team,

(iii) GCC.

(3) To prepare and participate to audits related to DGR:

(i) Network Auditing Team.

(4) To report any incidents and accidents to the authority in compliance with PG-EM-EK-001 Safety Management Manual:

(i) Safety Advisor

When there is a doubt about the contents of the Document or an applicable standard, DGR Instructor under the Chief Flight Academy Office shall be contacted.

Transportation of Dangerous Goods without the approval of the authority is prohibited.

2.7.1 Approval Of Transport DG

Pegasus Airlines is approved by the Turkish DGCA to transport dangerous goods by air.

2.7.2 Limitations On The Transport Of Dangerous Goods

(CAT.GEN.MPA.200)

Pegasus Airlines shall ensure that articles and substances (or other goods declared as dangerous goods) that are specifically identified by name or generally described in the Technical Instructions as being forbidden for transport under any circumstances are not be carried within or as part of passengers' baggage, whether checked hold baggage or hand baggage. The following is a brief summary of restricted articles.

Pegasus Airlines shall not carry articles and substances or other goods declared as dangerous goods that are identified in the Technical Instructions as being forbidden for transport in normal circumstances unless the following requirements of those Instructions have been met:

(a) The necessary exemptions have been granted by all the States concerned under the requirements of the Technical Instructions, or

(b) An approval has been granted by all the State(s) concerned on those occasions when the Technical Instructions indicate that only such approval is required.

The IATA Dangerous Goods Regulations are the obligatory document for a true definition of such items and must be referred to when such goods are transported. The articles shown below must be consulted in any doubt;

(a) Attached or brief cases with installed alarm devices,

(b) Compressed gas, flammable or non-flammable, poisonous, e.g. camping gas,

(c) Corrosive material, e.g. acids, wet cell batteries,

(d) Explosives, ammunition, fire-works or flares,

(e) Flammable liquids and solids. (e.g. lighter fuel, matches varnish diluents and other articles, which are easily ignited),

(f) Irritating materials,

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(g) Magnetized materials,

(h) Oxidizing materials (e.g. bleaching powder and peroxides),

(i) Poisons,

(j) Radioactive materials.

For dangerous goods forbidden on passenger and/or crew refer to "GOM Chapter 2.7.2.1" “Forbidden Goods on Pegasus Airlines Flights/operator Variations”.

For dangerous goods forbidden as cargo refer to PG-KA-EK-001 COM 7.1.3. Limitations on The Transport of Dangerous Goods and 7.1.4.2 “Forbidden Dangerous Goods”

2.7.2.1 Forbidden Goods On Pegasus Airlines Flights/Operator Variations

(GRH 3.4.10)

Pegasus Airlines transports the dangerous goods in accordance with IATA DGR.

Our current limitations and restrictions are published under PG-YE-BK-001 Ground Operations Training Dangerous Goods Handling Rules which is available through our electronic library/doc.lib. This document is up to date regularly and contains the current information which cannot catch the GOM revision. Please stick and adhere the current PG-YE-BK-001 Ground Operations Training Dangerous Goods Handling Rules for Pegasus Dangerous Goods carriage conditions and restrictions.

The following goods are strictly forbidden for air transport as or in checked baggage; as or in carry-on baggage; or on their person by guests and/or crew on Pegasus Airlines:

(1) Corrosive substances, such as acids, alkalis, wet cell (spillable) batteries; such as wheelchairs and other equipment working with wet-cell batteries , acid and fluid batteries

(2) Radioactive Materials and items (Class 7)

(3) Poisonous (toxic) Substances (Class 6, Div. 6.1) and Infectious substances (Class 6, Div.6.2) such as quicksilver, bacteria and virus cultures

(4) Explosives, (excluding 1.4S Ammunition), fireworks, flares

(5) Security-type equipment and alarmed briefcases such as attaché cases, cash boxes, cash bags, etc. incorporating dangerous goods, such as pyrotechnic material

(6) Personal medical oxygen devices that utilize liquid oxygen

(7) Electro shock weapons (e.g. Tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries

(8) Disabling Devices, equipment liable to cause injury, such as tear gas, nerve gas, mace, pepper spray, etc. containing an irritant or incapacitating substance, disabling chemical spray substances, substances causing irritation or incapacitation such as pepper spray

(9) Pressurized containers containing irritant gases, self-defense sprays, camping gas; Flammable, non-flammable, deep-frozen or poisonous gases including camping gas and aerosols

(10) Flammable liquids and solids such as lighter fuel, thinner, paint, varnish, solvents, cleaning agents that are flammable or corrosive

(11) Items that ignite easily, such as strike anywhere matches

(12) Matches, Blue flame or Cigar lighters, flammable solids easily or spontaneously combustible or that are liable to combust when in contact with water.

(13) Lithium Battery-Powered Lighters. Battery-powered lighters powered by a lithium ion or lithium metal battery (e.g. laser plasma lighters, tesla coil lighters, flux lighters, arc lighters and double arc lighters) without a safety cap or means of protection against unintentional activation.

(14) Oxidizing substances, such as bleaching agents/powder, peroxides

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(15) Strongly magnetic materials

(16) Petrol-operated equipment and tools that have contained minimal amounts of petrol (e.g. for test purposes)

(17) Self balancing devices (e.g Mini-Segway, Hoverboard, Solowheel, Airwheel, Balance wheel)

(18) Butane lighter gas, lighter fuel

(19) Fuel containers and camping stoves which are not emptied and cleaned

(20) Dry ice in quantities of more than 2.5 kg per person

(21) Ammunition in quantities of more than 5 kg per person

(22) Combustion engines and flammable materials like lacquers

(23) Liquid Oxygen Devices

NOTE

One box of matches OR one gas lighter can be carried on the person but are not allowed in the hold baggage.

CAUTION

For dangerous goods forbidden as cargo refer to COM Chapter 7.1.4.2 “Forbidden Dangerous Goods”

Loads belongs to Pegasus Airlines Technical Department may be the subject of dangerous goods is considered out of this scope and can be shipped in accordance with the rules of IATA DGR.

The following ‘Pegasus Airlines / Operator Variations’ to the IATA Dangerous Goods Regulations apply:

- An emergency response contact telephone number (including area codes, and for international numbers outside the Turkey the international access code, country code and city code) provided by the shipper, must be inserted in the Additional Handling Information box of the Shipper’s Declaration for Dangerous goods. and Class 7 Radioactive materials as defined in these Regulations, will not be accepted for.
- Dangerous goods in single, composite packagings and cryogenic containers (Dewars) are not accepted for carriage unless overpacked on a suitably sized wooden pallet to protect the base of the packaging.
- Package orientation (this way up) labels must be used on combination and single packaging’s containing liquid dangerous goods.
- Salvage packaging shall not be accepted.
- Dangerous goods as defined in these Regulations shall not be accepted in air mail.

The above Pegasus Airlines operator variations must be strictly complied with.

State and Operator Variations shall be considered in accordance with IATADGR Section 2.

2.7.2.2 Hidden Dangerous Goods

OM PART A 9.1.2.6.1, IATA DGR 2.2

Pegasus Airlines’ acceptance staff shall be adequately trained to assist them to identify and detect dangerous goods presented as general cargo.

Cargo declared under a general description may contain dangerous goods that are not apparent. Such dangerous goods may also be found in baggage. With the aim of preventing undeclared dangerous goods from being loaded on an aircraft and passengers from taking on board those dangerous goods which they are not permitted to have in their baggage, cargo and passenger acceptance staff shall seek confirmation

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from shippers and passengers about the contents of any item of cargo or baggage where there are suspicions that it may contain dangerous goods.

NOTE

Diamond-shaped GHS pictograms on packages may indicate the presence of dangerous goods. While some pictograms identify substances that only pose a hazard for supply and use, other GHS pictograms contain symbols that are largely equivalent to the symbols contained in the hazard labels used in transport and which may therefore be classified as dangerous goods. For more information, see Table B.4.A and Website: "http://www.unece.org/trans/danger/publi/ghs/ghs_welcome_e.html"

In addition to dangerous goods training for cargo acceptance and passenger check-in staff as shown in IATA DGR Chapter 1.5.5 IATA Dangerous Goods Training Workbooks as applicable, those staff and cargo reservations and sales staff and passenger reservations and sales staff shall be provided with information.This information, as appropriate, must be readily available to such staff on:

(a) General descriptions that are often used for items in cargo or in passengers' baggage which may contain dangerous goods;

(b) Other indications that dangerous goods may be present (e.g. labels, markings); and

(c) Those dangerous goods which may be carried by passengers in accordance with IATA DGR 2.3.

Experience has shown that when shippers offer packages containing the certain commodities, they shall be asked to check their consignments against the class definitions and Special Provisions in the Regulations and confirm by endorsement of the “Air Waybill” that no part of the package contents is dangerous. e.g. “Not restricted”. Typical examples are listed IATA DGR 2.2. Personnel shall be aware on it.

2.7.2.3 Dangerous Goods Carried By Passengers Or Crew

(GRH 3.4.11-3.4.10)

Dangerous goods shall not be carried by passengers or crew:

- As or in checked baggage
- As or in carry-on baggage or
- On one's person Except as specified in IATADGR Section 2 and Pegasus "GOM Chapter 2.7.2.1."

2.7.2.4 Lithium Batteries

Pegasus Airlines transports the lithium batteries in accordance with current IATADGR.

The materials in the list below may contain lithium ion batteries.

- For portable electronic devices, including medical devices
  - 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

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(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) 2.batteries must be of a type that meets the requirements of the UN Manual of Tests and Criteria

(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).

- Battery-powered electronic devices
- Spare batteries,
  - 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. For spare lithium batteries in carry-on baggage, ensure personnel understand the following:

    (a) Each spare lithium battery must be individually protected so as to prevent short circuits (e.g., by placement in original retail packaging, by otherwise insulating terminals by taping over exposed terminals, or placing each battery in a separate plastic bag or protective pouch).

    (b) Spare batteries must not come in contact with metal objects, such as coins, keys, or jewelry and take steps to prevent crushing, puncturing, or pressure on the battery.

    (c) Batteries must not exceed the allowable quantity and size limitations (refer to PG-YE-BK-001).

- Mobility Aids with lithium batteries,
- Electronic Cigarettes containing metal, ion batteries,

To reduce the risk of lithium battery fires, it's prohibited spare lithium batteries from checked baggage (including baggage checked at the gate or on-board the aircraft).

- Ensure all ground personnel handling passengers and baggage understand that they must report incidents where fire, violent rupture, explosion, or heat sufficient to be dangerous to packaging or personal safety to include charring of packaging, melting of packaging, scorching of packaging, or other evidence, occurs as a result of a battery or battery-powered device.
- During ticket purchase and check-in processes, inform passengers that spare lithium batteries are prohibited from checked baggage (including checked baggage at the gate) and refer passengers to PG-YE-BK-001.
- Evaluate training and communication protocols in operations with respect to lithium batteries, personal and medical electronic devices, and mobility aids
- Prior to allowing a passenger or crewmember to offer their carry-on baggage to be checked from the gate or on-board the aircraft, verbally inform them to remove all spare lithium batteries from their relevant baggage.

2.7.2.5 Electronic Cigarettes

- E-cigars

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- E-pipes
- Other personal vaporizers

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.

2.7.2.6 Goods Acceptable With Pegasus Airlines' Approval, As Checked Baggage Only

IATA
DGR 2.3 shall be applied except of the items mentioned in "GOM Chapter 2.7.2.1"

2.7.2.7 Goods Acceptable With Pegasus Airlines' Approval As Carry-On Baggage Only

IATA DGR 2.3 shall be applied except of the items mentioned in "GOM Chapter 2.7.2.1"

2.7.2.8 Goods Acceptable With Pegasus Airlines' Approval As Baggage

IATA DGR 2.3.4 shall be applied except of the items mentioned in "GOM Chapter 2.7.2.1"

2.7.2.9 Goods Acceptable Without The Pegasus Airlines' Approval

IATA DGR 2.3.5 shall be applied except of the items mentioned in "GOM Chapter 2.7.2.1"

2.7.2.10 Current Iata DGR Availability

(GRH 1.6.3)

The current edition of the IATA Dangerous Goods Regulations is to be ready and followed in case of any doubt or error to refer. Handling Company must ensure that this is followed. PGT will audit for compliance. Distribution and tracking of all of IATA manuals is done via e-mail.

2.7.3 Passenger Awareness

(GRH 3.1.1A & 3.1.1B)

OM PART A 9.1.3.6.3

Informations about dangerous goods which a passenger is forbidden from transporting aboard an aircraft are provided at the point of ticket purchase. The ticket purchase cannot be completed until the passenger, or a person acting on their behalf, has indicated that they have understood the restrictions on dangerous goods in baggage.

The information on the types of dangerous goods which a passenger is forbidden to transport aboard an aircraft is provided to passengers on "http://www.flypgs.com/en/information/general-rules.aspx" (electronic medium of Pegasus Airlines-official web site for ticket sale) on selling phase.

The check-in process cannot be completed until the passenger, or a person acting on their behalf, has indicated that they have understood the restrictions on dangerous goods in baggage.

Pegasus Airlines PG-GU-BK-008 FORBIDDEN GOODS ON CHECKED AND CABIN BAGGAGE (DGR Table) and/or equal Notice includes pictorial informations shall be put into place on passenger checkin, desk, aircraft boarding areas, baggage claim areas (if applicable). Automated check in facilities (Kiosk...) , and the ticket desk where the passengers can see/read it before check in. DGR Table PG-GU-BK-008 using is obligation on both of international flights and domestic scheduled flights. It's acceptable the displaying of Airport own equal facilities includes visual examples (boards, signals, notice...) to inform passenger about dangerous goods. Please contact with "stationery.request@flypgs.com" for your request.

2.7.4 Personnel Awareness

Personnel identified in the categories specified ,minimum Requirements for Training Curricula shall be trained and training shall be verified prior to the person performing any duty specified in IATA DGR Chapter 1.5.5 IATA Dangerous Goods Training Workbooks.

Check-in staff must be adequately trained to assist them to identify and detect dangerous goods carried by passengers other than as permitted in IATA DGR Subsection 2.3.

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In addition to dangerous goods training for cargo acceptance and passenger check-in staff as shown in IATADGR Chapter 1.5.5 IATA Dangerous Goods Training Workbooks as applicable, those staff and cargo reservations and sales staff and passenger reservations and sales staff shall be provided with information. This information, as appropriate, must be readily available to such staff on:

- General descriptions that are often used for items in cargo or in passengers' baggage which may contain dangerous goods;
- Other indications that dangerous goods may be present (e.g. labels, markings); and
- Those dangerous goods which may be carried by passengers in accordance with IATA DGR TABLE 2.3.A- Provisions for Dangerous Goods Carried by Passengers or Crew (Subsection 2.3)

2.7.5 Personnel Qualifications

OM PART A 9.1.3.6.4

Ground handling personnel to carry out duties and responsibilities with respect to dangerous goods shall be aware of IATA DGR and Pegasus restrictions and prohibitions, Operator variations which are depicted within GROUND OPERATIONS TRAINING DANGEROUS GOODS HANDLING RULES PG-YE-BK-001 and "GOM 2.7" as a minimum to alert passengers that certain items of dangerous goods:

(a) Are specifically prohibited in hold baggage;

(b) Must be removed from cabin baggage when cabin baggage is transported as hold baggage.

(1) **TRAINING SCOPE:** Initial and recurrent training programmes are established and maintained by or on behalf of:

- Pegasus Airlines ground operations personnel (it's defined in Ground Operations Training Manual)
- Ground handling agencies which perform, on behalf of Pegasus Airlines, the act of accepting, handling, loading, unloading, transfer, storage, inspection Provision of Information, including emergency response informationreporting, retention of Records, training or other processing of cargo, mail or stores.
- Ground handling agencies located at an airport which perform, on behalf of Pegasus Airlines, the act of processing passengers.
- Agencies, not located at an airport, which perform, on behalf of Pegasus Airlines, the act of checking in passengers.
- Freight forwarders.
- Shippers of dangerous goods, including packers and persons' or organisations' undertaking the responsibilities of the shipper.
- Agencies engaged in the security screening of passengers and their baggage and/or cargo, mail or stores.
- Designated postal operators,

in accordance with IATADGR Chapter 1.5.5 IATA Dangerous Goods Training Workbooks.

(2) **TRAINING CONTENTS:** Personnel must be trained in the requirements commensurate with their responsibilities. Training must include:

- General familiarization training—which must be aimed at providing familiarity with the general provisions,
- Function specific training—which must provide detailed training in the requirements applicable to the function for which that person is responsible; and

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- Safety training—which must cover the hazards presented by dangerous goods, safe handling and emergency response procedures.

In planning training courses, the various categories of personnel must be familiar with minimum subject matter as indicated in IATADGR Chapter 1.5.5 IATA Dangerous Goods Training Workbooks.

The curriculum for dangerous goods training for ground handling personnel will vary depending on specific responsibilities and duty function(s), but will typically address: General philosophy, Limitations, List of dangerous goods, Labeling and marking, Recognition of undeclared (hidden) dangerous goods, storage and loading procedures, Flight crew notification (NOTOC); Provisions for passengers and crew, Shippers Declaration and other relevant documentaions, Emergency procedures, (*See also Ch. 6.8).

(3) **PERFORMANCE INDICATOR:** A test must be provided following dangerous goods training to verify understanding of the regulations. Confirmation is required of successful completion of the test.

Minimum score (passing rate) shall be 80 for considering of personnel is accomplished.

(4) **TRAINING VALIDATION:** Recurrent training shall be provided within 24 months of previous training to ensure knowledge is current. However, if recurrent training is completed within the final 3 months of validity of previous training, the period of validity extends from the month on which the recurrent training was completed until 24 months from the expiry month of that previous training.

(5) **TRAINING RECORDS:** A record of training must be maintained, which must include:

- The individual's name; • The most recent training completion month;
- A description, copy or reference to training materials used to meet the training requirement;
- The name and address of the organization providing the training; and
- Evidence, which shows that a test has been completed satisfactorily.

Pegasus Airline keeps the entire records indefinetely.

Last two recurrent and once the initial training records of handling agencies shall be made available upon request to Pegasus Airlines and the appropriate authorities.

2.7.6 Personnel Responsibility

- Many innocuous-looking items may contain dangerous goods and a list of general descriptions which, experience has shown, are often applied to such items is shown in IATADGR Subsection 2.2 "Hidden Dangerous Goods". Check-in staff shall therefore seek confirmation from any passenger where there are suspicions that an item of baggage may contain dangerous goods that are not permitted.
- Ensure keep the IATA DGR - Table 2.3.A at check-in and boarding desks at a minimum to refer that enables the personnel are able to alert passengers that certain items of dangerous goods. Dangerous Goods shall be removed from cabin baggage when cabin baggage cannot be accommodated in the passenger cabin; the action to be taken in the event of emergencies involving dangerous goods and according to current IATA DGR 2.3.
- Personnel shall be aware of Pegasus specification as defined in Ground Operations Training Dangerous Goods Handling Rules PG-YE-BK-001 and GOM 2.7 in addition to IATADGR 2.3.
- Personnel shall be aware of the Pegasus Airlines' and the other possible operator airline's (of connection flight(s), code share operating carriers) procedure of DG handling which must be applied on code share flight if necessary. GCC shall be in alert in advance about it.
- Check in personnel shall notice the Load Controller for DG requires PIC approval and be ensure its reflection on NOTOC.

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2.7.7 Reporting

(GRH 3.1.2-3.6.5)

OM PART A 11.8.9

When dangerous goods not permitted for carriage on board the aircraft are discovered on the person of or in the baggage of a passenger, DGR Occurence Report shall be filled, once personnel and equipment are secure and sent to Pegasus-GCC and appropriate authority of the state of occurrence based on the provisions under Chapter 2.7. can be downloaded from Pegasus doc.lib. Any occasion when dangerous goods not permitted under IATA DGR Subsection 2.3 and Pegasus variations ("GOM 2.7.2.1") are discovered either in the baggage or on the person of passengers or crew members, PG-DO-FR-014 DGR OCCURENCE REPORT (See: online library "https://document.flypgs.com") shall be made to the appropriate authority of the State in which this occurred.

Pegasus Members can fill the report through IQSMS software.

2.7.8 Audits

(GRH 1.6.3)

Pegasus Airlines shall check the compliance in scope of Compliance Monitoring Program PG-KU-EK- 002 and its Annexes.

2.7.9 Handling

(GRH 1.6.4)

Acceptance, Handling, storage and loading of dangerous goods shall be performed according to IATADGR Section 9.

2.7.9.1 Dangerous Goods Onboard For Operational Reasons

OM PART A 9.1.1.4

Dangerous goods required to be onboard an aircraft for operational reasons and do not require an approval are listed below but are not limited to:

(a) items for airworthiness or operating reasons or for the health of passengers or crew, such as batteries, fire extinguishers, first-aid kits, insecticides, air fresheners, life rafts, escape slides, life-saving appliances, portable oxygen supplies, tritium signs, smoke hoods, passenger service units,

(b) aerosols, alcoholic beverages, perfumes, colognes, liquefied gas lighters and portable electronic devices containing lithium metal or lithium ion cells or batteries provided that the batteries meet the provisions applicable when carried by passengers and crew) carried aboard an aircraft by the operator for use or sale on the aircraft during the flight or series of flights, but excluding non-refillable gas lighters and those lighters liable to leak when exposed to reduced pressure, and

(c) dry ice intended for use in food and beverage service aboard the aircraft, and

(d) 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 for use on the aircraft during the flight or series of flights, provided that the batteries meet the provisions applicable to the carriage of portable electronic devices containing lithium or lithium ion cells or batteries by passengers. . (see the entry for ‘consumer articles’ in the table produced at 9.1.A). Spare lithium batteries must be individually protected so as to prevent short circuits when not in use.

(e) Coating Solution, isopropyl alcohol, petroleum distillates, aerosol, paint etc.

According to the information received from manufacturers and the values mentioned in AMM, transporting aircraft tires (active, not have any cut or split) are not considered as DGR since they are not carried in a pressure level more than the limits. Relating this, there is not a restriction about transporting deflated tires.

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When chemical oxygen generators contained in Protective Breathing Equipment (PBE) are being transported under Special Provision A144, the proper shipping name of “Oxygen generator, chemical” must be supplemented with the statement “Air crew Protective Breathing Equipment (smoke hood) in accordance with Special Provision A144”.

When chemical oxygen generators contained in Protective Breathing Equipment (PBE) are being transported under Special Provision A144, the proper shipping name of “Oxygen generator, chemical” must be supplemented with the statement “Air crew Protective Breathing Equipment (smoke hood) in accordance with Special Provision A144”.

2.7.10 Loading Restrictions On Flight Deck And For Passenger Aircraft

(GRH 3.4.8 – 3.4.10)

OM PART A 9.1.2.4.11

Before dangerous goods are loaded on an aircraft and after the unloading of dangerous goods from an aircraft, packages, overpacks shall be inspected for evidence of damage or leakage. Leaking or damaged packages/overpacks shall not be loaded on an aircraft and whenever after unloading leakage is visible the technical department shall be informed. Furthermore a report shall be established.

With regard to dangerous goods in the cabin of an aircraft occupied by passengers.

Dangerous goods identified as suitable only for transport aboard cargo aircraft shall not be carried on Pegasus Airlines aircraft. In this context passenger excludes crewmembers, operator’s employees, and authorized representative of an authority or person with duties in respect of dangerous goods or particular shipment on board that aircraft (e.g. animal stewards).

Dangerous goods shall not be carried in the aircraft cabin occupied by passengers or on the flight deck of an airplane, except as permitted by IATADGR Section 2 and Forbidden Goods that are laid down within "GOM 2.7" and "GOM Chapter 3".

Dangerous goods bearing the “Cargo Aircraft Only” label shall not be carried on the passenger airplane.

2.7.11 Segregation Of Dangerous Goods

OM PART A 9.1.2.5

Packages containing Dangerous Goods, which might react dangerously with each other, shall 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 IATADGR Table 9.3 A of IATA DGR must be observed.

*For further details please see IATA DGR Table 9.3.A for current edition.

2.7.12 Loading Of Carbon Dioxide, Solid (Dry Ice)

(OM PART A 9.1.2.4.8 & COM 7.4.3)

Carbon dioxide, solid (dry ice) shipped by itself or used as a refrigerant for other commodities may be carried provided that Pegasus Airlines has made suitable arrangements dependent on the aircraft type, the aircraft ventilation rates, the method of packing and stowing, whether or not animals will be carried on the same flight and other factors. Pegasus Airlines must ensure that ground staff is informed that Carbon dioxide; solid (dry ice) is being loaded or is on board the aircraft.

A maximum of 200 kg unpacked/ packed dry ice (e.g. in wooden, cardboard, plastic or polystyrene boxes according to the IATA Dangerous Goods Regulations) may be carried per aircraft hold the structure of compartments, pallets and containers must be protected against direct contact with dry ice by insulating material. Solid carbon dioxide (dry ice) in quantities not exceeding 2.5 kg (5 lb) per person when used to

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pack perishables that are not subject to the Dangerous Good Regulation, provided the checked baggage (package) permits the om part of carbon dioxide gas.

NOTE

For carbon dioxide, solid (dry ice) in carry-on baggage, Passengers/crew using this exemption are limited to a maximum of 2.5 kg for the combined carry-on and checked baggage.

2.7.13 Loading Of Live Animals With Dangerous Goods

Ref OM PART A 9.1.2.4.10 & COM 7.4.5

Live animals shall not be loaded in close proximity of cryogenic liquids or Carbon dioxide, solid (dry ice). As the vapor is emitted by Carbon dioxide, solid (dry ice) are heavier than air, they concentrate on the lower level of the hold. Therefore live animals shall be stowed above packages containing Carbon dioxide, solid (dry ice).

Packages having a Division 6.1 or a Division 6.2 label (which are totally forbidden in Pegasus Airlines flights) must not be stowed in the same compartment with:

(a) Animals

(b) Foodstuffs

(c) Feed or

(d) Other edible substances intended for consumption by humans or animals.

2.7.14 Packing, Marking And Labelling

Ref OM PART A 9.1.2.3 & COM 7.1.8 & OM PART A 9.1.2.4.4 Replacement of Labels

The labeling and packaging rules/instructions for dangerous goods transportation in passenger or cargo Aircraft specified in the IATA dangerous goods regulations shall be applied.

Although under the responsibility of the shipper, the labels and the packages shall always be checked by a competent person of the carrier/operator. In case of incorrect or defective label and/or packaging the dangerous goods shall not be loaded aboard an Aircraft.

IATA DGR 3.0.3 Packages for dangerous goods have been divided among three packing groups, this separation is according to the degree of the danger the transported goods present:

(a) Packing group I – High danger

(b) Packing group II - Medium danger

(c) Packing group III - Low danger

When a member of Pegasus Airlines or ground handler discovers that labels have become lost, detached or illegible, he must replace them in accordance with the information provided on the "Shipper's Declaration for Dangerous Goods". This requirement does not apply where the labels are found to be missing or illegible at time of acceptance.

*see for deatils IATA DGR Section 3 & 5 & 7, Pegasus COM 7.1.8

2.7.15 Dangerous Goods Information And Documentation

For every Dangerous Goods item accepted and approved by Pegasus Cargo and/or WCS (pegasuscargo@flypgs.com and /or opspgs@wcs-turkey.com) a handling advice must be sent to all concerned departments of origin, transit stations, destinations and persons in the Load Control System / Dispatch.

2.7.15.1 General

(SHT-OPS and IATA DGR Section 8.0.2.2 & SPA.DG.110 & CAT.GEN.MPA.185)

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Only dangerous goods with a Shippers Declaration (excluding DG listed in current IATA DGR table 9.1.A) may be transported. In all cases where DG is involved in transportation a correct and signed NOTOC (excluding DG listed in current IATA DGR 9.5.A) has to be handed over to the PIC.

The NOTOC and all other documents such as:

- Shippers Declaration.
- Acceptance Checklist.
- Air Waybill.
- Exemption Permit, etc.

(1) Provide written information to the PIC:

- About dangerous goods to be carried on the aircraft
- For use in responding to in-flight emergencies

(2) Use an acceptance checklist.

(3) Ensure that dangerous goods are accompanied by the required dangerous goods transport document(s), as completed by the person offering dangerous goods for air transport, except when the information applicable to the dangerous goods is provided in electronic form.

(4) Ensure that where a dangerous goods transport document is provided in written form, a copy of the document is retained on the ground where it will be possible to obtain access to it within a reasonable period until the goods have reached their final destination.

(5) Ensure that a copy of the information to the PIC retained on the ground and that this copy, or the information contained in it, is readily accessible to the aerodromes of last departure and next scheduled arrival, until after the flight to which the information refers.

2.7.15.2 Retention Of Records

Communication and archiving in digital/electronic medium is also acceptable on condition that a document is functional and all legal requirements.

Following documents shall be retained in Trip/Flight File at the departure station at least 3 months.

- The NOTOC (Exception: Mobility aids working with battery can be stated on Load Sheet instead of / with NOTOC).
- Cargo Manifest
- Shippers Declaration
- Acceptance Checklist
- Airway Bill
- Exemption Permit, etc.

Retain the training records of all personnel , (keep ready at least Initial Training and last two recurrent training records proves that each individual personnel successfully completed the training according to IATA DGR Chapter 1.5.5 IATA Dangerous Goods Training Workbooks and keep ready the training records of authorized DGR instructor).

2.7.16 Response To Emergency Situations Involving Dangerous Good

(GRH 1.6.4)

Ref: ICAO Doc 9137-AN/898 Part 1 – 12.4

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2.7.16.1 Event Response

GRH 3.4.4

The general Emergency Procedures to be followed comprise the following:

(1) Advise immediate supervisor first and get professional assistance

(2) Call the nearest Fire or Police Department

(3) Notify the Airport Authority

(4) Identify the substances involved by reference to documentation (Shipper's Declaration) or package markings.

(5) Isolate the (damaged) package by removing other packages or property.

(6) Isolate the area and advise emergency services as per local procedures.

(7) Avoid contact with the contents of the package.

(8) If contents coming contact with body or clothes:

- Thoroughly wash off body with plenty of water
- Remove contaminated clothes
- Do not eat or smoke
- Keep hands away from eyes, mouth and nose
- Apply for medical assistance

(9) If injuries call an ambulance

(10) Staff involved in such incidents shall stay on site until their names and contact informations are noted.

2.7.16.2 Emergency Response Information

Consignments requiring a Shipper's Declaration for Dangerous Goods, appropriate information shall be immediately available at all times for use in emergency response to accidents and incidents involving dangerous goods in air transport. The information shall be available to the PIC by ground handling service provider at any time.

2.7.16.3 Reporting

Ref COM 7.5.4

GRH 3.4.6

Any type of dangerous goods occurence must be reported, irrespective of whether the dangerous goods are contained cargo, mail or baggage. Reportable incidents, accidents, occurences may include but are not limited to:

(1) Dangerous goods accidents and incidents where dangerous goods carried as cargo may be involved

(2) Any occasion when undeclared or mis-declared dangerous goods are discovered in cargo or mail

(3) Dangerous goods are discovered to have been carried when not loaded, segregated, separated and secured in accordance with IATADGR 9.2 or 9.3

(4) Dangerous goods are discovered to have been carried without information having been provided to the PIC in accordance with IATA DGR 9.5.1.1.

(5) Spillage, contamination

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(6) Any occasion when dangerous goods not permitted under IATA DGR Subsection 2.3 are discovered either in the baggage or on the person of passengers or crew members shall be reported by filling IQSMS report or manual Dangerous Goods Occurence Report in and sent to TDGCA and appropriate authorities of the State in which the accident or incident occurred, in accordance with the reporting requirements of those appropriate authorities. One copy shall be sent to "ground.doc@flypgs.com" and "guestcontrol@flypgs.com" to distribute related departments as soon as possible.

(7) Shall be reported by using Pegasus- "Dangerous Goods Occurrence Report PG-DO-FR-014" within 72 hours to TDGCA and appropriate authorities of the State in which the accident or incident occurred, in accordance with the reporting requirements of those appropriate authorities. One copy shall be sent to "ground.doc@flypgs.com"; "guestcontrol@flypgs.com"; "pegasuscargo@flypgs.com""OCCDUTYCHIEF@flypgs.com". to distribute related departments as soon as possible.

Dangerous goods accidents or incidents shall immediately be reported to the TR-DGCA and the state in which the accident or incident occurred, in accordance with the applicable variations under the appropriate state(s) listing in referenced IATA DGR 2.8. Any incident and accident official reports will be prepared and sent to the authority by Safety Department in compliance with PG-EM-EK-001 Safety Management Manual.

Related reports are available in doc.lib and can be downloaded from ("https://document.flypgs.com/Documents") with user name/password. Internal user shall report through IQSMS.

Initial reports may be made by telephone but in all cases a written report shall be made. The written report contains all data known at the time the report is made and when not known then added per update/revision of the initial report. For example:

- Date of accident/incident.
- Flight number, baggage tag, and location in aircraft.
- Proper shipping name
- UN or ID no
- Class or division.
- Sub Risk
- Packing Group
- Quantity of material involved.
- Type of packaging used.
- Name and address of shipper.
- Cause of accident/incident.
- Action(s) taken.
- Name, title, addresses and contact number of person making the report.

2.7.16.4 Emergency Response Chart

Ref Dangerous Goods Training Programme 3 (DGTP3) Edition 48 5.4.2

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Table 2-8: DANGEROUS GOODS EMERGENCY RESPONSE CHART

Hazard Class/ Division & Compability Group	Dangerous Goods Class	Hazard Charestericts	İmmediate Action
1.3C and 1.3G	Explosives (acceptable on Cargo Aircraft Only)	Fire and minor blast hazard and/or minor propulsive hazard.	- Isolate spill or leak area immediately for at least 500 m in all directions - Move people out of line of sight of the scene and away from windows. - Stay upwind. - ELIMINATE all ignition sources (no smoking, flares, sparks or flames in immediate area).
1.4B; 1.4C; 1.4D; 1.4E; 1.4G	Explosives (acceptable on Cargo Aircraft Only)	Fire, but no other significant hazard.	- Isolate spill or leak area immediately for at least 100 m in all directions. - Move people out of line of sight of the scene and away from windows. - Stay upwind. - ELIMINATE all ignition sources (no smoking, flares, sparks or flames in immediate area).
1.4S	Explosives	Sight risk of explosion and fire.	
2.1	Flammable Gas	- Risk of fire - Risk of explosion. - Risk of asphyxiation. - May cause burns and/or frostbite. - Containments may explode when heated.	- Isolate spill or leak area immediately for at least 100 m in all directions - Stay upwind. - ELIMINATE all ignition sources (no smoking, flares, sparks or flames in immediate area)
2.2	Non-Flammable Gas, Non-Toxic gas, Cryogenic Liquid	- Risk of asphyxiation. - May be under pressure - May cause frosbite. - Containments may explode when heated.	- Isolate spill or leak area immediately for at least 100 m in all directions

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2.3	Toxic Gas	- Risk of intoxication. - May be under pressure - May cause burns and/or frostbite. - Containments may explode when heated.	- Isolate spill or leak area immediately for at least 100 m in all directions - Use any PBEs/masks if available
3	Flammable liquid	- Risk of fire - Risk of explosion. - Containments may explode when heated.	- Isolate spill or leak area immediately for at least 50 m in all directions - Stay upwind. - ELIMINATE all ignition sources (no smoking, flares, sparks or flames in immediate area)
4.1	Flammable Solids; Self-Reactive Substances; Polymerizing Substances; and solid Desensitized Explosives	- Risk of fire by spontaneous combustion if packages are damaged or contents are spilled. - May contain self-reactive substances that are liable to exothermic decomposit,on in the case of heat supply, contact with other substances (such as acids, heavy-metal compounds or amines)friction or shock. This may result in the evolution of harmful and flammable gases or vapours or self-ignition. - Containments may explode when heated. - Risk of explosion of desensitized explosives after loss of desensitizer.	- Isolate spill or leak area immediately for at least 25 m in all directions - Stay upwind. - ELIMINATE all ignition sources (no smoking, flares, sparks or flames in immediate area)
4.2	Substances liable to spontaneous combustion	- Risk of fire by spontaneous combustion if packages are damaged or contents are spilled. - May react vigorously with water.	

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4.3	Substances which, in contact with water, emit flammable gases	Risk of fire and explosion in contact with water.	- Isolate spill or leak area immediately for at least 50 m in all directions - Stay upwind. - ELIMINATE all ignition sources (no smoking, flares, sparks or flames in immediate area) - DO NOT Use water under any circumstance. - Spilled substances shall be kept dry by covering the spilages with dry non-combustible material.
5.1	Oxidizing Substances	Risk of vigorous reaction, ignition and explosion in contact with combustible or flammable substances.	- Isolate spill or leak are immediately in all directions for at least 50 m for liquids and at least 25 m for solids. - Stay upwind. - Keep combustibles (wood, paper, oil, etc) away from spilled material.
5.2	Organic Peroxide	- Risk of exothermic decomposition at elevated temperatures, contact with other substances (such as acids, heavy metal compounds or amines), friction or shock. This may result in the evolution of harmful and flammable gases or vapours or self-ignition. - Containments may explode when heated.	- Isolate spill or leak are immediately in all directions for at least 50 m for liquids and at least 25 m for solids. - Stay upwind. ELIMINATE all ignition sources (no smoking, flares, sparks or flames in immediate area) - Keep combustibles (wood, paper, oil, etc) away from spilled material.
6.1	Toxic Substances	Risk of intoxication by inhalation, skin contact or ingestion.	- Isolate spill or leak are immediately in all directions for at least 50 m for liquids and at least 25 m for solids.
6.2	Infectious Substances	- Risk of infection. - May cause serious disease in humans or animals.	- Isolate spill or leak area immediately for at least 25 m in all directions.

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7	Radioactive Material (i) White (ii) Yellow (iii) Yellow	Risk of radiation and its harmful effects to health.	- Isolate spill or leak area immediately for at least 25 m in all directions. - Detain or isolate uninjured
8	Corrosive Substances	- Risk of burns by corrosion - May react vigorously with each other, with water and with other substances (like metal) - Spilled substance may evolve corrosive vapours.	- Isolate spill or leak are immediately in all directions for at least 50 m for liquids and at least 25 m for solids. - Avoid contact with skin
9	Miscellaneous Dangerous substances and articles Polymeric Beads; Magnetized Material; Carbon dioxide, solid (Dry Ice)	- Risk of burns - Risk of fire - Certain hazards not covered by other classes.	- Isolate spill or leak area immediately in all directions for at least 25 m.
9	Lithium batteries	- Risk of burns - Risk of fire - Risk of explosion. - Risk of thermal runaway	- Stay upwind. - Eliminate all ignition sources (no smoking, flares, sparks or flames in immediate area).

End of Section

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3 CARGO HANDLING

(GRH 3.4.13 N/A)

Ref: Cargo Operation Manual PG-KA-EK-001, ACSP 11

3.1 CARGO ACCEPTANCE

The primary objective for cargo acceptance handling is to ensure that consignments are ready for carriage in compliance with Pegasus Airlines and IATA regulations, as well as with export rules and regulations of the originating point and import rules and regulations of the destination country. Detail information for following subjects refers to Pegasus Airlines Cargo Operations Manual (COM) at online library "http://document.flypgs.com"

Determine Process Flow

Please See COM and ACC3 Security Program for the type of acceptance procedure to apply must be made. Preferably this determination would be system generated through the evaluation of the available data. See Cargo Operation Manual Chapter 02 for details of cargo carriage.

NOTE

MAIL

Not applicable on Pegasus flights. Please contact with "pegasuscargo@flypgs.com" for such restricted shipments.

Cargo Department Emergency Contact List

Table 3-1: Cargo Department Emergency Contact List

Designation	Name	Telephone	Mobile	E-Mail
Cargo Manager	Hasan ÖZDEMİR	+90 216 585 59 75	+90 549 744 17 62	"pegasuscargo@flypgs.com"
7/24 SAW WCS Operations	Shift Officer	+90 216 585 59 83	+90 549 827 53 40	"opspgs@wcs-turkey.com"
Cargo Quality & SMS Specialist	Aysel BARIŞ	+90 216 560 74 12	+90 530 542 28 69	"pegasuscargo@flypgs.com"

3.1.1 General

In general, all items to be transported using commercial aircraft need to pass through an acceptance process. There are certain procedures that have to be done no matter what the cargo is and other procedures that are only for certain types or categories of cargo.

(1) Only accept cargo types for which the facilities are suited, the staff are trained and which Pegasus Airlines carries.

(2) When doing or supervising the function of accepting cargo for air transport, always perform the following general steps:

- Physical Inspection of Goods
- Upon receipt of the physical cargo verify the following information:

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

  (1) If damaged, (see IGOM 3.6).

  (2) If tampered, treat as unknown cargo and apply applicable screening procedures.

  (b) Weight.

  (c) Volume or dimensions.

  (d) Special handling information, if applicable.

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(e) Routing information, if applicable.

(f) Applicable labeling as shown in COM &GOM

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

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

(i) The security status code if applicable

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

(i) Document information about the cargo actually received (l) If the cargo tendered differs from Air Waybill information see Cross-Check of Air Waybill Information.

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

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

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

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

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

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

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

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

- 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 and Pegasus Airlines Cargo pegasuscargo@flypgs.com. See Cargo Operation Manual to handle the situation and complete the incident report.
- Inspect any cargo for transportation for damage and take action necessary as per stated in this Chapter and Cargo Operation Manual.
- 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:

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- avoid any chance of damage to other cargo, the aircraft and 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.
- Pegasus Airlines DOES NOT ACCEPT GOODS AS CARGO as listed below;
- VAL (Valuable Cargo), VUN (Vulnerable Cargo), ARMS, AMMUNITION AND EXPLOSIVES, AVI (Live Animals), Diplomatic Cargo, Mail.
- Since there is no temperature control in our aircrafts, we are not in the ability to guarantee to keep the shipments between certain degrees during transportation.
- We do not accept cargo on charter flights.
- 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.

  All documents are handed over to the Cabin Crew in the Cargo Document Carrier Bag, by signing the Pegasus Cargo Document Acceptance Form (by taking a copy of the doc.) and forwarded to the station accordingly. Cargo documents shall not be attached to shipments in aircraft holds ! Original docs shall be delievered to cabin crew.

3.1.2 Acceptance Of Packages

(1) Goods should have sufficient packing to ensure the contents will not be damaged or cause damage to other shipments during transportation.

(2) Each piece should be clearly and legible marked so that it can easily be identified as part of the consignment. A fully completed filled out Pegasus Airlines cargo label meets this requirement. Every piece of cargo must have a cargo label firmly affixed. Cargo agents, freight forwarders and other airlines cargo labels may be used in lieu of Pegasus Airlines cargo labels provided they contain the same information as on the Pegasus Airlines labels.

(3) Each piece must not be too large to fit into the hold of the type of airplane that will be operating a particular sector for transportation according to Pegasus Airlines restrictions' and limitations.

(4) Certain types of commodity must have confirmed reservations and must have received of reserved space on carrier's flight's and all possible connection flights of other carriers up to the airport of destination.

(5) Packages containing Dangerous Goods, Arms & Ammunitions, War Material, Live Animals, Valuable cargo, Perishable Cargo, Unaccompanied Baggage& Personal Effects, Transfer Cargo, Human remains and Sea Foods are subject special regulations as specified according to the commodity in this manual please refer to that section below and the current TACT rules section 2.3.3.

(6) All packages should be checked for the dead weight and for any chargeable volumetric weight.

The higher of the two calculations is the chargeable weight. The cargo handling agent will ensure the reliability of cargo weighing facilities and ensure the existence of proper records. Pegasus Airlines will audit to ensure compliance.

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(7) Shipper must ensure that all documentation, customs formalities, local regulatory requirements are adhered for acceptance.

(8) The shipper MUST SUPPLY all required documents as specific in this manual according to commodity.

(9) Unaccompanied baggage shipped as cargo will be followed according to Security controls whether they are a known/unknown shipper or regulated agent. All safety and security measures as specified in CARGO OPERATION MANUAL- Security chapter must be followed.

3.1.3 Acceptance Requirements

(1) The following commodities (Dangerous goods, Live Animals, Arms, Ammunition and Munitions of War, Valuable cargo, Perishable cargo, Unaccompanied Baggage & Personal Effects, Transfer Cargo, Human Remains) should be in accordance with the instructions shown in the applicable section of COM.

(2) The shipper MUST supply the following documents for either Dangerous goods or live animals shipments;

(3) This shipper's certificate for dangerous goods.

(4) The shippers certificate for live animals.

(5) The shipper is responsible for supplying all necessary documents, such as shipper's letter of instructions, certificates of origin, legalized invoices, health certificates, etc for clearing shipments through customs formalities at the destination.

(6) Pegasus Airlines WILL NOT been held responsible for any delays or refusals of customs clearance, if documentation is incorrect or incomplete.

(7) Check that the actual weight of the packages agrees with the weight shown on the airway bill.

(8) Check that the packing of the freight is suitable and strong enough to protect the contents during transportation. Ensure the labels and/or markings as specified are affixed. If the cargo has to be accepted as packaging is defective this information must be recorded on the airway bill only for general cargo not special cargo which under no circumstances can be accepted or flown.

(9) Check that the packages are of size and weight that will fit into the hold of the types of airplane involved in transportation from origin to destination.

(10) Check the dimensions of the packages to determine, if the charges will be actual or volumetric weight.

(11) For special cargos, please ensure that it is acceptable in this manual according to the commodity specified.

(12) When specified, ensure the shipment(s) has confirmed reservations on all sections of the routing.

(13) Ensuring the shipment is not prohibited from importation into the country of destination (refer to TACT 7.3).

(14) If all of the above conditions are fulfilled, the shipment is acceptable for carriage.

3.1.4 Acceptance Of Documents

All documents are handed over to the Cabin Crew in the Cargo Document Carrier Bag, by signing the Pegasus Cargo Document Acceptance Form PG-KA-FR-006, (by taking a copy of the doc.), and forwarded to the station accordingly. Cargo documents shall not be attached to shipments in aircraft holds ! Original docs shall be delievered to cabin crew.

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3.1.4.1 Airway Bill

If a shipment is delivered ready for carriage by cargo agent, freight forwarder or shipper, a minimum of 9 copies of the AWB must be delivered to the acceptance office. The Air Waybill (AWB) is the primary and most important cargo document issued by a carrier or its authorized cargo agents. It is therefore essential that the AWB is legibly prepared in accordance with TACT.

The AWB serves the following purposes:

- Proof for receipt of the goods to be shipped
- Documentary evidence of the conclusion of the contract of carriage
- Freight bill
- Certificate of insurance, if insurance is requested by the shipper from the carrier
- Customs declaration
- Instruction for carrier's staff with regard to handling, dispatch and delivery of shipments
- It is exclusively used for
- Transportation of individual shipments or
- 'Master Air Waybill' to cover transportation of shipments consolidated by an IATA approved
- Air Cargo Consolidator

The Air Waybill number is an integral part of the AWB. It consists of two parts, the carrier code number and the serial number.

The conditions under which the transportation of the shipment, as specified on the face of the AWB, is being performed, appear on the reverse side of copies;

- Original copy 3
- Original copy 1 (for issuing carrier)
- Original copy 2 (for consignee) of the Air Waybills

3.1.4.1.1 Electronic Air Waybill Data Verification

Not applicable on Pegasus flights.

3.1.4.1.2 Paper Air Waybill Verification

Shipments from freight forwarders are to be delivered "ready for carriage", follow also special cargo acceptance procedures.

3.1.4.1.3 Air Waybill Validation

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

- Air Waybill Number matches.
- Full shipper and consignee name and address.
- Nature and quantity of goods:
  - (1) Description does not indicate the presence of dangerous goods or is accompanied by the term "Not Restricted".
  - (2) For other dangerous goods descriptions, e.g. lithium batteries see IATADGR.
- Additional handling information and handling instructions can be accommodated and match product/ service.
- Other charge codes, e.g. AW or SC, input in accordance with IATA Standard TACT Rules.

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- Modify the air waybill as appropriate.
- Accept the cargo and confirm the AWB,

(1) Do not record the AWB and accept the cargo until all missing and/or incorrect information has been provided and corrected.

3.1.4.2 Shipper's Letter Of Instruction

All shipments delivered without an airway bill must only be accepted for carriage after the completion of this form which must be signed by the shipper or the representative to confirm the description of goods is correct and that the shipment does not contain any dangerous goods. A copy of the form is to be kept on the originating offices file attached to the airway bill to which it refers. The Shipper's Letter of Instruction shall be fully completed by the Shipper/ Representative.

3.1.4.3 Cargo Manifest

The Cargo Manifest is the document required for the clearance of cargo as agreed between national governments being members of ICAO and published in Annex 9 "facilitation". It is generally accepted by all countries served by Pegasus Airlines. Within the Company, the Cargo Manifest is an essential working paper and accounting document.

The manifest will be prepared according to the following instructions. Deviations according to "Inbound Clearance Procedures of Countries" have to be observed. All entries are made by typewriter or in block letters. Corrections must not interfere with the legibility.

Every shipment of cargo and postal must be entered on a cargo manifest. A separate manifest should be completed for each destination.

** See CARGO OPERATION MANUAL- Chapter 4.4 for details.

3.1.5 Departure Delay

If a shipment has been accepted for carriage and subsequently is not loaded on the flight for which it was booked, the shipper/cargo agent/freight forwarder (as applicable) should be contacted by telephone for disposal instructions, if the shipment(s) includes any of the following commodities;

- Perishables (including foodstuffs, meat, vegetables, medicines, newspapers, news films, etc.)
- Category "A" diplomatic mailbags
- Valuable Cargo
- Live Animals
- Human Remains

If this is not possible to contact the shipper, every effort should be made to re-protect the shipment on the next Pegasus Airlines flight (if within 6 hours of the originals departure) or alternatively by use of another carrier's service(s).

3.1.6 Physical Handling

(1) Once cargo is accepted at the warehouse/facility of the airline the physical handling is very important as the following must be observed.

(2) The cargo must be checked for proper labeling when picking up import or export cargo, if labels like, this side up, dangerous goods labels, perishable, live animals, valuable cargo etc., then precautions must be taken according to the situation by the handling agent company for the physical handling of the cargo and proper storage(s).

(3) Ensure that packaging, over pack or freight containing dangerous goods has been inspected for evidence of leaks and/or damage.

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(4) Cargo handling agent will follow dangerous goods chapter of Cargo Operation Manual-for the loading and securing dangerous goods in the airplane in such a manner that will prevent any movement in flight that would change the orientation or damage the package.

(5) Depending on the category of the cargo, whether Dangerous Goods or General cargo, handling must be made accordingly to avoid damage/spillage, or incidents.

(6) All care must be taken by the handling staff to ensure safe, efficient, and correct handling.

(7) The physical loading of the cargo will depend on the labeling and correct storage according to the load sheet that the Load Control Unit of the airline has provided. Physical handling will be according to the instructions according to the commodities, please check that section of the cargo manual for compliance of physical handling.

3.1.7 Cargo Sent Message (FFM)

To notify details of consignments loaded on to specified flight, this message must be sent after each flight if cargo loaded.

Message ID: 071653 JUN 2008.

FFM/8

1/PC671/10MAR/SAW

MUC

624-73754070SAWMUC/T37K235/TEXTILE

LAST

3.1.8 Cargo Acceptance–Dangerous Goods (DG)

(GRH 1.6.4)

See GOM 6.11, IATA DGR 1.5 for training requirements.

Shipper's Declaration shall be sent to PEGASUSCARGO@flypgs.com and pre-approval shall be received before booking.

PEGASUS AIRLINES policy for the carriage of dangerous goods is based on the current IATA Dangerous Goods Regulations. Unless otherwise stated and specified Cargo Operations Manual and in this chapter, the current IATA regulations shall be applied.

Restrictions for Dangerous Goods:

Table 3-2: Restrictions for Dangerous Goods:

ACCEPTED AS COMMERCIAL*	ACCEPTED AS TECHNICAL**	NOT ACCEPTED AT ALL
Class 3	Class 2	Class 1
Class 8	Class 3	Class 6.1
Class 9	Class 4	Class 6.2 (exc.UN3373
UN3373 UN3481 UN3091	Class 5 Class 8 Class 9	Class 7 UN3480 UN3090
Expected Quantity Id 8000	UN3373 UN3481 UN3091	Limited Quantity (exc.ID800)
	Expected Quantity	

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	Id 8000	

*Commercial: Shipments owned by customers excluding Pegasus Airlines.

**Technical: Shipments belonging to Pegasus Airlines. Consignee should be Pegasus Airlines. Aircraft parts/ equipments which are owned by Pegasus Airlines.

Dangerous Goods Classes & Names:

Class 1: Explosives

Class 2: Gasses

Class 3: Flammable Liquids

Class 4: Flammable Solids

Class 5: Oxidizing Substances

Class 6: Toxic & Infectious Substances

Class 7: Radioactive Material

Class 8: Corrosive

Class 9: Miscellaneous Dangerous Goods

PROVIDING DGR INFORMATION FROM/TO OPERATION CONTROL CENTRE (GRH 3.3.8)

For every Dangerous Goods cargo shipment shall be approved by Pegasus Cargo("pegasuscargo@flypgs.com"). Handling advice must be sent to all concerned departments of origin, transit stations, destinations and persons in the load control system / dispatch and OCCDUTY CHIEF (Operation Control Centre-Pegasus) at ("occdutychief@flypgs.com"). All those concernings shall be advised and informed about the relevant DGR acceptance information.

The information for dangerous goods must include:

(1) Air Waybill number

(2) Proper shipping name and/or UN/ID number, and where required, technical name(s)

(3) Classification, and for Class 1, division and compatibility group and subsidiary risk(s) corresponding to label(s) applied,

(4) Packing group (if applicable) as shown on the Shipper's Declaration;

(5) Identified subsidiary risks.

(6) For non-radioactive material, number of packages, exact loading location and, as applicable, net quantity or gross weight, including the units of measurement, of each package, except:

- For UN 1845: carbon dioxide, solid (dry ice), UN number, proper shipping name, classification, total quantity in each airplane hold and offload airport.
- For UN 3480, (Lithium ion batteries) and UN 3090 (lithium metal batteries): 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.

  (1) for a consignment consisting of multiple packages containing dangerous goods bearing the same proper shipping name and UN number or ID number, only the total quantity and an indication of the largest and smallest package at each loading location need to be provided.

  For consumer commodities, the information provided may be either the gross weight of each package or the average gross weight of the packages as shown on the Shipper's Declaration;

  (2) the number of overpacks and an indication of which dangerous goods packages are contained in each overpack;

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(3) the number of all packed in one packages and an indication of which dangerous goods are contained in the package(s).

(7) For radioactive material: Pegasus does not carry radioactive category of dangerous goods. (GRH 1.6.4)

(8) Any restriction for transport on cargo airplane only. (Not applicable in Pegasus Airlines)

(9) the airport at which the package(s) is to be unloaded; .

(10) Where applicable, an indication that dangerous goods transported under a state exemption.

(11) An indication that aircraft loading personnel observed no evidence of damage to or leakage from packages loaded onto the aircraft.

*See IATA DGR 9.5.1.1.3

Designated operational control personnel (OCCDUTY CHIEF/Flight Dispatchers) provide information about onboard dangerous goods as a way to assist emergency services that respond to a possible accident or serious incident involving the Pegasus's aircraft. Operational control personnel have ready access to such information so it can be reported without delay in the event an accident or serious incident should occur. OCCDUTY CHIEF personnel have access to such dangerous goods information by being informed about Dangerous Goods Cargo information by our Cargo Department.

Flight dispatchers are responsible for monitoring the status of dangerous goods transportation. They have access to the same information pertaining to dangerous goods carried as cargo on board the aircraft that is provided to the PIC, via ground operations management from related station. Flight dispatchers are responsible to provide detailed information without delay about dangerous goods carried as cargo to emergency services responding to an accident or serious incident involving the Pegasus Airline's aircraft.

3.1.9 Cargo Acceptance - Live Animals (AVI)

(GRH 3.4.16)

The current edition of the IATA Live Animals Regulations Manual is the official document regulating the transportation, acceptance and handling of live animals. Shippers must follow the regulations of the origin and destination countries as well as the carrier's restrictions, to be checked by audits by PGT and /or WCS. We will only accept live animals (AVI) as manifested cargo.

Live animal handling procedures and specific responsibilities of an operator with regard to required documentation, acceptance, containers, animal welfare, compliance with all regulations, storage and loading and liability are addressed in the IATA LAR and IATA PCR. Additional requirements may be mandated by the State of Flight Departure, the State of Flight Arrival and/or the Convention on International Trade in Endangered Species of Wild Fauna and Flora.

Live Bees, Chicks and Tropical Fish etc. are accepted to be loaded on our Aircraft upon request and pre-approval from Pegasus Cargo and/or WCS. (WCS shall check the aircraft type - not allowed to carry live chicks with A320-A321- availability and payload limits before giving approval.)

For the handling of live animals in preparation for aircraft loading, ensure strict adherence to the procedures found in the IATA Live Animals Regulations, especially (IATA AHM 310):

(a) Adherence to any special handling instructions applicable to the species of animal or given by the shipper.

(b) For the well-being of the animals, they must not be exposed to high or low temperatures (unless so specified) or placed in an area exposed to draught.

(c) Live animals should be prepared for loading as late as possible to avoid exposure to adverse conditions in the event of the late departure of the aircraft.

(d) Feeding and watering should be in accordance with the shipper's instructions.

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(e) The required labels should be attached to the shipment

Pegasus Airlines only accepts AVI to be loaded on our airplanes by a pre-approval from Cargo Department.

General rules on live animal shipments:

- Animals must be in good health and fit to travel
- It is forbidden to transport pregnant animals unless it is confirmed by a veterinary certificate that the animal is fit to travel
- Packing must be clean, leak-proof and properly closed, it must also be labeled with appropriate labels and handling instructions.
- Reservation for the whole routing must be confirmed.
- Health documents and rabies inoculation certificate are required.

Required Documents

The number of required documents may differ in each shipment and depend on the type of animal and national and carrier's regulations. When a pet is transported as passenger baggage, required documents are:

- Health certificate
- Rabies or distemper inoculation certificate
- Shipper Certification or equivalent for Live Animals must accompany the shipment as well as other required documents.

This certificate consists of:

- The information if the animal is under CITES classification (reg. endangered species)
- The number of packages
- The number of declared animals
- AWB number
- Port of origin and port of destination

Such certificates should be filed in two copies and signed by the sender (shipper or authorized agent).

One signed copy will be retained by the carrier which accepts the shipment from the shipper. The other signed copy will be sent with the shipment and attached to the documents for the final destination (IATA LAR 7.2). If an animal is classified as an endangered species (CITES) permit e is required.

Loading:

- Live animals should be handled with great care at all times.
- Exposure to extremes of heat, cold or noise should always be avoided.
- Live animal always be tied down or be otherwise secured against any kind of movement at take-off, landing and during flight, to prevent shifting or falling of the animal container.
- Live animals should not be loaded in the same hold/section as human remains (HUM). There appears to be no scientific or technical reason why live animals (AVI) and human remains (HUM) should be segregated in aircraft cargo compartments. However, it may be ethical for cultural reasons to segregate them.
- The containers shall be stowed in such a way that there is enough space between cages and other load to guarantee a sufficient air circulation. Cages should not be placed under other loads.
- Live animals should not be loaded in close proximity to foodstuffs (EAT) or catering equipment (if these are not hermetically sealed).

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- Live animals shall not be loaded in close proximity to other loads which may have a negative effect on their health and welfare.
- Animals which are natural enemies shall not be loaded in close proximity to one another.
- If male and female animals are loaded in the same compartment or hold, they should be stowed as far apart as possible.
- Live Animals should not be loaded in close proximity to cryogenic liquids (RCL), Carbon dioxide, solid (dry ice) (ICE) as the vapours emitted by Carbon dioxide, solid (dry ice) are heavier than air, they concentrate on the lower level of the hold. Therefore, live animals should be stowed above packages containing Carbon dioxide, solid (dry ice).

  NOTE

  In certain circumstances carbon dioxide, solid (dry ice) may be packaged with live animals as a coolant, e.g. bees. All other requirements for the transport of carbon dioxide, solid (dry ice) must be met.

- Live animals shall not be stowed in the same compartment as poisons (RPB) and infectious substances (RIS).
- Live animals may be loaded together with radioactive materials, provided that the separation distances stated in the IATA Live Animals Regulations are complied with.
- The Aircraft Captain must always be advised when live animals (AVI) are being carried.
- Live animals should be prepared for loading as late as possible to avoid exposure to adverse conditions in the event of the late departure of the aircraft.
- That feeding and watering is in accordance with the shipper's instructions.
- That the required labels are attached to the shipment

Acceptance

Ref COM 6.2.21.3

We will only accept live animals (AVI) as manifested cargo, except assist dogs.

It is the responsibility of the shipper or his agent to offer live animals for air transportation in full compliance with all applicable Legal and Carrier regulations.

It is our responsibility to ensure that the shipper has complied with the regulations before accepting the booking. A further in-depth physical check must be undertaken by the cargo handler at acceptance time.

It is the responsibility of the cargo handling agent to ensure utilization of the Current IATA Live Animals Acceptance Check List.

- We will NOT accept pregnant live animals or animals in heat.
- We will NOT accept live animals interlined from other carriers.

!!! In addition to this document other regulations apply to the transportation of live animals by air and are documented in the current tact rules book & IATA Live Animals regulations. These must be checked at time of reservation for each animal.

Regulations

However, the following regulations apply to loading live animals:

- It must be accepted that live animals are delivered for shipping in proper cages, complying with the Current IATA Live Animal Regulations.
- Live animals must not be entered on the same Air Waybill as other commodities.
- All live animals shall be loaded in the prescribed compartments. Heating /cooling any compartments in the Aircrafts operating automatically.
- Live animals shall generally be treated as wet freight.

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- The cages shall always be tied down or lashed to avoid any movements during takeoff, flight or landing.
- Cages shall be stowed with sufficient space between them and other loads to guarantee sufficient supply of air. Do not fill the compartments to more than 2/3rd of their volume.
- Pallets with live animals (except fish and mollusc's) must not be covered with plastic foil.
- Cages must not be stowed directly in front of air ventilation outlets or in direct contact with outer compartment walls.
- Live animals should not be loaded in close proximity of eatable cargo (EAT), catering supplies (CSU), human remains (HUM) or dry ice (ICE) in larger quantities.
- Live animals shall always be stowed well above the stowage level of dry ice, even in small quantities.
- Special care must be taken not to stow live animals which are natural enemies in the same Cargo compartment. If unavoidable, sufficient space shall be left between them to avoid mental stress.
- Cargo compartment lights shall generally be switched off, except when carrying birds on longhaul flights. Then the light shall be left switched on, if possible, to allow the birds to pick-up their feed during the flight.
- Animals with an intensive odor shall not be loaded on a predominantly passenger flight.
- The doors of the cargo compartments with live animal loads shall be closed as late as possible and opened at transit and/or destination stations first; special care must be taken in case of strong winds, heavy rain, snowfall and extreme local temperature conditions.
- Information to crew. The Captain must be advised of the species, location and quantity of all live cargo on the aircraft. The flight crew must be notified via a "Special Load-Notification to Captain" (NOTOC) or similar form (in printed format or by electronic means) of any live animal load and of the required actions (hold temperature, light, ventilation, etc). (Refer to IATA LAR 7.3, 10.6)
- Due to their sensibility against low temperatures and special handling requirements, the shipper is held responsible for insulated packing according to IATA Live Animal Regulations.
- Transportation of tropical fish is subject to the following conditions:

  !!! Tropical fish shall principally be loaded in heated compartments.

  - Transportation to and from the Aircraft shall be performed as quickly as possible. In the case of low ground temperatures, heated transport shall be used (ramp vehicle).
  - Tropical fish shall principally be loaded in heated compartments. The transportation in unheated compartments in excess of one-hour flying time is prohibited.
  - Shipments of tropical fish shall always be bestowed on top of loads.
  - Shipments of tropical fish shall be kept in heated premises during ground time, particularly in average medium or low temperature areas.

Labels

AVI shall be labeled with "This Way Up" labels on all four sides of the container (whenever possible).

Labels may be imprinted on the container.

Prior to the acceptance of Live Animal shipments, a Current IATA format 'Live Animal Acceptance Check List' must be used and fully completed (refer IATA LAR 7.6.1,10.1.1 and 10.2), to establish that:

- The shipment fully complies with Current IATA Live Animals Regulations
- Governmental and other control agencies requirements are met
- Any Pegasus Airlines Cargo special requirements have been met

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After acceptance, if the carrier discovers that labels have been lost, detached or are illegible, they must be replaced.

3.1.10 Cargo Acceptance - Perishables (PER) & Pharmaceuticals

(GRH 3.1.17)

Perishable cargos are items liable to decay, deterioration or decomposition.

Typical commodities in this category are confectionary, dairy products, meat, frozen edibles, fish, plants, flowers, serum, vaccine, fruits and vegetables etc.

Perishables shall only be accepted and handled in accordance with the current edition of the IATA Perishable Cargo Regulations (IATAPCR), requirements of applicable authorities and manual of Pegasus Airlines Cargo, any regulation, restriction or prohibition which may subject the goods to delay, confiscation or interference and without any responsibility for any loss or damage due to changes in climate, temperature, altitude or other ordinary exposures. To be checked by PGT audit. Shipments of perishables must be prearranged and booked all the way through to final destination. If any special handling and/or stowing are required, this must be indicated on the air waybill.

Due to individual procedures being applicable for different perishable goods, the following different load information codes are used:

- Foodstuffs - food for human or animal consumption (EAT)
- Hatching eggs (HEG)
- Live human organs (LHO)
- Flowers/plants (PEF)
- Meat (PEM) and seafood/fish (PES) shall be handled as (WET)
- Fruits and vegetables (PEP)
- All perishable goods other than flowers, meat, seafood or fish (PER)

Perishable cargo requiring special attention during flight, e.g. recommended temperatures and/or ventilation, shall be entered in the remarks box of the Load and Trim-sheet.

In case of thermographs (shipper owned) being used in temperature sensitive loads, the cargo department shall inform the airplane handling department accordingly, a respective remark for en-route transit, and destination stations shall be entered in LDM, ALI or CPM, showing the code "TMG" and loading position.

* Please See CARGO OPERATION MANUAL for entire PER procedure.

Loading

Perishable cargo shall be accepted for carriage only if properly packed in order to avoid damage and/or contamination to other loads, ULDs or compartments.

Pallets with flowers, fruit or vegetables must not be covered with plastic foils.

Perishable cargo, refrigerated with wet ice or containing fluids or moisture which could leak (e.g. meat, fish or other seafood’s - fresh, salted, smoked or frozen) shall be treated as "Wet Cargo". Perishable cargo, refrigerated with dry ice (ICE) shall be handled according to the respective regulations. Care shall be taken when stacking perishable items so that lower layers of the stack are not damaged by the weight of the upper layers.

NOTE

At time of booking the shipper/agent must be advised of any airplane operating restrictions such as availability of temperature control and ventilation. This allows the shipper/agent to ensure appropriate protection of his shipment, e.g. pre-chilling etc.

Perishable cargo will only be accepted strictly under this provision.

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Furthermore, each separate package shall be marked with a Perishable and This Side Up label. Also the word 'PERISHABLE' must be printed in the handling information box of the air waybill.

EAT - Foodstuffs

Foodstuffs shall not be loaded together with poisons (RPB) or infectious substances (RIS) in the same compartment, unless they are loaded in separate ULDs not adjacent to each other.

Foodstuffs shall not be loaded in close proximity of live animals (AVI) and human remains (HUM).

HEG – Hatching Eggs

"Hatching-eggs" means eggs intended for the production of chicks;

Hatching eggs should never be exposed to extremes of heat or cold. Temperatures above 27°C will cause incubation to start and thus destroy the shipment, whereas temperatures below 5°C will kill the embryos. At low or high temperatures the planned transfer of hatching eggs from the cargo warehouse to the airplane should be made at the last possible moment.

The flight crew must be notified of the temperature required by means of the 'Special Load Notification to Captain' (NOTOC) (Supplementary Information).

When a shipper elects not to provide the required transportation temperature range, the NOTOC shall state 'Temperature control not required' in the 'Other Special Load' supplementary Information box.

A minimum separation distance of 1 meter must be maintained between hatching eggs and packages containing radioactive material categories II and III– Yellow (RRY).

Do not load hatching eggs in close proximity to Carbon dioxide, solid (dry ice) or Cryogenic liquid (RCL) as both commodities will have a sub-cooling effect in the airplane hold.

24 hour emergency telephone number (including Country and area codes as applicable) is to be shown in the 'Handling Information' box.

NOTE

When a shipper accepts and declares no liability to Pegasus Airlines Cargo, a notation must be mentioned, on the Air Waybill. This will eliminate any handling/loading issues, especially, with regards to load planning, NOTOC information and any claims made against Pegasus Airlines Cargo.

LHO - Vaccines, Medical Supplies and Live Organs (OM PART A 8.2.2.18.10)

Life-saving drugs or live human organs (LHO), which have been requested on short notice, shall principally be loaded in the special collecting net for small cargo items. In special cases, considered justifiable by the station manager or his deputy, in relation to given specialties of transportation, these shipments may be given into the care of the cockpit crew (PIC). In all cases a copy of the request, the delivery document or the message showing the description of the drug or human organ, the names of the final recipient and the person collecting it from the airplane shall be handed to the cockpit crew (PIC).

According to the priority regulation of the "Federal Institute of Traffic Control" ATC, precedence is given to a flight carrying life-saving drugs or live human organs, respectively in a life-saving mission. In such cases, the priority shall be requested by the cocpit crew (PIC).

LHO from hospitals and medical research institutions approved by T.C. Ministry of Health are allowed with suitable accompanying person with appropriate written permission that states the sender-receiver too in domestic flights within Turkey in accordance with GOM. It should only be carried in cabin.

Emergency exit rows shall not be used.

Live Human Organs shall not have accepted to any Pegasus Airlines flight as cargo.

NOTE

In case of transport without reference to an emergency, the priority regulation does not apply.

Handling in Delay Situations

In the event of a delay, actions shall be taken to prevent a deterioration of the loads, such as:

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- Provision of air condition to the airplane.
- Transferring the perishable cargo to a warehouse with adequate facilities, such as air conditioning or cold store.

  Offloading and rebooking control and refilling of dry ice supply (if initially used for chilling loads).

PEF –Flowers / Plants

Flowers shall be stowed so as to avoid direct contact with the compartment floor or walls.

Flowers should not be stowed in the same hold or ULD as fresh fruit and vegetables (PEP) due to ethylene gas produced by vegetables which may deteriorate flowers.

PEM/PES – Meat and Seafood/Fish Shipments

Fresh or frozen meat, fish or seafood with or without dry ice may be carried on passenger airplane when the special restrictions are observed:

- The structure of the compartment shall be protected by tarpaulins or plastic sheeting and insulating material against direct contact with the load.
- Dry ice for cooling must be considered as dangerous goods.
- For loads of 100 kg meat no more than 2 kg dry ice shall be used for cooling. For larger quantities of meat, the quantity of dry ice shall be increased in proportion.

NOTE

Experience has proven that 5 kg dry ice per 1.000 kg of meat is normally sufficient.

The crew is to be informed of the special load in writing

Temperature Requirements for Meat and Seafood/Fish

The temperature ranges to be maintained are:

- Fresh meat between 0°C and 5°C
- Fresh fish not to exceed 5°C
- Frozen meat below -12°C
- Frozen fish not to exceed -12°C

This will require use of refrigerated/temperature controlled container.

Loading As Bulk Cargo

The loading shall be prepared in the following sequence:

- The cargo compartment is cleared of all items not required for loading.
- The tie-down rings as required for the load are fitted into the tie-down track in the compartment floor.
- Lashing ropes and/or straps shall be attached to the tie-down rings and laid out along the compartment walls.
- Absorption sheets are laid out on the floor.
- Tarpaulin or plastic sheet shall be laid out and tied to the fastening.

NOTE

Fastening bolts shall only be used for tying tarpaulins, due to their limited strength; they cannot be used for tying down loads.

Loading being completed, the tarpaulins are pulled over the load. The open part of the tarpaulin facing the cargo door shall be folded and also pulled over the meat.

Lashing material (straps or ropes) is accessible now and shall be fastened across the shipment and secured properly.

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Boxes with dry ice shall be suspended from the ceiling outside the tarpaulin covering for cooling the whole compartment.

Disinfection of Loading Equipments

Loading materials used for shipping of meat shall be cleaned and disinfected immediately after unloading.

PER – Fresh Fruit and Vegetables (OM PART A 8.2.2.18.2 & COM 6.2.7)

When fresh fruit and vegetables are loaded, care should be taken to ensure that an airspace is possible between the packages. This is of particular importance to fresh fruit and vegetables having high moisture contents (e.g. grapes, berries, salad etc.).

Fresh fruit and vegetables should not be stowed in the same hold as flowers (PEF).

Owing to the minimum packing requirements care should be taken when loading fresh fruit and vegetables with general cargo.

Pegasus Airlines will not accept for carriage PER in “CONSOLIDATION“Shipments.

WET - Wet Cargo (OM PART A 8.2.2.18.1 & COM 6.2.16)

Shipments containing liquids, or shipments which by their nature may produce liquids, and which are not subject to the IATA Dangerous Goods Regulations (DGR), shall be designated as “wet cargo”.

Liquid Shipment - all kinds of liquids are prohibited to carry on Pegasus Airlines flights. As an exception liquid shipment accepted within the scope of sample liquid transportation and DGR are accepted with pre-approval. Sample fluids can be a maximum of 1 liter per shipment and their packing must be enough to avoid any leakage and breakage during transfer until delivery.

Shipments that do not comply with the above requirement will not be accepted for carriage.

Purpose

To prevent and to contain the spillage of any liquids inside aircraft. This is because of the danger that spillage or leakage during carriage by air could lead to corrosion or other damage to the aircraft structure or its components, or damage to other load.

Types of Shipments

The following shipments are usually identified 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, casings (fresh animal guts), wet hides, skins, etc.;
- goods which may produce liquid, e.g. live animals. It is understood that the transportation of live animals (birds, reptiles, insects and certain mollusks (terrestrial)) in appropriate animal containers (according to the most recent IATA LAR manual) do not pose a higher risk for corrosion than the normal transportation of baggage/cargo and are therefore excepted. For larger animals (usually mammals) where presence of faces and urine is likely, plastic sheeting or tarpaulin must be placed under live animal containers in order to avoid soilage of aircraft holds, ULDs and other load (refer to LAR section 10.3).
- Products which contain freshwater products, ice, frozen or salted casings, tropical fish, and seafood’s etc.
- During air transportation, all loaded items are affected by changes of rapid temperature change, humidity, pressure and vibration. Under these conditions, wet cargo may spill or leak, which could lead to corrosion or other damage to the Aircraft structure, or damage to other loads.
- To prevent spillage or leakage, the special requirements for shipments containing wet cargo must be observed.
- Such shipments must be delivered to the cargo acceptance point packed absolutely watertight.
- The most widely used package is the Styrofoam box due to its robust quality against changes in temperature along with the added advantage of low weight.

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- The special handling code for this cargo is specified as ‘WET’.
- Prior arrangements must be made in order to protect Aircraft by use of plastic film during loading.

Loading Precautions

For aircraft/ULD handling and loading the following precautions shall be taken.

(1) To protect the aircraft floor, plastic sheets or tarpaulins should be spread on the aircraft or ULD floor and walls, so as to catch any spillage or leakage.

(2) Containers shall be stowed and secured upright, i.e. the closure must be at the top.

(3) Special Handling instructions (labels or imprints, e.g. “This Way Up” label) shall be strictly observed.

(4) Damaged packages or packages where damage can be assumed to have occurred shall not be loaded in a ULD or on the aircraft, e.g. packages with holes, indentations, traces of leakage, defective caps or closure devices.

(5) For wet cargo in containers which are not watertight it is essential that secondary measures are taken to ensure that any spillage can be contained. This can be achieved by:

(a) placing and securing the shipment in a bowl, or similar receptacle, the volume of which is sufficient to contain any spillage;

(b) following the instruction in 1. and additionally turning the edges up against the aircraft/ULD wall, or other cargo, so as to create a waterproof basin around the shipment.

(6) Cargo which by its nature may produce liquid, for example live animals which make a large amount of urine, shall be in leak- proof containers or shall contain sufficient absorbent material.

Additionally, plastic sheet or tarpaulins shall be used as described in b).

(7) Other wet cargo such as fresh meat, casings, wet hides and skins, whether packed in leak-proof containers or not, shall be prevented from having direct contact with the aircraft floor as in 1.

This serves to protect the aircraft from corrosion or contamination by blood or other liquids, and to maintain the hygiene standards of food products.

(8) It shall be noted that when it is wet or damp, the strength of some packaging can be considerably reduced. Special attention shall be given to avoid crushing of the packages when stacking to several levels.

Action in Case of Spillage

(1) If spillage or leakage of liquids takes place onto the aircraft floor or walls, the person in charge of the loading/unloading shall immediately notify the carrier's representative, station engineer or Captain so that the appropriate follow-up measures may be taken.

(2) The aircraft's documentation should be checked to assist the identification of the liquid concerned.

(3) Handling of Damaged Cargo (see AHM 320)

NOTE

Time and Temperature Sensitive Healthcare

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

Please contact with "pegasuscargo@flypgs.com" for such restricted shipments.

3.1.11 Cargo Acceptance - Other Special Cargo

Ref COM 6.2

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For special cargo, such as valuable cargo, perishables, vulnerable cargo, human remains and shipments of special importance or urgency, particular points to be considered are:

(a) that all personnel concerned are made fully aware of the nature and handling requirements of all such shipments

(b) that suitable arrangements are made for the security of valuable and vulnerable cargo

(c) that perishables are handled in accordance with the requirements of the particular commodity and in particular the most recent edition of the Perishable Cargo Regulations manual

(d) that a check is made to ensure that the final load assembled for dispatch to the aircraft does include shipments of special importance or urgency

(e) to ensure that shipments considered as special cargo have “special consignment” labels visibly attached to each package.

Any Special Cargo outside the ones mentioned in the manual must be checked with the Cargo Management and Guest Control Centre (GCC) of Pegasus HDQ for approval and acceptance, as no special cargo will be accepted without approval from Pegasus Airlines Group Head of - Cargo.

NOTE

TIE DOWN AND FASTENING PROCEDURES: All HEA, DGR, Technical Equipment, Palletized Shipments have to be tied down with rope or similar lashing material in aircraft compartment, except that tie down is not necessary on single sector flights when the compartment/net section is volumetrically full. Consignments with “Upright Position” label have to be loaded according to the arrows.

3.1.11.1 Pıpes, Bars, Beams

Ref COM 6.2.1

Pegasus Airlines does not accept Pipes, Bars or Beams to be loaded on our airplanes.

3.1.11.2 Lithium Batteries

OM PART A 9.3, COM 7.4.6

Lithium metal batteries and lithium-ion batteries transported as cargo are restricted to Cargo Aircraft Only since 1 January 2015. The prohibition on the carriage on passenger aircraft only applies to lithium metal / ion batteries when shipped by themselves and does not apply to batteries packed with equipment or contained in equipment.

Packaged batteries or cells must be separated in a way to prevent short circuits and damage to terminals. They must be packed in a strong rigid outer packaging unless when contained in equipment, the battery is afforded equivalent protection by the equipment in which it is contained. Sample packaging meeting these requirements is shown below:

Lithium-ion batteries packed with equipment or contained in equipment (UN3481) and lithium metal batteries packed with equipment or contained in equipment (Only UN3091) can be accepted if the consignment does not require dangerous goods Shipper’s Declaration according to current IATA DGR Manual & IATA Lithium Battery Shipping Regulations (see below). If the consignment can be transported according to special provision in IATA DGR Manual the words “Not Restricted”, and the Special Provision must be included in the description of the substance on the Air Waybill as required by IATA DGR 8.2.6. fully complies with the requirements of the relevant IATA DGR Packing Instructions.

Any spills, leaks, emissions, or accident involving lithium batteries must be reported to the appropriate authority in the country in which the accidents or incidents occurred, as required by that authority.

*See for details COM 7.4.6

3.1.11.3 HEA – Heavy Items

(GRH 3.4.15)

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Heavy Cargo HEA is defined as any items of weights exceeding 150 kg. Outsized cargo is defined as individual cargo items of a size/weight that does not allow it to be loaded in the lower compartments or on one pallet.

For both heavy and outsized cargo, the 3-letter code "BIG" shall be printed in the handling information box of the air waybill.

Outsized cargo will normally demand certain special arrangements to be made with regard to ground equipment, loading/unloading procedures and ground stops. The extent of such arrangement depends on the shape and weight of the cargo item to be carried. Therefore the acceptance of outsized cargo is subject to prior approval. Similarly transportation of heavy cargo often involves special loading arrangements; space for such shipments shall always be requested in advance.

Heavy cargo shall be tied down with rope or similar lashing material in the cargo compartment.

The maximum for HEA is 160 kg per piece unless there is a restriction according to the destination.

Max weight per piece for the shipments arrival point Tel Aviv is 100 kgs and 110 kgs to STN.

Only 3 pieces of HEA can be loaded on one flight (max 6 pieces palletized cargo allowed to load weight between 70-150 kgs).

NOTE

All requests for HEA should be approved by cargo operations (pegasuscargo@flypgs.com & opspgs@wcs-turkey.com).

Tie down procedures shall be in accordance with current IATA AHM 311.

Pieces weighing 150 kg or more, when bulk-loaded in compartments or net sections, shall always be tied down, except that tie down is not necessary on single sector flights when the compartment/net section is volumetrically full throughout the flight schedule.

Particular attention must be given to restraining dangerous goods. In general, all packages containing dangerous goods must be stowed in an upright position if so indicated, and they should be restrained to prevent themselves shifting, or any crushing, tipping or damage by other loads.

Barrel shipments are limited according to ground time (GT) of flights as below:

- 40 min GT – per flight max 16 barrels
- 50 min GT - per flight max 20 barrels
- 60 min GT - per flight max 24 barrels

3.1.11.4 Human Remains - HUM

OM PART A 8.2.2.18.3 & COM 6.2.6 Human Remains in Coffin IMP Code: HUM

To identify if human remains contain any infectious disease, the report of death provided by the hospital must be checked.

There is no restriction of Human Remains Transportation which the death reason is infectious diseases, which comes from an international airport and then transfers to a domestic airport. A HUM who has died in Turkey due to an Infectious Disease will not be transported.

Pegasus Airlines only accept an Infectious Human Remains (including COVID-19) for carriage if all conditions are complied with:

- Acceptance to Turkey only from abroad is permitted. (There is no restriction of HUM transportation of which the death reason is infectious diseases, which comes from the international airport and transfer to the domestic airport in Turkey. HUM transportation of which the death reason is infectious diseases, which comes from the international airport and transferred via TR would not be accepted.)
- Appropriate PPE (personal protective equipment - protective clothing, face and eye protection, hand protection, etc.) has to be used by all handlings.

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- A HUM who has died in Turkey due to an infectious disease will not be transported regardless of the Destination. Restrictions are still valid for domestic flights within Turkey due to coffin standards.
- Ashes and cremated human remains are restricted.

HUM shipments into Turkey require Turkish Consulate documents and shall be sent to opspgs@wcsturkey.com prior to the flight. (If the document is not sent before the flight the HUM will not be accepted)

The original Consulate documents have to come with the HUM Remain documents – no copies Are allowed.

All international paperwork must be easily accessible by the carrier and the receiving party.

All documents must be placed in a document pouch attached to the outside of the container and cannot travel with the family escorting the remains nor be attached to the inside or outside of the casket.

Laissez-Passer for Human Remains form needs to be declared before acceptance. The information must be filled and signed to receive the acceptance from the office of border health division.

Therefore, for all HUM carried flights, the cause of death should be checked carefully, and where the cause of death is an infectious diseases / substance the HUM shall not be accepted.

These HUM shall be refused for acceptance by checking the death reports at the time of warehouse delivery.

Pegasus Airlines will not accept for carriage HUM in “CONSOLIDATION“ Shipments.

Human remains (HUM), except cremated, must be packed in a hermetically sealed inner containment which may be constructed of a flexible material or may be a rigid coffin of lead or zinc. The inner containment must then be packed inside a wooden or metal coffin. The wooden or metal coffin may be protected from damage by an outer packing and covered by canvas or tarpaulin so that the nature of its contents is not apparent.

Human remains must be packed in new (not previously used) good quality packaging which must be strong enough to withstand the shocks and loadings normally encountered in transport, including removal from a pallet, unit load device or overpack for subsequent manual or mechanical handling.

Packages must be constructed and closed to prevent any loss of contents when prepared for transport which might be caused under normal conditions of transport, by vibration or by changes in temperature, humidity or pressure (resulting from altitude, for example).

Items such as flowers, funeral wreaths and personal items are forbidden for all humans remain shipments.

Acceptance of HUM on International Flights

- Cremated human remains are not accepted for transportation.
- Human remains in coffins are accepted provided they are safe and secure and been put into a metal zinc or lead coffin or solid wooden coffin and as wrapped with canvas covers on our international flights
- If the human remains are to be transferred to another airline, it is checked whether the relevant carrier has any limitation or not. (In transportation of human remains being transferred, all of the conditions are valid on condition of taking into account the presence of transfer manifest).
- If the consolidated cargo contains human remains it is not accepted for transport.
- The documents pertaining to the human remains should be dispatched within the cargo envelope and should be delivered to the flight crew.
- It is absolutely checked whether the human remains are booked until the destination or not for international flights.
- In international transportation it is also checked whether the freight charge of human remains is on a prepaid basis or on charges collect basis.
- For human remains transported from abroad (international) to Turkey, the consulate document and report of death are checked, and these documents are forwarded with the shipment. (List of documents).

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- To identify if human remains contain any infectious disease, the cause of death which is provided by the hospital must be checked.
- For international shipments the human remains could be placed in either a heat-sealed polythene body bag or an inner metal/zinc liner container within the coffin/casket.

Heat-sealed polythene wrapping is a mixture of both, the material fuses together when heat is applied creating an air and watertight hermetical seal require for air carriage. Once sealed the wrapping is placed in the coffin/casket, which is then wrapped or placed in an air tray for protection and safety. (IATA Compassionate Transport Manual)

Documentation for International Flights

- Copy of the state transit permit (with the apostille from the consulate) - Burial/Transit details
- Medical Report (Turkish translation)
- Cargo documents (AWB, manifest etc.)
- In case of forensic incident (suicide, different accident types, homicide etc.) autopsy report and translation.
- the “laissez-passer”/or country equivalent document completed*
- the death certificate (translated where required) *
- an Electronic Air Waybill (or Air Waybill when electronic is not feasible)
- Passport of Deceased (if obtainable)
- Official funeral home documentation stating that; only human remains are inside the casket; the flight itinerary; consignee’s name, address, and telephone number

The above documents need to be translated and the authenticity of the signature of the translator needs to be certified by the consular office.

- Label

  “THIS WAY UP” label.

  “HEA” label if 150 kg and above.

Regulated Agents, Known Consignors (including accredited Funeral Providers) transmit the Security status.

Shipments accepted from other non-regulated parties are by definition unsecured. This is why it is important to use an international funeral director, or a funeral director who uses a freight forwarder that meets these criteria.

Acceptance of Hum on Domestic Flights

- In the transportation of human remains within domestic lines; the ones that are placed in a leakage-resistant wooden coffin with a solid cover and free of cracks or breaks can be safely and securely accepted.
- Cremated human remains are not accepted by any means for transportation.

Documentation for Domestic Flights

Death Certificate (from the Hospital)

If the human remains have not been accepted from the hospital or health centre ID photocopy of the death person.

NOTE

All documents, certificates shall be attached to the cargo manifest.

For human remains arriving internationally and continuing to our domestic lines and for the ones that are transported from a domestic line to another, the reservation needs to be confirmed.

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For human remains that arrive internationally and that continue domestically, if a domestic flight number is specified on the AWB, the shipment is forwarded by this flight; if not specified, it is continued with the first available flight.

- Label

  “THIS WAY UP” label.

  “HEA” label if 150 kg and above.

Loading Procedure of HUM

An appropriate entry must be made in the loading instruction. The Handling Agent must supervise and check prior to departure that proper loading and lashing has been completed.

- In human remains transportation within Turkey, the coffin is safely and securely placed within the "Coffin Protection Bag” with Pegasus Airlines logo.
- It shall be inspected whether the equipment is clean and well-maintained.
- Not loaded with forklift.
- The compartment to be loaded shall be empty and clean.
- If the human remain is above 150 kg, it is accepted as heavy cargo and processed accordingly.
- It shall be fastened secured in the compartment; no other load shall be loaded on to it, if possible.
- It shall be ensured that the human remains are covered so as not to get opened. If not, it shall be loaded after being closed.
- Human remains shall never be carried with a forklift or under other baggage. Until a covered baggage trolley is obtained, it shall be carried by the tractor without placing anything above or next to it.

It is a prioritized cargo and unless otherwise agreed it continues to its destination on the first available flight.

A “THIS WAY UP” label should be affixed.

Human remains are stored in cold storage and shouldn’t be stored with foodstuff and live animals.

Human remains should be safely and securely taken under the Aircraft by means of an ambulance, funeral vehicle or special baggage trolley being covered and using a separate tractor.

HUM shall not be loaded in close proximity of foodstuffs (EAT).

NOTOC is issued in order to inform the Captain about the human remains and the necessary precautions to be taken.

Arrival/transit stations are informed by SITA/email after departure.

The maximum capacity of HUM per flight is 4 pieces on B737/800 and 4 pieces on A320/321 Aircraft.

No regular cargo is allowed if one flight has 3 HUM on board.

The number of acceptable HUM shall be determined and confirmed by the Group Head of - Cargo and/or WCS according to the number of booked passengers and baggage.

HUM also have to be tied down by all means on each flight. (AHM 311)

Special Procedures

- Human remains are dispatched to the area where the delivery/transit processes shall be conducted as soon as possible by means of a closed baggage trolley following the landing.
- In human remains transportation whose transit waiting period exceeds 1 hour, the shipment should be safely and securely placed on a table in the cold storage until the flight.
- In transportations of human remains in a coffin bag, it is taken out of the “coffin bag” before delivery and delivered to the consignee.

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- Keeping in mind the rules and documents of the destination country, human remains shall be delivered to the organization/person or other organizations/persons authorized by the consignee written on the AWB.

Additionally, in the transportation of human remains of martyr's, the following rules are implemented in SAW Airport:

- The documentation of the human remains and booking of related HUM are compared by WCS Cargo SAW Operations and the documentation is approved. If there is any difference, it is reported to the Group Head of - Cargo.
- If the human remains have arrived as transit, it is safely and securely placed on a suitable table in the cold storage depending on the transit time.
- Necessary precautions shall be taken so that the goods, including the belongings of the martyr, are not placed in the vehicle in which the human remains are carried and said goods are delivered in the Aircraft where the human remains have been loaded.

The human remains of police and soldiers that are not martyrs are also safely and securely carried by a funeral vehicle or ambulance to the extent it is possible. If a funeral vehicle or ambulance is not provided, the corpse is to be carried by a special baggage trolley and a separate tractor covered in accordance with our traditions.

NOTE

There is no technical or scientific reason for separating HUM and live animals (AVI). This might arise due to ethical or cultural reasons.

"HUM" code and loading position shall be specified in the weight and balance sheet, and in the "SI" section of LDM.

Only HUMs from states that are considered as risk-free in terms of public health at the entrance to our country are accepted on Pegasus flights, (*See: 18 Aralık 2017 Tarihli ve 38110390-010.04-E.309 Sayılı Genel Müdürlük Makamı Onayı) YURTDIŞINDAN GETİRİLEN CENAZE İŞLEMLERİ YÖNERGESİ- Ek -1 CENAZELERİN ÜLKEMİZE GİRİŞİNDE HALK SAĞLIĞI BAKIMINDAN RİSKSİZ OLARAK DEĞERLENDİRİLEN ÜLKELER LİSTESİ).

HUM that where the cause of death is contagious disease:

HUM is transported in the scope of Dangerous Goods, if the contagious illness is caused by any virus which is listed within IATA DGR TABLE 3.6.D (Indicative Examples of Infectious Substances Included in Category A in Any Form Unless Otherwise Indicated (3.6.2.2.2.1)). Then, PSN (Proper shipping name) and UN number (UN2814 or UN2900) must be assigned to the HUM. Proper DGR documents (Shipper's declaration, acceptance check list etc.) must be prepared. Packing, marking, labelling requirements must be met.

These infectious HUM can also not be accepted:

- Cholera
- Plague
- Anthrax
- Leprosy
- Glanders
- Flower illness
- if it consists of the virus class 6.2 UN2814, UN2900

(IATA DGR Table 3.6.D, which explains UN2814 and UN2900 and which infectious substances belong to them)

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If the virus which caused the death is not listed in the IATA DGR Table 3.6.D, then UN3373 Biological Substance Category B is assigned to the HUM. The shipper's declaration and acceptance checklist are not required. "Dangerous goods transport document" (DGTD) is not required.

PPE/Personal Protective Equipment: Employees have a responsibility to wear the PPE provided and must take reasonable care of their PPE. They must also report any loss or defect immediately. The following types of PPE are typically required in case of the leakage or contamination during the HUM transportation:

- Protective Clothing: Clothing must protect during tasks that involve working with chemicals or other hazardous substances. All clothing should fit well when buttoned/zipped–loose/baggy clothing can be a snag hazard. Clothing that is too tight is uncomfortable and tends to be left unsecured with the potential of becoming a snag hazard.
- Face and Eye Protection: protection guards against the hazards of physical impact, biohazards, chemicals, hot materials and other particles.
- Hand Protection: Gloves can protect against contact with chemicals. Rubber, plastic and knitted fabric gloves are flexible, resist cuts and abrasions and are good for general use. Gloves should be tight fitting to allow for employees to perform work tasks requiring manual dexterity.

Special Load Notification to Captain (NOTOC)

All human remains shipments must be advised to the Pilot in Command by means of Special Load Notification to Captain (NOTOC) and necessary precautions are taken accordingly.

Information to next Station and to Destination.

In the AI (Additional Information) section of the movement departure message, notification of human remain transport must be given, followed by location in hold and the weight e.g.: HUM/ BULK/ 238.

When transmitting of CPM/LDM is required, HUM shall be also be included.

All necessary documents shall be fixed on top of the coffin. All original documents belonging to the HUM shall be attached on AWB put in a sealed envelope and shall be handed over to the Cabin Crew.

The coffin shall be loaded in a horizontal position.

It is not allowed to load the coffin close to edible materials (EAT) or food for human consumption (PES/PEM/ PEF). Human remains in coffins should not be loaded in close proximity to animals (AVI) or Living Human Organs/Blood (LHO). Human remains in coffins (HUM) shall be adequately separated from LHO. The crew has to be informed and a remark has to be made on the load sheet.

(E.g. HUM/1/250) Arrival / transit stations are informed by SITA / email after departure.

3.1.11.5 Film And Press Shipments

Ref COM 6.2.17

Pegasus Airlines is only carrying Newspapers & Magazines. Any other type of Film and Press shipments will not be accepted for carriage.

3.1.11.6 Metal Boxes & Palletized Cargo

Ref COM 6.2.2

Metal Boxes: Have to be palletized and leashed by all means prior to movement in order to reduce the risk of damage and personal injury from such shipments. It is important that wooden pallets, supporting platforms or planks are used when loading pieces with a metal base. This helps to prevent the piece/s slipping whilst in transit and additional lashing is required. This avoids the production of sparks and protects the aircraft floor and the aircraft itself from any kind of possible ignition hazard.

Palletized Cargo: Tie down procedures should be in accordance with IATA AHM 311. Palletized cargo when bulk loaded in compartments or net sections, should always be tied down, except when tie down is not necessary on single sector flights when the compartment/net section is volumetrically full.

Particular attention must be given to restraining dangerous goods. In general, all packages containing dangerous goods must be stowed in an upright position if so indicated, and they should be restrained to

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prevent themselves shifting, or any crushing, tipping or damage by other loads. All cargos labelled with an upright position notice have to be loaded in an upright position.

3.1.11.7 Cargo with Sharp Edges

Ref COM 6.2.3

CAUTION

NOTIFICATION SHALL BE MADE TO pegasuscargo@flypgs.com and/or opspgs@wcsturkey.com WCS (incl. pictures) FOR CARGOS ACCEPTED WITHIN THE BELOW SCOPE PRIOR TO DEPARTURE.

Cargo must not become a hazard to the Aircraft structure or systems as a result of shifting under operational loads. Sharp edges or dense cargo must either be located so that crushable type cargo acts as a buffer to prevent hazard or be restrained to prevent shifting.

Internal restraint must be used when loading compartments containing rollers, balls, or other devices designed to assist in moving objects within the compartment or not accepted.

3.1.12 Valuable Cargo

Ref COM 6.2.18

Valuable cargo as defined in TACT Rules 2.3.11 will not be accepted for carriage. Pegasus Airlines will not accept for carriage VAL in “CONSOLIDATION“ Shipments.

3.1.13 Outsized And Heavy Cargo

(GRH 3.4.15) (COM 6.1)

Specifications of the aircraft types are in the manual and any outsized cargo which will not fit due to the dimensions will not be accepted under any circumstances, so please ensure that the dimensions of the aircraft are observed to avoid any confusions.

If the outsized cargo does fit the specifications then the handling agent loading the aircraft must be advised before flight to ensure proper stowage and lashing of the cargo.

All the shipments that will be carried on our flights should not have a length of more than 145 cm due to loading problems and delays as the limits are exceeded.

Table for maximum acceptable dimensions is as below.

Aircraft Type	Width	Length	Height
B738	115cm	220cm	70cm
A320	115cm	145cm	100cm
A321	115cm	220cm	100cm

The table is in accordance with Boeing 737-800. Applicable dimensions are

Boeing 737-800 as the smallest door measures in the fleet. According to below dimension limitations, no load, shall neither be accepted nor loaded on our airplanes.

The Pegasus Group Head of - Cargo will also inform concerned parties if the prescribed shall be exceeded under exceptional circumstances. The same shall also be applied from concerned parties in the event if the limitation shall exceed by sending an email to pegasuscargo@flypgs.com for confirmation.

3.1.14 Fragile Cargo

Ref COM 6.2.22

Definition:

Fragile cargos are items which may easily be damaged, if exposed to jolting, dropping, bumping or rough handling during transportation.

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Typically, fragile commodities include items such as: antiques, paintings and works of art, chinaware, glassware, televisions and computer monitors etc.

Packing:

Fragile cargo shall be accepted only if securely packed in containers made of solid material such as wooden cases, in the case of fragile electrical items; preferably in the manufacturers' box.

Fragile and breakable items e.g. glass, must be surrounded by enough cushioning material to absorb the normal conditions of air cargo handling.

When fragile items contain liquids, i.e., perfumes etc, enough absorbent material must be used to ensure that enough absorbent material is used to absorb the total content of the fluid contained within the packaging.

Dangerous Goods:

Certain fragile items may also contain dangerous goods, in which case the dangerous goods regulations must be strictly complied with.

Labeling:

Each package containing fragile commodities must be marked with the 'Fragile' and 'This Side Up' handling labels. If any special handling and/or stowing are required, this must be indicated on the package as well as on the air waybill.

3.1.15 Company Mail (Co-Mail) & Company Material (Co-Mat)

(Ref: OM A 8.2.2.18.7, COM 6.2.24, ACSP 11.10, PG-GU-PR-055)

3.1.15.1 Co-Mail

OM PART A 8.2.2.18.7

Co-mail is letters, documents which are sent from Pegasus Head Quarters to domestic stations and offices, from stations and offices to Head Quarters or other stations and offices by the departments of Pegasus Airlines, and which ensure internal correspondence and maintain business continuity.

Responsibilities

Station Managers and Handling Agents are responsible at ground for Company Mail.

The Company-mail to be carried by aircraft, shall comply with the following:

- Shall be properly wrapped. (Suitable for carrying by hand)
- Shall not be a document of commercial value.
- The parcel shall be open at the edge to allow customs to view the contents.
- The Company Mail form shall have sufficient information.

The contents of the Company Mail shall not be:

(a) Documents or material, the transport of which has been forbidden by security or other organizations.

(b) Materials of commercial value which are not in the possession of Pegasus Airlines.

(c) Materials with odorous properties.

(d) Irregularly wrapped and too heavy to be carried by hand.

(e) Packages containing jewels.

(f) Except for Pegasus money, should not contain money belonging to other companies.

The Company-Mail complying with the above specifications will be carried after the relevant person at the station fills out the necessary form. These delivery forms should be retained at the departments involved, for three months. All receiving stations must be informed of arriving co-mail.

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The SCC (Senior Cabin Crew) will check all CO-MAIL before signing the CO-MAIL form unless there is no 'Confidential' statement on the envelope in possession of Pegasus Airlines. SCC will advise the Commander, who will check the CO-MAIL if he wishes.

NOTE

Important Note: One copy of the Co/mail Form has to be retained for at least 3 weeks. Except Pegasus company documents and wares any kind of document or valued ware (Passport, Mobile phone, valued document, etc.) should not be accepted as a company mail. Co-mail form should be filled for each piece. Co.-mail shipments should not be considered without co-mail form.

To minimize the loss of Co mail use the Pegasus Co mail envelopes and load these envelopes in compartment 1 door section. The remark COM/1 must be entered in the Load sheet and the Load message (LDM), if Co mail is loaded.

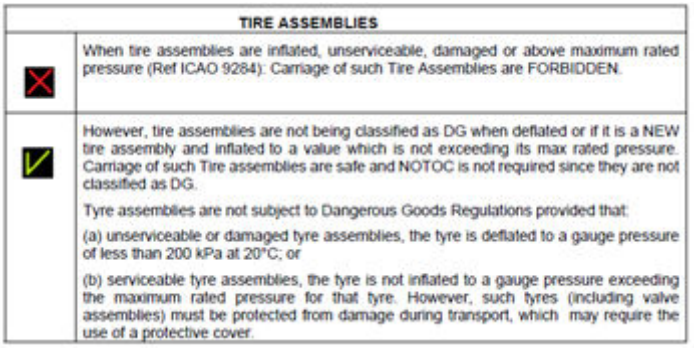
3.1.15.2 Co-Mat (Company Materials)

Ref COM 6.2.25,OM PART A 8.2.2.18.8; PG-UI-KD-00003

COMAT or COMPANY MATERIAL falling into this category are mostly being required by the TECHNICAL department of Pegasus Airlines. Articles those may be identified as DGs shall be informed via NOTOC before flight.

Usual sent DGR list but not the last is given in Flight Operations Quick Reference Guide For Dangerous Goods Operations (PG-UI-KD-00003) by technical department. Different UN code may also be carried in the future. List is shared only for informational purposes and kindly requested not to be taken as a limiting reference.

UN CODE	UN DESCRIPTION
1044	Fire Extinguisher
1072	Oxygen Compressed
1139	Coating Solution
1219	Isopropyl Alcohol
1258	Petroleum Distillates
1263	Paint
1268	Petroleum Distillates
1950	Aerosol Flammable
2794	Batteries Wet Filled
2990	Lifesaving apliance, Escape slide



TIRE ASSEMBLIES	
✗	When tire assemblies are inflated, unserviceable, damaged or above maximum rated pressure (Ref ICAO 9284): Carriage of such Tire Assemblies are FORBIDDEN.
✓	However, tire assemblies are not being classified as DG when deflated or if it is a NEW tire assembly and inflated to a value which is not exceeding its max rated pressure. Carriage of such Tire assemblies are safe and NOTOC is not required since they are not classified as DG. Tyre assemblies are not subject to Dangerous Goods Regulations provided that: (a) unserviceable or damaged tyre assemblies, the tyre is deflated to a gauge pressure of less than 200 kPa at 20°C; or (b) serviceable tyre assemblies, the tyre is not inflated to a gauge pressure exceeding the maximum rated pressure for that tyre. However, such tyres (including valve assemblies) must be protected from damage during transport, which may require the use of a protective cover.

Figure 3-1: Co-Mat (Company Materials)

Definition

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Materials, stationery and substructure equipments which are to be used in the receiving and sent from Head Quarters or SAW base to domestic and international stations and offices, from stations and offices to Head Quarters or other stations and offices by departments of Pegasus Airlines.

Company materials normally consist of e.g., aircraft spare parts, advertising materials, in-flight magazines, revenue documents, office materials, in-flight and catering supplies, company promotional items etc.

The PIC shall be informed about the details of co-mat by NOTOC / EIC form. Load and trim sheet is adjusted accordingly. All Company Materials must be shown on Loading Instruction Form (LIR) as well.

Unless otherwise authorized by the State of the operator, articles and substances intended as replacements for those referred in Current IATA DGR (2.5.1.1-2.5.1.2-2.5.1.3-2.5.1.4) which have been removed for replacement, must be transported in accordance with the provisions of IATA DGR.

Company materials may include such items considered as dangerous goods;

- Aircraft Batteries
- Engine oil
- Escape slides/Life rafts
- Fire bottles
- Fire extinguishers
- Fuel
- Hydraulic fluid, Reservoir
- Uranium (depleted counterbalance weights)
- Ordnance devices (off-wing escape)
- Oxygen bottles, portable, gaseous
- Oxygen bottles, crew system gaseous
- Oxygen bottles, passenger system gaseous
- Oxygen generators (passenger service units, attendant station and lavatory)
- Rain repellent
- Refrigerant
- Smoke hoods
- Tritium signs (aisles and emergency exit doors)

3.1.16 Transport Of Weapons, Munitions Of War And Munitions Of Sport Weapons

With the agreement of the authorities involved, sporting weapons may be carried other than in an inaccessible location on an airplane if it has been accepted (e.g. for the sporting weapons of Olympic athletes). Sportive gun shipments only can be accepted on request with a pre-approval ("pegasuscargo@flypgs.com"). (Valid import license, pro-forma invoice, packing list must be forwarded to us and commodity should be sporting hunting guns). “Sporting” shall be stated under “Nature and Quantity of Goods” box of the AWB.

*See CARGO OPERATION MANUAL 7.6 - for details.

3.1.17 SVC - Service Cargo

Ref 6.2.23

Service Cargo is the property of Pegasus Airlines or a subsidiary company when shipped on a company Aircraft from one station to another. The shipment might contain:

- Technical spares, technical goods, technical property,

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- Catering goods, catering containers,
- Sales publicity, literature, station material.

In all instances, where service cargo is to be carried internationally from one station to another, a company Air Waybill must be issued.

The Air Waybill must not be issued (signed and) before the complete shipment has been received and is accepted for carriage. All known entries on the Air Waybill must be inserted at time of issue and all copies must be issued identical. Only one Air Waybill must be used for each shipment, and it must cover all parts of the shipment. No shipment or part thereof may be carried until an Air Waybill is issued and executed.

If the service cargo contains any hazardous articles as defined by IATA DGR, all relevant requirements of the section in this manual of Dangerous Goods must be met.

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3.2 MARKING AND LABELLING

As part of the cargo acceptance process, it is important to make sure that all the labelling and identification of the load is correct and in place.

- Make sure cargo labels are completed and attached to each piece of every shipment, including single piece shipments.
- Packages must be checked to ensure that the applicable information is shown. As a minimum requirement, cargo labels must include the following information:
  - (1) Operator name
  - (2) Air Waybill number
  - (3) Destination code
  - (4) Total number of pieces in the consignment.
- Make sure that IATA standard hazard labels are applied as needed to indicate the specific nature of the cargo, as well as any corresponding handling labels.
- Bar-coded labels should be used. When used, must contain the following mandatory information:
  - (1) Operator name
  - (2) Air waybill number
  - (3) Destination
  - (4) Primary bar code.
- Additionally, optional information may be included on the label, for example:
  - (1) Airline insignia
  - (2) Transfer points
  - (3) Piece number (piece of pieces)
  - (4) Weight of this piece
  - (5) Total number of pieces
  - (6) House waybill number
  - (7) Origin.
- Ensure that all old labels and marks are obliterated.
- Ensure that the labels and marks are fully visible.
- Ensure each package bears the shipper and consignee name and address.
- Where appropriate packages must be labeled and marked in accordance with the Dangerous Goods Regulations (DGR), Live Animal Regulations and Perishable Cargo Regulations.

*See for details for cargo handling label COM 4.5 and for Hazard labels COM 7.1.8.1.1

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3.3 IRREGULARITIES

*See CARGO OPERATION MANUAL- Chapter 8 and 8.1.4 and for details, (CAT.GEN.MPA 200(e))

Damaged Cargo

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

Wet, damaged, burst, deformed signs of pilferage cargo etc. shall either not be accepted and rewrapped/ taped in accordance with Pegasus Airlines rules and regulations. For each damage Basic Damage Report has to be filled and send to pegasuscargo@flypgs.com and/or opspgs@wcsturkey.com accordingly.

When cargo is found to be damaged, following action must be taken;

- To assess the extent of the damage,
- To assess the possible effects of the damage on;
  - the safety of the proposed flight,
  - the safety of handling staff,
  - the shipment itself, including the other loads if they are fit to continue or not,
- if necessary, for safety issues to remove the damaged item from the aircraft.
- record details of the damage so that proper notification can be given to the Cargo / Station manager/ representative and/or the Aircraft Captain. These personnel should provide the necessary instructions of how to move forward.
- Take a photo if possible.

To avoid cargo hold doors and cargo floor damages in compliance with Pegasus Airlines procedures for safety reasons, shipments with sharp edges, metal frame or pallet, damaged, formless, inadequate boxes and inappropriate special loads shall NOT BE ACCEPTED. In case of and be informed to the agents that Pegasus Airlines will not accept these shipments. In case it is sent, shipment will not be transferred to final destination by Pegasus flights and this will cause penalties in the transit.

If damaged cargo is not fit to continue its journey:

- remove the packages to a safe place;
- remove from the normal storage area;
- amend documents as necessary:
  - Loadsheet,
  - Loading Instruction/Report,
  - Cargo Manifest,
  - Air Waybill;
- complete an IRP form immediately so that information can be actioned to the shipper, consignee and your company head office.

If at any stage of the cargo handling process, cargo is damaged, missing or pilferage is noted, contact the PIC, authorized technical personnel (if necessary), Manager/Supervisor, to inspect the cargo, its packaging .

Start all appropriate action, including any emergency action necessary in the case of damaged Dangerous Goods. Fill in Dangerous Goods Occurrence Report PG-DO-FR-014 and send it Ground Operations and Cargo Departments.

*See for details of emergency situations involving dangerous goods in "GOM 2.7.16" and "GOM 2.7.16.3"

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For the other irregularities (Metal Boxes, Palletized cargo, Cargos with sharp edges) "GOM 3.1.11.6" and "GOM 3.1.11.7"

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3.4 ACCURACY OF CARGO SCALES

Ensure that all weighing scales used for the determination of cargo/mail weights are calibrated at least once every 12 months or as required by local regulations. Such calibration records shall be kept, and are available for review by local authorities. (Pegasus Airlines reserves the right to audit the calibration records with prior notification).”

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3.5 CARGO FORWARDING STORAGE AND PREPARATION FOR FLIGHT

3.5.1 Storage

Ref COM 5.1

Each piece of cargo will be stored according to the specific contents of the cargo involved according to IATA regulations and conditions and the terminals shall be equipped with specifically configured facilities appropriate for storage of the special shipments below:

- If the cargo is dangerous goods, it will be stored and separated in the dangerous goods areas from other cargo or incompatible materials in accordance with published category restrictions as specified by the current IATA DGR.
- If the cargo is perishable cargo, it will be stored according to the temperature control areas in the warehouse. (Refer to Perishable Cargo Regulations – PCR)
- If the cargo is live animals, they will be stored in a separate area provided by the warehouse. Live animals are placed in a quiet, well-ventilated designated area, protected from adverse weather conditions. (Refer to IATA Live Animal Regulations – LAR)
- If the cargo is valuable cargo, it will be stored in a secure cage/area to avoid pilferage/theft, etc.
- Flowers are separate from fruit and vegetables
- If the cargo is mail, it will be stored in a secure area of the warehouse.
- If the cargo is human remains, it will be in an area of the warehouse distant from live animals/ perishables/dangerous goods to avoid any incidents or occurrences.
- Courier/express cargo shall be stored in an easily accessible location
- If the cargo is heavy cargo, it must be labelled, stored and handled accordingly.

Once cargo has been put in the storage area, its location shall be recorded and all information, and the location of the cargo shall be correctly communicated for ease of retrieving the cargo when required.

3.5.2 Preparation For Flight

(GRH 3.4.8)

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

- Flight No/Date, Aircraft type & Registration No.
- Scheduled Time of Departure.
- Total planned Bulk (Cargo, Courier).
- Booking list with shipment details (All sectors).
- Priority or other associated remarks
- Load Plan version, date & time of release.
- Name of person issuing the load plan.
- Any special handling instructions.

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

- Directly to the flight
- To the secure flight holding area or

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

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

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

(e) As required by the type of consider any approved waterproofing, absorbent and/or insulating material on the aircraft container floor. For “wet” cargo.

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

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

- Do not load any dangerous goods shipment that is leaking or damaged.
- Do not touch damaged or leaking shipments with dangerous goods, or suspected to contain dangerous goods.
- Follow the appropriate emergency response procedures.

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

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

- Separation of incompatible commodities is maintained at all times
- Where applicable, any maximum quantity limitations of commodities is maintained
- Adequate ventilation and air circulation is provided for live animals and perishables
- Any items labeled “Cargo Aircraft Only” are not loaded on Pegasus flights.

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

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3.6 CARGO SURFACE TRANSPORTATION AND TRANSFER

When the cargo has to move between ground facilities and the aircraft, or between aircraft, apply basicly following procedures:

3.6.1 Transport From Facility to Aircraft

(a) The GSE used for transportation is serviceable.

(b) A visual inspection of all loads is carried out to ensure:

(1) The cargo, mail and/or baggage for transport is the correct load for the departing/arriving flight(s).

(2) No nets, ropes, straps or protective materials can drag on the ground or get jammed in rollers, ball-mats or wheels.

(3) All built-up cargo/mail/baggage is safe to move and will not shift, roll, or topple.

(4) There is no damage to the load.

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

(d) Make sure that any vehicles and equipment that you use are serviceable, before transportation.

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

(1) The cargo is undamaged and has no signs of being tampered with–inform Supervisor of any abnormalities or deal with as per this chapter.

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

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

(g) Inspect all cargo delivered to a flight with the aircraft loading staff, making sure no damage has occurred during the transport process. If damage has occurred, deal with it as per this chapter.

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

(i) All loads are protected from adverse weather via use of tarpaulins or covered carts. Special attention shall be given to live animals and/or perishables. When using tarpaulins, all straps shall be securely fastened to the cart.

3.6.2 Transport from Aircraft to Facility/Other Aircraft

Inspect all cargo collected before moving it. Check that:

(a) The correct cargo is being collected

(b) The cargo is undamaged and has no signs of being tampered with–inform Supervisor and unloading staff of any abnormalities or handle as per this chapter.

(c) All GSE are serviceable. Check before transportation.

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

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

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

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

3.6.3 Cargo Breakdown For Cargo Is Not Loaded In Ulds

GRH 3.4.14 N/A

No ULD Operation on Pegasus flights.

If the Cargo is not Loaded in ULDs

(a) Unload the cargo from the dollies or vehicle, using appropriate equipment and taking due care of any possible risk of the cargo falling or moving.

(b) Check the cargo unloaded against the information provided to make sure all cargo that was loaded is received. Record shortages and overages and complete the required incident reports.

(c) Check that the cargo received is undamaged/has not been tampered with according to this Chapter.

(d) Move the cargo away from the unloading area and store in the appropriate storage location making sure that all special instructions, separation distances between incompatible commodities, and customs regulations are obeyed.

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

(f) Dispose of/recycle/send for reuse packaging and supporting materials collected as a result of the unpacking process. Recycling and disposal as per applicable convention (Basel etc.)

3.6.4 Cargo Delivery

(a) As required by the airline and if applicable, receive all documentation, pouches and special instructions for the specific flight.

(b) Carry out an inspection of all of the load to ensure:

(1) The load is correct for the departing flight(s).

(2) No damage has occurred during the transport process.

(3) There is no evidence of tampering with the load (e.g., cuts, tears to plastic foil).

(4) No nets, ropes, straps, protective materials, etc. should drag on the ground or get jammed in rollers, ball-mats or wheels while maneuvering or while being loaded onto aircraft.

(5) All dollies are serviceable, and all restraints are engaged to secure the ULD on the dollies prior to the ULD being loaded onto the aircraft.

(c) Immediately report any damage to the load(s), whether it is discovered when the load arrives on stand or occurs during loading.

(1) Report torn or missing baggage tags and cargo labels.

(2) Do not load unless discrepancies are corrected.

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3.7 INFORMATION AND DATA TRANSMISSION

(*SEE IATA DGR 9.5) (GRH 3.3.7) (GRH 3.3.8)

OM PART A 9.1.3

3.7.1 To Load-Control

Capturing accurate data about the shipment is vital for the smooth and safe operation of air cargo transport. Without the correct data being communicated in a timely manner to the correct people, the shipment will not progress through the air transport system.

Load-Control must receive the following information:

- Special handling, dangerous goods and complementary information, (AVI, HUM, PER...)
- Pieces and weight
- Airport of unload.
- Cargo NOTOC as per AHM 381 (where applicable)
- Make sure all documentation required for the load control process, as well as for the filing and recording is forwarded to the correct office(s)/staff for their action.

CAUTION

CAUTION: For any kind of special shipments such as Dangerous Goods (DG), Live Animals(AVI), Perishable Cargo(PER), Human Remains (HUM), COMAT, Heavy Cargo (HEA), Sportive Demounted Guns ,etc..carried on Pegasus Airlines flights as revenue cargo shall be issued on NOTOC (electronically or hard copy and handed over to the PIC.

Please ensure that the requested procedure is implemented immediately.

3.7.2 Pilot-In-Command And OCC- With Notification To Captain (NOTOC)

(GRH 3.3.7)

OM PART A 9.1.3.6.1 & 9.1.4.1

As early as practicable prior to departure of the aircraft, but in no case later than when the aircraft moves under its own power, Pegasus aircraft in which dangerous goods are to be carried must:

(a) provide the PIC with accurate and legible written or printed information concerning dangerous goods that are to be carried as cargo;

(b) provide personnel with responsibilities for operational control of the aircraft (e.g. the flight operations officer, Pegasus Vice Presidency – Operation Control Centre- "OCCDUTYCHIEF@flypgs.com", (*See 3.1.8) and designated ground personnel responsible for flight operations) with the same information that is required to be provided to the PIC (e.g. a copy of the written information provided to PIC).

This includes information about dangerous goods loaded at a previous departure point and which are to be carried on the subsequent flight.

This information required under shall be readily available to OCCDUTYCHIEF@flypgs.com whose responsibilities most closely align with the duties of the flight dispatcher described in ICAOAnnex 6, Part I, Chapter 4.6 (see Flight Operations Officer and also definition in Appendix A). These personnel are intended to provide the information required by IATADGR 9.6.3 to facilitate emergency response.

- See GOM 3.1.8 what the written information to the PIC must include.

When dangerous goods packages are contained in an overpack, the information should show the overpack information immediately following the entries within it.

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When different dangerous goods are contained in one outer packaging, the piece count may be left blank for each entry and shown only for the outer packaging. The information should show the all packed in one information immediately following the entries within it.

The dangerous goods listed in IATA DGR Table 9.5.A does not need to appear on the information provided to the PIC. (GRH 3.3.4)

For UN 1845, Carbon dioxide, solid (dry ice), the information required by IATA DGR 9.5.1.1.3 (GOM 3.1.8) may be replaced by the UN number, proper shipping name, class, total quantity in each hold on the aircraft and the aerodrome at which the package(s) is to be unloaded need to be provided.

For UN 3480 (Lithium ion batteries) and UN 3090 (lithium metal batteries), the information required by IATA DGR 9.5.1.1.3 (GOM 3.1.8) may be replaced by the UN number, proper shipping name, class, total quantity at each loading location, the aerodrome at which the package(s) is to be unloaded and whether the package must be carried on a cargo aircraft only. UN 3480 (Lithium ion batteries) and UN3090 (lithium metal batteries) carried under a State exemption must meet all of the requirements in IATA DGR 9.5.1.1.3 (GOM 3.1.8).

This information to PIC should be presented on Pegasus NOTOC Form – PG-DO-FR-025 which is compatible with IATA AHM 382 and should not be by means of Air Waybills,“Shipper's Declaration for Dangerous Goods”, invoices, etc. The PIC must indicate on a copy of the information to pilot-incommand, or in some other way, that the information has been received.

The information to PIC must also include signed confirmation, or some other indication, from the person responsible for loading the aircraft, that there was no evidence of any damage toor leakage from the packages loaded on the aircraft.

This information to PIC shall be readily available to PIC during flight by GHSP.

A legible copy of the information to PIC must be retained on the ground for a minimum period of three months after the flight. This copy must have an indication on it or with it that the PIC has received the information. A copy, or the information contained in the notice to PIC shall be readily accessible to the, Pegasus Vice Presidency – Operation Control Centre- OCCDUTYCHIEF@flypgs.com, (*See 3.1.8) until after the arrival of the flight.

In addition to the languages, which may be required by the State of the operator, English shall be used for the information to PIC.

In the event of the information to PIC being of such a size as to make in-flight radiotelephony transmission impracticable in an emergency situation, a summary of the information shall also be provided by Pegasus Vice Presidency – Operation Control Centre- "OCCDUTYCHIEF@flypgs.com" containing at least the quantities and class or division of dangerous goods in each cargo compartment.

*See also IATA DGR- TABLE 9.5.A:

Dangerous Goods Not Required to Appear on the Information to PIC (9.5.1.1.3.4)

NOTE

Standard format detailed in IATA AHM 382 when using an EDP system to notify captains when dangerous goods and/or other special loads are included in the load may be acceptable on Pegasus flights.

PROVIDING DGR INFORMATION FROM/TO OPERATION CONTROL CENTRE

For every Dangerous Goods cargo shipment shall be approved by Pegasus Cargo ("pegasuscargo@flypgs.com""cargoops@flypgs.com""pegasuscargo@flypgs.com"). Handling advice must be sent to all concerned departments of origin,transit stations, destinations and persons in the load control system / dispatch and OCCDUTY CHIEF (Operation Control Centre-Pegasus) at ("occdutychief@flypgs.com"). All those concernings shall be advised and informed about the relevant DGR acceptance information.

The information for dangerous goods must include:

(1) Air Waybill number

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(2) Proper shipping name and/or UN/ID number, and where required, technical name(s)

(3) Classification, and for Class 1, division and compatibility group and subsidiary risk(s) corresponding to label(s) applied,

(4) Packing group (if applicable) as shown on the Shipper's Declaration;

(5) Identified subsidiary risks.

(6) For non-radioactive material, number of packages, exact loading location and, as applicable, net quantity or gross weight, including the units of measurement, of each package, except:

- For UN 1845: carbon dioxide, solid (dry ice), UN number, proper shipping name, classification, total quantity in each airplane hold and offload airport.
- For UN 3480, (Lithium ion batteries) and UN 3090 (lithium metal batteries): 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.

  (1) for a consignment consisting of multiple packages containing dangerous goods bearing the same proper shipping name and UN number or ID number, only the total quantity and an indication of the largest and smallest package at each loading location need to be provided.

  For consumer commodities, the information provided may be either the gross weight of each package or the average gross weight of the packages as shown on the Shipper's Declaration;

  (2) the number of overpacks and an indication of which dangerous goods packages are contained in each overpack;

  (3) the number of all packed in one packages and an indication of which dangerous goods are contained in the package(s).

(7) For radioactive material: Pegasus does not carry radioactive category of dangerous goods.

(8) Any restriction for transport on cargo airplane only. (Not applicable in Pegasus Airlines)

(9) the airport at which the package(s) is to be unloaded; Offload airport.

(10) Wherelf applicable, an indication that dangerous goods transported under a state exemption.

(11) An indication that aircraft loading personnel observed no evidence of damage to or leakage from packages loaded onto the aircraft. (GM)

*See IATA DGR 9.5.1.1.3

Designated operational control personnel (OCCDUTY CHIEF/Flight Dispatchers) provide information about onboard dangerous goods as a way to assist emergency services that respond to a possible accident or serious incident involving the Pegasus's aircraft. Om personnel have ready access to such information so it can be reported without delay in the event an accident or serious incident should occur.

OCCDUTY CHIEF personnel have access to such dangerous goods information by being informed about Dangerous Goods Cargo information by our Cargo DirectorateDepartment.

Flight dispatchers are responsible for monitoring the status of dangerous goods transportation. They have access to the same information pertaining to dangerous goods carried as cargo on board the aircraft that is provided to the PIC, via ground operations management from related station. Flight dispatchers are responsible to provide detailed information without delay about dangerous goods carried as cargo to emergency services responding to an accident or serious incident involving the Pegasus Airline's aircraft.

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3.8 CARGO SECURITY

(GRH 3.7.4)

Ref: ACSP 11

Cargo (Revenue or non-revenue) for transport on Pegasus Airlines Aircraft shall be protected from unauthorized interference from the point of acceptance after screening or security controls have been applied until arrival at the airport of destination. Such protection shall be provided at all times when the cargo is in the custody of personnel performing cargo and ground handling operational functions.

End of Section

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4 AIRCRAFT TURNAROUND & AIRSIDE SAFETY

This chapter provides procedures for aircraft handling, including safety procedures.

Minimum training requirements for all personnel whose duties require airside access and are engaged in airside activities shall be based on IATA AHM 611 and SHT-Eğitim/HAD to ensure safety, quality and proficiency.

Pegasus Airlines recognizes that handling processes need to be adapted to suit different infrastructures, operations, and equipment. We also recognize that handling companies face a range of procedures from different airlines, often for the same aircraft type. This in itself can have safety implications.

As far as is practical, therefore, Pegasus Airlines have attempted to define the minimum standards which should be applied to our operation but allow handling agents the flexibility to adopt their own procedures in order to achieve these standards. Pegasus Airlines expects the ground handling agents to adhere to the safety standards defined as industry best practice (i.e. IATA AHM, CAP 642) as well as local airport authority requirements and their own standard operating procedures. One of the most critical elements of a safe handling operation is preparation. Staff should be ready on stand 10 minutes before arrival, with the required equipment, and all staff needs to be fully aware of their roles and responsibilities, and how they interact with others around them during the turnaround process. Staff shall always make FOD (Foreign Object Debris) check before the aircraft arrives to parking stand.

4.1 AIRSIDE/RAMP SAFETY & SECURITY & AIRCRAFT HANDLING

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

Aircraft damage can endanger passengers, employees and aircraft. Disruptions may also negatively impact safe airline operations.

Even a slight scratch or dent on an aircraft may result in a serious accident.

If you see or cause any aircraft damage, you must report it to authorized technicians and PIC immediately and act according to their decision and instructions during the ongoing handling activities.

All station operational activities, including, if applicable, those outsourced to an external third-party ground service provider shall be conducted under the direct oversight of supervision personnel.

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

4.1.1 Airside Safety & Security Operational Oversight

(GRH 3.2.1 i)

To ensure ground operational safety, all station activities, including, if applicable, those outsourced to an external third-party ground handling service provider or its subcontractors, shall be conducted under the direct oversight of the person responsible for aircraft loading supervision task.

4.1.1.1 Operational Requirements

(1) Supervision personnel must be trained and qualified to perform the assigned functions.

(2) Assigned individuals will provide oversight of personnel conducting, airside operations.

(3) The person responsible for the aircraft loading supervision task will oversee the aircraft turnaround during ramp/apron activities ensuring the aircraft is handled and serviced according to Pegasus Airlines GOM, these duties may be combined with another function/role.

(4) If applicable checklists are provided, they shall be completed as required by the individual assigned to provide oversight.

(5) Individuals assigned to oversee ground handling operations must have oversight on airside operations, ground safety and all operations relating to comfort and flight schedule.

(Example for Pegasus: PG-AH-FR-007, PG-AH-GT-005)

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(6) The person assigned for turnaround coordination will support supervision personnel to co-ordinate and when necessary, direct all operational turnaround activities.

(7) The turnaround coordination will ensure punctual performance through adherence to station Precision Time Schedule (PTS).

4.1.1.2 Supervision Scope

Oversight for an aircraft arrival/departure shall include, but is not limited to the following activities:

(1) Aircraft, vehicles and Ground Support Equipment operations and parking

(2) Aircraft loading & unloading

(3) Aircraft servicing (e.g. potable water, lavatory, cleaning, catering)

(4) Aircraft fuelling

(5) Aircraft movement (arrival, departure & towing)

(6) Passenger embarkation/disembarkation

(7) Excess cabin baggage handling

(8) All personnel and GSE involved in the operation to ensure compliance with safety procedures.
Aircraft, vehicles and GSE operations and parking

(9) Arrival

(10) Baggage handling

(11) Cabin equipment

(12) Catering ramp handling

(13) De-icing/anti-icing services and snow/ice removal

(14) Departure

(15) Exterior cleaning

(16) Interior cleaning

(17) Load control document accuracy:

- LIR, Load Sheet, NOTOC, other documents as applicable

(18) Load control and flight operations

(19) Marshalling

(20) Moving of aircraft

(21) Passenger services

(22) Ramp fuelling/de-fuelling operations

(23) Ramp regulations

(24) Ramp services

(25) Ramp to flight-deck communications

(26) Staff conduct, behaviour and operational practice, PPE

(27) Toilet services

(28) Towing cargo and baggage

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(29) Bulk loading and unloading of baggage and cargo

(30) Water service

4.1.1.3 Control Of Access to Aircraft

(ACSP 8.3)

To prevent unauthorized access, aircraft in security restricted areas should be monitored while undergoing preparation for service, maintenance, cleaning, etc. Aircraft crew, ground staff and maintenance personnel servicing aircraft must challenge any unauthorized or unrecognized persons approaching or attempting to gain access to an aircraft and confirm their legitimacy. Unauthorized persons must be reported to superiors or law enforcement officers and to the Pegasus Airlines Aviation Security Management without any delay.

Aircraft undergoing maintenance, when left unattended by authorized personnel, or not in operation shall have all access points secured, with stairs stowed or removed and loading platforms retracted. Stairs left near aircraft shall be immobilized. Tamper-evident stick-on security seals shall be used on panels and doors to make any unauthorized access evident during pre-departure checks.

Aircraft in service shall be kept under sufficient surveillance by technic, flight or cabin crew and ground handling staff, in order to detect unauthorized access. If greater security is considered necessary for a specific aircraft, security personnel will control access to the aircraft or its general vicinity and must assume responsibility for the aircrafts security.

Pegasus Airlines will ensure that persons working at airports under its control in security-restricted areas shall display valid Aviation Security Identification Cards issued by the relevant airport operator or another approved authority.

4.1.1.4 Searches And Checks of Aircraft

(GRH 3.7.2)

ACSP 8.2

Pegasus Airlines has established and maintains a training programme on security check and search procedures for different aircraft types (Airbus A320, Airbus A321 and Boeing 737) for all relevant staff, including flight and cabin crew. In addition, Pegasus Airlines Aviation Security Group Management has developed a security procedure checklist for each aircraft type in service and the Chief Flight Operations Officer,EVP - Cabin Operations Managers or related staff shall distribute this to flight crew and relevant staff.

4.1.2 Turnaround Coordination/Supervision Requirements

(GRH 3.4.2) (GRH 3.2.1) (GRH 3.2.3 i,ii,iii)

The list below defines sample elements that require supervision by individuals assigned to oversee ground handling operations. Primary task is to stop all unsafe acts.

(1) Pre-flight brief conducted regarding flight requirement(s) and services as needed.

(2) Pre-arrival check parking position free of Foreign Object Damage (FOD), obstacles and/or spillage.

(3) Sufficient personnel with PPE and necessary ground support equipment available and ready.

(4) All GSE and personnel positioned outside the Equipment Restraint Area (ERA) / aircraft clearance line. Ensure manpower correctly positioned for arrival.

(5) Ensure guidance system is activated and marshaller(s)/ wing walkers correctly positioned as applicable.

(6) Personnel stay clear of the aircraft, until anti-collision lights have been switched off, (exception applies if APU is not operational).

(7) Ensure aircraft chocked and coned appropriately.

(8) Ensure an arrival external check prior to approach of any ground support equipment is done.

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(9) Ensure equipment properly positioned and operated (e.g. Guide rails).

(10) Ensure cargo holds are offloaded and commodities correctly handled as required.

(11) Ensure all cargo holds fully offloaded according to LDM&LIR and inspected for damage.

(12) Passenger Bridge and/or Steps set to correct height before opening cabin access doors and all safety devices are installed.

(13) Aircraft cabin access door operation by authorized and qualified person.

(14) During passenger (dis)-embarkation, passenger movement is protected and guided in walkways between the aircraft and bus or terminal.

(15) Passenger walkways clean of obstacles and free of undesired contaminated substances.

(16) Fuel bowser/tank or pumps are properly positioned and escape route not obstructed.

(17) Ensure fuel safety zones respected.

(18) Ensure safety precautions for fuelling with passengers on board or boarding are adhered to as applicable.

(19) Ensure on-load started and the person responsible for loading oversight, such as a Load Master in possession of the LIR Loading Instruction Report.

(20) Ensure condition of load inspected prior to loading.

(21) Ensure baggage and cargo loaded and handled in accordance with the written Loading Instruction (LIR).

(22) Ensure DG correctly handled, loaded, segregated, secured and stowed.

(23) Ensure holds are checked to verify load and lock/nets configuration/height limits/any damage.

(24) Ensure Load information is exchanged with all deviations noted.

(25) Ensure final load information provided to PIC as required.

(26) Ensure GSE removal procedures followed.

(27) Ensure final ramp inspection and aircraft walk-around check performed.

(28) Ensure pre-departure preparations are conducted.

(29) Chocks and cones removal procedures followed.

(30) Ensure departure sequence conducted as required.

(31) Ensure post departure activities conducted as required with appropriate document retention.

Precautions

In addition to local airport safety regulation, the following rules will strictly be adhered to for aircraft handling.

(1) Authorized person with ID card shall only enter the ramp/ aircraft. All drivers need a special driver license which is accepted by the airport authorities.

(2) Smoking and the use of open fire on the ramp is strictly forbidden.

(3) Trained personnel with driver license shall only operate mobile equipment. The maneuvering of equipment in vicinity of aircraft shall take place with at most care and accuracy.

(4) Hose lines and connecting cables shall neither be crossed by servicing equipment or by any other kind of vehicle.

(5) Loading and servicing equipment shall not approach the aircraft until the engines have stopped and the chokes are positioned or the parking brake of the aircraft has been set.

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(6) Only suitable and safe loading and servicing equipment is allowed to be used.

(7) Mobile equipment excluding fuel trucks shall not be positioned within the areas during fuelling or de fuelling. The venting area below the fuel vents located at the wing tips corresponds to a 4 meters radius.

(8) During the fuelling/de-fuelling the use of mobile telephones within the fuel venting areas is not allowed.

(9) On the ramp, passengers shall be guided directly from the bus to the aircraft and vice versa.

4.1.3 Turnaround Time Schedule Chart

Precision turnaround time schedule chart is a graphical display of all ground handling activities and duties to be conducted for a Pegasus Airlines aircraft turnaround. Columns display main ground handling processes. Line rows display the duration basis on minute.

Turnaround time management starts with the first communication between ground personnel, departure station of incoming flight and the PIC. Ground handling personnel must take all precautions and be prepared according to requirements and information getting from the departure station of incoming flight and PIC in advance.

4.1.3.1 Groundchart 738-A320 55 Min

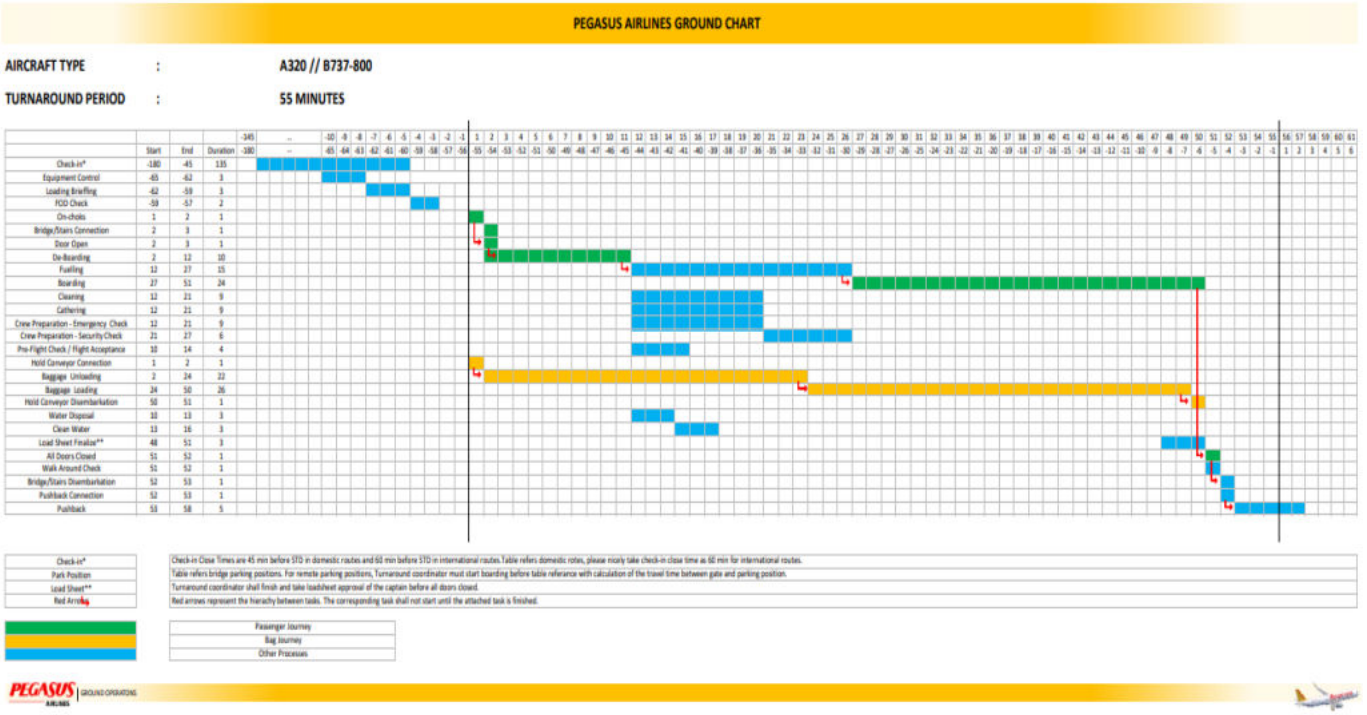


Figure 4-1: 738-A320 55 Min

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4.1.3.2 Groundchart 738-A320 Arrival

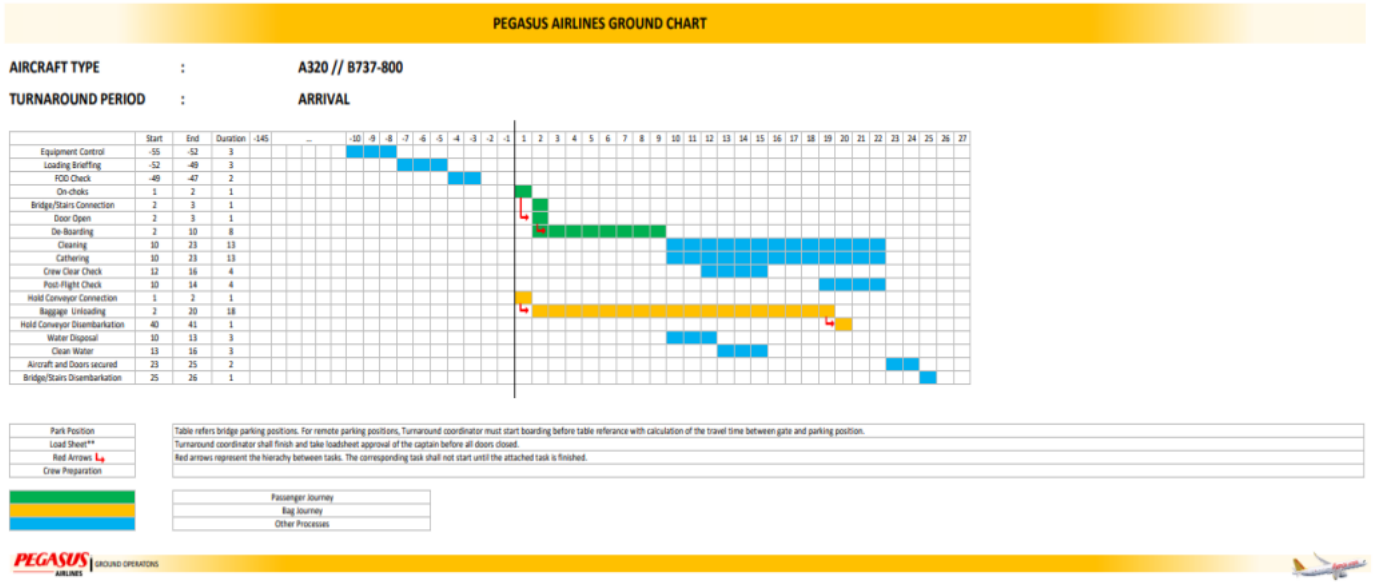


Figure 4-2: 738-A320 Arrival

4.1.3.3 Groundchart 738-A320 35 Min

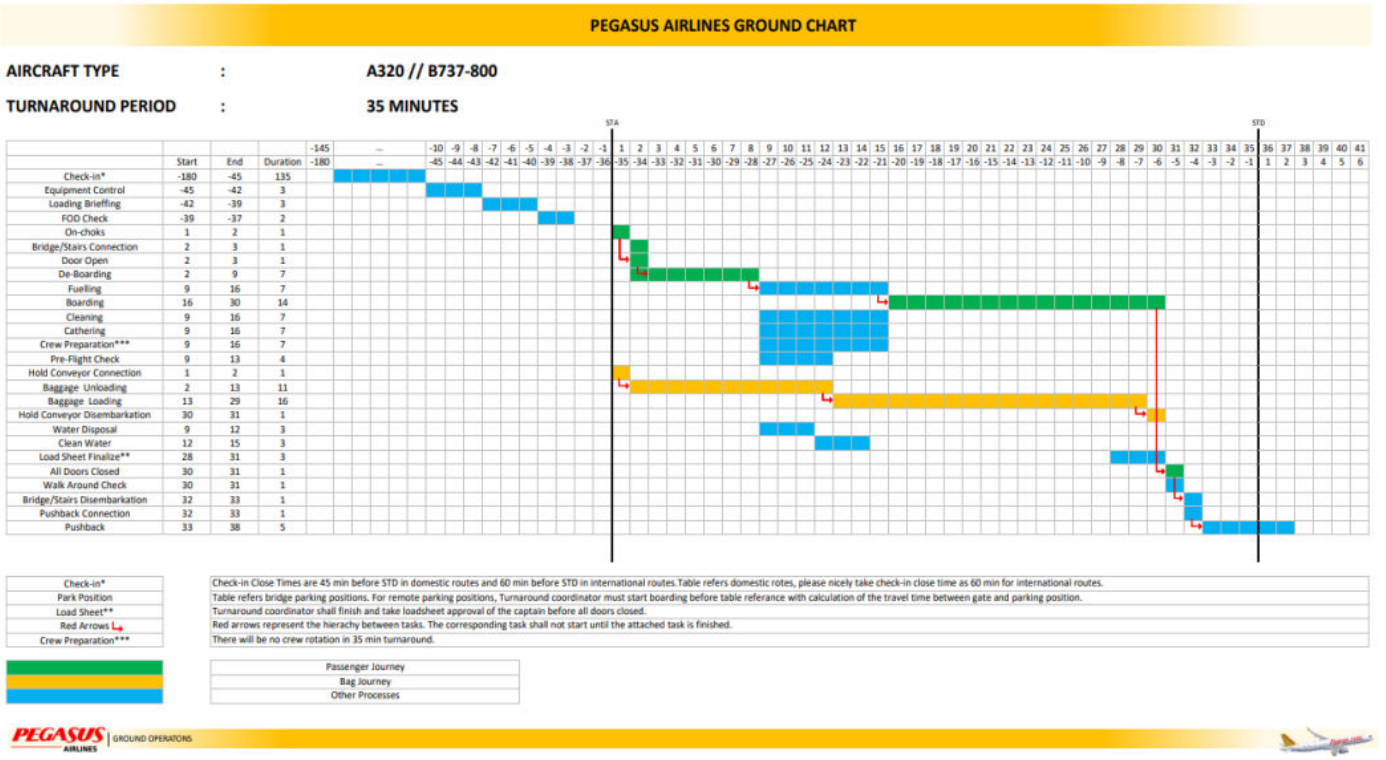


Figure 4-3: 738-A320 35 Min

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4.1.3.4 Groundchart 738-A320 65 Min

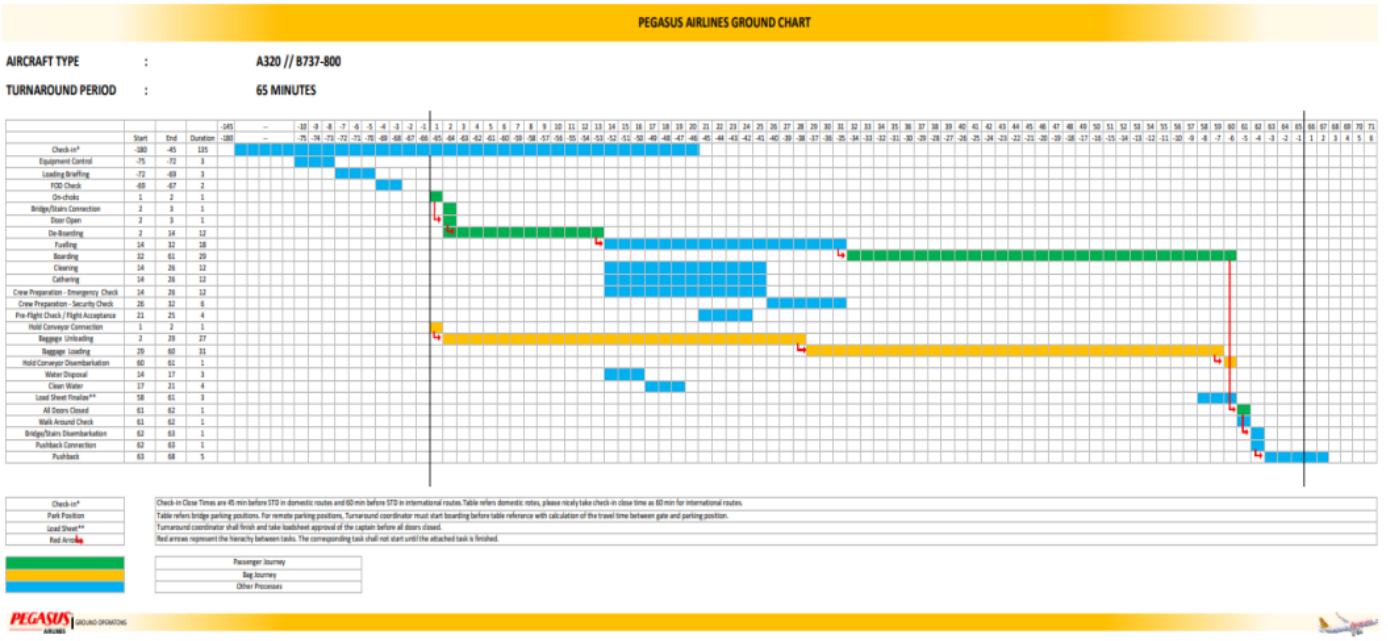


Figure 4-4: 738-A320 65 Min

4.1.3.5 Groundchart 738-A320 Departure

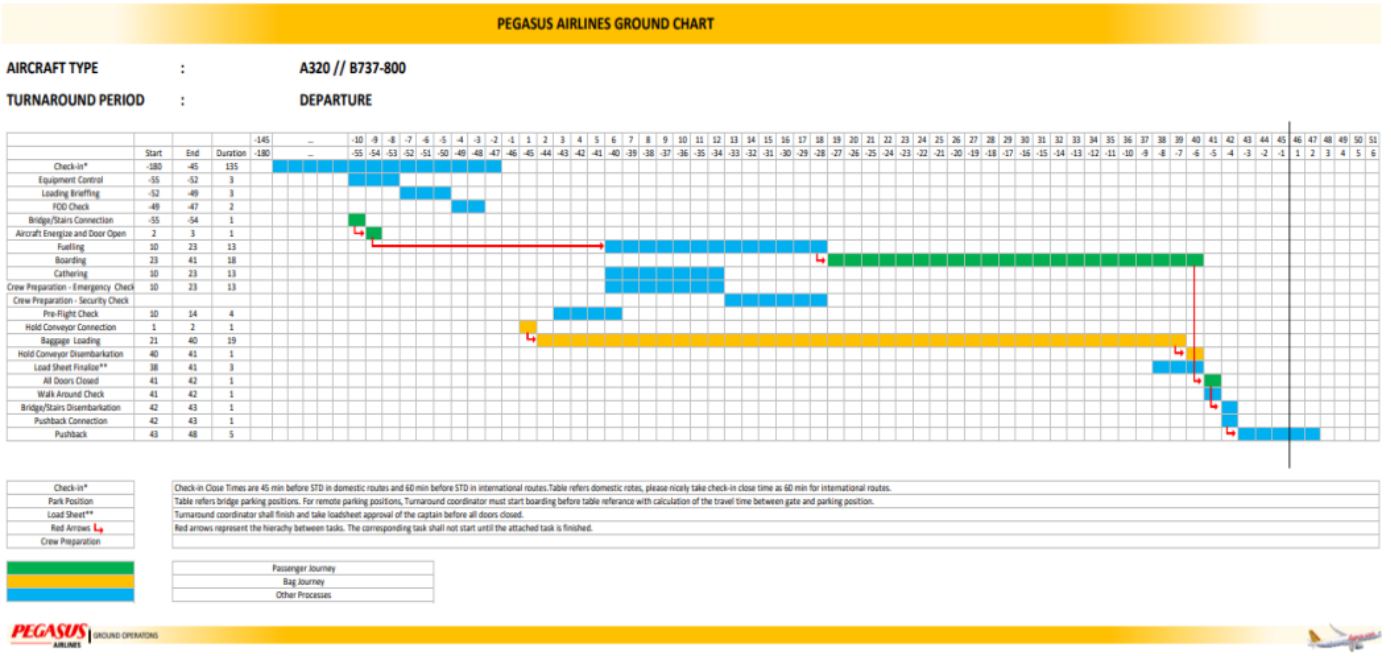


Figure 4-5: 738-A320 Departure

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4.1.3.6 Groundchart 738-A320 45 Min

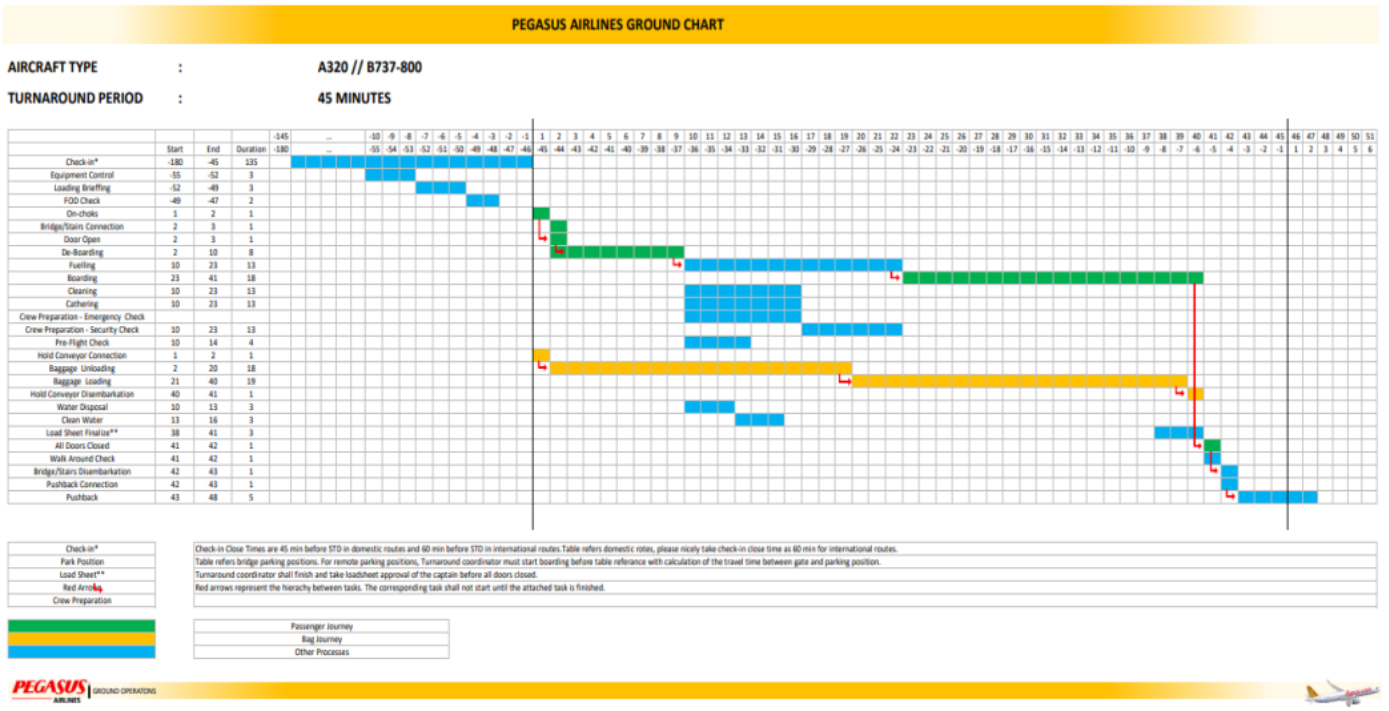


Figure 4-6: 738-A320 45 Min

4.1.3.7 Groundchart A321 65 Min

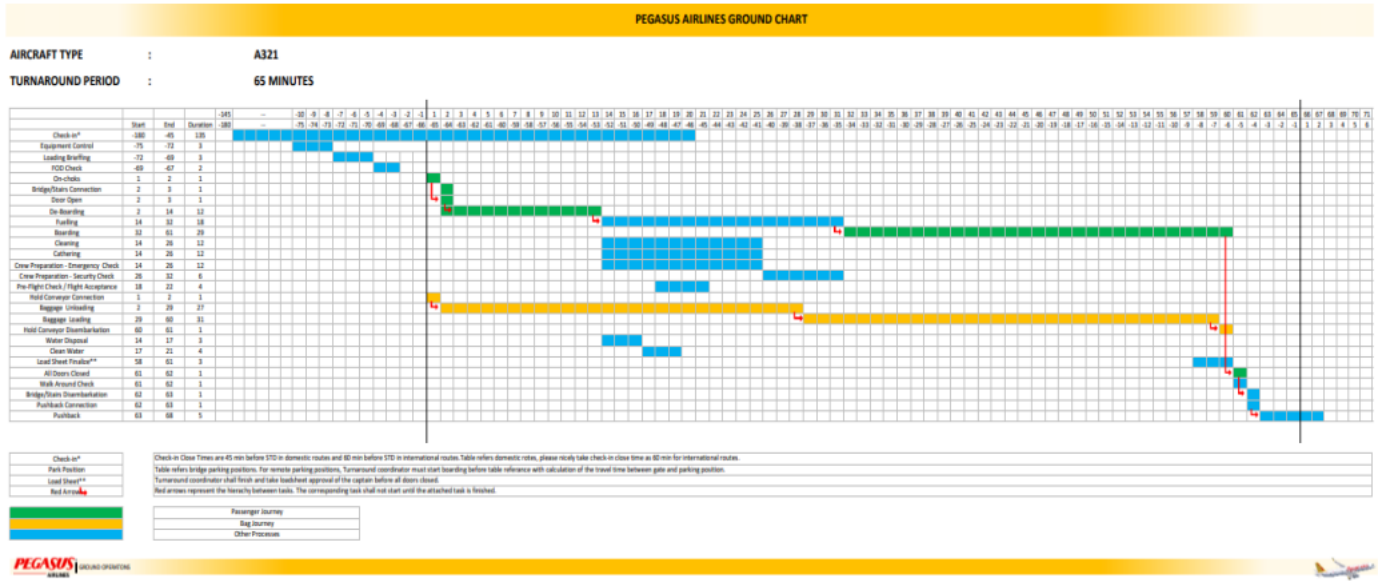


Figure 4-7: A321 65 Min

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4.1.3.8 Groundchart A321 50 Min

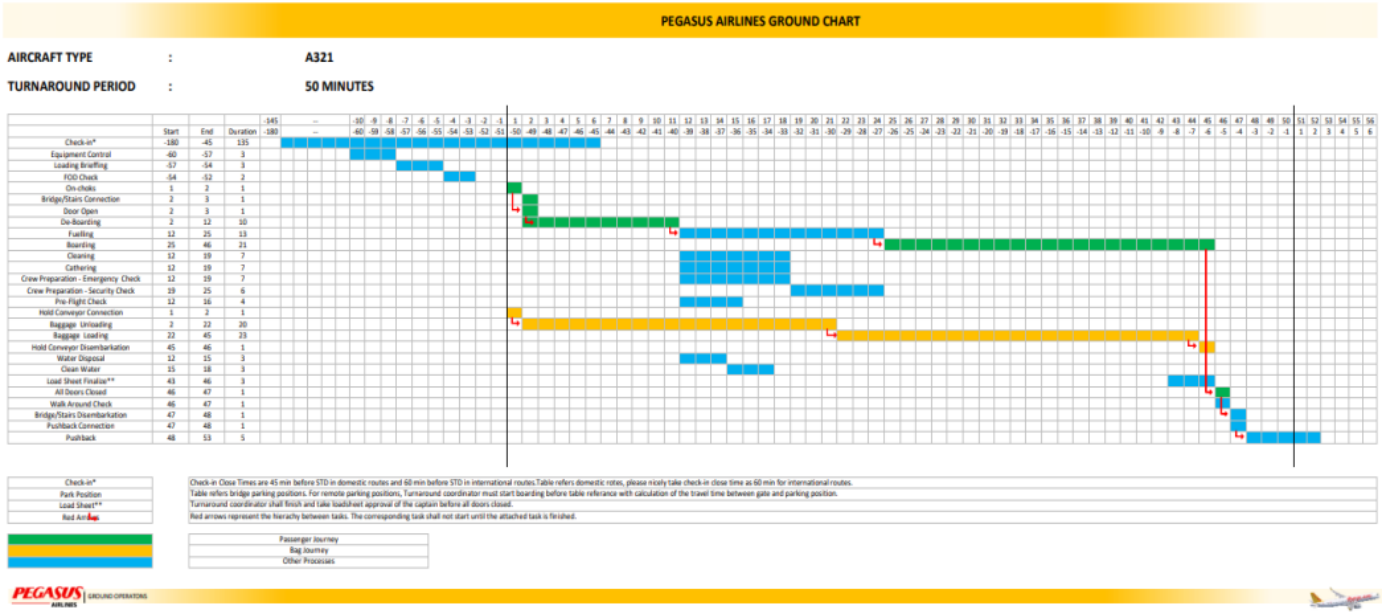


Figure 4-8: A321 50 Min

4.1.4 Emergency Response Procedures

GRH 3.6.1- GRH 3.6.3

It is the responsibility of supervision to ensure that all safety related events are immediately reported to Pegasus Airlines, the PIC, authorized technical personnel and applicable authorities as per local requirements.

All records of such accidents and incidents must be retained at least 3 years. Station Emergency Response Procedure (PG-EM-PR-002) shall be adhered to. Communication shall be established via Local Notification Form (PG-EM-FR-011/PG-MK-FR-000) data, which is available on Pegasus electronic library doc.lib.

First contact point at emergencies is Pegasus Airlines Operations Control Center Office (HQ): Mobile:+90 535 045 64 48

4.1.4.1 Event Response

GRH 3.6.3

Individuals assigned to supervision shall coordinate an initial response for all accidents and/or incidents, including dangerous goods incidents.

Immediate action to be taken when an incident occurs:

(1) Do not put yourself or any others at further risk.

(2) Deal with any personal injuries and request appropriate assistance.

(3) Secure the scene to prevent movement of GSE and personnel if possible.

(4) The PIC authorized technical personnel and Pegasus representative shall be noticed immediately of any aircraft incident.

(5) It is imperative that all local mandatory regulations are complied with and that where appropriate the emergency services are notified.

(6) Certain basic actions which may be change depending on local rules and procedures must be taken when discovering leakage or damage of dangerous goods item:

- Avoid contact with item
- Isolate the immediate area

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- Advise supervisory staff and authorized technical personnel who shall notify the appropriate establishment to manage and evaluate the incident, airport authority, aerodrome authority and civil aviation authority at the state, if necessary notify the emergency services
- Attempt to determine from the documents, shipper or passenger the nature of the item
- Follow the reporting procedures accordingly

(7) Local reporting requirements should also be adhered by station supervisor and Pegasus Airlines GCC shall also be notified, and an initial report compiled, detailing the exact nature, location, and dimensions of the damage. GCC shall be immediately notified of any reportable accident/incident:

Table 4-1: Guest Control Centre (GCC)

Guest Control Centre (GCC) (Detail contacts are available on PG-DO-BK-002)
Pegasus Airlines
Tel: 00 90 216 560 72 06
Mobile: 00 90 533 716 13 08
Fax: 00 90 216 560 70 76
SITA: ISTFPPC
E-Mail: "guestcontrol@flypgs.com"
Address: Pegasus Airlines - Pegasus Hava Taşımacılığı A.Ş. Sabiha Gökçen International Airport, Gate A Technical Department - O Block - 34912 Kurtkoy - Istanbul Türkiye-Turkey

(8) Pegasus Guest Control shall lead and initiate required procedure according to Pegasus Safety Management System Manual and Emergency Response Manual.

(9) The Station Manager must ensure that:

- Local Notification Form is regularly updated and available where it's required. Designated personnel are aware their role and duty. It's accessible on electronic library. (Any change on it must be notified to "area.auditors@flypgs.com"; "ground.doc@flypgs.com" whenever it happened to revise it.)
- Pegasus Airlines Airport Emergency Response Procedure is readily available to all staff. It's accessible on electronic library.
- All staff is fully aware of the procedures which apply to their own department.
- Staffs are designated to fulfil specific duties.
- Designated staff have nominated, fully-briefed deputies.
- The names of all designated staff are submitted to GCC.
- Any amendments to the designated staff details are notified to GCC.

Please refer to the Pegasus Airlines Emergency Response Manual for full details of emergency procedures; these are available on the Pegasus Airlines Comply 365 and electronic library.

(10) Individuals assigned to supervision on-site shall have knowledge of their responsibilities within the local safety plan and emergency response plan for responding to accidents and/or incidents or other emergencies that may occur during aircraft ground handling operations in accordance with local applicable regulations.

(11) It is the responsibility of the station management at the station(s) where any aircraft involved in an incident, to ensure that the documentation relating to that flight is handled correctly.

(12) Staff must not under any circumstances make any statement regarding the flight or its passengers to the media or to the public. Statements may only be made with the written approval of Pegasus Airlines.

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(13) Order to inhibit access to the flight in your handling agents system. Coordinate with GCC if appropriate. Please mind; passenger lists will be released exclusively by Pegasus Airlines' Operations Control Centre in Istanbul.

(14) The following documentation shall be ready and sent to GCC whenever it's asked. The documentation must then be held in a secure location (usually a safe) until the original documents are required by Pegasus Airlines:

- Load Sheet
- Passenger Manifest
- Flight Plan, Met-Folder and NOTAM, Aircraft Technical Report, Fuel, Order
- Passenger Flight Coupons (if applicable)
- Boarding Pass
- Crew Information Sheet
- Cargo Documents
- Cargo Manifest
- AWB-copies
- Shipper's Declaration
- Loading Instructions Report
- Baggage Manifest/Reconciliation
- NOTOC
- LDM
- PSM
- MVT
- All Official Mail Documents (CN38/41)
- Boarding cards left behind in public areas (e.g. waste basket at gate)
- Meeters and greeters information reports
- Passenger information and status reports
- Any other documents related to the flight

(15) Any evidence (e.g. witness paint marks) should also be recorded, and photographs taken wherever possible. Take suitable photographic evidence of the incident.

(16) A Dangerous Goods Occurrence Report and/or Ground Irregularity and Safety Report PG-DO-FR-020 (See "GOM Ch. 6" for the reports which are available in the online library doc. lib as well) relevant to the case category shall be raised whenever possible.

(17) Communication and information exchange shall be established via the Local Notification Form between in-site and Pegasus Headquarters at the beginning (until authorized Pegasus persons arrive to the place where the case occurred), if necessary. Keep it ready; it is available in the electronic library- under the Safety Management System tabs. Guidance and advice for the establishment of your local Emergency Response Process can be requested from the following contact;

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Table 4-2: OPERATION CONTROL CENTER DEPARTMENT

OPERATION CONTROL CENTER DEPARTMENT Tel. +90 216 560 72 64 E-mail: "safety@flypgs.com" and all filled forms (required in Pegasus Airlines Airport Emergency Response Procedure) must be sent to "crisis@flypgs.com" during emergency.

4.1.4.2 Reporting- Incidents, Accidents, Near-Misses and Immediate Actions

(GRH 1.11.3)

(In accordance with Regulation (EU) No 965/2012)-ORO. GEN.160 Occurrence reporting) See: IATA AHM 650 OM PART A 9.1.3.3 & 9.1.3.5 & 11.5 & 11.9)

In the event of an, incident or accident/ when an accident/incident occurs, the work must stop, the scene must be frozen and isolated and the event shall immediately be reported to the line management involving Pegasus representatives and, as required, to the local authorities.

- Dangerous Goods Occurrence Report Form PG-DO-FR-014 and/or
- Ground Irregularity and Safety Report PG-DO-FR-020; or
- IQSMS Report, if applicable

Reports shall be filled in and sent to "guestcontrol@flypgs.com", "area.auditors@flypgs.com", "occdutychief@flypgs.com", "mcc@flypgs.com" and "ground.doc@flypgs.com" and required local authorities by service provider Once the equipment and personnel are secure, inform the authorized technical staff and the PIC; collect all the relevant information regarding the event. Submit and report the event immediately to the line management, the airline and local authorities as required - with the following tool:

- Accidents, incidents or any occasion when dangerous goods are involved shall be reported by using Pegasus-Dangerous Goods Occurrence Report Form to TDGCA and appropriate authorities of the state in which the accident or incident occurred, in accordance with the reporting requirements of those appropriate authorities.
- Dangerous goods accidents or incidents shall immediately be reported to the TR-DGCA and the state in which the accident or incident occurred, in accordance with the applicable variations under the appropriate state(s) listing in referenced IATA DGR 2.8. Any incident and accident official reports will be prepared and sent to the authority by Safety Department in compliance with PG-EMEK- 001 Safety Management Manual.

See "GOM- Ch. 6" for the Reports which are available on online library doc. lib as well.

All Pegasus Airlines members have access to IQSMS for reporting via following IQSMS- Ground Operations report categories.

The station must submit the report as soon as possible, detailing the key facts in relation to the event, and submission of a GISR must NOT be delayed to allow completion of the full investigation. GISRs may be submitted via one of the following processes:

Where a handling company provides ground handling to Pegasus Airlines at a significant number of stations, Pegasus Airlines will consider acceptance of electronic submissions of safety reports, generated by that company's internal reporting system, in order to simplify the reporting process.

The content and format of electronic reports must be clear and consistent, to allow Pegasus Airlines to extract the required incident data. Core details of the incident must be clearly detailed, including flight number, registration, reporting station, and station of event (particularly relevant when attributing a safety report to an inbound flight, where the error may have occurred at the origin station).

Pegasus Airlines obeys Turkish DGCA regulations (SHT-OLAY,) for mandatory reporting.

See: "GOM Ch. 6" for Types of Reporting

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DESCRIPTIONS:

Ref: IATA Reference Manual for Audit Programs:

Ground Handling: The ground services necessary for the arrival and departure of an aircraft at an airport, other than air traffic services.

Ground Operations: The conduct of activities associated with the ground services that comprise ground handling.

FAA_Order_8000.369B Appendix A Definitions:

Accident: An unplanned event or series of events that results in death, injury, or damage to, or loss of, equipment or property

IATA Reference Manual for Audit Programs:

Accident (Aircraft): An occurrence associated with the operation of an aircraft that takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked in which a person is fatally or seriously injured, the aircraft sustains substantial damage, or the aircraft is missing or is completely inaccessible

IATA AHM 650 (2. Definitions):

HAZARD: A condition or object 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.

AIRCRAFT GROUND DAMAGE: Any occurrence or event associated with ground operations, which results in aircraft damage or any near miss that could have resulted in aircraft damage.

NEAR MISS: An unplanned occurrence that did not result in injury, illness or damage, but had the potential to do so.

UNREPORTED DAMAGE: Any damage found on the aircraft that was not previously reported at the time of occurrence

AIRSIDE INCIDENT: Any event not classified as either aircraft ground damage or serious personal injury occurring during ground operations and includes any dangerous or hazardous occurrence.

GROUND INCIDENT: means an occurrence, other than an accident, associated with the ground operation or ground handling of an aircraft, which directly or indirectly affects or could affect the safety of operation and/or of an aircraft and/or personnel working on or in the aircraft and/or passenger.

GROUND ACCIDENT: means an occurrence associated with the ground operation or ground handling of an aircraft in which a person is fatally or seriously injured, or the aircraft sustains damage.

Generally, accidents and incidents differ only in the degree of injury sustained by persons involved or in damage sustained to the aircraft.

GROUND HANDLING/GROUND OPERATION: is deemed the processes are performed by authorized ground personnel at the duration between the commencement when aircraft comes under the guidance of a marshaller or ground handling aid and ceases and the commencement of taxiing under its own power on departure.

Reportable ground incidents & accidents may include but are not limited to:

(1) An act of aggression (e.g. BOMB THREAT or HIJACKING).

(2) Injury to an employee, or employee of a contracted company conducting services for the ground service provider.

(3) Security procedures are breached.

(4) Damage to the aircraft.

(5) Dangerous goods:

- Dangerous goods accidents and incidents where dangerous goods carried as cargo may be involved

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- Any occasion when undeclared or miss-declared dangerous goods are discovered in cargo or mail
- Dangerous goods are discovered to have been carried when not loaded, segregated, separated and secured in accordance with IATA DGR 9.2 or 9.3
- Dangerous goods are discovered to have been carried without information having been provided to the PIC in accordance with IATA DGR 9.5.1.1.
- Spillage, contamination

(6) Emergency equipment is non-operational or not present.

(7) Unattended baggage is located within the secure airside perimeter.

(8) A terminal building is evacuated.

(9) There is a potential hazard which may cause injury to a passenger or ground personnel.

(10) Unsafe practices are noted.

(11) Airside ramp safety measures are not being followed by vehicular traffic.

(12) A flight is dispatched unsecure and does not meet applicable baggage security regulations.

(13) A stowaway is discovered.

(14) Any event where safety standards may have been compromised.

(15) An environmental incident (e.g. fuel spill etc.).

(16) FOD damages.

(17) Fuel spillage.

(18) Any other incident considered reportable by regulations.

(19) Significant contamination of aircraft structure, or systems and equipment arising from the carriage of baggage or cargo.

(20) Incorrect loading of passengers, baggage or cargo, likely to have a significant effect on aircraft mass and/or balance.

(21) Incorrect stowage of baggage or cargo (including hand baggage) likely in any way to hazard the aircraft, its equipment or occupants or to impede emergency evacuation.

(22) Inadequate stowage of cargo containers or other substantial items of cargo.

(23) Carriage or attempted carriage of dangerous goods in contravention of applicable regulations, including incorrect labelling and packaging of dangerous goods.

(24) Failure, malfunction or defect of ground equipment used for test or checking of aircraft systems and equipment when the required routine inspection and test procedures did not clearly identify the problem where this results in a hazardous situation.

(25) Non-compliance or significant errors in compliance with required ground servicing procedures.

(26) Loading of contaminated or incorrect type of fuel or other essential fluids (including oxygen and potable water).

(27) All accidents, near misses, security breaches (including notification of a security failing by a regulatory body, e.g. Department for Transport), and other serious incidents.

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4.1.4.3 Airside Safety Investigation Procedure

The investigation process will be conducted in a logical way by collecting and analysing factual information in order to identify root causes, contributing and human factors, (See PG-DO-FR-070 Human Factors In Airside Safety Investigation)

*For more details refer to SMM 4.2.6 INVESTIGATIONS

*PG-EM-FR-035 Incident/Occurrence Investigation Report used for investigation.

4.1.4.3.1 Factual Information

(a) Gather factual information including photographs, testimonials, reports, sketches, video footage, maps and any other relevant information.

(b) Determine the level of investigation:

- Basic investigation–an inquiry to identify the key elements that led to the event.
- Formal investigation–a formal inquiry with all involved and legally required internal and external parties.

4.1.4.3.2 Investigation Procedure

(a) Gather all information available about the event:

(1) Identify the circumstances leading up to the event.

(2) Review all reports pertaining to the event.

(3) Collect all available data (CCTV and other video footage, photographs, objects, testimonials, sketches, maps).

(4) Identify the people involved and any witnesses.

(5) Gather all relevant factual information concerning the people involved (roster, training records, medical information related to the event if possible, employee records, assigned task, working plans, all reports, any other).

(6) Gather all relevant factual information concerning the technical, environmental and infra structural.

(7) Equipment maintenance records

(b) Conditions.

(c) Conduct interviews with all individuals involved and any witnesses.

(d) Conduct a confirmation site visit if possible.

(e) Confirm whether a SOP is published and available for the task being performed.

(f) Identify human factors:

(1) Communication

(2) Stress and timing

(3) Fatigue

(4) Loss of situational awareness

(5) Health condition

(6) Use of available resources

(7) Staff feedback related to the SOP

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(8) Teamwork

(9) Knowledge retention and competence

(g) Technical factors:

(1) Use of a GSE

(2) Corrective maintenance records

(3) Current technical condition

(4) Suitability for the task

(See PG-DO-FR-070 Human Factors In Airside Safety Investigation)

4.1.4.3.3 Analysis

(GRH 1.11.3)

Analyse the event by:

(a) Describing the sequence of events as they occurred for each person/element involved.

(b) Identifying any failures in the tasks performed in relation to written instructions

(c) Identifying any causal links between events

(d) Documenting a chronological sequence of events that led to the incident/accident supported by factual information

(e) Determining which failures contributed to the accident based on factual evidence in relation to the sequence of events.

(f) Identifying pre-existing and/or new hazards that contributed to the event.

4.1.4.3.4 Conclusion And Causes

Specify:

(a) Root causes

(b) Contributing factors

(c) Human factors (See PG-DO-FR-070 Human Factors In Airside Safety Investigation)

4.1.4.3.5 Informing Pegasus

Share the information with "ground.doc@flypgs.com"; "guestcontrol@flypgs.com" and "area.auditors@flypgs.com" for being included the general risk management.

Whenever a ground accident happen, a ground.doc or area.audıtor member may visit where the accident happen. That's why informing in time is the core element of risk management process.

4.1.4.3.6 Investigation Follow-Up

Follow-up the investigation by:

(a) Establishing the following for each root cause:

(1) Corrective action requests

(2) Corrective actions requests

(b) Making safety recommendations that:

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(1) Address the root causes, contributing and human factors identified as a part of the investigation.

(2) Ensure corrective action requests will be issued to the line management.

(3) Provide line management with corrective action plans to address the root causes as well as, contributing and human factors for approval.

(4) Ensure that an Action plan implementation is confirmed through a monitoring/audit process.

(5) Ensure that the Human factors in Airside Safety Investigations form is completed. (*See PGDO- FR-070_ Human Factors In Airside Safety Investigation) Ensure that the required check lists/reports are completed *See IATA AHM 652 and IGOM Chapter 6 for basic Human Factors investigation.

Pegasus guarantee that one or more Human Factors are involved in the incident, investigation will be carried out in 'Just Culture' and required actions shall be defined accordingly.

*PG-EM-FR-035 Incident/Occurrence Investigation Report used for investigation.

Ground Occurrence (Incident) Reporting Flow Chart:

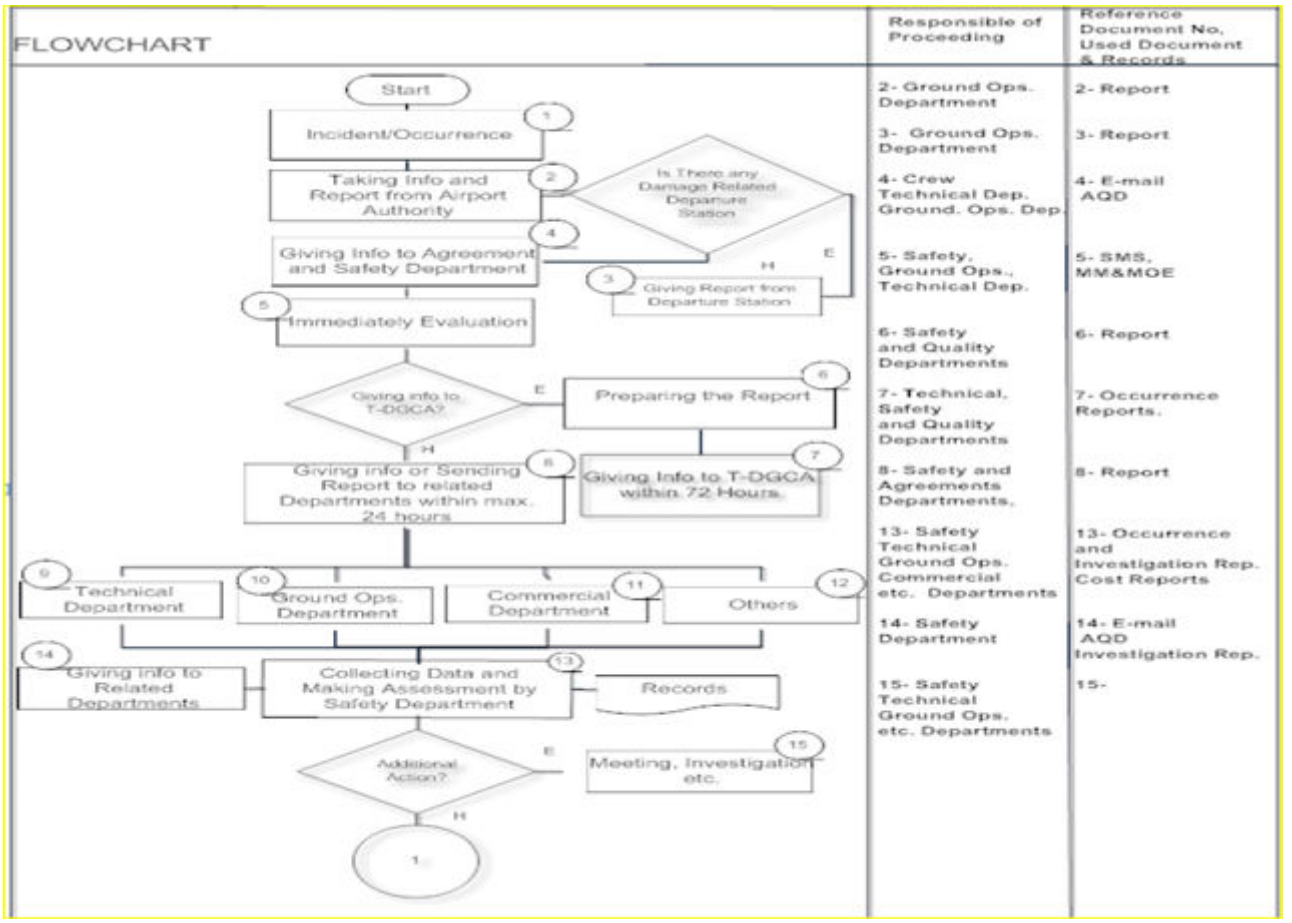


Figure 4-9: Ground Occurrence (Incident) Reporting Flow Chart

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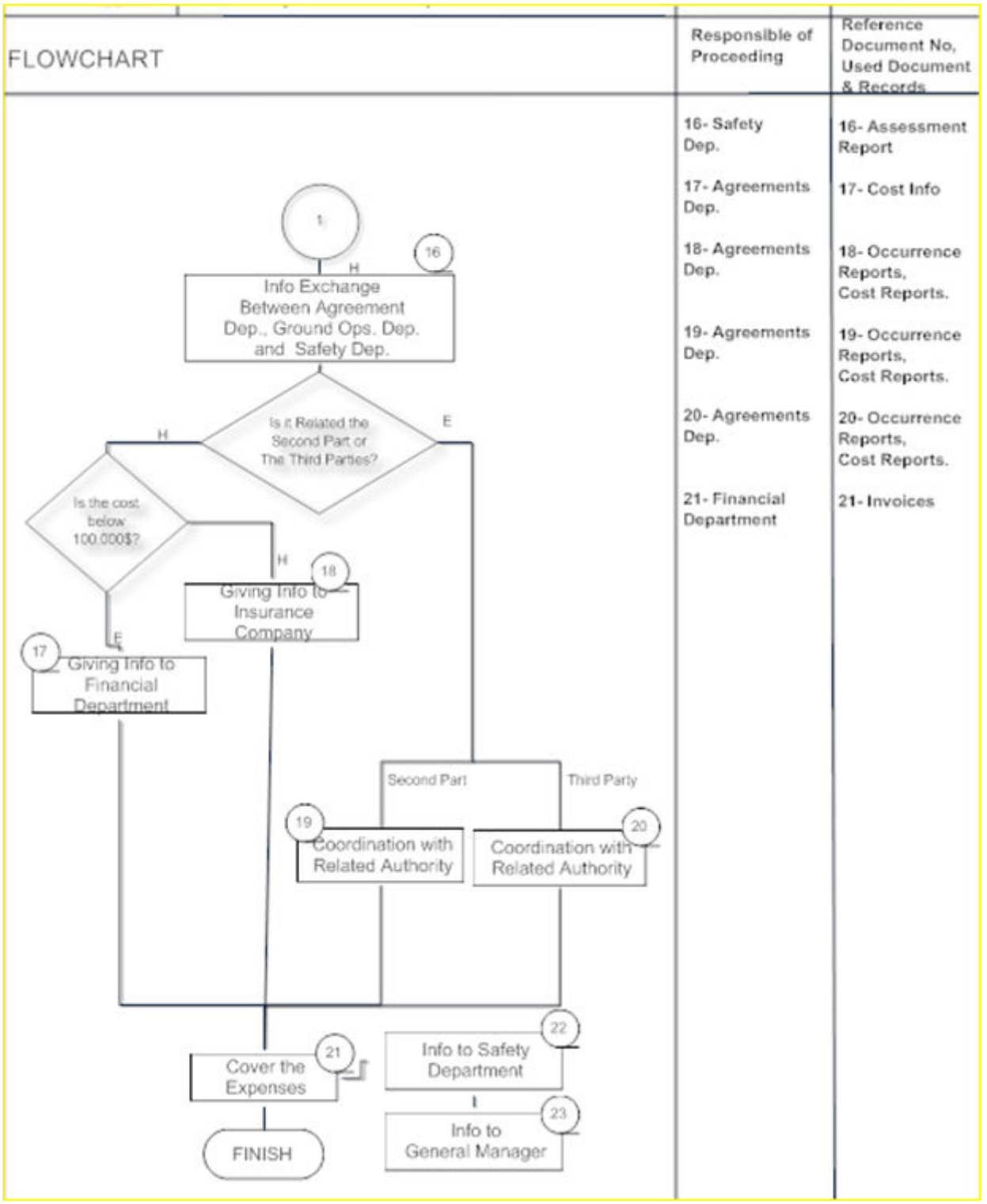


Figure 4-10: Ground Occurrence (Incident) Reporting Flow Chart

4.1.4.4 Monitoring Procedures

See CMM, "GOM Chapter 6" and IQSMS Check Lists

Ramp Safety Audits: It is a requirement that handling agents provide a sufficient level of supervision and oversight of the ramp operation, to ensure that turnarounds are being managed safely and consistently in accordance with the appropriate ground handling procedures. This includes the use of turnaround audits on a regular basis. Such turnaround audits offer the ability to identify and correct specific failures, and to track trends. All findings on audits shall be actioned to ensure corrective and preventative action is put in place to prevent a repeat occurrence. The results of audits and trends shall be identified by

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"ground.doc@flypgs.com". Handling Agents should establish a suitable minimum level of turnarounds to be audited, relative to the size of operation.

IATA AHM612 and ISAGO Recommended Practice offer further guidance regarding Industry Best Practice in relation to Airside Safety Management Audits.

Safety performance monitoring is important to enable management to identify trends that could have a negative effect on safety. The following items should be used to monitor safety performance in the operations as a minimum:

(A) **AIRCRAFT ARRIVAL/OFFLOAD**

(1) Proper hearing protection is used by all employees.

(2) Proper safety footwear is worn by all employees.

(3) High visibility /reflective clothing is worn.

(4) An FOD inspection has been made, FOD removed and properly disposed.

(5) All equipment is positioned outside aircraft clearance lines.

(6) The gate area is clear.

(7) The bridge is fully retracted. If driveable type it is parked within its “Ramp Box”.

(8) The bridge operator makes a visual check for clearance and the area beneath and within the travel of the boarding bridge is clear.

(9) The gate and bridge areas are ready for arrival.

(10) The bridge operator uses hearing protection.

(11) There are not any obstructions present in the bridge.

(12) Fall protection devices (doors/barriers) are utilized on the bridge.

(13) The proper hand signals are used by marshaller, if marshaller is used.

(14) Wands are used for marshalling and all signalling (illuminated in low visibility).

(15) Aircraft chocks are properly installed according to the procedures are laid down in this Chapter.

(16) The grounding cable is connected to grounding point on Nose Leg (where available).

(17) Personnel wait until the aircraft has stopped, is chocked, anti-collision light off, engines shut down and “all clear” given by marshaller before approaching.

(18) Wingtip/engine cones are properly positioned according to the procedures are laid down in this Chapter.

(19) The bridge operator is alert to devices on the fuselage.

(20) Bridge warning devices operate (beacon, bell, etc.).

(21) The bridge auto levelling system is deployed and operating.

(22) The boarding bridge is properly lighted.

(23) The bridge is properly aligned to the aircraft.

(24) The weather canopy is deployed to the aircraft.

(25) Employees observe ramp safety rules (no horseplay, no smoking, etc.)

(26) Employees adhere to the “no seat, no ride rule”.

(27) Employees walk rather than run on the ramp.

(28) Local speed limits are observed by all drivers.

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(29) Roadways are used by equipment operators.

(30) A guide-person is used when positioning equipment in confined areas.

(31) A guide-person is used when backing equipment to the aircraft .

(32) A guide-person is used when positioning high-reach trucks.

(33) After positioning elevated units to the aircraft, stabilizers are immediately deployed.

(34) All vehicles make a stop for a brake check at the distance from the aircraft required by the airline.

(35) The areas around cargo/passenger doors are visually checked for existing damage (dents, scratches, etc.) before ground equipment approaches.

(36) Personnel check clearances when opening cargo/passenger doors.

(37) Cargo/passenger doors are opened and secured properly by authorized personnel using required signals.

(38) When mobile passenger steps are used, they are properly positioned to the aircraft. Stabilizers are deployed.

(39) Personnel refrain from “Horseplay”.

(40) The beltloader is in the full down position with handrail stowed when approaching the aircraft, when possible.

(41) The beltloader front bumper is positioned below and away from the cargo door sill.

(42) The beltloader handrail is raised when up to a wide body aircraft.

(43) Employees refrain from walking, standing or sitting on a moving conveyor belt.

(44) Safety rails on wide body loaders are down upon approach to aircraft.

(45) Loader guardrails are installed for off/on load and stowed when cargo door is closed.

(46) Employees use the ladder rather than riding up or down the loader platform.

(47) Brakes are set on vehicles.

(48) Where equipped, chocks are used on vehicles.

(49) When carts are dropped off, the tractor comes to a complete stop, the hand brake is engaged and the driver dismounts to engage the brakes.

(50) The operator’s arms and legs are within the profile of vehicle at all times when moving.

(51) Employees use correct body mechanics when loading/unloading or lifting.

(52) Baggage is properly handled.

(53) All container/cart doors or curtains are closed and fastened after loading.

(54) Baggage tractor hood/fender/seat or top of containers are free of baggage/cargo/mail.

(55) All employees avoid driving equipment under the aircraft wing and fuselage.

(56) Employees wear protective gloves when servicing lavatories.

(57) The plug (donut) is properly installed and all access panels secured when lavatory servicing is finished.

(58) A guide-person is used when backing high-reach trucks away.

(B) AIRCRAFT ONLOAD/DEPARTURE

(1) The bridge is properly aligned to the aircraft.

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(2) The bridge auto-levelling system is deployed and operating.

(3) The bridge weather canopy is deployed to the aircraft.

(4) The bridge is properly lighted.

(5) Proper hearing protection is used by all employees.

(6) Proper safety footwear is worn.

(7) Employees walk rather than run on the ramp.

(8) Local speed limits are observed by all drivers.

(9) Roadways are used by equipment operators.

(10) Operator's arms and legs are within the profile of vehicle at all times when moving.

(11) All vehicles make a stop for a brake check.

(12) All cart doors or curtains are closed and fastened during transport.

(13) Before entering cargo compartment, all containers checked for safe condition.

(14) When mobile passenger steps are used, they are properly positioned to the aircraft door. Stabilizers are deployed.

(15) Personnel refrain from "Horseplay".

(16) All employees avoid driving ground equipment under the aircraft wings and fuselage.

(17) Baggage tractor hood/fender/seat or top of containers are free of baggage/cargo.

(18) The beltloader front bumper is positioned below and away from the cargo door sill.

(19) Employees refrain from walking, standing or sitting on a moving conveyor belt.

(20) The container loader is properly positioned to the aircraft with stabilizers deployed.

(21) Loader guardrails are installed for off/on load and stowed when cargo door is closed.

(22) Employees use the ladder rather than riding up or down the loader platform.

(23) Brakes are set on vehicles.

(24) A guide-person is used when backing equipment to the aircraft.

(25) A guide-person is used when positioning equipment in confined areas.

(26) When carts are dropped off, the tractor comes to a complete stop, the hand brake is engaged and the driver dismounts to engage the brakes.

(27) Baggage is properly handled.

(28) Employees use correct body mechanics when loading/unloading or lifting.

(29) All required locks set/cargo nets/barriers are installed and secured before cargo doors are closed. Height limits are adhered properly.

(30) Personnel check clearances when closing cargo/passenger doors.

(31) The correct size of tractor is used for pushback.

(32) A complete walk-around inspection is done to check that cargo/access doors are closed and secured, that there is no visible damage to the aircraft and that the gate area is clear of equipment.

(33) Ground equipment is parked to avoid jet blast/prop wash/engine ingestion.

(34) The loading bridge is retracted before start of pushback.

(35) The agent checks for clearances before retracting the bridge.

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(36) The bridge operator is alert to devices on the fuselage.

(37) Bridge warning devices operate (bell, beacon, etc.

(38) The weather door is closed when the bridge is stowed.

(39) The agent remains on the bridge until the aircraft has pushed back.

(40) Wingtip clearance cones are removed and correctly stowed (if applicable).

(41) If the headset operator is not in the tractor they are clear of the nose gear when the aircraft is moving.

(42) When utilized, Wing walkers are in position and using proper hand signals.

(43) Wing walkers are aware of engine hazard zones.

(44) Employees understand the meaning of aircraft rotating beacons.

(45) Wands are used for marshalling and all signalling (illuminated in low visibility).

(46) Employees avoid walking under the fuselage or stepping across the tow bar.

(47) The marshaller is at the correct position to hold the aircraft brakes.

(48) The tow bar is disconnected properly.

(49) Chocks removed and correctly stowed.

(C) EQUIPMENT

(1) Vehicles are properly maintained

- (a) Parking Brake - Foot Brake
- (b) Windshield Mirrors, Windows Cracked/dirty
- (c) Windshield wipers
- (d) Wheels/tires
- (e) Lights/reflectors
- (f) Horn/back-up alarms
- (g) No evidence of fluid leakage
- (h) Cleanliness-interior and exterior
- (i) Functional operating controls (levers, switches, etc.)
- (j) Functional operating features (belts, casters, hoses, etc.)

(2) All vehicles requiring them have chocks.

(3) The brake systems on carts operate properly.

(4) Brakes are set on all carts.

(5) Seats are provided for any passengers riding on equipment.

(6) All safety devices are functional.

(7) Fire extinguishers are installed on specified vehicles. Inspection tags are current.

(8) Baggage containers are checked for serviceability prior to being loaded.

(9) Sides on carts are in the up position; curtains closed during transport. Container doors are securely closed.

(10) The beltloader is in the full down position when parked or moving on the ramp.

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(11) Rear doors of trucks are closed at all times when elevated and during movement on the ramp.

(12) Trucks are driven with body lowered.

(13) Vehicle doors are closed after the driver leaves

(D) **HOUSEKEEPING**

(1) The ramp is free of items which could cause FOD.

(2) The ramp is swept regularly.

(3) The ramp area is free of any fluid spillage.

(4) The ramp area is free of unnecessary congestion.

(5) Gates are clear of equipment which may block the arrival or departure of an aircraft.

(6) Ramp markings (taxi lines, etc.) are clearly identified.

(7) Ground equipment is parked within marked areas.

(8) All motorized vehicles are backed into parking spaces.

(9) When not in use, all vehicles are shut off with parking brake on and transmission in park or neutral.

(10) Aircraft chocks are properly stored when not in use.

(11) There are sufficient numbers of trash cans, and they are emptied regularly.

(12) All vehicles are free of any debris which could interfere with the safe operation of the vehicle or cause FOD.

(13) Vehicles are free of evidence of smoking.

(14) Towbars are disconnected from tugs when not in use.

(15) Carts are stored and secured.

(16) Emergency exits and equipment access is kept clear

(E) **FUELING**

(1) Fuel truck approach procedures followed.

(2) Fuel truck positioning procedures followed.

(3) Fuel truck operating procedures followed.

(4) Fueling apparatus operating procedures followed.

(5) Fueling clear zone requirements followed.

(6) Fuel Warning flag, cone, sign, etc. in place at fuel pit.

(7) Post fueling inspection walk around completed.

Personnel.

(8) PPE worn.

(9) Personnel exhibit appropriate work behavior (e.g., no “horseplay”).

(10) Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques).

(11) Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts).

(12) All traffic regulation procedures followed.

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(F) **CATERING**

(1) Catering truck approach procedures followed.

(2) Catering truck positioning procedures followed.

(3) Catering truck operating procedures followed.

(4) Engine inlet plugs used as required.

(5) Catering truck removal procedures followed.

(6) Catering truck is free of FOD; any FOD/garbage dropped on ramp removed.

(7) Truck operated safely (e.g., speed, safety zones, reckless).

(8) Truck properly configured prior to removing from A/C.

Personnel.

(9) PPE worn.

(10) Personnel exhibit appropriate work behavior (e.g., no “horseplay”).

(11) Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques).

(12) Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts).

(13) All traffic regulation procedures followed.

(G) **LAVATORY/POTABLE WATER SERVICE**

(1) Lavatory vehicle operating procedures followed.

(2) Lavatory servicing procedures followed.

(3) PPE worn.

(4) Personnel exhibit appropriate work behavior (e.g., no “horseplay”).

(5) Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques).

(6) Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts).

(7) All traffic regulation procedures followed.

Potable Water Service.

(8) Water vehicle operating procedures followed.

(9) Water servicing procedures followed.

(10) Potable water units kept away from lavatory units or other sources of contamination.

(11) PPE worn.

(12) Personnel exhibit appropriate work behavior (e.g., no “horseplay”).

(13) Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques).

(14) Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts).

(15) All traffic regulation procedures followed

(H) **CABIN OPERATIONS**

(1) Cleaning vehicles approach procedures followed.

(2) Personnel pay attention to operating A/C beacons.

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(3) Cleaning vehicles positioning procedures followed.

(4) Cleaning vehicles operating procedures followed.

(5) All cabin cleaning safety procedures (e.g., biohazard, needle sticks) followed.

(6) Cabin personnel support a FOD-free ramp/airside (e.g., pick up FOD).

(7) A/C door(s) operational procedures followed.

Personnel.

(8) PPE worn.

(9) Personnel exhibit appropriate work behavior (e.g., no “horseplay”).

(10) Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques).

(11) Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts).

(12) All traffic regulation procedures followed.

(I) **DE-ICE/ANTI-ICE**

(1) De-ice/anti-ice truck approach procedures followed.

(2) De-ice/anti-ice truck positioning procedures followed.

(3) De-ice/anti-ice truck operating procedures followed.

Personnel:

(4) PPE Worn.

(5) Communication between bucket and cab established (e.g., headset worn).

(6) Personnel exhibit appropriate work behavior (e.g., no “horseplay”).

(7) Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques).

(8) Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts).

(9) All traffic regulation procedures followed.

(J) **AIRSIDE MANAGEMENT SAFETY REVIEW CHECKLIST**

(1) Airside performance evaluations are conducted.

(2) There is a set frequency for airside performance evaluations.

(3) Findings of airside performance evaluations are recorded.

(4) Findings of airside performance evaluations are reviewed and assigned.

(5) Airside performance targets/goals are established and communicated.

(6) Airside performance targets/goals are measured.

(7) Shortfalls of airside performance targets/goals are analyzed.

(8) Records indicate that all personnel are trained for the tasks being performed.

4.1.4.5 Airport Emergency Response Procedure - Ground Operations Responsibility

Ref: Station Emergency Response Procedure PG-EM-PR-002 CH. 4

Ref Emergency Response Manual PG-EM-EK-002 CH. 4.8

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The efficiency of the entire operation will rest on the adequacy of communication and effective liaison. This will be achieved by establishing an Incident Control Centre (ICC) as the local command centre by the Handling Company, on behalf of Pegasus Airlines, to coordinate the local response to the incident. In the immediate aftermath of an incident an Initial ICC will be established at the airport of emergency or accident or, if off-airport, at temporary premises acquired near the scene of the accident e.g. in a village hall, hotel, local government offices, private house or commercial premises. In this scenario the ICC will require temporary communications provided by the local telephone company because mobile phone communications are insecure, and more likely to be affected by system overload, so much so that the Emergency Authorities could possibly black out the networks. When surviving passengers are moved away from the scene of the accident to hotel accommodation, a Secondary ICC will be established close to where the survivors and relatives are located. When the Support Teams arrive they will be based and accommodated nearby and will assume control of the Secondary ICC.

In summary; Handling Company is responsible for implementing the necessary activities until Pegasus Go-team reached the site. They render also assistance to the Go-team.

- Ensure that set-up an accident/incident desk at the airport by coordinating with Crisis Management Centre
- To ensure measures to be taken for handling aircraft with handling companies. In the event of emergency including bomb threat which necessitates the subject aircraft to be positioned in a safe area determined by the airport authority, be ready for check in, boarding, baggage handling activities.
- Make sure all precautions are to be taken in order to disable third parties access to any passengers name lists (Boarding list) concerning the flight by DCS department.
- Fill detailed passenger and cargo information form cooperation with Commercial Department according to T-DGCA regulation at the event of crisis.
- Compile the boarded passenger list, all mail, diplomatic mail and freight carried on board the aircraft and transmit these information to Crisis Management Centre by keeping in contact with Handling Company.
- Impound the copies of ships papers held by departure station(s)
- To gather information concerning the nationalities, religious inclinations, pasport information.etc of the foreign passengers and transmit the information to the Crisis Management Centre.
- Make sure that the passenger list (Emergency List) is shared with CMC via crisis@flypgs.com mail adress by DCS department.
- Make sure the Emergency List is shared with Legal Department by DCS department.
- To provide a staff in OCC for coordination.
- To inform shift members about Accident/Incident and operates own shift

In Turkey The General Manager takes over the duties and responsibilities of Crisis Director. He coordinates the measures to be taken by the various departments or services. It is the duty of every manager to check regularly that all personnel under their jurisdiction are familiar with these instructions in so far as they concern the duties they may be expected to carry out in the event of an accident. Each station representative of Pegasus Airlines must prepare airport emergency plans and keep up to date them.

Any revisions on the plans must be reported to Pegasus Airlines Safety, Ground Operations and Quality Departments by representatives.

In Abroad

Pegasus representative of this country takes the position of the area. If there isn't any responsible ofPegasus Airlines at the station, plans will be prepared and up to date by handling companies.

Pegasus representatives or the handling company's representatives fill the checklists and collect the reports and send them to Crisis Management Centre immediately. They are responsible for implementing the necessary activities until Go-team reached the site. They render also assistance to the Go-team.

Leadership

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Passenger information desks will be prepared for those who want to get more information about their relatives, in all airports after emergency activation by Pegasus station personel or handling company personnel. Forms will be filled according to declerations of passenger relatives. For Station Managers who are expected to become an Emergency Manager during crisis, an effective leadership is also an important issue for them. Keeping the overall view and the ability to perceive and to understand the needs of the various interest groups and to act accordingly makes a successful.

Crisis Director

He/She also enables the exchange of information between the operative units. Situation analyses, statements regarding intentions and planned measures, the evaluation of options, the adherence to deadlines, the timely presence at meetings, the fulfillment of commitments given, the follow-up of pending issues and the organization of resources are additional leadership prerequisites. Guidance, consulting and advice for the establishment of your local Emergency Response Process can be requested from the following contact;

Pegasus Airlines Crisis Management Centre

Tel. +90 216 560 75 98

E-mail: "safety@flypgs.com" and all filled forms must be sent to "crisis@flypgs.com" during emergency

4.1.4.6 Airport Emergency Response Procedures / Stations Responsibilities

*See PG-EM-PR-002, PG-EM-EK-002 Ch. 4.17

Stations should be prepared to address a multitude of urgent issues simultaneously. Priorities are on care for passengers and crew and their families as well as for own staff.

Coordination;

- The Pegasus Airlines Emergency Manager is the responsible airline authority for the local Emergency Response. His office location is in many instances not identical with the station where the accident occurred. It will take him hours to arrive at the impacted station. The Emergency Coordinator coordinates all emergency-related airline activities on a local level.
- At stations without staff of Pegasus Airlines, Supervision Companies or Handling Agents will have to substitute Pegasus Airlines personnel in the first hours following an emergency until the Pegasus Airlines GO Team will arrive from Head Office and relieve the local organization of its emergency handling responsibilities.
- The required resources have to come in a first phase from your own local staff as well as from other local organizations. (From partner airlines, airport authorities, handling agents, mental health professionals etc.)
- Support teams from Pegasus Airlines Headquarter, possibly also from neighboring stations, will complement your local Emergency Response Organization as soon as possible and will assist you in securing the normal day-to-day operations including the handling of special flights.

Communications And Duties;

- Emergency Response Manual (PG-EM-EK-002), Station Emergency Response Procedure (PG-EM-PR-002) and Station Emergency Response Duties Form (PG-EM-FR030)are distributed to external entities via Document Library; therefore, revised information regarding the document is sent automatically as mail and recipients can access the documents via Document Library at any time. Document reading status of stations is checked in Ground Handling Service Provider Audits.
- Emergency Coordinator, Airline Field Representative, Meeters and Greeters Reception Center, Uninjured Passenger Reception Center duties and responsibilities are described in Station Emergency Response Procedure (PG-EM-PR-002) and Station Emergency Response Duties Form (PG-EM-FR-030). As soon as any Emergency Situation is acknowledged to ensure to filed the requirements of Station Emergency Response Duties Form (PG-EM-FR-030).

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- The following actions are to be carried out in the event of an emergency in accordance with Pegasus Airlines Emergency Response Manual (PG-EM-EK-002), Station Emergency Response Procedure (PG-EM-PR-002), related Local Notification List Form and/or the Ground Service Provider's procedures and local regulations
- Local Notification List Form is the core element of the safety communication between stations and Headquarter. These lists are updated by Network Area Auditors in Ground Operations Department. Also at least 5 International stations are called from Headquarter in monthly basis to check and ensure that the correct contact information is available. LNL forms are published and keep up to date in Comply 365 . LNL forms are checked on a quarterly basis with random checks by the safety department.Station Local Emergency Response Plans and Local Notification Lists are checked in Ground Handling Service Provider Audits.

During a crisis,

- There is no time to study his own role within the Emergency Response Organization. There is no time to get acquainted with the airport’s crisis handling infrastructure.
- There is no time to discuss and agree on duties and responsibilities with his own staff.
- There is no time for introduction visits to authorities and leaders of crisis centres.
- The individual involvement and familiarization in the planning stage is therefore as much the key to successful crisis management as is organizational preparation.
- The protection of data, persons, offices, family and crew hotel locations must be considered at all times. Shredders have to be used for sensitive documents no longer needed; guards to be hired for protection of buildings and offices; offices and personal computers locked during absences from work places.

* For the following actions PG-EM-EK-002 Chapter 17

4.1.4.6.1 General

See GOM-Chapter 2, 3, 4, 6 and 7/related article and Pegasus Airlines Airport Emergency Response Procedure ,local emergency regulations and plan for following types of emergencies, but take action at the beginning as follows:

Fuel Spill

Activate Emergency fuel shut-off.

Notify the PIC, and/or designated authority, Emergency services and Airport Authority.

Get ready required and appropriate GSE, if applicable Evacuate all persons, if required.

Secure the area.

Fill in Ground Irregularity and Safety Report PG-DO-FR-020; and send it to GCC as soon as possible.

Aircraft Fire (*See 4.1.10)

Notify the PIC and/or designated authority, Emergency services and Airport Authority.

Get ready required and appropriate GSE, if applicable.

If directed, evacuate passengers and staff.

Attempt to extinguish the fire only on GSE but not aircraft..

Secure the area.

Suggested firefighting procedures are:

(1) Alert the flight crew and RFF of the fire. Notify the flight crew of fire status and if an emergency evacuation is required, so the airplane can be stopped if on the ground. Be contacted with Flight Crew and RFF. Relocate passengers away from the device/item that is over-heating or is on fire and keep minimum handling agent at the area.

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(2) If on the ground, provide equipment and personnel who is trained on emergencies which is required by RFF and PIC in case of evacuation the airplane using the Jetway or stairs, if possible, or the escape slides, if there is significant risk to passengers from the fire.

(3) Two way communication and coordination will be maintained with Flight Crew and local RFF.

(4) Provide first aid, as needed, to persons harmed by the fire.

(5) If the fire is on ground support equipment which is under the control of Ground Operations and not at the aircraft, once an appropriate and assigned fire extinguisher is available at the scene, do not delay starting firefighting waiting for other equipment to arrive at the fire scene. Local RFF is authorized to take action on fire at the aircraft.

(6) Once the burned ground equipment is cool and is determined to be safe to move, consider moving the burned equipment to the location required by local authority.

(7) Ground crew should follow the local instructions of authority and assigned RFF instructions for fires and smoke evacuation.

Fill in Ground Irregularity and Safety Report PG-DO-FR-020 and send it to GCC as soon as possible.

Dangerous Goods Incident (**OM PART A 9.1.3.3 & 9.1.3.5**)

Notify the PIC and/or designated authority, Emergency services and Airport Authority.

Get ready required and appropriate GSE, if applicable.

Evacuate all persons if required.

Secure the area, isolate the consignment and identify source.

Fill in Dangerous Goods Occurrence Report PG-DO-FR-014 and send it to GCC as soon as possible.

Security Incident

Assess threat and follow the appropriate procedures.

Get ready required and appropriate GSE, if applicable.

Evacuate all persons if required.

Aircraft/equipment to be positioned as directed.

Fill in Ground Irregularity and Safety Report PG-DO-FR-020 and send it to GCC as soon as possible.

Follow the ACSP instructions and procedures.

General Items to Consider

Electrical devices, portable electronic devices (PEDs), camera's including flashes shall not be used.

Restrict all vehicle movement.

Secure the area and comply with the emergency services directions.

Control potential ignition sources.

4.1.4.6.2 First Actions In Emergencies

The following actions are to be carried out in the event of an emergency in accordance with Pegasus Airlines Emergency Response Manual, Pegasus Airlines Airport Emergency Response Procedure, related Local Notification Form, and/or the Ground Service Provider's procedures and local regulations.

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Table 4-3: ***First Actions In Emergencies***

Communication: (1) with Pegasus: (i) notify Pegasus. (ii) establish a Crisis Control Center. (iii) provide regular situation reports. (iv) maintain the flow of communications/actions. (v) identify and assemble translators. (vi) Use PG-EM-PR-002_2 Station Emergency Response Procedure (2) with the airport and other authorities: (i) liaise with airport emergency services and local authorities. (ii) prepare the location and facilities to be used. (iii) provide the GSE upon request from the authorities in command (3) between Pegasus and GHSP: (i) use specific Local Notification Form (PG-EMFR- 011/PG-MK-FR-000) to inform each other (ii) conduct an initial briefing. (4) with the Passengers, Crew and Victims: Provide regular updates (Under Pegasus coordination). (5) with the Relatives: Provide regular updates (Under Pegasus coordination). (6) with the media: Pegasus manage and provides regular updates.	General Requirements: (1) use specific Local Notification Form (PG-EMFR- 011/PG-MK-FR-000), deploy of the emergency response team. (2) provide liaison staff at the emergency location. (3) provide initial financial assistance to passengers as agreed with Pegasus. Passengers and Crew: (1) assist with the collection of information from passengers, crew and victims. (2) provide assistance and secured private facility for passengers. (3) provide assistance and secured private facility for crew members. (4) assist in repatriation and/or onward travel. Cargo, Baggage and Special Loads (1) assist with the inventory of cargo, baggage and special load, DGR carried on the aircraft. (2) safeguard from loss or damage the baggage, cargo and special loads and arrange for secure storage. Relatives: (1) assist with the collection of information from family members. (2) provide assistance and secured private facility to family members. (3) assist with reuniting passengers and family members.

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Documentation: (1) establish station emergency data sheet; check list within PG-EM-PR-002_2 Station Emergency Response Procedure, contacts, grid maps, facility information sheets. Use: PG-EM-FR-008 Emergency Logbook Form PG-EM-FR-009 Preliminary Emergency Briefing Form (2) maintain current emergency contact information of Pegasus, GHSP and local authorities. (3) collect, preserve, secure and restrict all documentation pertaining to the emergency and make available to Pegasus. (4) support the verification of the passenger list. (5) Maintain a log of events and action taken. (6) Maintain detailed expense documentation relating to services provided during an emergency.
Facilities: (1) provide emergency response facilities for airline permanent and deployed staff. (2) assist in the arrival, set-up and operations of the Pegasus Go team. (3) determine appropriate support services that may be required for continuing emergency operations. (4) arrange for security at all carriers' premises at the airport.
Guidance, consulting and advice for the establishment of your local Emergency Response Process can be requested from the following contact; Pegasus Airlines Operatıon Control Center Department Tel. +90 216 560 72 64 E-mail: "safety@flypgs.com" and all filled forms must be sent to "crisis@flypgs.com" during emergency

4.1.4.6.3 Communications And Duties

Ref PG-EM-EK-002 Ch. 4.17.1 & 4.17.2

Local Notification Form PG-EM-FR-011/PG-MK-FR-000 is the core element of the safety communication between stations and Headquarter. These Lists are controlled during the station audit/spot checks and visit by Network Area Auditors Team. Also at least 5 stations are called from Headquarter in monthly basis to check and ensure that the correct contact information is available. The Lists, manuals, forms related with Emergency Management are disseminated in electronic library: "https://document.flypgs.com/Documents/Default.aspx"

Field Representative: It should be borne in mind that most of the duties outlined below can only be effectively carried out in co-operation with local Authorities and Agencies.

If circumstances are such that leadership is required, it should be assumed with tact. Co-operation between all parties is the keynote at the scene of an accident.

At the Scene of the Accident: Immediately on arrival at the accident scene, the Field Representative will concern himself with the following:

Fire Risk - the grave risk of fire near a crashed aircraft necessitates extreme caution, especially in rescue and salvage work. Even if fire has been extinguished, the following measures must be enforced to prevent further outbreaks:

NO SMOKING

NO OPEN FLAMES

NO NAILED SHOES

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BEWARE OF SPARKS GENERATED BY METAL TOOLS STRIKING STONY GROUND

Accordingly, the Field Representative will satisfy himself that all the above precautions are being observed. However, it may be necessary to use oxy acetylene or similar cutting equipment for rescue purposes. This risk must be accepted.

Rescue - the Field Representative will render such assistance and offer such advice as may be necessary to save life. Rescue trapped persons, clear way for medical personnel and supplies, and prevent further damage to the aircraft, and the property of third parties.

Administrative Duties: Secure police, military or other guard for the scene of accident, including previous points of contact between aircraft and ground or objects, the aircraft itself and any part of wreckage separated from it, in order to preserve as far as possible traces of value for the investigation. Due regard should be given to protection of personal effects and Company belongings from souvenir hunters, looters, etc. If necessary organize a search for scattered objects.

Establish a reliable communications link with the Accident Coordinator. This communications link shall be so established that the Field Representative may at any time, receive messages from the Accident Coordinator. The latter must be informed without delay regarding the possibilities of communication, such telephone number, cable address or other means of contact.

Compile necessary information for the preparation of the Preliminary Accident Message, and pass this information without delay to the Accident Coordinator.

Arrange in close cooperation with the competent medical authorities and the relatives of any victims for identification and transportation of bodies. Obtain the necessary death certificates.

Arrange for -salvage and-custody of mail, diplomatic mail, freight, baggage and personal effects of passengers and crew, and all documentation relating thereto. Cooperate with Representatives of the Insurance Underwriters when they arrive.

Technical Duties: Compile necessary information for the preparation of the Preliminary Accident Message, and pass this information without delay to the Accident Coordinator. (If Field Representative is not an engineer, he will seek the assistance of the Company local technical agents).

Obtain from the aircraft, and retain in safe custody pending demand by the proper government authorities, the following:

- Certificate of Maintenance
- Certificate of Registration
- Radio License
- Certificate of Airworthiness
- Aircraft Flight and Operations Manuals
- Technical Log
- Pilots Flight Report
- Aircraft Load Sheet
- Any other documents in the cockpit

Make notes and sketches of weather conditions at time of location of and amount of any ice accretion on aircraft.

Arrange for photos and sketches of the scene of the accident, aircraft, all pieces of wreckage, and all ground contact marking other pertinent points of the accident.

Examine and note the positions of cockpit controls, levers, circuit breakers, etc.

Arrange for Companies name and all insignia to be obliterated, painting with dark paint.

Compile for transmittal to Accident Coordinator full details of damage sustained to aircraft, nature of terrain and any other information considered necessary to enable salvage procedures, to be planned and initiated.

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Ensure aircraft and/or wreckage adequately protected from the elements officially relieved by other Company staff.

Enroute Representative

Station Of Last Departure: The Station of last departure shall immediately dispatch signals to Operations Control and to the Accident Manager, giving:

The complete manifests (passenger, mail and cargo) and a list of addresses.

If radioactive material on board, indicate:

- Group number
- Consignment note number
- Number of packages
- Dimensions
- Location of the aircraft.

Technical condition of the aircraft upon arrival. Technical condition of the aircraft prior to departure. Weather forecasts for the route, which were given to the crew by Local Meteorological Office.

Route Stations: All stations where the aircraft has made stops:

If radioactive material loaded, immediately signal Operations Control and the Accident Manager giving details as above.

Send, by the fastest possible means, to the Operations Manager the following original documents and copies to the Accident Manager:

- Flight Plans and NOTAMs
- Weather Folders
- Flight Clearances
- Aircraft Technical Report
- Ground Inspection Report
- Extract of Ground Station Radio Log
- Messages concerning operation of the Flight
- Fuelling orders
- Fuelling receipts

To Head Office, as fast as possible in duplicate copies of the following documents:

- Passenger Manifests
- Crew Manifests
- Diplomatic Bag Receipts, if any
- Cargo Manifests
- Air waybills
- Mail Papers
- Load sheets

Letters shall confirm all cables as soon as possible. In the event of an accident certain functions have to be performed mainly related to public relations matters.

Next Station: If necessary, the next scheduled or alternate landing station, where applicable, shall send to Operations Control, an extract of the Ground Station Radio Log as well as any other documents relating to the Flight which may be of interest.

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4.1.4.7 Handling Of Emergencies Requiring The Evacuation Of An Aircraft During Ground Handling

(GRH 3.6.2)

In the event of an emergency situation occurring during ground handling operations, evacuation of and 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 PIC or appropriate authority.

The action shall be performed in conjunction with the relevant Pegasus Airlines Emergency Response Manual PG-EM-EK-002, Pegasus Airlines Station Emergency Response Procedure PG-EM-PR-002 and Station Local Notification Form (PG-EM-FR-011/PG-MK-FR-000) which are available on COMPLY365 and electronic library and specific airport emergency plan under the circumstances that require an evacuation of the aircraft and/or the general work area.

It is the responsibility of each agency involved in handling operations to ensure that personnel are made aware of their specific responsibilities in the event of an emergency situation. All organizations shall instruct and train their staff in the procedures that must be enacted in emergency situations.

Station Local Notification Form (PG-EM-FR-011/PG-MK-FR-000) clearly defines responsibility for directing passengers and staff to a safe assembly area as appropriate to the type of emergency and the conditions at the time.

4.1.4.8 Emergency Evacuation Of Ground Personnel During Handling Operations (No Aircrew Present)

Emergency evacuation of aircraft by ground personnel (such as engineering, cleaning, catering, ramp etc.) may be required when there is no aircrew on board. The following guidelines are provided:

- Refinement and integration of these procedures will require close and continued co-operation between stakeholders (airport authorities, airlines and contractors).
- Nominate a person “in charge”.
- The action shall be performed in conjunction with the relevant Pegasus Airlines Emergency Response Manual PG-EM-EK-002, Pegasus Airlines Station Emergency Response Procedure PG-EMPR- 002 and Station Local Notification Form (PG-EM-FR-011/PG-MK-FR-000) which are available on COMPLY365 and doc.lib (electronic library) and specific airport emergency plan under the circumstances that require an evacuation of the aircraft and/or the general work area.
- Means of communicating the evacuation should also be considered (radios, audible warnings).
- Maintain effective communication which is vital to a safe evacuation.
- Staff should be trained in the evacuation procedures including periodic evacuation drills/practices.

4.1.5 Personnel Safety

(1) People are both a vital asset and a valuable resource; therefore specific practices must be in place to ensure their safety.

(2) As manual handling of baggage/material is the primary cause of personnel injuries, suitable and sufficient risk assessment of the manual handling tasks should be conducted and appropriate controls put into place. This would include both long term and short term solutions.

(3) To protect the health and safety of personnel, identified hazards within the workplace should be managed in the following order:

(a) By the elimination of the hazard;

(b) By the reduction or control of the hazard; and

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(c) Finally through administrative controls e.g., procedures, training, devices, materials, personal protective equipment.

(4) Safe operating procedures, training, and supervision of personnel should clearly monitor "atrisk" behavior and conditions related to baggage/material handling operations.

4.1.5.1 Personal Protection

(1) Safety shoes or boots should be worn to prevent foot injuries.

(2) Approved hearing protection should be worn when working in noise-intensity areas, i.e. on the apron, maintenance lines, etc.

(3) Outer garments that contain reflective material and are of high visibility colors should be worn by any person whose duties require airside access should wear. The design, material and layout of the high visibility garment should take into consideration both local regulations and specific operating conditions, e.g. weather.

(4) Clothing appropriate to the weather conditions should be made available to personnel.

(5) Gloves should be worn by material handling personnel and equipment operators.

(6) Protective gloves should be worn as appropriate to the job function, e.g. lavatory servicing.

(7) Face protection should be worn where there is the possibility of fluid "splash back" in the job function.

(8) Safety glasses should be worn as appropriate to the type of work being performed.

(9) Jeweler such as rings and identification bracelets should not be worn.

(10) Neckties should not be worn, unless they are quick release (clip) type.

4.1.5.2 Operating Practices

(1) Personnel shall not walk or stand on a moving conveyor belt.

(2) Personnel must not ride up or down on the rear platform of a loader.

(3) Personnel should never attempt to jump off or on a moving vehicle.

(4) Personnel should not be transported on equipment unless there is a seat for them.

(5) Personnel on moving equipment must be seated properly and should keep their bodies within the confines of the vehicle structure.

(6) Personnel must not ride on elevating platforms when the vehicle is in the drive mode.

(7) Personnel should not walk on rollers or castors.

(8) On arriving AIRCRAFT all personnel must remain clear of the propellers, engine inlets and exhausts until the engines have spooled down and, in the case of propellers stopped turning. Personnel must not approach an aircraft until the anti-collision beacons have been switched off. If for defined operational purposes, specific personnel need to approach an aircraft before the anti-collision beacons are switched off, clearly defined procedures must be in place.

(9) Personnel and equipment must not pass through the arc of the propeller at any time, including when it is stationary.

(10) On departing aircraft, as soon as the anti-collision beacons are on, personnel must remain clear of propellers, engine inlets and exhausts. Personnel, unless required to perform a specific function must immediately vacate the area. There should be a clearly defined procedure detailing how

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personnel involved in the departure process are to remain clear of the aircraft when the anti-collision beacons are on.

(11) Personnel should stand clear of exits/entrances of facilities when a train of carts/dollies passes.

(12) Operators of equipment shall ensure that other personnel are not entrapped by movement of load/ pallets/ containers either in the aircraft or on the loading equipment.

(13) Gates of loaded carts should be lowered carefully. Serious injuries have resulted from cargo tumbling out of carts.

(14) Extreme care should be exercised when entering and leaving aircraft cabins, holds and compartments. Aircraft cabins shall only be entered or exited by using stands, steps, or loading bridges and which have been properly positioned and secured. Holds and compartments shall only be entered or exited by using the appropriate elevating device and which has been positioned and secured, e.g. belt conveyor and cargo loader.

(15) Loose objects (FOD) dropped onto or observed on the apron must be picked up and put into FOD bins. The surface of the apron must be kept free of any objects that might cause damage to aircraft or equipment. Examples of such objects are; catering items, baggage tags/straps garbage.

4.1.6 Risk Assessments

Where required by local regulations, employers should carry out risk assessments relating to the Management of Health and Safety at work. PEGASUS Airlines additionally requires a risk assessment to be completed by a handling supplier where a deviation in procedure from industry-recognized bestpractice (e.g. IATA safety recommendations) or an equipment manufacturer's instructions is proposed.

A periodic review of risk assessments should be undertaken to accommodate new procedures, processes or equipment change. In the event of an AIRCRAFT ground incident it is recommended that the risk assessment is reviewed as the incident could indicate a hazard which had not previously been considered.

*See "GOM-Chapter 6"

4.1.7 Security

4.1.7.1 Baggage Make-Up Areas

Make-up or sorting area should be under the supervision of a supervisor at all times. This area should be of open plan layout, avoiding any unsighted corners and well illuminated. Surveillance by closed circuit television is recommended. Access to the make-up area should be strictly controlled and when not in operation should be locked or adequately policed.

Supervisors should carry out regular inspection of baggage on hand. These procedures shall be applied to transfer/interline / code share baggage handling areas.

4.1.7.2 Ramps And Staging Areas

Where possible, load baggage must be placed into baggage cars at make-up area and then into aircraft.

Retain baggage in make-up area, moving it to planeside as short as possible and well illuminated.

Transfer baggage in suitable trucks and discourage over-loading. Ramp Staff or supervisor should always view compartment into which baggage is being loaded and keep constant observation during loading operations. Before hatch is closed, Ramp Staff should observe state of baggage and report any damage or pilferage. Ramp Supervisors (Team Leaders) are responsible for the loading of the aircraft safely and securely by ramp staff and assisting and supervising ramp staff during loading.

4.1.7.3 Baggage Claim Areas

In accordance with AHM 621, unclaimed bags shall be promptly removed by handling Staff to secure area.

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4.1.7.4 Securing Of The Aircraft

(GRH 3.7.1)

(Ref: ACSP 14.2 Security Standards) (Ref ACSP 8.5)

Prior to any overnight/layover the aircraft shall be secured. This will be completed by the technician following completion of the Ground Handling and servicing functions including cabin cleaning.

Responsible technician performs ‘‘Layover Night Stop Form-PG-GU-FR-004’’. Completed checklist must be held 48 hours by the technical department file at overnight/layover station.

In the event that technician is not on duty to carry out overnight checklist, PIC will be responsible for the completion of the ‘‘Layover Night Stop Form-PG-GU-FR-004’’ if there is a layover or night stop at the relevant Airport and must be held 48 hours in Flight Envelope. We uploaded it to the doc.lib (document library) in case of if there missing document by the captain or in a urgent AOG case if the crew left the aircraft to the technic staff and he must close the aircraft, in this situation you as our partner should fill this form remove the stairs and other ground equipment’s from aircraft and that must be recorded to this form.

If you have any question, please do not hesitate to contact "security@flypgs.com"

4.1.7.4.1 For aircraft parked remotely from a loading bridge:

Ref ACSP 8.5

- Closing all exterior doors and exterior hatches of the aircraft;
- Removing all stairs;
- Ensuring no portable stairs, lift devices or passenger transfer vehicles are in the immediate vicinity of the aircraft.

4.1.7.4.2 For aircraft parked with access to a loading bridge

Ref 8.5

- Closing all exterior hatches of the aircraft;
- Closing all exterior doors of the aircraft not served by a bridge;
- Locking the door between the terminal and the bridge;
- Ensuring no portable stairs, lift devices or passenger transfer vehicles are in the immediate vicinity of the aircraft;
- Locking or keeping under constant surveillance doors that provide access to the bridge from the apron or retracting the bridgehead from the aircraft and deactivating the bridgehead positioning controls.

4.1.7.4.3 Additional Protection Of Aircraft With Closed External Doors In A Part Other Than A Critical Part

ACSP 8.3.1.3

4.1.7.4.3.1 Measures For External Doors

ACSP 8.3.1.3.1

Where external doors are closed, and the aircraft is in a part other than a critical part, each external door shall also:

(a) have access aids removed; or

(b) be sealed; or

(c) be locked; or

(d) be monitored.

Point

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(a) shall not apply for a door that is accessible from the ground by a person.

4.1.7.4.3.2 Access Aids Removed

ACSP 8.3.1.3.2

Where access aids are removed for doors that are not accessible by a person from the ground, they shall be placed sufficiently far from the aircraft as to reasonably prevent access.

4.1.7.4.3.3 External Doors Locked

ACSP 8.3.1.3.3

Where external doors are locked, only persons with an operational need shall be able to unlock these doors.

4.1.7.4.3.4 External Doors Monitored

ACSP 8.3.1.3.4

Where external doors are monitored, the monitoring shall ensure that unauthorised access to the aircraft is immediately detected.

4.1.7.4.3.5 External Doors Sealed

ACSP 8.3.1.3.5

The use of seals to the external doors on special airports is published by the Aviation Security Management according to the assessed risk analysis, the list of the airports published with a bulletin PG-GU-KB-00014 the bulletin number in COMPLY365. Also, sealing implementation is performed at stated below circumstances;

- Required by Airport Authorities,
- VIP flights,
- Received threat or suspicion condition,
- Captain decision (insufficient security of the airport),

When external doors are sealed:

(a) the seals shall be tamper-evident, individually numbered and controlled; and

(b) Seal numbers shall be recorded on PG-GU-FR-005 Layover/Overnight Sealing Form - Boeing, PGGU- FR-006 Layover/Overnight Sealing Form - A320 or , PG-GU-FR-057 Layover/Overnight Sealing Form - A321 (all available in COMPLY365 and Pegasus EFB Application, Class 1 or Class 2 depending on the published security level) according to the related areas by the flight crew and kept in the station file by the Ground Operations staff. The filled form shall be handed over for the flight crew of the next flight.

(c) 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.

(d) The related aircraft sealing forms are available in the flight crew compartment.

Where external doors are sealed, and the aircraft is then moved into a critical part, these requirements shall also apply in the critical part.

4.1.7.4.4 Ground Service Provider's Responsibility

ACSP 8.2.1.2

Where an aircraft is in a critical part, the aircraft security search may be performed whilst service providers are on board the aircraft.

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Pegasus Airlines flight and cabin crew performs the aircraft security search process.

Depending on the regulations or risk assessment in some airports, Pegasus Airlines can transfer this responsibility by contract to second and/or if necessary to third parties.

4.1.7.4.5 Security Of Aircraft Cleaning Operations

ACSP 10

To prevent unauthorized access, aircraft in security restricted areas shall be monitored while undergoing preparation for service, maintenance, cleaning, etc. Aircraft crew, ground staff and maintenance personnel servicing aircraft shall challenge any unauthorized or unrecognized persons approaching or attempting to gain access to an aircraft and confirm their legitimacy. Unauthorized persons shall be reported to superiors or law enforcement officers.

4.1.7.4.5.1 Purpose Of Measures

ACSP 10.1

Stores and supplies intended for carriage on passenger flights may provide a means to introduce weapons, explosives or other restricted articles or dangerous devices on board an aircraft. Therefore, security controls shall be implemented to ensure that cleaning stores and supplies, do not include restricted articles that could endanger the safety of passengers, crew and aircraft.

4.1.7.4.5.2 Description Of Measures

ACSP: 10.2

Pegasus Airlines requires its aircraft catering and cleaning companies to implement security measures and best practices common within the civil aviation industry, to ensure that their operations are not used as a means to commit an act of unlawful interference. In this regard, aircraft catering and cleaning companies shall be requested to establish a security programme consistent with their operations, which shall be approved by the appropriate authority.

4.1.7.4.5.3 Standard Of Access Control To Cleaning Stores

ACSP 10.2.1.

The premises used for preparing and storing aircraft operator cleaning supplies intended for carriage on board an aircraft shall be secured at all times against unauthorized access. Such security may be achieved by implementing appropriate access control measures and procedures, which may include a permit identification system and/or electronic card access.

In addition, openings such as windows, loading and unloading docks shall be kept secure with suitable locking devices and/or bars.

If an aircraft cleaning establishment is located within a security restricted area, all airside security requirements shall be met.

Pegasus Airlines ensures that persons with access to cleaning operations are subjected to a preemployment check in and trained in accordance with PG-GU-EK-002 Security Training Programme (available in COMPLY365).

4.1.8 Equipment Suitability, Maintenance And Inspection

(GRH 3.5.3)

All ground equipment shall comply with IATA AHM 910 Basic Requirements for Aircraft Ground Support Equipment. Any piece of equipment acquired for use in relation to ground handling shall be;

(a) Fit for purpose (e.g. with regard to its initial integrity, the place where it will be used and the purpose for which it will be used) and that acceptance checks have been carried out prior to use.

(b) Suitable for aircraft type.

(c) Meet required technical specification – where doubt exists, guidelines and recommendations within the IATAAHM shall be utilized.

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(d) Maintained in a safe condition via a structured maintenance program. Any inspection shall be carried out by a competent person and a record kept until the next inspection to ensure that at all times it meets standards as defined by the manufacturers, IATA AHM and as above (Manuals shall be available in a language suitable for the local maintenance department).

(e) Ensure that any modifications and maintenance are recorded, compliant with current legislation and risk assessed where required.

Each activity shall be inspected /audited and maintenance records and data can be requested spontaneously by Pegasus Airlines.

Equipment Maintenance Management Program shall achieve the followings:

- Equipment is maintained in accordance with instructions and/or guidance from the GSE manufacturer;
- Equipment is serviceable and in good condition prior to being used in ground operations;
- When equipment is found defective, is reported and evaluated for removal from service;
- Equipment is tagged as “Out of Service” and not utilized in airside operations if found in unserviceable condition;
- It’s removed from operations for repair or maintenance if unserviceable;
- Maintenance is documented in records, and such records are retained for a period as specified by related CAA and manufacturers, applicable regulations to allow a tracing the performance history of a specific equipment.

Maintenance programs are typically be designed to be in comply with recommendations and instructions of the equipment manufacturer are assessed within the audit program by Pegasus.

4.1.9 Use Of Mobile Phones On The Ramp

Passengers are not allowed to use mobile phones whilst walking on the ramp. However, Mobile phones may be used by passengers at the boarding gate and Air Bridge, on board the AIRCRAFT the Phone shall be switched off. Use of personal mobile phones by staff on the ramp shall be restricted for operational reasons. Where individual airport restrictions differ from PEGASUS Airlines policy, the more restrictive of the two will apply.

4.1.10 Fire

Fire on the Ramp: Personnel shall know the procedures for calling their local fire services and, during the call, remember to give their exact location and the type of fire. Personnel shall never put themselves at risk and shall always raise the alarm before committing themselves to extinguishing the fire.

AIRCRAFT Wheel Fire: If an aircraft arrives on the ramp with a wheel fire, personnel shall take immediate action and notify the Commander and the airport fire service. The risk of a wheel or brake unit exploding is high. Staff shall keep well clear.

WARNING

Do not approach the aircraft or the wheel until the fire service has been in attendance and the Chief Fire Officer has given permission.

AIRCRAFT Hold Fire:

(1) The airport fire service, PIC and all interested parties shall be alerted.

(2) A full passenger evacuation of the aircraft will most likely be carried out.

(3) No attempt shall be made by any personnel to approach the aircraft until the chief fire officer has given permission. Hold doors shall not be opened except by a fire fighting crew with the necessary equipment.

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4.1.10.1 Fire Prevention and Protection

Personnel must always be vigilant for fire hazards and potential sources of fires in their areas of operation and try to mitigate or eliminate them during the operations (e.g., fueling and defueling operations, open wires, dangerous goods handling, GPU connections and use of electrical equipment). To eliminate conditions that may lead to fire:

(a) Personnel must never smoke airside except in a designated smoking area.

(b) All personnel shall be familiar with the location and use of firefighting equipment, fire alarms, fuel hydrant emergency shut-off valve, etc.

(c) All personnel must be familiar with assembly points.

(d) Emergency exits must be kept clear/unobstructed at all times.

(e) Exercise good housekeeping in the airside areas to eliminate the risk of fire.

(f) Dispose of garbage into the designated waste bin and do not allow garbage to accumulate.

(g) All fuel/oil leakages must be contained as soon as possible, and the area cordoned off. (e.g., using safety cones, caution tape).

(h) Smoke from GSEs/vehicles must be reported immediately.

(i) Do not refuel any GSE/equipment while the engine is running any GSE/equipment while the engine is running or while using electronic devices.

(j) GSEs/vehicles should only be parked as follows:

(1) Within the defined equipment parking areas;

(2) In a manner that does not obstruct access to firefighting equipment and the fuel hydrant emergency shut-off valve.

4.1.10.2 Actions in The Event of a Fire

(a) In the event of a fire, carry out the immediate actions specified in "GOM 4.1.4.1" .

(b) In event of GSE/vehicle fire, additionally, carry out an assessment and only if considered safe to do so:

(1) Fight the fire using available fire extinguishers.

(2) Move affected GSEs/vehicles away from the aircraft and operational area to the extent practical.

(3) In case the affected GSEs/vehicles cannot be moved, move adjacent GSEs/vehicles away to avoid spreading the fire.

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4.2 ENGINE DANGER AREAS

Ref: OM PART A 8.2.2.14

No unauthorized personnel shall enter the ramp. All personnel, whose duties necessitate their being in close proximity to aircraft engines, wings, and landing gear etc., should adhere to the guidelines set out below.

(a) Smoking on the ramp is strictly forbidden.

(b) Ramp surfaces should be regularly checked to prevent accidents caused by spillages of oil or fuel, ice or snow.

(c) Foreign objects on the ramp should be removed in order to prevent “foreign object damage” to tires or engines.

(d) Ramp personnel and crewmembers shall wear ear protection while on the ramp.

(e) At night crew and Ground Personnel shall wear high visibility clothing.

Jet Engine Ingestion Precautions - It is extremely dangerous to stand within 25 feet of the intake of a running engine. Even when the engine has been shut down it continues to rotate for a short while. For most of this time it is unsafe to be in the danger area. The danger area is further increased under adverse weather conditions.

Jet Blast Precautions - Personnel should exercise extreme caution when walking or driving behind an operating jet engine, particularly when the aircraft is taxiing or commencing to taxi or when engines are being run up during tests.

Approaching the Aircraft - Until the anti-collision lights have been switched off, no person or vehicle shall approach the aircraft.

Wheel Well and Flaps - Unauthorized personnel should stay well clear of landing gear and landing gear doors and should exercise extreme caution when walking under flaps etc.

Venting Areas - During re-fueling operations, fuel vents located near the wing tips give off highly inflammable fuel vapor. Vehicles must not be permitted within a radius of 15ft of the wingtips during refueling.

Hold Door Warning System - Attached to the forward doorframe of each hold doorway is a proximity sensor, which provides flight crew with a door open or closed signal. The bracket on which the sensor is mounted can be damaged easily or its position altered if accidentally hit by baggage or cargo during loading or un-loading.

Every precaution must be taken to avoid hitting the sensor and bracket. If the sensor or bracket is hit maintenance personnel must be informed immediately if a delay is to be avoided.

There is a particular risk of injury or damage in areas affected by aircraft engine exhausts, intakes. The risk is further increased if for any reason an aircraft stops and then applies the additional thrust required to break away and continue its maneuver.

(a) Vehicles and personnel shall remain clear of aircraft danger areas when aircraft engines are running and/or the anti collision lights are on.

(b) To prevent incidents and accidents caused by aircraft engines, personnel shall never position themselves or equipment in the following critical areas before/during aircraft departure and arrival:

(1) **Engine Intake Area**; is the area covered by the safety distance from inlet of running jet engines to avoid suction. Persons and equipment can be engulfed.

- Make sure the engine intake area is clear.,
- At arrival, until the engines have been switched off and are spooling down
- At departure or just before pushback
- At all times while engines are running

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

(2) **Engine Blast Area**; is the area affected by efflux of jet engines.

(c) Ensure the engine intake rotation area is clear at all times when engines are running or when the engine is about to start.

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

All aircraft running engines on the ground create hazards to ground personnel.

WARNING

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

Whenever ground staffs are in areas where aircraft are running engines, they should always be alert to these dangers. Except where specifically approved (e.g. for the provision of chocks and ground power for an aircraft arriving with unserviceable APU, and for the provision of air-start) all staff shall remain clear of the aircraft whenever engines are running and anti-collision beacons are flashing.

4.2.1 Anti-Collision Lights

During a standard departure, once all aircraft doors are closed, the flight crew requests pushback clearance from ATC. Once clearance is obtained, the flight crew will switch on the aircraft's anti-collision lights.

CAUTION

Anti-collision lights that are switched on are a visual indication to ground staff of imminent engine start-up or aircraft movement. Vehicle traffic shall stop until the aircraft has departed from the area.

CAUTION

If the anti-collision lights are switched on unexpectedly (other than in preparation for the departure or towing operation), ground staff shall move away and remain outside the ERA. The responsible ground staff member shall check with the flight crew before resuming ground handling activities.

4.2.2 Inoperative Anti-Collision Lights

There may be occasions when the aircraft will arrive with an inoperable anti-collision beacon. In this event the following procedures will apply:

The PIC will inform the Ground Handling Agent prior to arrival and will require them to establish communication with the flight deck (either via headset or with hand signals) prior to approaching the AIRCRAFT. For AIRCRAFT departing with an inoperative anti-collision beacon, the operating crew will liaise with handling staff to ensure effective communication during the start-up process. Handling agent should advise the destination station via the SI line of the MVT message.

Table 4-4: In case of Inoperative Lower Beacon

Before Engine Start	The PIC shall innform the ramp agent or related supervisor who will provide appropriate safety precautions during engine start. Two way communication or visual must be established and maintained between flight and ground crewduring engine start sequence.
Prior to Arrival	When possible, the flight crew members should contact related handling agency before landing and inform that lower beacon is inoperative and provide safety precautions at the parking area.

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4.2.3 Danger Area For Boeing 737

Personnel working around an aircraft shall observe the danger zone. When the signal for the start of the engines is given (anti-collision lights ON), the air intake / exhaust zone shall be cleared immediately.

These areas must then be kept clear of people, vehicles and equipment.

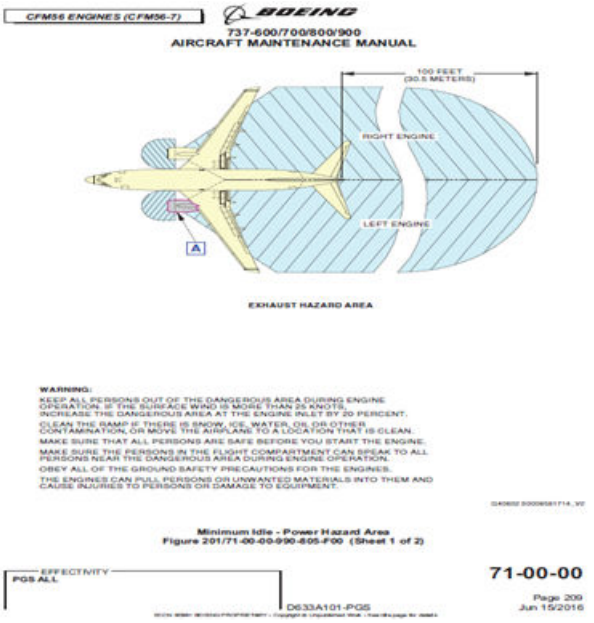


Figure 4-11: Danger Area For Boeing 737

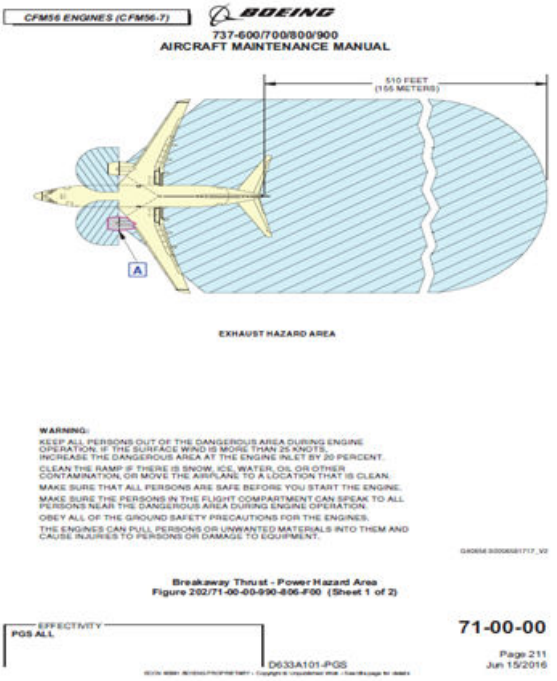


Figure 4-12: Danger Area For Boeing 737

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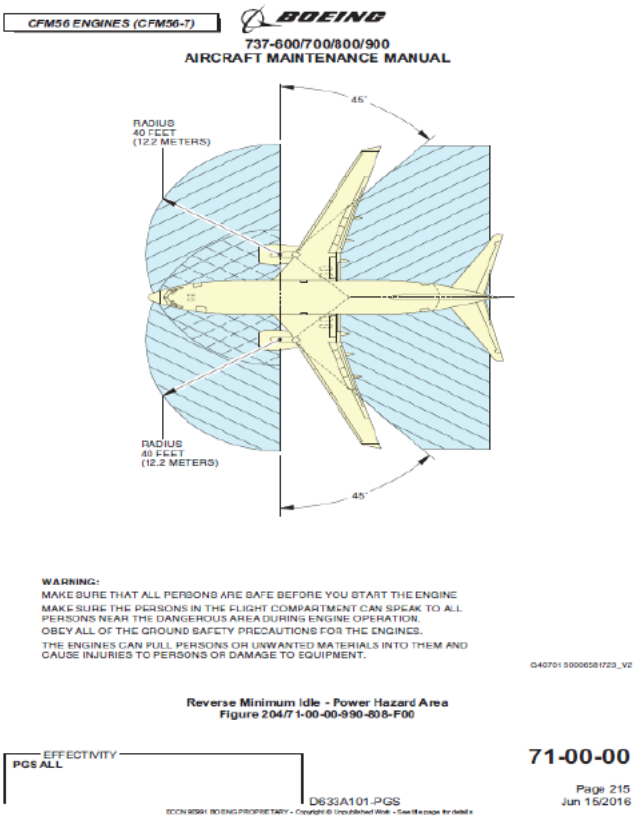


Figure 4-13: Danger Area For Boeing 737

The fueling safety zone (6 m radially from fueling receptacles, tank vents and fueling equipment) must be strictly observed during fueling. GSE shall not be positioned within a 3 m radius of aircraft fuel system vent openings.

Passenger movement on the apron must be closely supervised. Movement should follow a clearly designated and visible route, which must be kept free of any equipment and the surface conditions kept clean. Passengers must be kept clear of protrusions on the aircraft, ground support equipment, fueling zones as well as jet blast/prop wash from other aircraft.

WARNING

If surface wind is reported greater than 25 Kt. Increase distance of inlet boundary by 20% if ramp surfaces are slippery Additional precautions such as cleaning the ramps will be necessary to provide personnel safety. Ground personnel must stand clear of these hazard zones and maintain communications with flight compartment personnel during engine running

4.2.4 Danger Areas For Airbus Family

Ref: A320 Aircraft Characterıstics - Aırport And Maıntenance Planning: Page 1, 2, 3, 4, 5 – Feb 01/18

4.2.4.1 ON A/C A320-200 A320NEO

4.2.4.1.1 Ground Idle Power

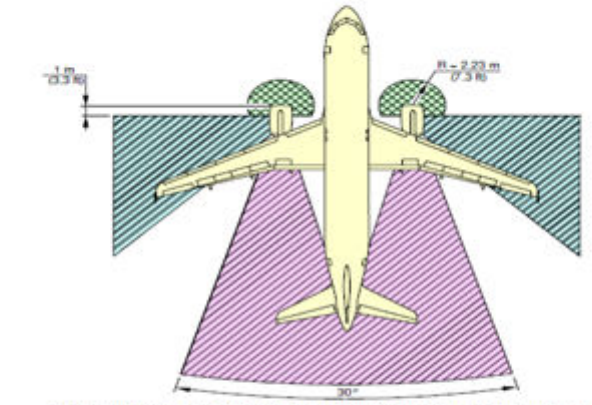
This section provides danger areas of the engines at ground idle power conditions for CFM 56 Series Engine (CEO) and LEAP - 1A26 Engine (NEO) of Pegasus Airbus Aircraft.

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A320

AIRCRAFT CHARACTERISTICS - AIRPORT AND MAINTENANCE PLANNING

**ON A/C A320-200



TO 55 m (180 ft) AFT OF COMMON NOZZLE ASSEMBLY (CNA) INCLUDES CROSS WIND EFFECT

NOTE:

INLET SUCTION DANGER AREA

ENTRY CORRIDOR

EXHAUST WAKE DANGER AREA

N_AC_060301_1_0050101_01_04

Danger Areas of the Engines
CFM56 Series Engine
FIGURE-6-3-1-991-005-A01

6-3-1

Page 2
Feb 01/19

Figure 4-14: Ground Idle Power

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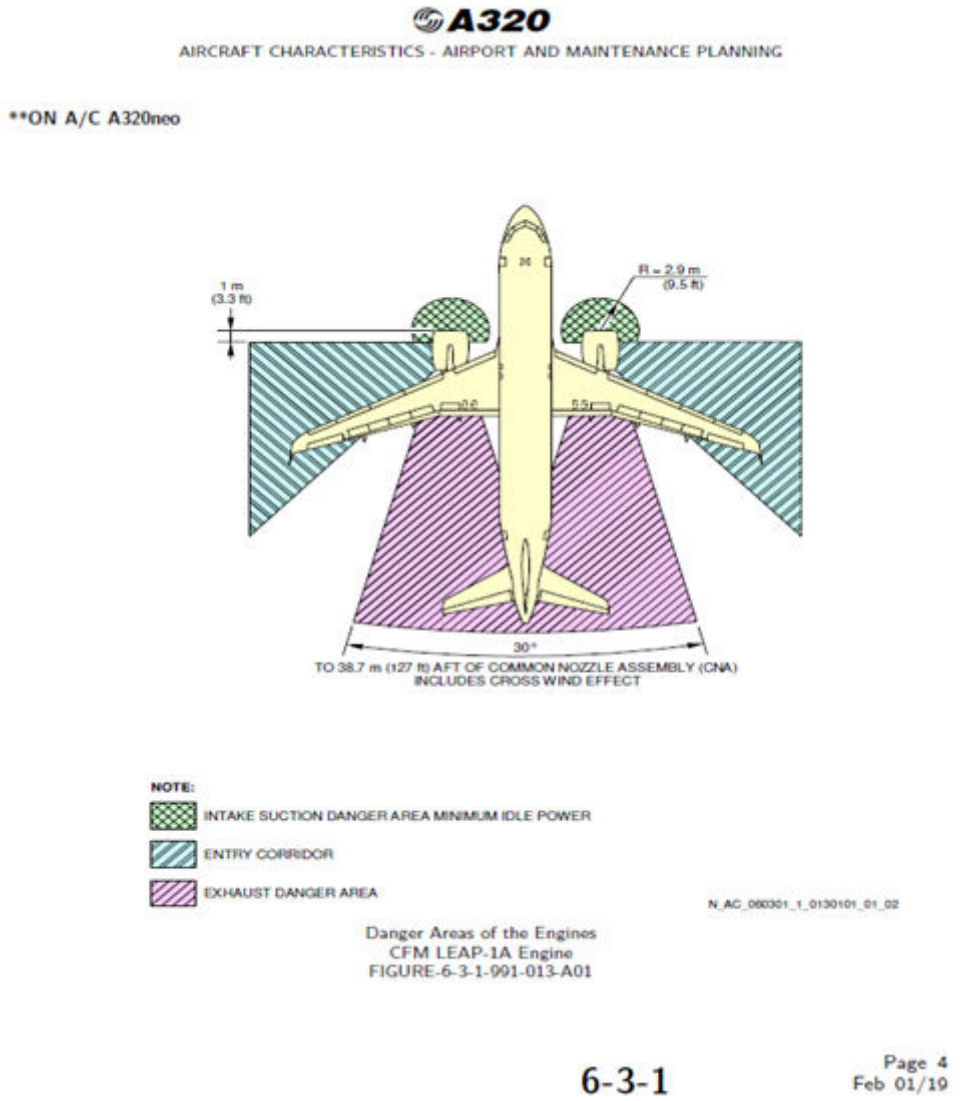


Figure 4-15: Ground Idle Power

4.2.4.1.2 Breakaway Power

**ON A/C A320-200 A320neo

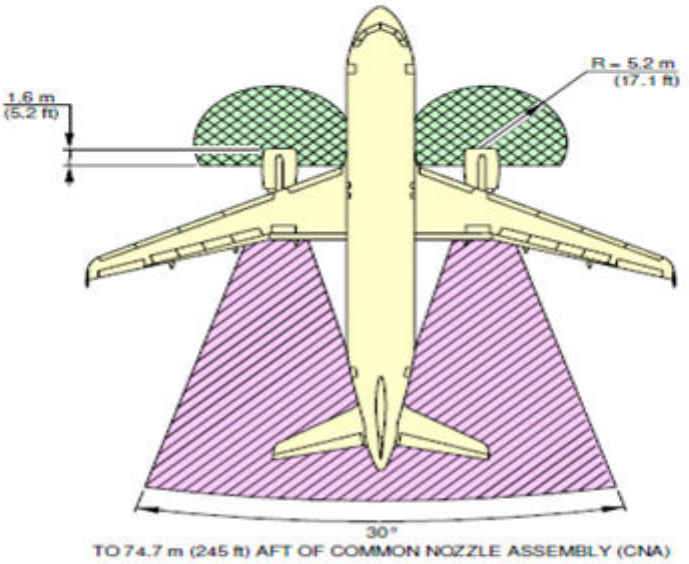
This section provides danger areas of the engines at breakaway power for CFM 56 Series Engine (CEO) and CFM LEAP - 1A Engine (NEO) of Pegasus. Airbus Aircraft.

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A320

AIRCRAFT CHARACTERISTICS - AIRPORT AND MAINTENANCE PLANNING

**ON A/C A320-200



NOTE:

INTAKE SUCTION DANGER AREA MAX. TAKEOFF POWER

EXHAUST WAKE DANGER AREA

N_AC_060302_1_0050101_01_02

Danger Areas of the Engines
CFM56 Series Engine
FIGURE-6-3-2-991-005-A01

6-3-2

Page 2
Feb 01/19

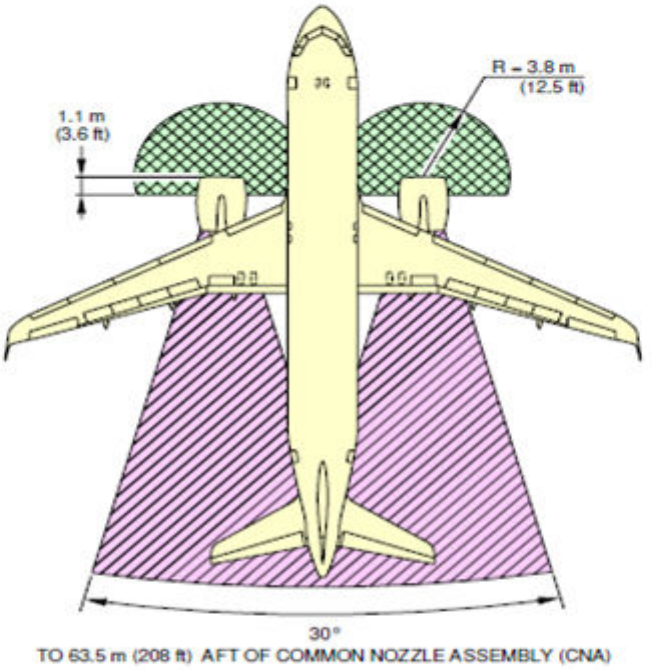
Figure 4-16: Breakaway Power

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A320

AIRCRAFT CHARACTERISTICS - AIRPORT AND MAINTENANCE PLANNING

**ON A/C A320neo



NOTE:

INTAKE SUCTION DANGER AREA MAX. TAKEOFF POWER

EXHAUST DANGER AREA

N_AC_060302_1_0110101_01_01

Danger Areas of the Engines
CFM LEAP-1A Engine
FIGURE-6-3-2-991-011-A01

6-3-2

Page 4
Feb 01/19

Figure 4-17: Breakaway Power

4.2.4.2 Danger Areas Of Engines - A321NEO

Ref: Aircraft Characteristics - Airport And Maintenance Planning Version: Feb 01/19

(A) The danger areas of the engines shown below are given in the normalized format:

- Entry corridors are only available at ground idle.
- Do not go into the areas between the engines.
- The exhaust danger areas are given for 0 kt headwind (if not specified otherwise).

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4.2.4.2.1 Ground Idle Power – A321NEO

This section provides danger areas of the engines at ground idle power conditions.

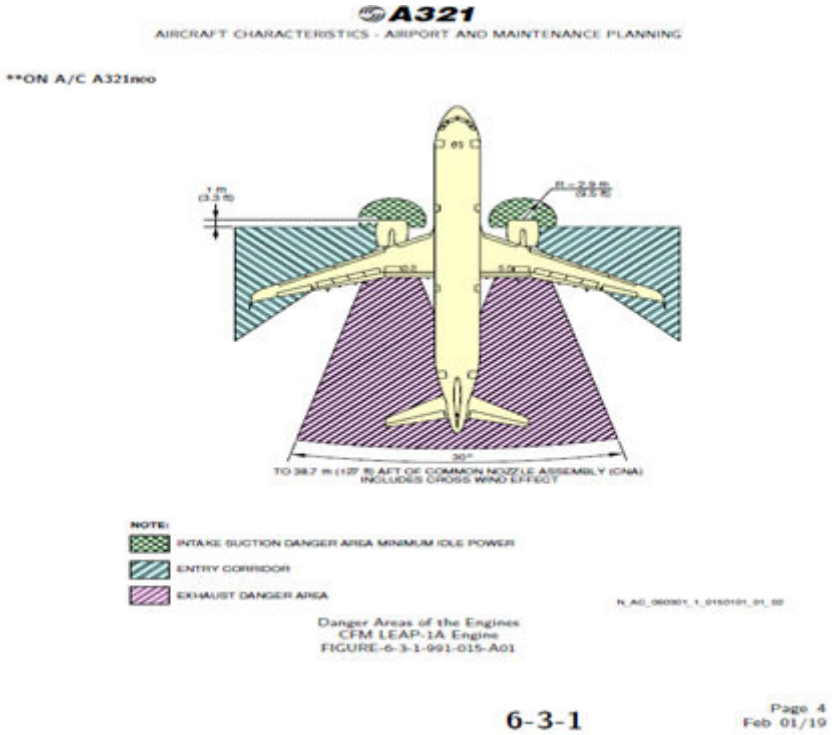


Figure 4-18: Ground Idle Power

4.2.4.2.2 Breakaway Power

**ON A/C A321-100 A321-200 A321neo

This section provides danger areas of the engines at breakaway power.

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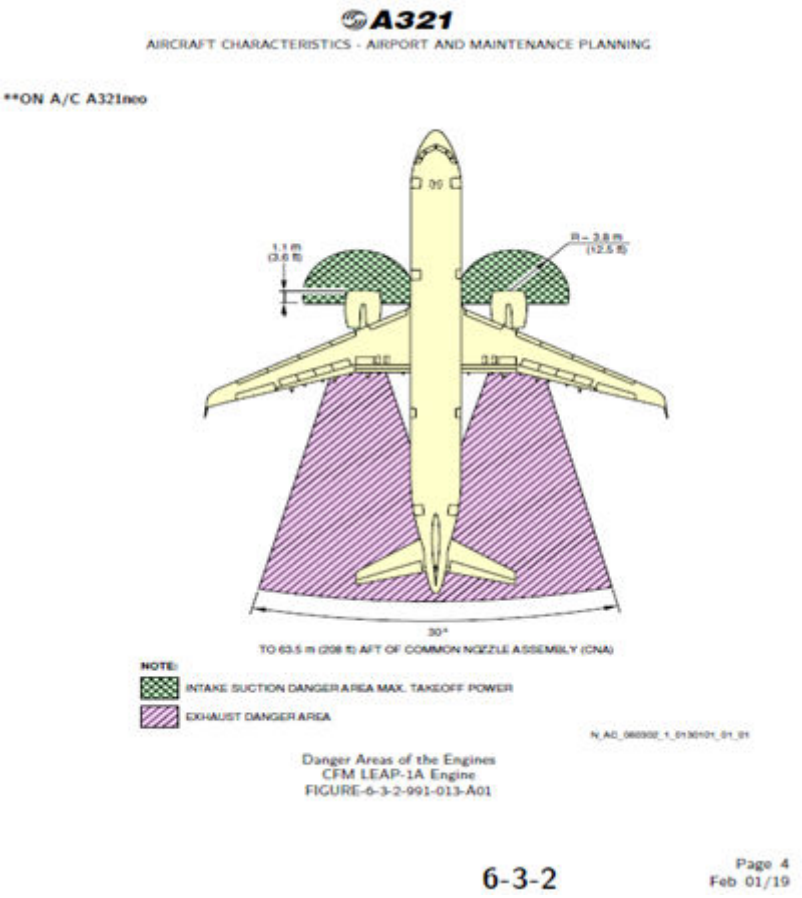


Figure 4-19: Breakaway Power

4.2.5 Equipment Restraint Area (ERA) and Equipment Restraint Line

(1) The Equipment Restraint Area (ERA) is defined as the area of the apron where an aircraft is parked during ground operations. It may be indicated by a painted line. If no markings exist, local procedures shall establish safe parking areas, etc.

(2) The ERA shall be free of personnel not involved in the aircraft arrival, obstructions, equipment (see exemption GOM 4.12.11.1) and Foreign Object Debris (FOD) before and during aircraft arrival and departure.

Ground Support Equipment (GSE) shall be positioned behind the prior to the arrival of aircraft at the parking position. The aircraft shall not be approached by GSE until it has come to a complete stop at the assigned parking position.

Personnel shall observe a virtual operational safety buffer zone when positioning motorized vehicles/ equipment to an aircraft. The following processes shall be adhered to at all times:

- Conduct a vehicle equipment pre-operational check including a brake test prior to operating motorized vehicles/equipment.
- All motorized vehicles/equipment must make a minimum of one complete stop prior to entering the operational safety zone or at a distance of no less than five meters (15 feet) from the AIRCRAFT.
- All equipment must be driven at a "Walking pace" when operating within the operational safety buffer zone.

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Figure 4-20: Equipment Restraint Area (ERA) and Equipment Restraint Line

(1) Protective rubber bumpers on equipment to eliminate the risk of aircraft fuselage damage, ground equipment e.g. passenger steps, loading bridges, conveyor belts, catering trucks should be positioned in such way that they do not touch the aircraft fuselage, a distance between the protective safety rubber and the fuselage must be respected to allow for movement/settling of the aircraft during servicing must not be compressed against the aircraft fuselage, in order to prevent damage and to allow for aircraft settling during servicing. The only exception is for equipment that has spring loaded/sliding platforms or self leveling sensors. It is recommended that the gap is no larger than 5 cm so that it does not produce a fall risk.

(2) When loading has been completed remove all loading equipment well clear of the aircraft.

(3) All equipment, except that necessary for the departure, should be removed from the aircraft, ensuring that there are adequate clearances between the aircraft and facilities/ equipment.

(4) The passenger loading bridge is to be in the fully retracted designated parking position before aircraft departure.

Two Meters (6ft) Rule

- Any vehicle or equipment which does not need to be positioned directly against the Aircraft shall not be positioned any closer than 2 meters from the fuselage. This includes Ground Power Units which shall be positioned at least 2 meters from the fuselage, with the full length of the cable being used in order to service the aircraft. Towing equipment and equipment under tow shall remain at least 2 meters from the fuselage at all times.
- Equipment Tugs should not at any time is within 2 meters of the aircraft fuselage. Where equipment tugs are utilized for the positioning of steps, they shall stop and disconnect the steps at a safe distance, such that they do not, at any point, come within 2 meters of line of the aircraft fuselage.
- Any vehicle or item of equipment positioned within 2 meters of the aircraft shall have a valid operational reason for such positioning.

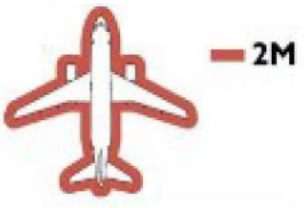


Figure 4-21: Equipment Restraint Area (ERA) and Equipment Restraint Line

4.2.6 Safety Driving and Parking Ground Support Equipment Inside the Equipment Restraint Area

To verify the serviceability of GSE and test the apron surfaces, operators shall apply the following precautions when driving or parking GSE within the ERA:

(a) Make one complete stop with all motorized GSE prior to entering the ERA or at 5 m from the aircraft. This action shall be carried out even if there is no equipment restraint line marked on the apron.

(b) GSE shall not be driven faster than 5 km/h or 3 mph (walking speed).

(c) Maneuver GSE carefully to prevent personnel injury and/or aircraft damage.

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(d) Avoid performing sharp turns near the aircraft, particularly when towing equipment.

(e) When GSE/PBB is being moved near the aircraft or positioned to the aircraft, and when the vision of the operator is or might be restricted, the operator shall be:

(1) Guided by a guide person using standard IATA signals. If visual contact with the guide person(s) is lost, the GSE operator shall stop movement of the GSE/PBB immediately. Movement shall not restart until visual contact is re-established,or

(2) Assisted by means of appropriate proximity sensing and warning systems and/or visual aids such as cameras and mirrors.

(f) GSE that is not directly involved in the handling or servicing of the aircraft shall not be driven through or parked within the ERA.

(g) Any GSE (e.g., tractors, pallet transporters, carts and dollies) shall not be driven or positioned under the aircraft fuselage unless specifically required e.g., lavatory servicing, aircraft maintenance, towbarless tractor etc.

(h) Driving or parking under the aircraft fuselage and/or wings not permitted. GSE and vehicles needed for aircraft servicing (e.g. aircraft refueling truck, water servicing truck, toilet servicing truck).

WARNING

- At all times great care shall be taken within the vicinity of pitot heads particularly when positioning air bridges and mobile steps. Covers for pitot heads and sensors remain the responsibility of the operating crew or engineering.
- Do not drive or park under the aircraft fuselage and/or wing. Exceptions due to aircraft type or local restrictions may apply. Prior operator approval shall be given When parking equipment within the ERA, do not:
  (1) Obstruct the evacuation of persons from the aircraft in an emergency.
  (2) Prevent or obstruct the movement of a fueling vehicle away from the aircraft.
  (3) Unnecessarily impede other aircraft handling operations.

4.2.7 Passenger Safety On The Ramp

Passengers shall be escorted, directed and monitored while boarding or disembarking so they do not enter the AIRCRAFT danger zone (pictured below). If a passenger route crosses a vehicle route, manned traffic control will be necessary at the crossing point. Passengers shall not step over any cables, hoses or ducts.

Attention shall be given to parents with infants, children, disabled and elderly passengers. Escorts need to be particularly vigilant in relation to darkness, adverse weather conditions, no smoking restrictions, and AIRCRAFT/vehicle movements.

If local airport layout, wingtip clearance to inter-stand clearways, or other restrictions exist which would bring passengers into conflict with vehicle traffic, a locally agreed and documented solution may be adopted for the applicable parking stand(s).

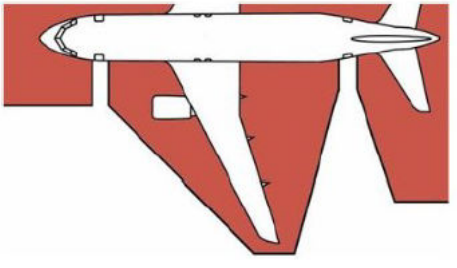


Figure 4-22: Passenger Safety On The Ramp

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Cabin Crew will not permit passengers to disembark from the rear passenger door until either a Guidance Systems is attached, or a member of ground handling staff is present to guide passengers around the wing.

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4.3 FOREIGN OBJECT DEBRIS

(GRH 3.2.2 ii) (GRH 3.2.2 iii)

(a) FOD applies to all loose objects that are a danger to the safety and integrity of aircraft or personnel. FOD, therefore, shall not be left in any area where it would pose a hazard.

(b) All personnel have a responsibility to ensure the risk of damage to aircraft from FOD is minimized. All waste material shall be properly disposed of such that it does not become FOD and all FOD shall be removed and properly disposed of as soon as it is discovered.

Proper management of waste and debris is critical, as, if not disposed of correctly, it may become FOD. FOD can also move into airside locations during high winds.

Examples of FOD:

Plastic and paper: bags, sheets and towels Metal: nuts and bolts, empty oil and hydraulic fluid cans, tools and equipment Natural objects: rocks, pebbles and wood Other debris: burst ballast bags, luggage handles and wheels, etc.



Figure 4-23: Foreign object

FOD can:

(1) Be sucked or ingested into aircraft engines, causing damage leading to engine failure.

(2) Cause damage to tires, the undercarriage, control systems and other parts of the airframe, which can lead to in-flight failures.

(3) Become a trip hazard for personnel working on or around aircraft.

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

  (1) Check GSE staging and parking areas near the area of operation.

  (2) Do routine checks of GSE (including floors of enclosed cabins) to ensure everything is secure and operational, and not about to fall off and become FOD.

  (3) In ramp areas, ensure anything carried in/on a vehicle is secured.

  (4) Before aircraft arrival, conduct a FOD walkaround of the aircraft parking stand, removing all FOD found.

  (5) Dispose of all FOD in designated garbage bins, where provided or as per local arrangements. FOD bins should be enclosed, to avoid FOD being blown out by wind.

  (6) Consideration should also be given to the fitment of FOD bins to some ground equipment particularly those that predominately operate on remote stands.

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(7) An effective FOD sweeping program shall be implemented by the airport authority concerning all airside areas, where-by, aprons, aircraft stands should be swept routinely and areas in which ground equipment is parked should be swept periodically.

(8) An effective FOD program can greatly reduce the high cost of FOD damage and the potential for injury to personnel. FOD control is most effective when all affected parties co-ordinate their efforts.

(9) Management safety meeting (ground handling agents, airport authorities, etc.) should include FOD as an agenda item to ensure it is regularly discussed.



Figure 4-24: Foreign object

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4.4 SAFETY INSTRUCTIONS FOR OPERATING AND WORKING WITH GROUND SUPPORT EQUIPMENT ON THE RAMP

IATA AHM 462

4.4.1 General Safety Instructions

Apply these procedures whenever operating GSE on the ramp.

(a) Personnel shall only drive or operate GSE if trained and authorized for that specific equipment type.

(b) GSE shall not be moved or driven across the path of:

(1) Taxing aircraft or aircraft under tow/pushback

(2) Embarking and disembarking passengers on the ramp

(3) Emergency vehicles

(c) When operating any GSE, check the aircraft for possible damage in the equipment contact zone before positioning and after removal of GSE to/from the aircraft.

(d) İmmediately report any damage found or where contact has taken place or is suspected to have taken place, especially for composite aircraft.

(e) Where damage has been found or where contact has taken place or is suspected to have taken place, do not move any GSE to/from the aircraft in the area where damage has been found until inspection is completed, and clearance given to proceed.

(f) Personnel working with and around vehicles and equipment must protect themselves from loose clothing, long hair, and/or hanging accessories/jewelry from becoming a hazard, e.g., caught or trapped in equipment.

(g) Use all safety devices fitted on GSE (e.g. proximity sensors, bumpers, handrails, stabilizers, etc.) during aircraft handling and servicing.

(h) Ensure protective rubber bumpers are not compressed against aircraft fuselage.

ATTENTION:

- Make sure everybody understands the task, route and location before leaving base
- Check for works in progress that could affect your plan
- Limit the conversation to the task at hand and avoid looking at mobile phones
- Use headlights
- Only someone with the appropriate Airside Driving Permit should operate the radio to ATC
- If you are unsure, ask to repeat or clarify
- When you are about to enter a runway, always look both left and right

4.4.2 Basic Operating Requirements for Ground Support Equipment

(a) Securely stow GSE cables and hoses, where fitted, prior to transportation and when not in use.

(b) GSE shall not impede the accomplishment of other aircraft handling operations in progress unless there is an important reason to do so.

(c) Check that all areas of GSE are free of contamination, FOD and safe for use prior to and throughout the operation.

(d) Operators shall check the GSE assigned to them prior to initial use, particularly the parking brakes, rubber protective bumpers, safety systems and in-life service date of onboard firefighting equipment's. If found to be defective, the GSE shall be reported, tagged as "Out of Service" and removed from operations, when applicable.

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(e) All safety rails shall be fully retracted/lowered prior to positioning and removal, where possible.

(f) Extra personnel shall not be carried on moving GSE without an approved seat (i.e., apply the no seat–no ride principle).

(g) Seat belts shall be worn, where fitted, except where repositioning equipment is within the same operational area, e.g., within the parking stand or baggage makeup area.

(h) Before moving any GSE/Vehicle ensure all its doors are closed, where fitted.

(i) GSE shall not be operated while using handheld Portable Electronic Devices (PEDs), including cellphones, portable music players, portable game units or earpiece or headset.

(j) GSE shall only be used for its intended purpose, including for specific aircraft types.

(k) Prior to movement of any GSE/Vehicles, the intended travel path shall be checked and confirmed clear of personnel, equipment or other obstacles.

(l) GSE with lifting devices shall not be driven or towed in the raised position, except for final positioning onto the aircraft.

(m) The GSE platform shall not be operated while in motion.

(n) Use a guide person when vision is restricted. The guide person shall be able to accurately judge clearances and communicate signals to the driver/operator. Stop immediately if visual contact with the guide person is lost. Movement shall not continue until visual contact is re-established.

(o) Once motorized GSE is in its servicing position at or near the aircraft:

(1) Apply the parking brake with the gear selector in park or neutral (if no selection for park).

(2) Turn off the engine, unless required when in operating/servicing mode.

(3) Install GSE wheel chocks, where equipped.

(4) If equipped with stabilizers, ensure they are deployed before the GSE is used for servicing. Deploy other safety devices (e.g., active proximity sensors, safety rails), if fitted.

(5) When motorized GSE is in operating/servicing mode, remain in a position whereby the emergency controls can be promptly accessed. This includes the immediate vicinity of the controls or an immediately adjacent and accessible location; for example, the cargo hold in the case of a ULD loader, where required to operate the aircraft cargo loading system (CLS), restraints and/or nets.

(6) If motorized GSE is not fitted with external emergency controls, the operator shall remain in the operating position and in control of the equipment when in operating/servicing mode.

NOTE

As an exception for pushback tractor, the engines may need to be left running unattended:

(1) While conducting a single person pushback operation

(2) To avoid specific restart by maintenance function

If unattended, apply the parking brake and place the gear selector in park, or neutral if no selector for park.

(p) When GSE is chocked:

(1) Place one chock at the front and one chock at the rear of the same wheel.

(2) Chocks shall be centered on and in contact with the wheel.

(q) When unattended motorized GSE/vehicle is positioned in or adjacent to the ERA, other than as described in point (o)

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(1) Turn off the engine. In extreme cold weather conditions where local procedures permit engines running unattended, the motorized GSE shall be chocked.

(2) Apply the parking brake with the gear selector in park or neutral, (if no selection for park) and, when equipped, install wheel chocks.

(r) The ground power unit (GPU) and preconditioned air (PCA) may be left running unattended when connected to the aircraft, provided the serviceability and fuel levels are checked periodically.

(s) A No-Touch policy (i.e., GSE/PBB shall not touch the aircraft) shall be employed for all GSE/PBB types that are not equipped with self levelling sensors. The equipment shall be positioned in a way that ensures:

(1) The protective rubber bumpers do not touch the aircraft fuselage.

(2) The gap between GSE/PBB and aircraft shall not allow a person or large piece of equipment to fall through. As a guideline, a gap of 5 cm (2 in.) or two fingers should be maintained between the device and the aircraft.

(3) Check that throughout the turnaround process a clearance is maintained between the GSE and the fuselage to allow vertical movement.

(t) For GSE and PBB equipped with self-levelling sensors. Continue movement until the protective rubber bumpers just touch the aircraft (but shall not be compressed against the fuselage) or the proximity sensors stop the movement.

(u) After positioning equipment on the aircraft, raise or extend all safety rails on conveyor belts, loaders, and other elevated devices, except where restricted by the aircraft type.

(v) GSE shall be parked in the designated airside equipment parking areas when not in use.

(w) Access to firefighting equipment or the fuel hydrant emergency stop switch shall not be obstructed.

NOTE

For GSE operations during adverse weather refer to "GOM 4.9"

4.4.3 Non-Motorized Ground Support Equipment

(GRH 3.5.1)

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

(a) When parked and/or when not connected to motorized vehicles, all non-motorized GSE shall have brakes set or chocks in place. Dollies/carts shall be connected as a chain, where possible.

EXCEPTION

Aircraft towbars.

(b) Pallet and container dollies may only be towed with turntables in the locked position (straight ahead).

(c) The number of carts and dollies allowed is usually limited by the local airport authority or ground service provider, however, in critical conditions (e.g., slippery surface conditions, congested facilities, low visibility) this number should be re-evaluated and might be reduced to ensure safe operations on the ramp.

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(d) Know the dolly types as some dollies are not compatible with others. Follow the recommended towing combinations when transferring dollies from one place to another. Do not tow more units than the recommended sets or combinations.

(e) When connecting or disconnecting dollies/carts to/from the tow bar, hold only the tow bar handle and tow pin of the dollies/carts. Do not hold the tow eye when connecting or disconnecting.

(f) Position oneself beside the tow bar when connecting or disconnecting dollies/trolleys ensuring the tow-pin is properly inserted before towing and use the tow bar handle to connect and or disconnect dollies/trolleys.

(g) During transportation with carts and dollies, the load shall be properly secured by using appropriate locks, stops, rails, curtains and straps.

(h) The overall height of loads shall permit safe lifting of each piece of the load during loading and offloading of carts by personnel standing on the ground.

(i) Light packages shall not be wedged between heavier items.

(j) When using tarpaulins, all straps shall be securely fastened to the baggage cart.

(k) If equipped with stabilizers, ensure they are deployed before the GSE is used for servicing or access. Deploy other safety devices (e.g., active proximity sensors, handrails), if fitted.

(l) When not in use, the braking system shall be engaged on all strings of baggage cart.

(m) If using maintenance stairs e.g., to open and close cargo hold doors:

(1) The stairs shall be fitted with safety rails to prevent falls.

(2) Maintenance stairs should be facing towards the panel which is being accessed.

Retractable/extendable safety rails shall be lowered or retracted during positioning.

(3) Raise or extend retractable/extendable safety rails prior to any personnel accessing the stairs.

(4) Moving or repositioning the stairs is not permitted while a personnel is on the stairs.

(n) Towable Air Start Units (ASU), PCA, and GPU shall not be connected to the tow vehicle and aircraft at the same time, if possible. Before towing the unit away, the operator shall ensure the unit is disconnected from the aircraft.

WARNING

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

4.4.4 Intentionally Left Blank

4.4.5 Passenger Boarding Bridge

GRH 3.5.2

The operator of the PBB shall:

(a) Be trained and authorized to operate the PBB.

(b) Check that the PBB is serviceable before use.

(c) Report any malfunction of the PBB to the appropriate person/authority.

(d) Check that the walking surfaces are free of FOD, obstacles and safe for use.

(e) Ensure only personnel required for the PBB operation are in the PBB while it is moving.

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CAUTION

Danger:

There is a risk of fall from height and distraction to operator.

(f) Ensure the PBB is fully retracted or parked in its safe designated parking position prior to aircraft arrival and departure.

(g) Ensure the safety barrier shall be in place whenever the PBB is not at the aircraft.

(h) Ensure that the movement path is clear of personnel, equipment/vehicles and all other obstacles before moving the PBB.

(i) When positioning the PBB at the cabin access door and driver/operator vision is restricted, use a guide person.

(j) Prior to positioning/removal, ensure that all safety rails/canopies on the PBB are fully retracted.

(k) Move the PBB slowly toward the aircraft, avoiding any aircraft sensors or protrusions.

(1) Where the PBB is equipped with a self levelling device, continue movement until either the protective bumpers just touch the aircraft or the PBB's proximity sensors stop the movement.

(2) When not equipped with a self levelling device, maintain a gap in accordance with No-Touch policy.

(l) Ensure the PBB does not contact the wing root leading edge fairing that extends under certain cabin access doors or any other sensors or fairings.

(m) Once the equipment is positioned, ensure any safety rails and canopies on the PBB are fully extended.

(n) When positioning/removal is complete, secure/isolate the PBB controls to prevent movement by non-authorized persons.

(o) Maintain adequate clearance between the PBB and the underside of the cabin access door, or as directed by the cabin access door markings to prevent damage. This reduces the possibility that the aircraft door will rest on the PBB as the aircraft settles during loading and unloading.

(p) Engage any safety systems (e.g., safety shoe) and auto-leveler features, as applicable.

(q) Ensure the cabin access door is closed before removing the PBB.

(r) Where integrated with the PBB, ensure ground power cables and PCA hoses are disconnected from the aircraft prior to moving the PBB, unless required for operational purposes.

4.4.6 Passenger Stairs

The following precautions shall also be taken when operating passenger stairs:

(a) Check that the walking surfaces are free of contamination and safe for use.

(b) Ensure the movement path is clear of personnel, equipment/vehicles and all other obstacles before moving the passenger stairs.

(c) If passenger stairs are towed, disconnect them from the tractor and manually position them at the aircraft. Ensure the brakes are engaged once stairs are positioned to the aircraft.

(d) Ensure safety rails and canopies, if any, on the passenger stair platform are fully retracted prior to positioning.

(e) Move the passenger stairs slowly toward the aircraft, avoiding any aircraft sensors or protrusions, and either:

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(1) Where the passenger stairs are equipped with a self levelling device, continue movement until the protective bumpers just touch the aircraft, or the passenger stair proximity sensors stop the movement.

(2) When not equipped with a self levelling device, maintain a gap in accordance with No-Touch policy. (5cm)



Figure 4-25: Passenger Stairs

(f) The controls shall only be operated from inside the driver's cabin of the passenger stairs except where equipped with external controls.

(g) Maintain adequate clearance between the passenger stairs and the underside of the cabin access door, or as directed by the cabin access door markings, to prevent damage.

(h) Engage any safety systems and auto-leveler features, if applicable. If the passenger stairs are not equipped with an auto-leveler, the level of the passenger stairs shall be monitored and adjusted, as required.

(i) Deploy stabilizers, if fitted. Do not allow anyone (except the operator) to use the stairs until the stabilizers are deployed.

(j) Ensure passenger stairs are positioned so that the cabin access door can be used as an unobstructed escape route in case of emergency.

(k) Passenger stairs shall not be removed from the aircraft unless the cabin access door is closed or a fall prevention device is in place across the access door.

(l) After the cabin access door has been closed, confirm there are no personnel on the stairs prior to retracting stabilizers.

(m) If passenger stairs are towed when removed from the aircraft, manually position them clear of the aircraft to a suitable position before connecting them to the tractor.

(n) After the cabin door has been closed, confirm there is no staff on the stairs prior to retracting stabilizers.

CAUTION

DANGER:

- Cabin doors shall only be in open position if there is any GSE or boarding device positioned at the door.
- Cabin doors may never be opened without any equipment positioned at the aircraft.
- There is a risk of falling while operating cabin doors.
- Slide deployments can be fatal. If an armed door begins to open, do not attempt to hold the door, as you risk being seriously injured or killed by doing so.

4.4.6.1 Step Locking Mechanisms (Pawl Locks)

The design of passenger steps varies considerably between different manufacturers and models.

However, most designs of steps include a form of mechanical locking mechanism (Pawl Lock) which is required to be engaged when the steps are in use, and ensure that steps are not wholly supported by a

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single means e.g. Hydraulics. A number of serious incidents have occurred, including the collapse of steps during passenger boarding, as a result of these locks not being correctly engaged.

(a) Responsible staff should be familiar with the design and safety locking mechanism of the steps in use. This includes an understanding of how to check (usually by visual means) that locks are correctly engaged. The example pictures below demonstrate the visual check of one type of steps, although designs vary considerably.

(b) Handling agents should ensure a member of the turnaround team is given the responsibility of checking the safety locks before the steps are used. Visual checks should be conducted before use of steps, and after any adjustment in the height of the steps. (Local arrangements will apply dependant on step design, but a minimum of 1 check should occur at the start of an AIRCRAFT turnaround.)

(c) Equipment / maintenance checks should include a check of the Pawl Locks and associated mechanism (e.g. tensioning springs.)



Figure 4-26: Pawl lock is correctly engaged.



Figure 4-27: Pawl lock is NOT engaged correctly.

4.4.6.2 Permit To Remove Steps/Airbridge

Due to the serious risk of injury or death associated with a fall from an exposed AIRCRAFT door, or passenger steps / airbridge are not removed from the AIRCRAFT until it is safe to do so, following communication with the operating crew, and ensuring that the door is closed.

(1) When the door is ready to be closed, the member of ground staff who will be moving the steps/ airbridge shall be confirmed by the crew member guarding the door.

(2) Slide rail should be retracted as appropriate.

(3) The same member of ground staff shall then wait until the door has been fully closed before climbing back down the steps.

NOTE

(1) 1. For step removal, a member of the ramp team, shall be ensure that step removal activities do not commence until the above requirements are fully met. It is only acceptable for the Supervisor to collect the permit if the Supervisor is also directly involved in the step removal process.

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(2) Where airbridge removal is carried out by another agency or the airport authority, it is acceptable for the permit to be issued to the Supervisor. The Supervisor is responsible for ensuring that the door is securely closed by the crew, before subsequently authorising removal of the airbridge.

4.4.6.3 Repositioning Of Steps/Airbridge

The permit of removing the steps is required for all steps or airbridge removals, including repositioning or height adjustment. If repositioning or height adjustment is necessary, as described above, including an assurance that the cabin door has been closed, shall be adhered to. After repositioning / adjustment are complete, ground crew should indicate to the crew that it is safe to re-open the door in the normal manner, by knocking on the door twice.

4.4.6.4 Step Permit On Positioning Flights

For empty positioning flights with Cabin Crew on board, the steps removing should be applied as normal. However, normal safety precautions, as described elsewhere within this section, including effective communication with the crew, shall be observed at all times.

4.4.6.5 Aircraft Vertical Movement During Handling

During loading / unloading and re-fuelling it is normal for the AIRCRAFT to move vertically. Allowance should be made when placing the steps and other ground handling equipment. Steps should be positioned with a recommended vertical gap of 15-25cm between the steps platform and the sill of the AIRCRAFT door. It may be necessary to adjust the step height during the turnaround.

4.4.7 Service Equipment

Description above shall only be applied on the passenger boarding (left) side of the AIRCRAFT, for the removal and/or repositioning of steps or air bridge. The permit does NOT need to be used for equipment accessing the right hand side service doors, such as caterers or ambulifts. However, the operators of such equipment are required to clearly communicate with the crew, and are NOT permitted to leave the door exposed. Whilst it is not always possible (depending on vehicle design) to open / close the AIRCRAFT door with the servicing platform fully in position, the risk should always be minimized.

For example, when positioning an ambulift, the platform should be deployed close to the door to ensure that the gap/drop from the door is minimized as far as possible. When removing an ambulift, the operator should liaise with the crew, and the platform should only be lowered / withdrawn as far as is necessary to allow the AIRCRAFT door to be safely closed. Only when the AIRCRAFT door has been fully closed should the platform be withdrawn further.

4.4.7.1 Elevating Equipment

The following precautions shall also be taken when operating elevating equipment:

(a) For elevating equipment with a rear access platform, ensure all safety barriers/rails are secured in place prior to vertical movement of the platform.

(b) Ensure the load is properly secured (e.g., cart brakes, stretchers, wheelchairs) and all doors and shutters are closed prior to raising or lowering the vehicle.

(c) Any elevating equipment doors not being used for servicing at the aircraft shall be closed and latched.

(d) The positioning of the elevating equipment shall allow the loading platform to be perpendicular and at the same level to the aircraft doorsill.

(e) The final position of the elevating equipment shall allow for a safe working area and minimize the length of the walking surface between the aircraft and the elevating equipment while in the raised position.

(f) Before accessing the platform at the front or the rear of the elevating equipment, ensure the platform is at the same level as the equipment cabin.

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(g) Carefully place the portable ramp/bridge on the doorsill from the platform side, as necessary.

(h) Equipment (e.g. catering cart) and passengers in wheelchairs shall be pushed on and off the aircraft. Always ensure a hand to hand exchange. No elevating equipment is to be staged on the platform, and no loose items are to be transported on top of carts (e.g. catering equipment).

(i) Continually observe and be aware of the clearance between the aircraft door and the elevating equipment platform.

(j) When the servicing is finished, carefully remove the portable ramp/bridge from the platform side and stow securely and close the cabin access door as per (IGOM 4.4.2.7).

(k) The passengers and/or the load shall be secured properly inside the elevating equipment.

Passengers shall be seated and wearing seat belts. Passengers seated in wheelchairs shall have the wheelchair secured during elevating equipment movement.

(l) Visually check for any obstructions over both sides of the elevating equipment before lowering.

(m) Lower the truck body into the fully lowered position.

(n) Close and secure all the doors of the elevating equipment when the servicing is finished.

(o) Perform a walk around to check for FOD and clearence around elevating equipment stabilizer.

(p) Use a guide person when vision is restricted. The guide person shall be able to accurately judge clearances and communicate signals to the driver/operator. Stop immediately if visual contact with the guide person is lost.

(q) All elevating equipment shall stop operation when the wind speed reaches 40 knots (gusting).

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

4.4.8 Tractor/Electric Baggage Tug (EBT)

The following precautions shall also be taken when operating a tractor or an electric baggage tug EBT and towing dollies/baggage carts:

(a) a. Drive tractors within speed limits according to local airport regulations, and take care to avoid sudden sharp turns, jerks and sudden stops.

(b) Prior to moving with towed load, ensure there are no personnel between or near the towed load.

(c) Only transport baggage, cargo, or other items in the designated areas, if equipped.

(d) Use the remote push button control (inching operation) to connect dollies, carts, or towed load, where fitted.

(e) Limit the number of carts and dollies in a train to the maximum specified by local airport regulations.

(f) Do not attempt sharp turns close to the aircraft.

(g) Keep at least 1 m (3 ft) away from the fuselage. When tractor/EBT is near the belt loader during aircraft handling, a gap of at least 1 m (3 ft.) shall be maintained.

NOTE

Where necessary to position carts/dollies within 1 m (3 ft.) of the belt loader, adjust the position of the carts/dollies by hand.

(h) Ensure where possible dollies/carts are connected as a chain, apply brake, and insert chocks where applicable, to avoid the movement.

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4.4.9 Belt Loader

The following precautions shall also be taken when operating a belt loader:

(a) Do not operate the conveyor belt or raise or lower the boom when personnel are on the belt.

(b) Do not stand or walk on the conveyor belt when the safety rails are lowered.

(c) Do not sit or stand on a conveyor belt while it is in operation, nor while the boom is raised or lowered.

(d) Belt loaders shall not be used to transport baggage, cargo or other items across the ramp.

(e) The boom of the belt loader shall never be positioned inside the cargo hold of any aircraft.

> *EXCEPTION*
> *The rule does not apply to specially designed belt loaders which require the equipment to be extended/positioned inside the cargo holds.*

(f) Position and remove a belt loader to/from the aircraft in a straight line.

(g) Position the boom at an angle to the cargo hold doorsill that will:

(1) Allow tractors/trailers to access the belt loader without impeding slide deployment areas and passenger evacuation routes.

(2) Prevent items and personnel from falling between the boom and doorsill.

(h) Once the belt loader is positioned ensure the wheels are left in straight ahead position.

> **CAUTION**
> Speeding up operation of the conveyor belt using the accelerator pedal is not permitted.

(i) Where clearance allows, always raise the side safety rail as soon as the belt loader is positioned. Ensure it does not touch the aircraft fuselage.

> **CAUTION**
> Care shall always be taken when working around a moving belt.
> Personnel shall remain vigilant to trap hazards while raising/lowering the safety rails. Keep hands/fingers away from the edges/ends of the belt where they may become trapped.
> Belt movement shall be stopped before any attempt to clear any obstructions.

(j) The safety rail shall also be deployed when a belt loader is used to gain access to aircraft cargo holds or cargo hold access door controls.

(k) Ensure proper separation between articles and appropriate belt speed to avoid jamming.

(l) When unloading or loading items onto a belt loader, ensure they are stable, and correctly positioned on the conveyor belt to avoid items falling off.

(m) When unloading or loading items between the belt and aircraft cargo hold, ensure items do not come into contact with aircraft fuselage/cargo hold door.

(n) Adjust and control the back of the conveyor belt correctly to avoid dropping goods from the belt.

(o) The safety rail may be lowered to accommodate large items during loading and unloading.

(p) Ensure the boom is clear of the aircraft or other obstacles before making a turn.

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Figure 4-28: Belt Loader

4.4.10 Positioning Of GSE/No Contact Policy

OM PART A 8.2.2.12

Extreme caution shall be taken to avoid damage to AIRCRAFT on the Ground:

- Steps that require to be towed should be disconnected from the towing vehicle and the pulled into position. Towing vehicles must not be used within a 2 meter radius of the AIRCRAFT.
- Rubber buffers on equipment should NOT be in direct contact with the AIRCRAFT, and a gap of 5cm should be maintained. Any equipment with unserviceable buffers shall be taken out of service until repaired. Where, due to the design of the steps or air bridge, contact with the AIRCRAFT fuselage is required, the following requirements exist:



Figure 4-29: No Contact Policy

- The Handling Agent shall be able to clearly demonstrate to PEGASUS Airlines that contact is required, based on the manufacturers operating instructions.
- All fuselage contact should be minimal, and at no time should the protective rubber be compressed hard against the AIRCRAFT. The AIRCRAFT shall NOT be used to stop the motion of the steps / Air Bridge.
- The handling agent shall have in place clearly defined procedures and training which meet the above requirements, and a robust oversight / audit process to ensure this is effectively managed.
- Stabilizers, when fitted on equipment, shall be deployed.
- The engines of unattended vehicles (with or without external emergency controls) in the AIRCRAFT stand area shall be switched off. Attended vehicles that have engines designed to provide Power Take Off (PTO) may be left with their engines running (“unattended“ means that the vehicle operator is not in the immediate vicinity of the vehicle and is not in easy reach of the emergency controls, whilst carrying out his/her normal duties).
- A guide person (marshaller) shall be used when positioning equipment to or from an AIRCRAFT and when a vehicle is reversing around the AIRCRAFT, unless the vehicle is specifically designed to perform such operation without one. At all times the guide person (marshaller) shall be visible to the driver and use standard hand signals to guide him. (For belt loaders, a marshaller shall be utilized when positioning the boom of the belt loader to / from the AIRCRAFT hold. However once the equipment is 2m clear of the AIRCRAFT, and where the operator has clear visibility to the rear of the belt loader and the ramp area is not heavily congested, PEGASUS Airlines do not require a banks man to be used for other positioning / reversing.)

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- Operators of vehicles/equipment shall have completed an inspection to ensure it is serviceable and suitable prior to positioning up to PEGASUS Airlines AIRCRAFT.
- All equipment and vehicle operators shall stop approx. 6 meters from the AIRCRAFT before proceeding at a slow walking pace. A final brake check shall be performed at approx. 3m from the AIRCRAFT.
- Do not position ground equipment so it affects the exit of the fuel vehicle.
- When not required for servicing of the AIRCRAFT, equipment shall not be positioned in such a manner that it would prevent emergency evacuation of the AIRCRAFT, including deployment of slides if required.

4.4.11 Airbus Family Specıfıcatıons

4.4.11.1 A320 Aircraft Servicing Arrangements

**ON A/C A320- 200 A320neo

This section provides typical ramp layouts, showing the various GSE items in position during typical turn-round scenarios.

4.4.11.1.1 Typical Ramp Layout - Open Apron For Bulk Loading On A/C A320

This section gives the typical servicing arrangement for pax version (Open Apron). The Stand Safety Line delimits the Aircraft Safety Area (minimum distance of 7.5 m from the aircraft). No vehicle must be parked in this area before complete stop of the aircraft (wheel chocks in position on landing gears).

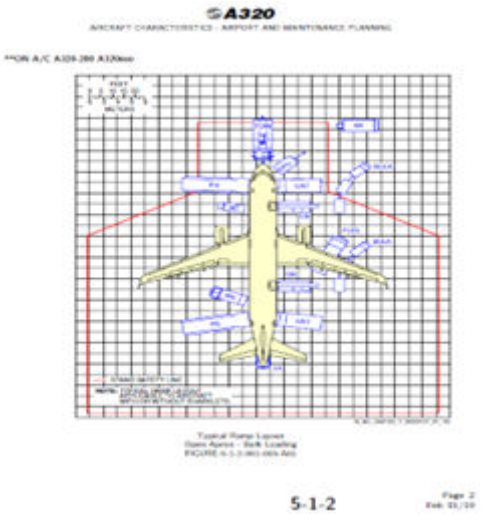


Figure 4-30: Open Apron For Bulk Loading On

4.4.11.1.2 Typical Ramp Layout - Gate For Bulk Loading On A/C A320

Typical Ramp Layout - Gate This section gives the typical servicing arrangement for pax version (Passenger Bridge). The Stand Safety Line delimits the Aircraft Safety Area (minimum distance of 7.5 m from the aircraft). No vehicle must be parked in this area before complete stop of the aircraft (wheel chocks in position on landing gears).

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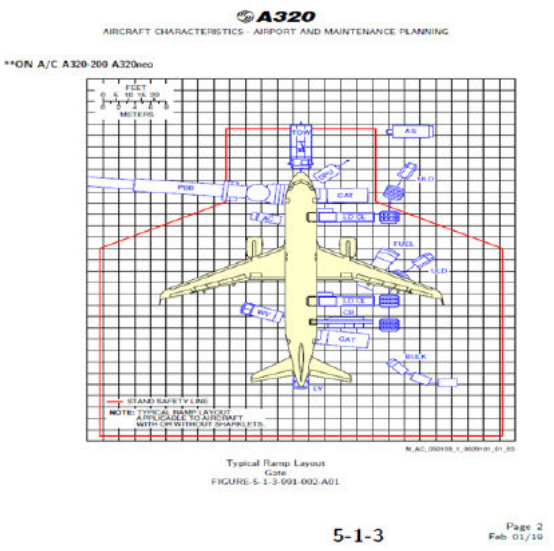


Figure 4-31: Gate For Bulk Loading On

4.4.11.1.3 Ground Service Connections Layout On A/C A320- 200 A320neo

This section provides the ground service connections layout.

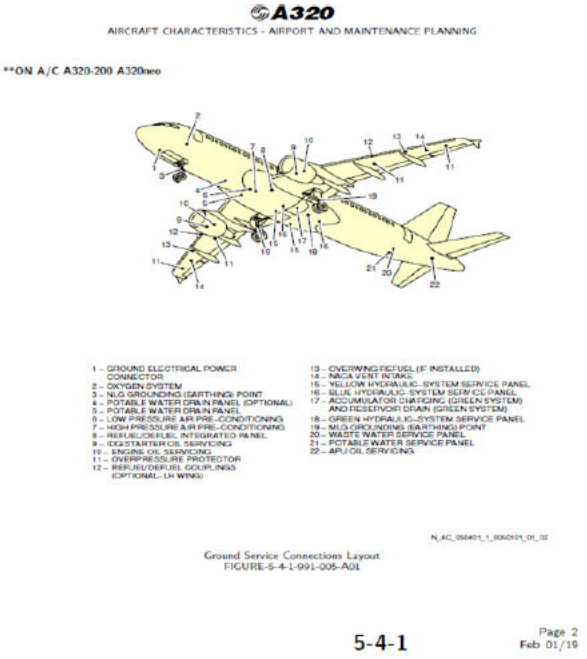


Figure 4-32: Ground Service Connections Layout On

4.4.11.2 Airbus A321 Aircraft Servicing Arrangements

**ON A/C A321-100 A321-200 A321neo

Aircraft Servicing Arrangements

This section provides typical ramp layouts, showing the various GSE items in position during typical turn-round scenarios. These ramp layouts show typical arrangements only. Each operator will have its own specific requirements/regulations for positioning and operation on the ramp.

4.4.11.2.1 Typical Ramp Layout - Open Apron

**ON A/C A321-100 A321-200 A321neo

Typical Ramp Layout - Open Apron

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This section gives the typical servicing arrangement for pax version (Open Apron).

The Stand Safety Line delimits the Aircraft Safety Area (minimum distance of 7.5 m from the aircraft).

No vehicle must be parked in this area before complete stop of the aircraft (wheel chocks in position on landing gears).

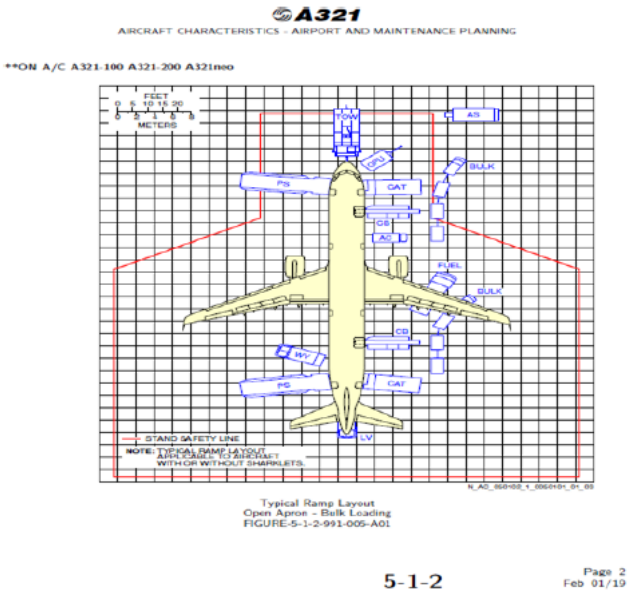


Figure 4-33: A321

4.4.11.2.2 Typical Ramp Layout - Gate

**ON A/C A321-100 A321-200 A321neo

This section gives the typical servicing arrangement for pax version (Passenger Bridge).

The Stand Safety Line delimits the Aircraft Safety Area (minimum distance of 7.5 m from the aircraft).

No vehicle must be parked in this area before complete stop of the aircraft (wheel chocks in position on landing gears).

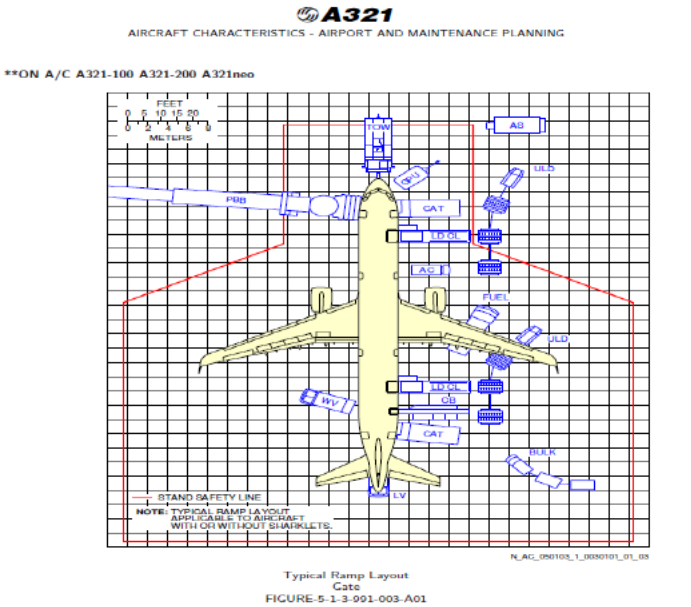


Figure 4-34: A321

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4.4.11.2.3 Ground Service Connections Layout

**ON A/C A321-100 A321-200 A321neo

This section provides the ground service connections layout.

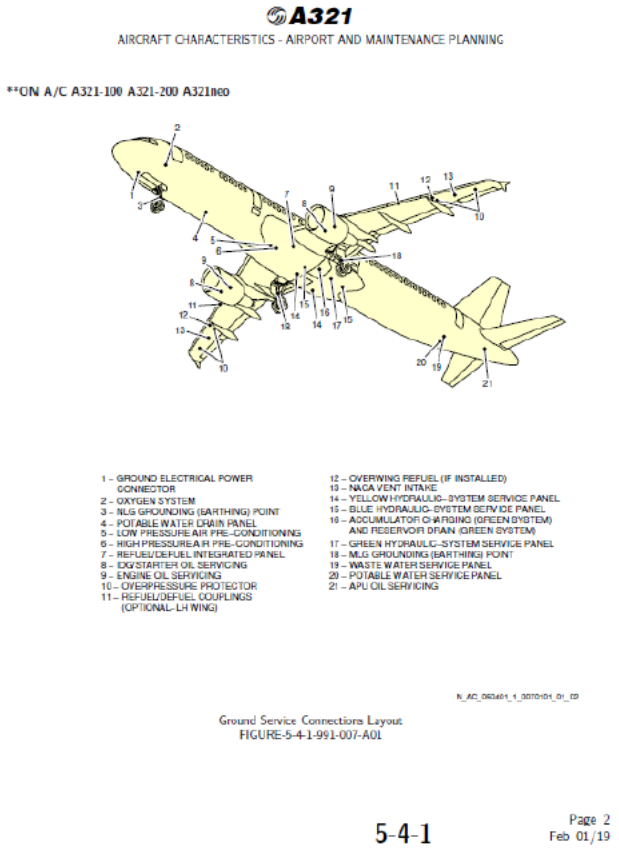


Figure 4-35: A321

4.4.12 Boeıng 737 Specifications

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4.4.12.1 Ground Support Equipment

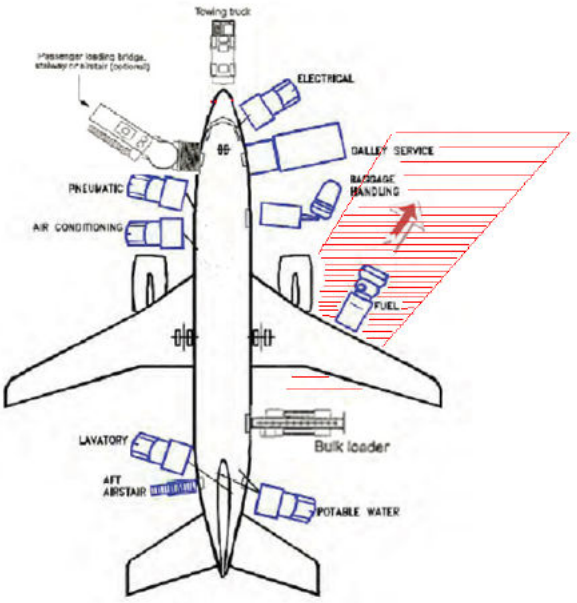
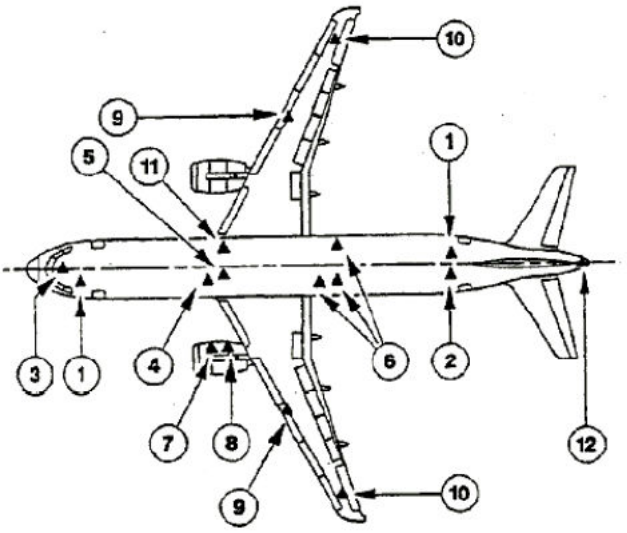


Figure 4-36: Ground Support Equipment

4.4.12.2 Ground Services Connection And Panels



1. Toilet servicing
2. IDG oil filling
3. Water filling and draining
4. Engine oil filling
5. Ground electrical power receptacle
6. Re-fuel /De-Fuel
7. LP air
8. Gravity filling panels
9. Hp air
10. Re-Fuel /De-Fuel panel
11. Hydraulic
12. APU oil filling

Figure 4-37: Ground Services Connection And Panels

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4.5 POTABLE WATER SERVICES

OM PART A 8.2.2.16.1

Water service must not be performed by staff that has already performed toilet servicing during the same shift. Only uplift water if authorized by the Cabin Crew. Replenish the aircraft tank - any deviation must be reported to the supervisor or authorized technician or PIC immediately.

Potable water quality shall comply with the IATA AHM 440, IATA-IDQP Standards or local standards if these are more stringent.

It is the responsibility of suppliers to ensure that all potable water loaded onto aircraft is compliant with the IATA-IDQP Standards (which includes World Health Organization WHO standards). Handling procedures must be developed to eliminate the risk of contamination of potable water as identified in the IATA-IDQP Standards.

The aircraft drinking water supply and transfer chain consists of four major components:

(a) The source of water coming into the airport

(b) The airport water system, which includes the on-site distribution system. It may also include treatment facilities if the airport produces its own potable system.

(c) The transfer point (sometimes referred to as the watering point), including the water transfer and delivery system. It is typically a temporary interconnection between the hard-plumbed distribution system of the airport (e.g. at a hydrant), and the aircraft water system, by means of potable water vehicles and carts, refillable containers or hoses. This water transfer process provides multiple opportunities for the introduction of contaminants into the drinking water.

(d) The aircraft water system, which includes the water service panel, the filler neck of the aircraft finished water storage tank and all finished water storage tanks, including refillable containers/urns, piping, treatment equipment and plumbing fixtures within the aircraft that supply water to passengers or crew.

Audit Procedure

- At a large installation/airfield the amount of equipment will render it impossible to carry out a complete check on every item at each inspection. One or perhaps two storage tanks (if any) or water tower, filter or vehicles should be picked at random, but in the event of not being satisfied, deeper probing will be required and remedial action agreed.
- Dependent on the frequency of inspection, different takns or vehicles can be chosen on each occasion, which should enable a very large cross section of the equipment to be checked
- Network Auditing Team ensure that the water supplied corresponds to the specification of the product ordered and the Analysis Certificate or the last Full Specification test.

  The drained water shall not be recovered in the water servicing tank but shall be drained in a dump tank identified “Non Drinking water” and should not be used again for human consumption.

  Establish if the service of water draining, cleaning and disinfecting of the a/c tank is offered by the company

4.5.1 Filling Aircraft Water Tanks

- Fill the aircraft water system only after the electrical power supply has been restored.
- Fill the aircraft water system as close to the departure time of the aircraft as possible.
- Before connecting the aircraft filling hose to the aircraft, flush the hose.

> **NOTE**
>
> The hose needs to be flushed in a basket or waste container before connecting the hose to the aircraft filling port. (Not required on consecutive servicing).

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- When the filling hoses are not in use, the nozzles or connectors must be protected from contamination either by the use of appropriate covers or by immersing them in receptacles containing chlorinated water. Potable water systems are susceptible to contamination by bacteria and other microorganisms. All water for drinking and other personal use made available to crew and passengers must be free from chemical substances and microorganisms which might cause illnesses in any form.

  It is therefore essential that potable water is chlorinated and that handling companies adhere to sanitary requirements.
- Do not place hose ends on the ground
- Aircraft filling port shall be cleaned/wiped dry with antiseptic wipes before the hose is connected to the aircraft adaptor.

  NOTE

  Cleaning may be carried out either by wiping with a towelette or equivalent soaked with a disinfecting solution or wiping with a disinfectant pre-soaked “towelettes”. The spray-and-wipe procedure is accepted if sprayed directly on the towelette. However they should not spray directly into the aircraft coupling
- When not in use, hose-ends shall be:

  Kept capped or;

  Attached to a dummy connector or;

  Kept in a container filled with disinfectant solution or;

  Treated with disinfectant before use.

4.5.2 Water Supply And Servicing Quality Standards

- Regardless of its origin, water destined for AIRCRAFT water systems must be potable. If water is required to be treated, only products approved by the local health authority may be used for the treatment of the water. If chlorine is used, content at the point of filling into the AIRCRAFT must be in the range of 0.3-0.-0.8 mg/l and results must be made available to Pegasus Airlines upon request.
- If treated, the potable water service unit may only be used for AIRCRAFT servicing after a minimum of 30 minutes, in order to allow the chlorination agent time to react. The water shall be circulated within the service unit during this time to ensure thorough mixing with the chlorination agent.
- The filling hose connector must be of a different size as recommended by ISO 450. AIRCRAFT Connection for Water of Drinkable Quality.
- Water samples for bacteriological examination must be collected from:
- Airport water supply systems (by the local health authorities).
- All potable servicing vehicles systems by the potable water suppliers (by service providers).
- Aircraft water systems (by Pegasus Airlines-Maintenance).
- The above Microbiological results checked by the local health authority or by the supplier, must be made available to Pegasus Airlines upon request.

Network Auditor Team publish the service providers’ analysis control report for domestic station in monthly basis.

Water Supply:

The water transfer points between the airport source and the aircraft onboard storage and distribution system present significant opportunities for contamination. Common equipment used to transfer water includes (but is not limited to) piping, hoses, potable water cabinets, bowsers, tanks, filling stations, refillable urns and jugs, and hydrants (including taps and faucets). Record the drinking water origin.

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Equipment shall be constructed of appropriate materials (e.g. corrosion-resistant materials) certified for this application, properly designed, operated, labeled, maintained and used for no other purpose that might adversely affect the quality of the water.

No lead, cadmium alloys, cadmium plating or galvanized steel shall be in contact with water, nor should zinc material coatings or non-food quality plastic material be used.

All transportation vehicles/vessels used shall be segregated for the transport of drinking water or a/c drain water only.

Analysis:

Regular monitoring of each parameter is necessary to ensure that safe water quality is maintained, as each step in the water transfer chain priveds an opportunity for contamination.

Regular analysis shall be done every 3 months for microbial parameters and for physico-chemical parameters.

The sampling and analysis frequencies may be increased if the need arises.

The water analysis certificate with the parameter values and parameter limits shall be displayed or available.

Should an analysis fail, water servicing must be interrupted immediately and corrective action done accordingly. Water servicing shall be resumed after subsequent analysis has shown acceptable results for the involved parameters.

Records shall be maintained at least for three years.

Report name of company/laboratory/authority.

NOTE

See also WHO–Guide to Hygiene and sanitation in Aviation–Section 2.2.2 Crosscheck that is still valid.

Quality Control:

Pegasus Airlines is active member of IDQP. Quality and safety is managed in this scope. Quality control shall be done by an approved certified employees by authority, IATA - Drinking-Water Quality Pool (IDQP).

4.5.3 General Hygiene Precautions, Sanitary Regulations

(1) To perform water servicing personnel must:

- Be properly trained, (not just on how to service aircraft but how to service them hygienically and safely).
- Wear clean clothing.
- Thoroughly wash their 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. Not fill the potable water service unit from the same water source as the toilet service unit. There needs to be complete segregation of everything, including the staff. A person can do both water and toilet servicing but not on the same shift. They must wash and shower in between the two jobs and must wear different uniforms for each task.

(2) Potable water service units and toilet service units must not be parked in the same area. The main fill point connectors shall be at least one meter above the ground level and at more than 30 m from waste storage or treatment, water toilet servicing and trucks. If the drinking water fill point is too close to the toilet waste site there is a high risk of the water becoming contaminated with faecal contamination. Toilet trucks and Water carts shall never be at less 30 m each other in distance in

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any way. On immediate turnaround sequence, toilet servicing shall be done always after water servicing.

Toilet dump site and water dump site shall be located in separate areas.

(3) Personnel engaged in toilet servicing are not allowed to perform water service at the same time.

(4) Before the fill hose is connected to an AIRCRAFT, a few liters of water shall be pumped to waste, to ensure thorough flushing of hose and nozzle. When the hoses are not in use, all nozzles or connectors must be protected from contamination either by covers or by immersing them in receptacles containing chlorinated water.

(5) The contents of the potable water service unit must be drained not later than twenty-four (24) hours after filling.

(6) The cleaning and disinfecting of servicing vehicles must be performed weekly. The interior of the water tank should be scoured once a month to remove any deposits.

(7) The drinking water fill point should be labeled "Drinking Water Only" to remind staff not to use it to fill the toilet servicing trucks. Filling points (loading points) of potable water bowsers shall be clearly identified and can be referenced on a map at the handling company operation room. Check that panel it is marked as “Drinking Water Only”. Potable water bowsers must not be filled up from unknown taps or from the one used for toilet service carts. Fixed filling points of potable water in terminal building shall be clearly identified and can be referenced on a map at the handling company operation room. Panel shall be marked “Drinking Water Only”. Aircraft fresh water system must not be filled up from unknown taps or from the one used for toilet service carts. Fixed filling points of potable water shall be equipped with pressure regulator and adequate pressure gage. Also rinsing (purge) capability of filling hose should be available.

(8) Fill points, hose cabinets and their surroundings shall be checked daily for general cleanliness.

(9) Fill points and hoses shall be disinfected at least once a week. Refer to AHM 440 for details.

(10) The fill hose must be stored in a secure and clean place free from contamination, pests and unauthorized access. Fill hoses should be capped, off the ground, in a lockable cupboard after use/ when not in use.

(11) Hose and connectors must be protected from ingress of dirt to prevent contamination of the water in the hoses. Handling agents need to ensure that pests and dirt cannot get into the hose when it’s not in use. The most common way of doing this is by having a screw cap on the end of the hose. If, however, a screw cap is not available, the same can be achieved by putting the end of the hose into a bucket of sanitizer solution when not in use. If this method is used, than the sanitizers must be changed daily. Alternative the end of the hose may be hang up in a housing (cabinet) with a lockable door (flap) without a screw cap.

(12) The area around the fill point needs to be clean, if not contamination of equipment and hoses can accidently occur.

(13) Enough chlorine must be in the water to make it safe to drink.

(14) Hose should be generally in good condition. If the bowsers' fill hoses are not in good condition, dirt can get into the water and bacteria could grow on temporary seals such as tape. If the hoses are damaged they need to be replaced.

(15) Disinfection and cleaning is necessary to guarantee hygienically condition of the water vehicle.

The bowser should be drained and disinfected at least once a week. All records must be up to date and the data displayed must match to the data displayed on the corresponding vehicle. Date and time of disinfection of each vehicle must be recorded and be readily available for viewing by Pegasus Airlines.

(16) The contents of the potable water servicing unit must be drained not later than twenty-four (24) hours after filling.

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(17) Contaminations must be removed from equipment prior to further use.

4.5.4 Water Servicing During Freezing Conditions

The following actions must be followed to prevent freezing of the water in the aircraft water tanks and lines during freezing conditions:

(1) Drain the aircraft water tanks confirmation with the PIC and according to local procedure. Disposal of water in accordance with airport operator requirements.

(2) Ensure the fill line is fully drained before closing the cap to prevent freezing of fluid inside.

CAUTION

Keep aircraft cargo doors closed to prevent water lines from freezing when the cargo compartments are not being loaded or offloaded. Do not attempt to remove the frozen substance in the fill lines or connections or on the service panels. Contact with the PIC and authorized Technical (maintenance) personnel immediately.

4.5.5 Potable Water Uplift

Of all modes of transport, energy consumption per unit of weight is highest in air transport. Considerable savings in the fuel bill can be achieved by reducing inert weight carried on board AIRCRAFT. Excessive amounts of potable water fall into this category. Pegasus Airlines is therefore encouraged to monitor water consumption on the flights.

Handling Agent should ask to Cabin Crew the quantity of the potable water before uplifted the Pegasus aircrafts to optimized fuel safety and operational efficiency. Standard limits of potable water:

- ½ tank of potable water must be full on domestic flights
- ½ tank of potable water must be full on domestic flights till 2 hours or less¾ tank of potable water must be full on international flights longer than 2 hours.

These fullness rates rate must be provided. That’s why the instruction of Cabin Crew shall be provided.

Potable water shall not be given unless taking the request and confirmation from the Senior Cabin Crew-SCC. Please stick the quantity of the water required by SCC, not serve over than this.

This will enable Pegasus Airlines to adjust the volume of water carried according to route, flight time, uplift possibilities and, if desired, number of passengers.

Table 4-5: ***Potable Water Uplift***

BOEING	AIRBUS
1/4 fullness rate = 40 liter	%25 fullness rate = 50 liter
1/2 fullness rate = 80 liter	%50 fullness rate = 100 liter
3/4 fullness rate = 120 liter	%75 fullness rate = 150 liter
Full = 160 liter	% 100 = 200 liter

4.5.6 Reference

WHO publications contain recommendations regarding AIRCRAFT water supply: WHO International Standards for Drinking Water; Guide for Hygiene and Sanitation in Aviation, IATA AHM 440.

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4.6 TOILET SERVICING

(According to AHM 441 AIRCRAFT TOILET SERVICING, OM PART A 8.2.2.16.1)

Toilet servicing is the process, by which toilet waste is removed from an AIRCRAFT at the end of the flight, in a sanitary manner, is flushed, and then re-charged with a toilet fluid. The AIRCRAFT system is function tested and declared serviceable.

Failure to correctly service AIRCRAFT toilets on the ground may result in the toilets becoming unserviceable during a flight. Hygiene instructions must be strictly followed concerning the supply for these services.

The complete procedure for servicing the aircraft toilet waste tank consists of the following 3 steps:

(a) Draining of the waste tank(s)

(b) Flushing of the waste tank(s)

(c) Adding an amount of pre-charge and/or a concentrated deodorant precharge product–as applicable

General toilet service could include the following:

(a) Providing of toilet service unit

(b) Positioning and removing of toilet service unit

(c) Emptying, cleaning and flushing of toilets and replenishing of fluids

(d) Cleaning of excess fluids from the aircraft exterior

Hygiene Precautions:

(a) Wear heavy rubber gloves, full face protection and protective clothing against harmful wastes when performing toilet servicing where there is a risk of sewage being splashed or sprayed onto the face e.g. emptying AIRCRAFT toilets, working with contaminated AIRCRAFT toilet parts or cleaning up body substance spills.

(b) Do not park the toilet service unit in the same area as the water service unit nor at the water filling point. Illnesses can result from contamination and pose a risk from contact with raw sewage. The risk of infection is almost eliminated provided effective hygiene practices are observed e.g. wearing gloves when cleaning (particularly cleaning toilets), and washing hands with soap and water afterwards.

For hygiene reasons, if operators conduct both toilet and water servicing functions, operators must service potable water before servicing AIRCRAFT toilets. After servicing AIRCRAFT toilets, protective clothing/equipment must be removed and then hands washed with soap and water. If a significant splash has happened during toilet servicing, the operators should take a shower and change clothing before servicing water on Pegasus AIRCRAFT.

The water service unit must never be parked in the vicinity of the toilet service unit.

CAUTION

Once an agent has performed toilet servicing on an aircraft, the same agent CANNOT perform water servicing during the same task.

CAUTION

Toilet fluids are corrosive. Toilet fluids are also corrosive to AIRCRAFT structures. Leakage caused by improper flushing can produce a depressurization or 'blue icing" at the toilet service panel.Prior to servicing, inspect the toilet servicing panel on the aircraft for signs of leakage. If any horizontal blue streaks are observed, the blue streak must be cleaned prior to servicing. After cleaning, look again for signs of leakage. Blue ice build-up in higher altitudes may

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influence airworthiness. In case of a possible leak, immediately inform the PIC and/or authorized technical staff from maintenance.

4.6.1 Toilet Servicing Procedure

General:

(1) Prior to opening a toilet service panel, check for stains around the panel.

(2) While opening the service panel, stay clear and watch for signs of leakage.

(3) Stay clear of the drain fitting cap while opening, and watch for signs of leakage.

(4) Make sure the drain hose Y-fitting coupling is connected correctly, before a drain valve handle is pulled

(5) Connect toilet-servicing unit to external coupling.

(6) Open the toilet drain valve and discharge the toilet contents into the service unit.

(7) Pump a minimum of six gallons of clean water through the toilet with the drain valve open.

(8) Close the drain valve.

(9) Pump a minimum quantity of two gallons of clean water into the toilet and then open the drain valve to fully empty the toilet.

(10) Close the drain valve and charge the toilet with 3 gallons of clean water and three (3) 15gr sachets of Racasan per toilet.

(11) After servicing ensure that there are no leaks at the drain fitting cap and the end of the drain hose Y-fitting coupling.

(12) Close the nozzle tightly in order to prevent the accumulation of ice during flight and wipe off residual water and disinfectant.

(13) Check for possible leakage.

(14) After servicing close and latch the fitting caps and service panel door.

(15) Check for visible signs of leakage from the gate valve down the drainpipe before fitting the drain cap.

(16) The seal on the 4” Roylyn cap and the seal on the 1” toilet replenishing coupling blanking cap should be carefully checked for serviceability and security after toilet servicing.

If at any time, seepage is detected from the caps or the access panel it should be brought to the attention of the PIC and/or authorized technical personnel. Such seepage may also be detected by the presence of a blue or green streak on the fuselage near the access panel.

The Aircraft waste tanks must be serviced after each flight. The handling agent shall make arrangements for the provision of lavatory services, the positioning and removal of the toilet truck, flushing of toilets, emptying tanks, recharging tanks with fluid containing a dye-deodorant-disinfectant chemical solution.

A service truck is required, that will hold waste, provide flushing and recharging solution, illuminate the work area and capable of operating in all weather. All components, lines, fittings in non-heated areas must have provisions to prevent freezing whenever the Aircraft is powered and the relevant circuit breakers closed.

NOTE

Inform aircraft authorized maintenance or PIC, if:

- Fluid leakage is observed.
- The drain valve will not open or the waste tank cannot be drained.

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- Report any spillage of waste to the supervisor.

4.6.2 Draining

- Drain the aircraft waste system into the waste tank of a Toilet Service Unit.
- Observe the waste drain hose during draining to confirm that the waste tank is completely emptied. The hose will also vibrate for a few seconds as the contents of the waste tank pass into the waste tank of a Toilet Service Unit.

NOTE

Drain the waste tanks one at a time for optimal results.

4.6.3 Servicing During Freezing Conditions

Take the following measures to prevent freezing of the fluid in the aircraft toilet tanks and lines during freezing conditions under the confirmation/control of authorized technical - maintenance staff.

- Drain the waste tanks if the aircraft is parked in the open for several hours without electrical power supply and the temperature is, or is expected to be, below the freezing point.
- Fill the aircraft toilet system only after electrical power supply has been restored, and as close to flight departure time as possible.
- Ensure the fill line is fully drained before closing the cap to prevent freezing of fluid in the fill line.

CAUTION

Do not attempt to remove the frozen substance in the fill lines or connections or on the service panels. Contact authorized Technical - maintenance staff immediately.

4.6.4 Inoperative Toilet Systems

If defects of the toilet system prevent regular servicing: Ask authorized technical staff and PIC.

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4.7 AIRCRAFT CABIN SERVICING (DRESSING AND CLEANING)

(Ref: ACSP 10 AIR CARRIER CLEANING, STORES AND SUPPLIES)

The handling agent shall arrange for cabin cleaning as contracted and ensure that the instructions are followed.

Four standard types of cabin cleaning which is defined in agreement are:

TYPE OF CLEANING	Route	Minimum cleaning staff	Duration-minimum	Minimum Ground Time	Exceptions & Remarks
Mini Cleaning	(1) From domestic to domestic (in Turkey) points (2) international to domestic if it is authorized by Cabin Crew (instead of Light/ Transi t Cleaning)	1 or 2	5 minutes	≤ 30 minutes. Planning is not required.	'Mini (reduced) cleaning shall be applied for Pegasus flights until Light Cleaning is requested by Cabin Crew. Full transit cleaning shall be requested on VHF before landing at least by crew and shall be provided pending availability.'
Light / Transit Cleaning	if there is at least one international point in enroute of the aircraft	6	10 minutes	See: GOM 4.7.2 A, B, C	Light cleaning may be required on those occasions where flights are operating between domestic - domestic on condition that Guest Control Centre (GCC) planned particularly. If any unplanned (last minute) light cleaning is requested, take all necessary action to operate the flight on time and be in effort to minimize ground time. Delay code 68-D for extra/addition cleaning with SI and 35-B for unplanned cleaning shall be used for the delay caused last minute light cleaning request.*Contact GCC for delay code if necessary.

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Full Cleaning	Night or day stop flights	6	1 hour	≥ 2 hours İt's required that must be planned by previously by GCC.	
Deep Cleaning	According to the plan by Pegasus- Ground Operations/I n Flight Services		4-6 Hours		

The quality standards for the specific types of clean shall be comprised at least the following items:

4.7.1 Mini (Reduced) Cleaning

It will be performed by 1 or 2 personnel within 5 minutes on flights from domestic to domestic (in Turkey) points

Lavatory:

- Remove trash from the lavatory waste bins and replace bin liners.
- Ensure toilets are cleaned using a separate cloth than the used one for other locations
- Wipe surfaces in toilets including seats, wash-basins, bowls, mirrors and surrounds.
- Remove as necessary any contamination caused by air sickness, spilled food or drinks and offensive stains.

Galley:

- Remove trash from the galley and replace bin liners, (cabin waste shall be packed in a plastic bag and handed over to cleaning staff).
- No Passenger Cabin Cleaning.
- No potable water and toilet service (except locations with SLA and SGHA that includes water and toilet services).

Cabin crew has responsibility to order additional services including but not limited potable water service and toilet service. Any additional request should be marked on service form with the confirmation of both parties.

4.7.2 Light/Transit Cleaning

Transit cleaning will be performed on following flights:

(A) if there is at least one international point in en-route of the aircraft (in Turkey)

(B) If the ground time is over than 40 minutes and/or it's required particularly, on flights from domestic to domestic (in Turkey) points on condition that it's planned and requested from the service provider previously

(C) Night stop flights from ECN and from/to ECN on transit ECN-SAW-STN-SAW-ECN flights due to the cleaining service is not available STN & SAW mid-points

Lavatory:

- Remove trash from the lavatory and replace bin liners
- Dispose of litter

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- Ensure lavatory is cleaned using a separate cloth than the used one for other locations
- Wipe surfaces in lavatory including seats, wash-basins, bowls, mirrors and surrounds
- Remove as necessary any contamination caused by air sickness and offensive stains

Galley:

- Remove trash from the galley and replace bin liners, (cabin waste shall be packed in a plastic bag and handed over to cleaning staff)
- Clean and tidy galley fixtures and empty and clean refuse bins and replace bin liners
- Clean galley floors extensively, including vacuuming to remove excess water from galley carpets and floors
- Wipe surfaces in galleys including sinks and work surfaces
- Wipe oven doors and mop up excess spillages

Passenger Cabin:

- Dispose of litter from seat pockets
- Wipe tray tables
- Clean and tidy seats and passenger service units, excluding crossing seat belts
- Clean and sweep floors carpets and surrounds by use of vacuum cleaner
- Remove as necessary any contamination caused by air sickness, spilled food and drink or other offensive stains
- Change menu, if applicable

Handle potable water service requirement according to Pegasus standards mentioned in this Chapter.

Handle toilet and water services.

4.7.3 Full Cleaning (Night Or Day Stop)

Full Cleaning shall be scheduled and noticed to service provider by Pegasus Airlines-Guest Control Centre.

Flight Deck (Cock-pit):

Do not enter the flight deck unless the flight crew or airline authorized technician is present to avoid operating any switches during cleaning.

- Empty waste bins and ashtrays.
- Floors clean and free of any loose debris.
- Dispose litter
- Clean waste from seat pockets
- Wipe the crew tables
- Clean and tidy up crew seats
- Clean floors carpets and surrounds by use of vacuum cleaner
- Mop the floor

Toilets/Lavatory:

- Do not re-use the mops and napkins used for toilet cleaning when cleaning the galley
- All waste removed, bins disinfected if requested.
- Mirrors, basin & fittings clean with no smears.

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- Walls and ceilings clear of any obvious isolated marks.
- All amenities fully stocked with approved sizes/patterns.
- Floors washed and clean with no debris or ingrained dirt remaining.
- Toilet seat lid completely clean.
- Toilet surrounds clean, no fluid marks or stains.
- Check/renew deodorant if fitted.
- Remove trash from the lavatory and replace bin linersEnsure lavatory is cleaned using a separate cloth than the used one for other locations
- Wipe surfaces in lavatory including seats, wash-basins, bowls, mirrors and surrounds
- Remove as necessary any contamination caused by air sickness and offensive stains
- Replenish items including paper towels

Galley:

- All waste cleared, bin liners replenished, bins disinfected if requested.
- Work tops, framework, ovens clean with no food residues remaining.
- Remove any rubbish from sinks and work tops, clean and polish dry.
- Clean all stowage doors, panels and frameworks.
- Clean and vacuum stowage areas • Remove trash from the galley and replace bin liners, (cabin waste shall be packed in a plastic bag and handed over to cleaning staff)
- Clean and tidy galley fixtures and empty and clean refuse bins
- Clean galley floors extensively, including vacuuming to remove excess water from galley carpets and floors
- Wipe surfaces in galleys including sinks and working surfaces
- Clean oven and mop up excess spillages. The food within the oven may be spoiled and harmed due to the oven cleaner chemical may be flammable. The cleaner should be used at least 4 hours before the flight departure. Oven must be vented at least 1 hour after using the cleaner. Cleaning staff must be masked properly
- Through cleaning of all galley surfaces, cupboards, ovens
- Clean (wash or wipe) waste containers

Passenger Cabin:

- Floors vacuumed leaving no loose dirt or debris. Remove marks and chewing gum etc. from the carpets. Spot clean carpet where necessary.
- Clean overhead lockers.
- Wipe video screens removing all marks and smears.
- Wardrobes cleared out and free of debris.
- Passenger door interior panels clean of any finger marks, smears or any obvious isolated marks.
- No debris in magazine racks and no obvious marks on outsides. Magazines neat and tidy.
- Opened blanket packs removed and replaced with fresh ones.
- Armrests re-positioned as required.
- Dispose litter

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- Wipe tray tables
- Clean and tidy seats and passenger service units, including crossing seat belts
- Clean floors carpets and surrounds by using of vacuum cleaner
- Clean waste from seat pockets and overhead stowage racks
- Wipe the overhead stowage racks
- Remove as necessary any contamination caused by air sickness, spilled food and drink or other offensive stains
- Wiping of armrests and seat trays with a damp cloth
- Provide and complete, (all provided by Pegasus Airlines):
  - Head Rest Covers,
  - Menu,
  - Magazines,
  - Airsickness bag

Handle potable water service requirement according to Pegasus standards mentioned in this Chapter.

Handle toilet and water service. Collect and distribute cabin and toilet items provided by Pegasus Airlines. Provide suitable storage space for Pegasus Airlines' cabin and toilet material. Arrange for replenishment of stock

Seats

- Rough out all waste, including waste disposal (sick) bags, seat pockets and ashtrays. Ashtrays to be emptied and brushed out.
- All seat pockets stowed in uniform pattern with Safety On Board cards visible at front.
- Headrest covers clean, uncreased & of correct style.
- Arm rests & ashtray covers clean and unmarked.
- Tables completely clean, including table lips, no cup rings, no finger marks on the table back, liquid runs or food particles.
- All pockets correctly stocked and neatly stowed in uniform pattern, no debris remaining.
- Seat belts straightened and crossed.
- Remove and replace headrest covers, pillow covers and blankets. Ensure all seats are dressed uniformly.
- Dress seats with headsets and blankets as appropriate.

4.7.4 Deep Cleaning

It's managed and performed by Pegasus Airlines - Ground Operation at Istanbul Sabiha Gökçen Airport, (*See PG-AH-EK-002).

4.7.5 Other

- NO CLEANING: No cleaning service.
- DASH REMOVAL: Only trash bags packed by Cabin Crew are handed over to the Cleaning service provider in some stations.
- WASTE PICK-UP to the Cargo Holds: Only trash bags packed by Cabin Crew are loaded to the cargo hold of the return flight by Ramp Service Provider.

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DISINFECTION:

Programmes for preventive disinfection should aim disinfecting all passenger aircrafts arriving from high risk areas. This should take into account the size and ground time (stopover time) of aircraft. In terms of practicalities you may find below a list of recommended practices to ensure efficient disinfection is dispatched. The cleaning crew should:

- Use different cleaning utensils (e.g. the cloths and mops) used in each area, potentially using colour coding, in order to reduce cross-contamination.
- Avoid being detrimental to aircraft components, rub the surfaces with disinfectant for adequate contact time and remove it immediately.
- Disinfect the key areas as noted below, begin at the top and proceed downward progressively working from clean to dirty areas:
- Aisle Ceiling, overhead bins, reading lights, air outlets, sidewall panels, windows, seats (tray tables, armrests, passenger control units, and decorative panels), cabinets/lockers, bulkheads, magazine racks, cabin attendant seats.
- Lavatory The disinfection in lavatory should be progressed from contaminated to clean areas, as follow: toilet bowls, waste bins, basins, lavatory sidewall, ceiling, door assembly (door surfaces, door handles, locking device, and, if installed, ashtrays).
- Galley Ceiling, ovens, water boilers, coffee makers, galley facilities, lockers/drawers, waste bins.

  Programmes for preventive disinfection should aim disinfecting all passenger aircraft arriving from high risk areas. This should take into account the size and ground time (stopover time) of aircraft.

  Disinfection should follow the general principle of thorough disinfection from out ring-to-centre, topdown and encompassing approach.

  ** See details PG-YI-KB-00014

4.7.6 Health & Safety And Standards During The Cleaning

OM PART A 8.2.2.16.2

According to Article 14(3) of the WHO's International Health Regulations, "every airport shall be provided with an effective system for the removal and safe disposal of excrement, refuse, waste water, condemned food, and other such matters dangerous to health".

The Handling Agent will provide a warning to Pegasus Operations when the removal of waste at a particular airport is not assured. Flight and Cabin Crew shall also be advised.

- Wear the required personal protective equipment
- Exercise caution while checking the contents inside the seat covers to prevent cuts and injuries by any sharp items placed there
- Ensure suitable disposal containers are available and used for the removal of soiled articles, waste and sharps
- Disposal of waste must be done in accordance with local airport authority regulations
- Only correct and approved cleaning materials as specified or approved by Pegasus Airlines shall be used. These materials are not only tested for their cleaning ability but also for any effect of contamination or corrosion of the aircraft structure.
- Be familiar with the Material Safety Data Sheets (MSDS) to understand the hazards of the chemicals used in cleaning
- Take care while using passenger boarding bridge, stairs.
- Make sure that cleaning personnel starts cleaning in due time.

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- Ensure the serviceability of the cleaning tools.
- Make sure that cleaning is finished and cleaning personnel has left the aircraft before passengers are boarding.
- Make sure that the start of boarding and the departure is not delayed.
- Make sure to agree with the load controller, Senior Cabin Crew and the service provider upon how to organize the activities in a way to minimize the delay.
- The cabin crew will inform the station representative if the toilet service required.
- When transit passengers or passengers reduced mobility remain on board, cleaning must be performed in such a way that no inconvenience is caused to the passengers.
- When the aircraft uses Jet Bridge, passenger steps approached the aft door. If the aircraft is in the open park position, two steps are used. One door is allocated for passenger, the other one is for the service requirements. It depends on the passengers' seat numbers.
- Cleaning services must be completed and cleaning staff must be left the aircraft before boarding.
- The flight deck may only be cleaned under supervision of Pegasus authorized technical /maintenance personnel.
- Cleaning equipment and materials must be provided before the service.
- The Handling Agent designated shall perform for each flight a visual check to ensure that the cabin has been properly cleaned prior to passenger’s embarkation of the aircraft.
- Bin liners are provided by the service providers.
- The material and protective equipment which is used in lavatory shall be different type and colour (cleaning bucket, mop, scrub brush, wiping cloths, gloves) than the galley due to sanitary reasons.
- Mops and other equipment must be thoroughly cleaned and disinfected before being used on any aircraft.
- Because of the threat of contamination, staff are required to utilise all protective clothing provided, gloves, etc. this is due to the nature of the waste during the lavatory cleaning.
- Cloths used for cleaning toilet areas must not under any circumstances be used in any other areas of the aircraft.
- Only electrical equipment in a serviceable condition may be used on the aircraft. All wires must be covered by the outer cable, with all pins on plugs straight and the correct number present. All plugs should have a safety check label attached which shows the date the appliance has to be checked by.

  Staff must ensure the date on such labels is within limits. When using electrical equipment on aircraft, electrical power shall be provided from exterior power source preferably. Otherwise staff must ensure that the electrical connection is compatible with the aircraft system. When using equipment on aircraft, care must be taken not to leave coiled leads in areas being used by other staff. Pull the flex leads so that any excess is in an area visible to the user. In hazardous areas ensure that other staff working in the area (airline engineers, caterers, etc.) are aware of any trailing leads. All staff must be aware of their environment and exercise caution when moving around the aircraft cabin particularly in areas that electrical appliances are being used.
- Materials must not be mixed under any circumstances. Cleaning agents must only be used as instructed on the label or as directed by Pegasus Airlines. Most cleaning agents are chemical irritants, which could irritate the skin, particularly after prolonged usage. Disposable protective gloves are provided and should always be worn. Staff should wash their hands thoroughly after using such materials.
- When cleaning aircraft ovens with cleaning agents use caution in confined spaces. Always rinse ovens out after cleaning as these can give off toxic fumes that can be overpowering when the ovens are switched on.

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- Extreme caution must be exercised when feeling down the sides of seats and/or seat pockets.

  Sharp and dangerous items, such as hypodermic needles, razor blades, broken glass, etc. in the most unlikely places here. There is always the chance of infection from being cut or stuck by a needle. If you are cut, wash hands immediately, squeeze to encourage bleeding, wash again and seek medical help without delay. To minimise the risk, you should visually check the inside of the seat pocket before placing hands inside to empty. Contents should be removed from the top working downwards. Check again visually before removing contents from the bottom of the pocket. When sharp items are found, they must be treated with extreme caution and should be placed in the proper container with care and disposed of in the approved manner for toxic waste if necessary. Ground.Doc must be informed by email with photo (if possible). Pegasus Airlines Aviation Security Management shall be informed by Ground.Doc to take action necessary. Staff must not carry any sharp item or any other dangerous goods around the cabin, as this could cause injury to themselves or others. The dangerous items must not be left unattended as another staff member could inadvertently be injured, or it could be found by another passenger.
- Handle the trash bags carefully to not its leaking. Wet trash bags must not be taken down aircraft steps if leaking. Rubbish must not be deposited at the tops of aircraft steps or left on the apron at any time. Trash bags must not be overfilled and should be removed from the aircraft and placed in the vehicle or trailer. Loose Foreign Object Debris (FOD) can have serious implications on aircraft safety and penalties for infringement of the airport by-laws are severe. Similarly any loose material, such as newspapers, headrests, etc. must not be left outside the aircraft unless securely contained in a bag or sack and the weight is sufficient to prevent being blown away by gusts of wind. When lifting bags from receptacles staff should ensure that correct lifting techniques are used.
- Staff should exercise caution when cleaning ovens and associated areas ensuring that all surfaces are cool before cleaning. Only specified products can be used when cleaning ovens as these have been checked for effectiveness, damage to aircraft surfaces and safety of the user. Care should also be taken to ensure that any receptacles left in aircraft ovens are also cool enough to be handled.

  If in doubt staff should wear protective gloves when handling potentially hot items.
- Inform the authorized technical/maintenance personnel of any defects found in cabin area, inc. soiled seat covers, seat belt malfunctions.
- Take all required precautions during the service.
- Found property is delivered to Cabin Crew and /or Ground personnel. If in doubt touch nothing and inform the authorized personnel and units.
- Don't use too much water due to it can harm the aircraft structure.
- Passenger/service doors shall only be opened or closed by trained and permitted staff. Do not operate these doors unless trained and authorised to do so.
- If the door is open during the aircraft interior cleaning, the aircraft door should be closed or that the safety strap shall be secured across the doorway. In the event that staffs have to move something in the area that requires exertion, care must be taken that if staff were to overbalance they cannot fall through an open doorway. In these circumstances, staff should request the authorised personnel to close the door, whilst moving items immediately adjacent to the doorway.
- Ground Support equipment parking, approaching and manoeuvring standards shall be adhered during the cleaning.
- Instructions of cleaner manufacturer shall be adhered.
- If you contaminated with the cleaner wash where it's contaminated and seek medical help without delay.
- If the aircraft is not in the preparation of flight, authorized personnel shall close the doors and secured the aircraft after completing the cleaning service. All ground support equipment shall leave from the aircraft parking position.

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- Warm and clean water must be used during the cleaning and must be renew frequently.
- Fibreless and damp cloth shall be used.
- Powder detergent shall not be used at any time.
- Effective conditioning shall be maintained during the process due to protecting from harm of the chemicals.
- Plugs, sockets and power point shall be protected before the process if they may be affected.
- Ensure the cleaner chemical is not dried where it's used. Dry not leaving any smears.
- Ensure the cleaner chemical is not contacted to electrical component and area which is difficult to dry.
- Ensure spongy areas are cleaned by hoover, not being scuffed. Take action necessary any cleaner chemical enter inside of the spongy area.
- Clean the debris in drain valves of passenger and service doors by hoover.
- Not brush the placards on the closet covers.
- Do not damage any technical component during the vacuuming under the seats.
- Keep the water or any fluid away from the electrical components.
- Open the passenger tray tables carefully in a way they don't fall suddenly.
- Do your best to touch nothing. If you touch or move anything, inform the authorized technical personnel as soon as possible.

CAUTION

Many cleaning fluids are flammable and should be mixed away from AIRCRAFT and brought on board in diluted condition only. Often commercial solvents are toxic to humans and harmful or corrosive to metal and other AIRCRAFT material. Apply approved products only and strictly follow prescriptions for use. Solvents can attack plastics. Take special care not to contaminate Windows or other transparent/translucent plastic surfaces.

Lost or Found/Damage/Any Suspicious Items

- Do not check/open any items found as the nature of the contents inside is unknown and has the potential of being harmful/dangerous.
- Any lost property found must be handed in, (use Cabin Found Property Form, PG-TH-FR-058).
- Any seat or cabin interior/area found damaged must be reported as appropriate.
- Any suspicious item found must be immediately reported.

Garbage Disposal

- All aircraft garbage must be transported to the designated disposal area.
- Do not obstruct jetties or steps with garbage bags.
- Do no throw garbage bags onto the ramp from the aircraft or from steps.

Cleaning Equipment

All equipment and materials used to clean aircraft shall be in accordance with Pegasus standards, which is defined in PG-AH-EK-002.

- Vacuum Cleaners: Aircraft-powered or battery-powered vacuum cleaners can be used for carpets, air vents, seat arm storage, seat rails, behind-the-seat storage, etc. Manual (non-electric) carpet sweepers are not an adequate substitute, but may be necessary when time is limited or a large number of passengers remain on board.

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CAUTION

Do not unplug a vacuum cleaner by pulling the cord. Pull from the plug.

- **Hand Brushes:** For use on areas inaccessible to vacuum cleaners.
- **Chewing Gum Remover:** To remove chewing gum.
- **Mops and Brooms:** For cleaning floors and other hard surfaces. Must be clearly identified or colorcoded for toilet cleaning and general cleaning to avoid cross-contamination (e.g., red/blue for lavatories, yellow for galleys, green for cabin). They shall be separated at all times, including during cleaning activities.
- **Towel/Cloths:** There are different types according to airline requirements for general purpose cleaning and polishing. Must be clearly identified or color-coded for toilet cleaning and general cleaning (top-down approach). They shall be separated at all times, including during cleaning activities.
- **Absorbent Wipes:** For mopping up spillages.
- **Hand Sprayers:** For dispensing detergent and disinfectants.
- **Druggets:** For floor protection.
- **Soft Rolls/Wipes:** For wiping off spillages.
- **Buckets:** Buckets need to be checked to ensure the cleaning liquid is being replaced regularly.

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4.8 SAFETY DURING FUELING AND DEFUELING

(GRH 4.1.2) (GRH 4.1.1)

(According to IATA AHM 462, Regulation (EU) No 965/2012, CAT.OP.MPA.195 Refuelling/defuelling with passengers embarking, on board or disembarking; ICAO Airport Services Manual, Document 9137 (ASM), Part 1.)

CAUTION

For our Airbus aircrafs refueling from left wing causes problems and insecurity 'during boarding' for safety reasons. For this reason, refueling from left wing is forbidden for Airbus Family aircrafts other than technical problems and unless otherwise instructed by PIC.

It shall be ensured that the fuel samples are free from water and other contaminants. Fuel is to be checked by approved water detecting device to ensure that it is free from water.

PEGASUS Airlines Quality System ensures through audits that all process related with fueling and fuel services (including but not limited to fuel safety and quality procedures, fuel facilities, personnel qualifications and performance levels) are provided in accordance industrial and/or local rules and regulations.

Actual fuel figures for trip and planned take-off (TOF) will be determined by the commanding pilot and given to the concerned handling personnel. The station shall be informed if: There is a relevant deviation in the actual TOF quantity than from the requested amount. The fuel distribution on board does not correspond with the recommended fuel loading procedure.

4.8.1 Fueling Safety Zone

(GRH 4.1.4) (GRH 4.1.2)

Ref: IATA AHM 462, 9.2 & 9.3

A person is responsible for supervising fueling operations and maintaining two-way communication with the flight crew or other qualified personnel on board the aircraft (via the aircraft interphone communication system or other suitable means). Such person ensures an appropriate notification to qualified personnel on board the aircraft when fueling is about to begin, has been completed and when a hazardous condition or situation has been determined to exist. Such person also is responsible for communication with other appropriate personnel engaged in aircraft ground handling activities to ensure safe ramp conditions are maintained during fueling operations with passengers on board.

The Fueling Safety Zone (FSZ) is defined as an area of at least 3 meters/10 feet in any direction from the centre-point of all fuel vent exits, refueling plugs, aircraft refueling ports, fuel hydrants, fuel hoses and fueling vehicles. This distance may be increased as required by local airport or civil aviation regulations: Area with radius of at least 3 m (10ft) or as specified by local regulations, from filling and venting points on the aircraft, fuelling vehicle and within the hydrant pits. Recommend Cones around all fuel equipment and vents.

Equipment performing aircraft servicing functions shall not be positioned within a 3 m (10 ft) radius of aircraft fuel system vent openings.

Due to the fire hazard associated with fuel vapours personnel shall not use items and processes such as; matches, open flames, welding, use of photographic flashbulbs, electronic cigarettes etc. while fuelling is taking place on the aircraft stand.

Portable electronic devices, such as Mobile (Cell) Telephones, Portable Radios and Pagers, should not be used within the FSZ.

Within the Fueling Safety Zone (FSZ), all personnel shall ensure that they:

(a) Do NOT smoke.

(b) Do not use any handheld portable electronic devices including cellphones, portable music player, portable game units or earpiece or headset.

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(c) Radios, radio telephones, pagers, torches, lamps and lighting systems which are approved and authorized by Pegasus Technic may be used Battery chargers must not be operated.

(d) Enter the FSZ only when required by your present job task responsibility.

(e) Assume that fueling is taking place anytime a fuel vehicle is on the stand during aircraft servicing and fuel hoses connected.

(f) Do not leave vehicle engines running unnecessarily.

(g) Position all GSE and vehicles so they do not obstruct the fueling vehicles' escape route, this is not a mandatory requirement for hydrant type fuelling vehicles but every effort should be made to ensure a clear exit pathway.

(h) Do not allow any passengers to enter the FSZ.

(i) Avoid the use of motorized GSE within the FSZ.

(j) Do not park any equipment in the FSZ.

(k) Ensure fuel hoses are protected and all ground equipment is kept a minimum of 1 metre (3 ft) away from any fuel hose on the stand that is connected between a fuel truck and an aircraft.

The connection or disconnection of any aircraft electrical equipment, including GPUs, batteries and battery chargers, is not permitted.

Only tail mounted APU may be started during refuelling if the start is an initial start or a restart after normal shutdown.If the APU exhaust discharges cross the upper surface of the aircraft wing, overwing fuelling must not be carried out while the APU is running. If the APU exhaust discharges to the side or rear of the aircraft, fuelling vehicles should be positioned to avoid any risk of coming in the path of the exhaust stream i.e. the APU exhaust must discharge outside the fuelling zone.

Do not attempt to start the APU during fuelling if the APU had an automatic shutdown or a failed start attempt. Make sure the fuelling operation is complete and the hose disconnected before another APU start is attempted.

The APU may be shutdown (manual or automatic) during the refuelling operation.

The engines of unattended GSE should be switched off.

GSE MUST NOT be parked under the aircraft wingtip fuel vents.

Equipment must be positioned so that the fuelling vehicle has a clear exit route and can be moved away from the aircraft in a forward direction.

A distance of 1 m (3 ft) shall be maintained, wherever possible, between ground support equipment and any fuelling equipment, i.e. vehicles, hoses, hydrant pits.

Ground Power Units (GPUs) must not be operated unless they are positioned 3 m (10 ft) from the aircraft fuelling vents and venting points.

The GPU shall be started and electrical connections made before fuelling begins. The unit shall not be disconnected or switches operated during fuelling.

In the event of fuel spillage, if safe to do so, the GPU shall be stopped immediately and must remain stationary until the spill is removed and there is no danger from flammable vapour.

Equipment with metal wheels or metal studded tyres capable of producing sparks shall not be moved in the safety zones.

Only authorised persons and vehicles are permitted in the fuelling zone.

Fuelling operations with Air Conditioning Units in operation may be carried out subject to the same conditions as those applicable to general aircraft servicing, with the exception that, in the event of fuel spillage, the engine of the unit shall be stopped. This is to prevent the possibility of flammable vapors being passed into the aircraft passenger compartment.

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4.8.2 Fuel Spillage

(GRH 4.1.3) (GRH 4.1.7)

IATA AHM 462 Item 9.6

In the event of a fire occurring either on or in the vicinity of the aircraft, STOP the fuelling operation and call the emergency services, rescue and fire fighting service. Fire extinguishing equipment suitable for at least initial intervention in the event of a fuel fire shall be readily available, and personnel have been trained in the use of such equipment.

Take the following safety measures whenever a fuel spill occurs:

(1) Activate the emergency shut-off valve where installed.

(2) STOP the fuelling operation, advise the PIC or appropriate Authority and the Emergency Services.

(3) Alert the person in charge of fueling and/or the Pilot in Command of the spillage.

(4) Contact the local fire fighting service if not already done. If safe to do so, mobilise fire fighting equipment as standby protection until the arrival of the airport emergency services.

(5) Verify with authorities/supervisor whether to stop all activity around the aircraft.

(6) As far as possible, restrict all activities inside and outside the spill area to reduce the risk of ignition.

(7) Fuelling vehicle shall be equipped with spill kits and marked accordingly.

(8) Emergency Alert directed by the PIC or appropriate Authority evacuate all persons from the immediate area.

(9) Control the movement of unauthorized personnel and equipment into the area.

(10) As far as possible, restrict all activities inside and outside the spill area to prevent access and to reduce the risk of ignition.

(11) All electrical equipment in use during the fuelling operation must be switched off immediately.

(12) DO NOT start the APU until the spilled fuel is removed and there is no further risk of spilled fuel or vapours.

(13) Normal operations shall 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.

(14) If fuel is spilled on any item, then such items are NOT TO BE LOADED into the aircraft.

(15) In the event of a fire occurring either on or in the vicinity of the aircraft STOP the fuelling operation and call the emergency services.

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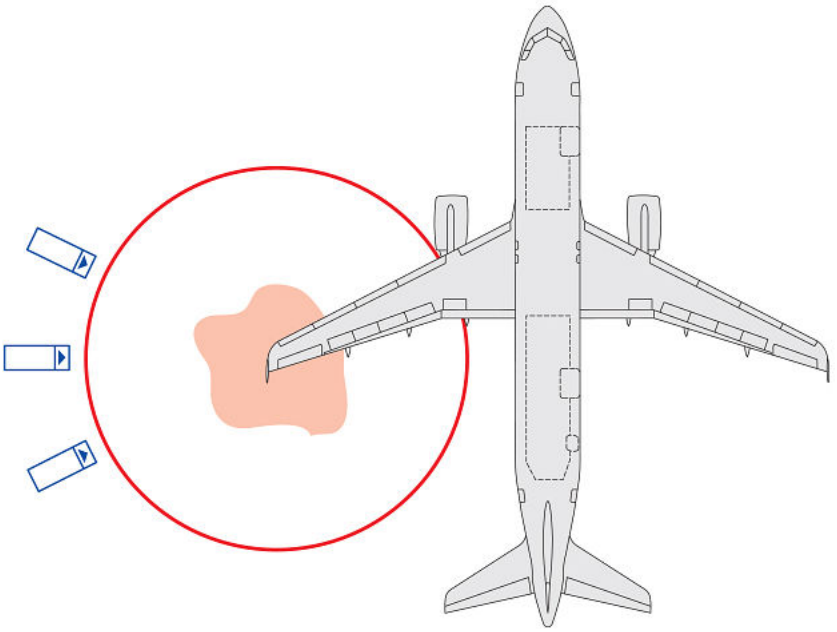


Figure 4-38: Fuel Spillage

4.8.3 Safety Precautions During Fueling And Defueling

(GRH 4.1.6)

OM PART A 8.2.1.1, CCM 2.19.1 Refueling/Defueling with Passengers on Board, IATA AHM 462, Item 9.4

(1) Equipment performing AIRCRAFT servicing functions shall not be positioned within a 3 m (10 ft) radius of AIRCRAFT fuel system vent openings.

(2) Due to the fire hazard associated with fuel vapours personnel shall not use items and processes such as; matches, open flames, welding, use of photographic flashbulbs etc. while fuelling is taking place on the AIRCRAFT stand.

(3) Portable electronic devices, such as Mobile (Cell) Telephones, Portable Radios and Pagers, shall not be used within the fuel safety zone.

(4) Items that could be sources of ignition or fire (e.g., matches, welding equipment, and flashbulbs) shall not be used or activated within the fuel safety zone.

(5) The connection or disconnection of any AIRCRAFT electrical equipment, including GPUs, batteries and battery chargers, is not permitted.

(6) Only tail mounted APU may be started during refuelling if the start is an initial start or a restart after normal shutdown. If the APU exhaust discharges cross the upper surface of the aircraft wing, over wing fueling shall not be carried out while the APU is running. If the APU exhaust discharges to the side or rear of the AIRCRAFT, fuelling vehicles shall be positioned to avoid any risk of coming in the path of the exhaust stream i.e. the APU exhaust shall discharge outside the fueling zone.

(7) Do not attempt to start the APU during fuelling if the APU had an automatic shutdown or a failed start attempt. Make sure the fuelling operation is complete and the hose disconnected before another APU start is attempted.

(8) The APU may be shut down (manual or automatic) during the refuelling operation.

(9) The engines of unattended GSE shall be switched off.

(10) GSE SHALL NOT be parked under the aircraft wingtip fuel vents.

(11) Equipment shall be positioned so that the fueling vehicle has a clear exit route and can be moved away from the aircraft in a forward direction.

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(12) A distance of 1 m (3 ft) shall be maintained, wherever possible, between ground support equipment and any fuelling equipment, i.e. vehicles, hoses, hydrant pits.

(13) Ground Power Units (GPUs) shall not be operated unless they are positioned 6 m (20 ft) from the AIRCRAFT fuelling vents and venting points.

The GPU shall be started and electrical connections made before fuelling begins. The unit shall not be disconnected or switches operated during fuelling.

In the event of fuel spillage, if safe to do so, the GPU shall be stopped immediately and shall remain stationary until the spill is removed and there is no danger from flammable vapour.

(14) Equipment with metal wheels or metal studded tyres capable of producing sparks shall not be moved in the safety zones.

(15) Only authorized persons and vehicles are permitted in the fuelling zone.

(16) Fuelling operations with Air Conditioning Units in operation may be carried out subject to the same conditions as those applicable to general AIRCRAFT servicing, with the exception that, in the event of fuel spillage the engine of the unit shall be stopped. This is to prevent the possibility of flammable vapours being passed into the AIRCRAFT passenger compartment.

(17) Within the Fuelling Safety Zone (FSZ), all personnel must ensure that they:

- Do not use ANY handheld portable electronic devices, including cell phones, portable music players, portable game units or an earpiece or headset
- Only use company issued and approved radios, radio telephones, pagers, torches, lamps and lighting systems. Battery chargers must not be operated
- Enter the FSZ only when required by your present job task responsibility
- Assume that fuelling is taking place anytime a fuel vehicle is on the stand during aircraft servicing and fuel hoses connected
- Do not leave vehicle engines running unnecessarily
- Position all GSE and vehicles so they do not obstruct the fuelling vehicles' escape route
- Do not allow any passengers to enter the FSZ
- Avoid the use of motorized GSE within the FSZ
- Do not park any equipment in the FSZ
- Ensure fuel hoses are protected and all ground equipment is kept a minimum of 1 metre (3 ft) away from any fuel hose on the stand that is connected between a fuel truck and an aircraft.

(18) Refuelling vehicles shall, if possible, always move forward into the fuelling position. If a fuelling vehicle has to be reversed, a guidance person shall be used.

(19) Vehicles shall approach the AIRCRAFT at walking speed.

(20) Fuel trucks and their hoses shall not block the access to the cabin and hold doors.

(21) Each trailer tank or towed service shall remain coupled to their tractors.

(22) The AIRCRAFT and the fuelling vehicles shall be electrically bonded together throughout the fuelling operation to ensure that no difference in electrical potential exists.

(23) If the bonding cable connecting the fuelling vehicle to the AIRCRAFT becomes disconnected during ground operations, the fuel operator shall be immediately advised.

(24) Access to the hydrant emergency stop button shall be visible and clear of obstruction and all ramp staff trained in its location and use.

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(25) A lanyard shall 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.

(26) The hydrant pit valve shall be identified by a four winged flag or equivalent and clearly visible to other ground equipment handlers.

(27) Minimize length of hydrant inlet hose to limit the exposure of the hose to damage.

(28) The fuel operator shall maintain control of fuelling operations using the hand held dead man device throughout the operation, remaining outside the vehicle cab at all times.

(29) Fuelling vehicles and equipment shall 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.

(30) Extreme care shall 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.

(31) Vehicles shall be designed to ensure that the fuelling hoses cannot become entangled on equipment during movement of the fuelling vehicle's platform.

(32) Platforms shall not be raised or lowered while the fuelling operations take place.

(33) When raising the lift platform of fuelling vehicle, care shall be taken to ensure that it does not touch any part of the AIRCRAFT.

(34) 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.

(35) Fuelling of an aircraft which has one propulsion engine running is a non-routine, emergency operation and requires very strict safety precautions. The procedure outlined below applies specifically to underwing fuelling. **Over-wing fuelling with one engine running is not permitted under any circumstances.** The procedure shall be used only when an aircraft engine cannot be restarted because of inoperative ground aircraft starting equipment.

4.8.4 Precautions To Be Taken To Avoid Mixing Fuel

OM PART A 8.2.1.4, CAT.OP.MPA.200 / GM1 CAT.OP.MPA.200)

Normally JET A1 (JP-8, JP-8 is basically Jet A-1 with an additive package.) is the only fuel approved for use on Pegasus aircraft, but in exceptional circumstances other AFM approved fuel may be used.

Refer to relevant AFM.

Use of wide-cut fuel (designated JET B, JP-4 or AVTAG) is not permitted.

4.8.5 Ground Handling Staff Responsibilities

NOTE

For additional information on this topic, please see AHM 462

(1) Ground Staff are responsible for informing the PIC about commencing and completing fuel operation. Confirmation of the PIC should be taken.

(2) Ground handling staff must be advised if fuelling is to take place when passengers remain on board or are being embarked /disembarked.

(3) When a loading bridge is in use, no additional sets of AIRCRAFT passenger steps need be provided; however either the left or right rear door will be prepared for use as an emergency escape route using the automatic inflatable slide.

(4) When a loading bridge is NOT available for use, AIRCRAFT passenger steps shall be positioned at two of the main passenger doors (i.e. preferably one forward and one aft) which are to be open.

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Otherwise the Flight Crew shall take necessary actions for evacuation. It will be confirmed with the Senior Cabin Crew.

(5) When passengers board during fuelling operations, they shall be under the supervision of the Guest Services' staff and their route shall avoid the fuelling zone. The use of personal hand held telephones by passengers shall not be permitted.

(6) Passenger baggage reclamation on the ramp shall be carried out away from the fuelling zone.

Fuelling shall cease if this requirement cannot be complied with.

(7) Ground service personnel shall ensure that the ground below an exit or the emergency slide deployment area is kept clear of all obstructions.

(8) Work within the AIRCRAFT such as catering and cleaning shall be conducted in such a manner that it does not create a hazard or obstruct exits.

(9) All personnel involved with the operation shall be aware of the fire protection emergency procedures, including the alerting of any personnel on board, the procedure for summoning the Airport Fire Service and action to be taken in the event of a fuel spillage or kerosene contamination.

NOTE

Should fuel spill onto the ramp, notify the refuelling overseer and the PIC immediately. Ensure passengers are protected and that no vehicles or sources of ignition are in the area. Every airport will have a local procedure for dealing with a fuel spillage; this will include notification to the Airport Fire Service and Airport Operation and associated clean up procedures.

4.8.6 Authorized Technical Staff And Designated PIC Responsibilities

MOE L2.2.4.4 Fuel Supply Quality Monitoring

Authorized technical personnel or a designated flight crew member shall ensure that fuelling equipment is readily available in time.

JET A1 fuel ONLY is used. The flight crew or - if available onboard - the certifying staff of contracted SHY/ EASA -145 maintenance organization shall ensure that all consumable fluids, gases etc. uplifted prior to flight are of the correct specification, free from contamination, and correctly recorded.

He shall release the AIRCRAFT for fuelling and supervise the fuelling process and ensure adherence to the following safety regulations:

(a) Fire extinguisher shall be available at the AIRCRAFT.

(b) Bonding connections from the fuelling truck to the AIRCRAFT and to the ground are established.

(c) Spilled fuel shall be removed or dried up in the presence of the airport fire brigade before passengers are boarded.

(d) During thunderstorm fuelling is prohibited.

(e) Mobile equipment is not permitted within the venting area.

(f) The HF (High Frequency) SSB radio transmissions may not be used or turned during refuelling.

(g) The Weather-Radar shall be switched off.

(h) Authorized technical personnel or a designated PIC shall stay around the fuel truck and ensure that the fuel truck counter shows ZERO before starting refuelling, all equipment is removed and fuel delivered is entered into the fuel bill.

(i) Authorized technical personnel or a designated PIC shall ensure that the dead-man-controls where provided or the rip cord for closing the quick-lock-valve at the hydrant pit, are operated correctly by the refuelling crew or at least a two-man-crew is available.

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(j) If the presence of fuel vapour is detected inside the aircraft, or any other hazard arises during re / de-fuelling, fuelling shall be stopped immediately.

(k) The PIC or technician shall ensure that the correct grade of fuel and specification for Pegasus Airlines AIRCRAFT type is being supplied.

4.8.7 Refueling And Defueling With One Engine Running

IATA AHM 462, Item 9.4, OM PART A 8.2.1.3

Refuelling/defueling with one engine running shall only be conducted when the GPU is not available and the APU is unserviceable.

Fueling with one aircraft engine running:

(1) Airport authorization shall be obtained prior to conducting such an operation,

(2) Appropriate airport fire department trucks shall be positioned alongside the aircraft from the commencement of the refuelling/defuelling procedure until the procedure is completed,

(3) The flight crew members shall be in the flight crew compartment at all times for the operation and shall monitor all the systems and engine(s),

(4) A qualified technician shall be present at the fuelling station,

(5) The refueling/defueling system shall be fully operational,

(6) Only crew members shall be on-board the aircraft during such a procedure,

(7) Because of its non-routine nature, the operation shall be reviewed beforehand by the PIC and/or authorized technician and fuelling company representative,

(8) 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,

(9) The aircraft shall be headed into the wind,

(10) Where one-man fuelling would normally be carried out, an additional supervisor shall also be present,

(11) Not to be started until all passengers have disembarked the aircraft and are kept at a distance of at least 50 metres.

(12) 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

(13) 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

(14) When additional fuel is required on the other side of the aircraft, the operation shall be carried out in the following order:

- (1) Remove fuelling equipment from the side where the fuelling has just been completed. Position fuelling equipment at least 50m from the engine to be started.
- (2) Airline personnel start the engine on the side which has just been fuelled.
- (3) Airline personnel shut down the engine of the side to be fuelled.
- (4) Position fuelling equipment adjacent to the wing to be fuelled at a maximum distance from the running engine.
- (5) Load fuel.

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No other servicing activities shall be undertaken until fuelling has been completed

4.8.8 Refueling And Defueling When Passengers Are On Board/ Are Embarking Or Disembarking

(GRH 4.1.5)

Ref: OM PART A 8.2.1.2 & CCM 2.19.1 Refueling/Defueling with Passengers on Board, CCM 2.19.1.1 (CAT.OP.MPA.195 & 200 / AMC1 CAT.OP.MPA.195)

Fuelling with passengers onboard or embarkation/ disembarkation shall only commence if authorized by the Pilot in Cock-pit in accordance with the airport regulations. The minimum number of cabin crew and one of the cockpit crew shall be on board. During short turnarounds and en-route transits it will often be necessary for fuelling to occur with passengers onboard or with passenger embarkation/disembarkation taking place. There are specific procedures and restrictions which apply to fuelling an aircraft in such circumstances and these shall always be adhered to. Pegasus Airlines shall obtain permission from local authorities to undertake fuelling with passengers on board and during the embarkation/disembarkation process.

Consideration must be given to:

- The local airport regulations;
- Fire regulations of fueling companies.

See for the detailed list PG-DO-BK-034

(1) Each ground handling staff on duty for the specific flight must be advised if fuelling is to take place when passengers remain onboard or are being embarked/disembarked.

(2) Keep the designated escape exits clear. An escape exit may either be a bridge into a terminal building, a cabin door or a passenger stair truck positioned on an open cabin door:

- Both passenger doors be available for evacuation. Stairs or bridges must be attached and doors must be open. Where a boarding bridge is in use, an interior access path shall be maintained from the aircraft to the terminal; keep designated escape exits clear. An escape exit may either be a bridge into a terminal building, a cabin door or a passenger stair truck positioned on an open cabin door or an alternate means of emergency evacuation shall be in place where a passenger boarding bridge is not in use.
- When passenger loading bridges are in use, access to the terminal shall be available. When a loading bridge is in use, no additional sets of aircraft passenger steps need be provided; however either the left or right rear door will be prepared for use as an emergency escape route using the automatic inflatable slide.
- A321, 3L doors shall be armed.
- When a loading bridge is NOT available for use, the AIRCRAFT passenger steps shall be positioned at two of the main passenger doors (i.e. preferably one forward and one aft) which are to be open. When a passenger loading bridge is not used, the aircraft passenger steps or alternate means of emergency evacuation shall be in place.
- The Ramp Agent ensures that open exits are equipped with the jet bridge or mobile stairs and the area around the emergency exits is kept clear or if the exits are closed, the open area behind should be 3x10 m. (CCM 2.19.4 Measures to be taken at Exits during Refueling).
- One C/C should be present at the front passenger door and the other doors should be secured by the C/C and must be ready for evacuation in case of an emergency IOSA CAB 3.2.2(3) 5.
- If there are no stairs attached at the aft left passenger door, the door must be closed with the slide in the ARMED position. A crew member must be there, present and ready for evacuation in case of an emergency. The Outside Clear Zone shall be 3X10 m. IOSA CAB 3.2.2(2) 6.

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- All closed door slides, at the refuelling side, are to be in DISARMED position. Doors with stairs or jet way or the ARMED position door should be used as priority in case of an evacuation.
- No cleaning, no catering loading activities. Galley equipment must not block the aisle or escape routes. Even if the PIC authorized the catering or cleaning, ground personnel working within the aircraft such as catering and cleaning shall be conducted in such a manner that they do not create a hazard or obstruct exits.
- All exits and the aisle should be free of obstructions. IOSA CAB 3.2.2(1)
- 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; and provision is made for a safe and rapid evacuation. IOSA CAB 3.2.2(1)

(3) Ensure that all areas on the stand below the designated escape exits are kept free of any equipment and vehicles which would impede the deployment of an escape slide.

(4) Do not hinder escape routes of passengers on board by ensuring that passenger stairs and PBB are clear of FOD.

(5) Re-/De-fuelling of an AIRCRAFT with passengers embarking, on board or disembarking is allowed, when:

- Only the PIC is authorized to commence the process if it is not prohibited by the Local Airport Authorities and/or regulations
- An airline qualified person shall remain at a specified location during fuelling operations. This qualified person shall be capable of handling emergency procedures concerning fire protection and firefighting, handling communications and initiating and directing an evacuation

(6) Two-way communication shall be established, tested and remains available between ground staff, supervising the refuelling, and a qualified person on board. This communication may take place via the head set or via other suitable means. The involved personnel shall remain within easy reach of the system of communication;

(7) The person responsible for supervising the refuelling shall inform crew/staff on board and around the AIRCRAFT that fuelling is about to commence and when fuelling is completed.

(8) Procedures shall exist to inform the crew/staff on board should a hazardous situation arise.

(9) The fuel truck or hydrant dispenser shall not be parked in the embarkation or disembarking path.

(10) The ground area beneath the aircraft exit doors that have been designated for rapid deplaning or emergency evacuation is kept clear of obstructions. Ground activities outside the AIRCRAFT and work within the aircraft, such as catering and cleaning, shall be conducted in such a manner that they do not create a hazard or obstruct emergency exits.

(11) All exit areas, cabin aisles and cross aisles inside the AIRCRAFT shall be kept clear of obstructions.

(12) The ground area beneath the nominated exit doors shall be kept clear of any obstructions.

(13) Passengers joining or leaving the AIRCRAFT via the apron are moved without delay under the supervision of a responsible person over a safe route. Passengers shall be kept at a safe distance from the fuelling operation and other hazardous areas such as the AIRCRAFT engines, APU exhausts and fuel tank vents. "No Smoking" regulations shall be strictly enforced.

(14) (CAT.OP.MPA.195) Embarking/Disembarking of passenger during fuelling/de-fuelling is prohibited. It may sometimes be necessary to commence boarding of passenger while refuelling is continuing in order to reduce or avoid possible delay. In this condition:

- The PIC informs the cabin crew.
- The Fire Bridge shall be informed by the ground handling personnel.

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- Ground handling personnel and SC/C shall be present at the aircraft door which passengers use. The Ground Handling personnel who will be positioned in the vicinity of the main door used for passenger embarkation/disembarkation in coordination with the Cabin Crew.
- Ground personnel are required to supervise passengers and to ensure that aisles and emergency doors are unobstructed with the coordination of the Cabin Crew.
- When passengers are boarding during fuelling operations, they shall be under the supervision of Customer Services' staff and their route shall avoid the fuelling zone. The use of personal hand held telephones by passengers shall not be permitted.
- They should coordinate with each other and in case of an emergency situation, boarding will be suspended and if necessary evacuation will commence.
- Passenger baggage reclamation on the ramp shall be carried out away from the fuelling zone.

  Fuelling shall cease if this requirement cannot be complied with.
- Ground service personnel shall ensure that the ground below an exit or the emergency slide deployment area is kept clear of all obstruction

(15) Ground Personnel who shall be stationed at the main cabin door, during fueling, shall be responsible for notifying the Refueller immediately, shall either the presence of any fuel vapour be detected or any other hazard arises in the aircraft interior within the coordination of Cabin Crew. Fueling operations and all cleaning activities using electrical equipment within the aircraft shall be stopped until conditions permit resumption. This qualified person must be capable of handling emergency procedures concerning fire protection and fire-fighting, handling communications and initiating and directing an evacuation.

(16) All personnel involved with the operation shall be aware of the fire protection emergency procedures, including the alerting of any personnel on board, the procedure for summoning the Airport Fire Service and action to be taken in the event of a fuel spillage or kerosene contamination

4.8.9 Fueling Receipt

(a) The fueling receipt is used;

(i) Receipt of the required fuel quantity.

(ii) To show the total fuel on board of the AIRCRAFT

(iii) Kind of product

(iv) Density of the fuel

(b) The commander or station mechanic should sign the form.

(c) The fuelling receipt copy of the each flight should be kept in station trip file.

4.8.10 IATA Fuel Quality Pool

GRH 4.1.1

Ref: PG-KU-EK-002 Compliance Monitoring Program, IATA DE/Anti-Icing Quality Control Pool (IATA IFQP), PG-KU-PR-010, PG-MK-TL-003, PG-KU-FR-022, PG-KU-FR-069; ICAO Manual on Civil Aviation Jet Fuel Supply (Doc 9977).

The group coordinated by IATA and consists of airline operators with the purpose of performing fuel checks, to monitor the fuel quality at all locations where aircraft are refueled and sharing the reports obtained upon such checks, by means of workload sharing at all locations, where aircraft fueling is conducted.

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Pegasus Airlines is the member of the pool to ensure that contracted fuel suppliers are maintaining standards of fuel safety and quality acceptable to Pegasus and fuel delivered and loaded onto aircraft is:

(i) Of the correct grade and specification for each aircraft type;

(ii) Free from contamination.

As a part of IATA Pool; Network Auditor Team will ensure that:

(a) The fuel is stored, handled and serviced in accordance with accepted standards and approved fuel specifications are contained in each aircraft manual.

(b) The existence of periodic inspections of critical aspects of the fuel supply system at each applicable location, to include, as a minimum:

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

(c) The fuel is of the correct grade and free of contamination may be documented in maintenance, ground operations or flight operations manuals, or in a combination thereof.

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4.9 ADVERSE WEATHER CONDITIONS

OM PART A 8.2.2.16 (GRH 3.2.10 iv)

Airside operational personnel shall use the following procedures during adverse or poor weather conditions, which may have a negative impact on aircraft handling activities and ground safety. If additional information is required, refer to supervisory personnel.

The safety of airport ground handling operations can be impacted by severe weather conditions. At all times it is a requirement that handling suppliers take appropriate precautions to ensure a safe operation is maintained. Detailed guidance and recommendations are contained within IATA AHM462 Severe Weather Operations, and if in doubt, this document shall be considered as industry best practice.

- Activate the “The Severe Weather Plan” and communicate to all personnel that it is in effect.
- Meet with ground operations, ground support equipment and maintenance personnel to outline the forecast and reviewresources.
- Notify dispatch, passenger service and planning groups that operations may be interrupted.
- Continue to monitor and communicate the weather situation.

Please *See De/Anti-Icing Manual PG-DO-EK-002 for de/anti-icing operation. It is accessible from doc.lib "https://document.flypgs.com"

4.9.1 Severe Weather Forecasting

(GRH 3.2.10 iv)

Knowing when severe weather will impact your work site is a key element in prevention of injuries or damage. Below are some methods to obtain timely information on approaching weather: Internal weather forecasting, National Weather Service Alerts through the use of automatic detection equipment (Lightning Protection and Tracking Systems, radar etc), Local TV and Radio broadcasts, Pilot reports, Airport tower observations, Ramp tower observations, Local detection devices, Internet, Aircraft via company radio, Local detection/assessment devices.

In the case of thunderstorm/lightning, automatic detection systems are available that track storms, count and locate each lightning strike and determine the potential for lightning strikes, based on atmospheric conditions.

These systems require human monitoring and human interpretation. Systems that combine several methods of detection along with visual observation are the most effective. Where local detection/assessment processes in the absence of automatic detection systems are used, other information support processes such as: Internet Based Radar, use of hand held lightning detector units/lightning detection (desktop computer lightning detection system systems and local knowledge can be used to reach the best informed decision. From a quality perspective, the use of local detection/assessment processes in the absence of automatic detection systems should be used with caution.

4.9.2 Notification Methods

Getting the word out to all personnel that severe weather is on the way or imminent is a challenge, therefore all organisations must be integrated into the notification process. One or more systems may be used:

- Radio - Good for small areas where workers perform their duties together and team leaders with radios can get the word to everyone.
- Visual - Lights on structures that indicate that you are to take shelter in doors is another method.

  These lights must be distinctive so as not to blend into the background or be confused with other lights.

  Some airports use several different color lights, Green for all clear, yellow for warning, red for take shelter. For single light systems a blue flashing light may be used as it is less likely to be confused with other lights. How these lights are activated and by whom must also be considered.

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- Audible - Horns or sirens can also be used but they must be able to be heard over engine and equipment noise.
- Flight Information Display Screens (FIDS) - Messages displayed on FID screens in appropriate areas.
- Notification Contact list - use a notification contact list or automated call-out system/process (computer/phone generated, SMS) to streamline the notification process should be developed and a record of notifications/events be recorded.

Adverse Weather Oversight Procedures

Oversight for an aircraft arrival/departure during adverse weather includes but is not limited to the activities listed below. Some examples of adverse weather include snowstorms, thunderstorms/lightning, winter or slippery apron conditions, storms/lightning, lightning alert callout, sandstorms, high winds, hurricanes/typhoons, tornadoes and intense heat:

Table 4-6: ***Adverse Weather Oversight Procedures***

Activities:

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(1) Aircraft, vehicles and GSE operations and parking
(2) Arrival
(3) Baggage handling
(4) Cabin equipment
(5) Catering ramp handling
(6) Departure
(7) Exterior cleaning
(8) Interior cleaning
(9) Load control document accuracy:
    (i) LIR
    (ii) Load Sheet
    (iii) NOTOC
    (iv) Other documents as applicable
(10) Load control and flight operations
(11) Marshaling.
(12) Moving of aircraft.
(13) Passenger services
(14) PRM
(15) Ramp fueling/de-fueling operations
(16) Ramp regulations
(17) Ramp services
(18) Ramp to flight-deck communications
(19) Staff conduct, behavior and operational practice, PPE
(20) Toilet services.
(21) Towing cargo and baggage.
(22) Bulk loading and unloading of baggage and cargo
(23) Water services

Process:

(1) Receive notification of adverse weather
(2) Acknowledge notification of adverse weather
(3) Identify the threat
(4) Take action according to established procedures
(5) Communicate to all affected parties
(6) Ensure compliance with local regulations

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4.9.3 Wintery Or Slippery Apron Conditions

(GRH 3.2.10 i)

Winter weather brings extra hazards, which require awareness and more care on the part of personnel working on the apron to prevent accidents. The following precautions to reduce accident risk shall be taken:

(a) Plan additional time for all ramp activities and take extra care when walking across apron surfaces, which can be slippery.

(b) Take extra care when driving, especially when approaching the aircraft. Remember that GSEs require greater distances to stop safely on slippery surfaces.

(c) Operators of potable water tankers and toilet servicing units shall be vigilant to ensure that there is no spillage or leakage that can lead to subsequent freezing. Care shall be taken to keep spillage and overflow to a minimum.

(d) If apron conditions are hazardous, contact the competent authority to mitigate the hazard. In the event the hazard cannot be mitigated, suspend the affected operations.

(e) Close all entrance and cargo hold doors as soon as possible and keep them closed to avoid precipitation entry into the aircraft.

(f) Ensure that the aircraft parking stand, particularly the ERA, is sufficiently free of ice, snow, etc. to provide a safe working area during all ramp handling activities, including the aircraft arrival or departure operations.

(g) Remove snow and ice from equipment and work surfaces prior to the start of operations.

CAUTION

Reduce speeds in slippery apron conditions. Adjust all activities and operations on the ramp to suit the conditions at the time.

4.9.4 Storms - Thunderstorms-Lightning Work Instructions

(GRH 3.2.10 ii) (GRH 4.1.6)

Follow the integrated airport notification system, evaluate and action according to the notification level disseminated by local authority. Contact Guest Control Centre to inform in case of storms and lightning activities.

Work Instructions During Thunderstorms and Lightning

On receipt of an ALERT:

(a) Make preparations for the STOP phase.

  (1) Suspend nonessential activities in open areas and ensure all personnel using or about to use headsets are informed of the alert.

  (2) Fueling operations can continue, however, the proximity of the thunderstorm/lightning should be continually monitored.

  (3) Avoid using highly conductive equipment.

(b) On receipt of a STOP order:

  (1) Stop fueling and detach hoses from aircraft. Fueling hoses cannot be left attached to the aircraft during any thunderstorm/lightning event.

  (2) Discontinue aircraft communication by headset.

  (3) Stop all ramp activity and clear ramp.

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(4) Personnel shall seek shelter inside buildings or metal-bodied vehicles. No one should seek shelter under any part of the aircraft, loading bridge, near light poles, fences, under trees.

(5) In accordance with local procedures, aircraft may come on the stand, but the aircraft doors should remain closed and ground servicing suspended.

WARNING

Danger

Failure to follow procedures could result in a fatal accident.

LEVELS	ACTION
Amber–ALERT Lightning activity is detected at a distance in excess of 8 km (5 miles) from the operation.	Disseminate a lightning warning to airside operating personnel so they can prepare and plan their activities to be ready in case of a Red Alert in accordance with local regulatory requirements.
Red–STOP/SUSPEND Lightning activity is detected within 5 km (3 miles) of the operation.	Disseminate the order to stop all airside activities and seek shelter to all airside operating personnel.
Green–ALL CLEAR Lightning activity has moved beyond 5 km (3 miles) and is heading away from the operation.	Disseminate the order to resume normal activities to all airside operating personnel.

Figure 4-39: Storms - Thunderstorms-Lightning Work Instructions

NOTE

The distances referred to above may vary depending on local climatic parameters.

Lightning Alert Callout

In the absence of an integrated airport notification system, all airside operating personnel shall be aware of the following procedures:

(1) Use the counting method to detect/predict lightning activity. Determine the corresponding level based on the counting method diagram; see IGOM 3.3.3.3 .

(2) The responsible person notifies all airside operating personnel of the lightning alert level. If the person responsible is not available, the counting method should be used by all airside operating personnel for self-protection.

(3) In case of a Red Alert, proceed to a designated shelter.

Counting Method:

The Counting Method is used when an integrated airport notification system is absent. It is used to estimate the level of lightning activity.

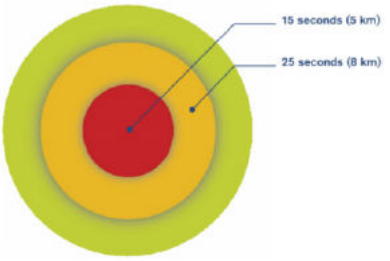


Figure 4-40: Counting Method Chart

NOTE

(1) The time indicated is the time between observing the lightning and hearing the sound of thunder.

(2) If the counted time is less than 15 seconds, the lightning activity is less than 5 km from the airport.

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(3) If the counted time is between 15 seconds and 25 seconds, the lightning activity is between 5 and 8 km from the airport.

4.9.5 High/Strong Wind Conditions, Work Instructions

(GRH 3.2.10 iii)

Definition: High(strong) winds—Winds in excess of 75 kph (40 knots).

Notification Phases: As the measures to be taken in the event of high winds may require a lot of preparation the earlier the “Warning” is given the better.

For AIRCRAFT handling in winds between 40 and 65 Knots the following safety regulations shall be adhered to:

(1) Passengers shall embark/disembark through the forward cabin only.

(2) During loading, the Forward Cargo compartment shall be loaded first.

(3) During unloading, the AFT cargo compartment shall be unloaded first.

(4) After unloading the AIRCRAFTAIRCRAFT, all servicing equipment and passenger steps, not immediately needed, shall be removed from the AIRCRAFTAIRCRAFT to a distance of at least 5m and secured.

(5) Ensure the safety of the aircraft by installing additional chocks and removing all equipment from around the aircraft. It may be necessary to chock additional, or all, AIRCRAFT wheels. Local assessments shall be made. Install the wheel chocks the forward and aft tires on both side (inboard and outboard) of each main landing gear axle and also nose landing gear. It means all areas will be chocked in case of wind speed over 35 knots.

(6) All ground equipment shall be secured during operation. Make sure parking brakes are set on all parked GSE.

(7) Secure bag/freight carts, ladders/maintenance stands and tow bars and place near or against the building. Set parking brakes and secure by additional means if necessary, all non-motorized ramp equipment. (i.e. baggage carts).

(8) Ensure parking brakes are set on all ground equipment.

(9) Set parking brakes and secure by additional means if necessary, all non-motorized ramp equipment. (i.e.baggage carts...).

(10) Clear FOD.

(11) Empty FOD containers and bring inside if not secure.

(12) Suspend use of pre-conditioned air hoses and store securely. Remove marker cones.

(13) Do not elevate cabin service/catering high lifts and passenger stairs not equipped with stabilizers.

(14) Do not elevate cabin service/catering high lifts and passenger stairs equipped with stabilizers.

(15) Close cargo hold/passenger doors.

(16) Close all aircraft access panels.

(17) Do not elevate booms on deicers

(18) Remove GSE from aircraft and secure in position outside ERA clear of aircraft. xx

(19) Secure boarding bridge and position to minimize surface exposed to the direct force of the wind. xx

(20) Retract and lower boarding bridge. Position so that boarding bridge length points away from the wind, (above 60 knot).

(21) Secure all cargo nets and close all cargo doors on aircraft.

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(22) Take extreme care when opening or closing any aircraft doors. Secure all aircraft cabin doors (Note: Securing the passenger cabin doors with the APU/packs operating or an external conditioned air source connected can pressurize the aircraft).

(23) Where possible add fuel for ballast purposes.

(24) Close cockpit windows.

(25) Close all service panels.

(26) Lock control surfaces.

(27) Secure aircraft nose gear torsion links to prevent weather vanning with free moving nose wheels.

(28) Hook up towbar and attach tugs when possible and install by-pass pins.

(29) If time permits and parking areas are available move aircraft into hangars in accordance with authorized technician's instructions.

(30) If hangars are not available consider remote parking aircraft to get them away from structures that they could be blown into. Use all above securing techniques and face aircraft into the wind if possible.

NOTE

Wind speed limitations for B737 door operations, Passenger services = max 40 Kt Air stairs = max 40 Kt Cargo doors = max 65 Kt

(31) Facilities:

- Ensure facilities personnel are aware of impending weather.
- Put facilities personnel on stand by for possible shut down of power or possible need to do facility repairs.
- Close all doors that lead to the outside.
- Secure all dumpsters and trash bins.

(32) Passenger Safety:

- 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.

(33) Flight crews: Ensure that pilots are advised that because of anticipated high winds, brakes shall be set on all parked aircraft.

(34) Shift change: Ensure all personnel coming on duty know that your severe weather plan is in effect.

(A) **High Winds Activity Table**

The following actions shall be taken when sustained winds and/or gusts of wind 25 knots or greater are predicted however it is the actual wind speed at the aircraft parking position, which constitutes the risk for injuries and damages.

Table 4-7: ***High Winds Activity Table***

STAFF ACTIONS	25 to 39 kt 46 to 72 km/h	40 to 59 kt 73 to 110 km/h	Above 60 kt 111 km/h
Chock Aircraft landing gear as per Aircraft Out of Service/ Night–Stop/High Wind in accordance with Chapter 4	x	x	x

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Remove safety cones	x	x	x
Secure PCA hoses	x	x	x
Remove FOD	x	x	x
Secure rolling stock	x	x	x
Secure PBB and position to minimize surface exposed to the direct force of the wind		x	x
Close cargo hold/passenger doors and access panels		x	x
Do not initiate the elevation of high lift equipment and stairs.		x	x
Park GSE closely together, and adjacent to a building, if possible			x
Retract PBB			x

ALERT MESSAGE

Danger: High winds pose a great risk of damage and injury

4.9.5.1 Ground Support Equipment

Remove non-essential ground support equipment from AIRCRAFT. Take the position equipment away from the AIRCRAFT and outside the path of possible AIRCRAFT movement.

If possible, stow equipment indoors. All equipment left outside must be secured with brakes set, disconnect strings of carts or dollies so each conveyance is held by its own brake or attach a vehicle to them to help hold them in place. Secure work stands by chain to hitching rails where available or to fences or other secure equipment. Put jack screws down if so equipped. Lower all high-reach equipment, e.g. loaders, steps, catering trucks etc. and deploy stabilizers. Park into the wind direction if possible. Remove any loose equipment, e.g. chocks, cones, ladders etc.

4.9.5.2 Baggage And Cargo

Ensure all baggage room and cargo personnel are aware of conditions and do not continue to bring load to AIRCRAFT or outside to be stored. Use baggage rooms to stow luggage if possible. Secure all cargo equipment the same as above. Contact mail and freight facilities and return unloaded freight and mail.

4.9.5.3 Cleaning

Stow all supplies and equipment; do not leave equipment or garbage on loading bridge steps. Move vehicles away from AIRCRAFT parking areas. Keep doors of cleaning vehicles closed to avoid loose material being blown around. Stow hoses on lavatory and water trucks.

4.9.5.4 Personnel Safety

During thunderstorm/lightening activity personnel should not:

- Get out of enclosed vehicles
- Use a head set connected to AIRCRAFT
- Use portable electronic devices, e.g. mobile phones, pagers, two-way radios in open areas or in front of windows
- Stay in open areas or under AIRCRAFT
- Seek shelter under a tall tree

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- Load or unload explosive or flammable material

4.9.6 Snow And Ice Conditions

OM PART A 8.2.4

(In accordance with Regulation (EU) No 965/2012-CAT.OP.MPA.250 Ice and other contaminants - ground procedures, Guidance Material (GM) GM3 to CAT.OP.MPA.250, EASA SIB No: 2017/11, ICAO 9640 'Manual of Aircraft Ground De-icing/Anti-icing Operations')

*See De/Anti-Icing Manual PG-DO-EK-002 based on the latest published versions of:

- SAE ARP 6257 Aircraft Ground De/Anti-Icing Communication, Phraseology for Flight and Ground Crews
- SAE AS 6285 Aircraft Ground Deicing/Anti-Icing Processes
- SAE AS 6286 'Training and Qualification Program for Deicing/Anti-icing of Aircraft on the Ground' complemented by slash-documents AS6286/1, AS6286/2, AS6286/3, AS6286/4, AS6286/5 and AS6286/6, latest published versions.
- SAE AS 6332 'Aircraft Ground Deicing/Anti-icing Quality Management', • 'FAA Holdover Time Guidelines' (annual publication).
- FAA 8900.xxx series Notice 'Revised FAA-Approved Deicing Program Updates, Winter 20xx- 20yy' (annual publication).

*** For SAW (ISTANBUL SABIHA GOKCEN AIRPORT) de-icing/anti-icing operations; see PG-AH-PR- 001 "SABİHA GÖKÇEN HAVALİMANI DE-ANTI ICING LOKAL PROSEDÜRÜ" Pegasus uses the 'FAA Holdover Time Guidelines' as an acceptable reference when developing the HOT table to be published in De/Anti-Icing Manual PG-DO-EK-002, as required by European rules. The 'FAA Holdover Time Guidelines' is read in conjunction with the corresponding FAA 8900.xxx series Notice 'Revised FAA-Approved Deicing Program Updates, Winter 20xx-20yy'. Both documents are updated annually, typically during early August, and are freely available from the FAA website.

Pegasus Ground Operation Operational Compliance And Documentation Team, Ground Operation Training and Flight Operation Operational Compliance And Documentation Management works on prearrangement of training, documentation, equipment maintenance, fluid maintenance, operational issues, facilities for the coming winter season in cooperation with related department and 3rd parties.

Pegasus Airlines apply mentioned SAE Global De/Anti-Icing standards above. Snow and ice conditions - includes the presence of snow and ice on surfaces and movement areas as well as when surface temperatures/windchills can cause freezing.

Stations should have in place "Snow Plans" or equivalent which are appropriate to the airport and anticipated climatic conditions.

(1) Both ground and work surfaces on equipment will become particularly hazardous during periods of snow and ice conditions. The use of De/Anti-Icing fluid can add to the slippery conditions on the ground.

(2) When snow and ice conditions are predicted, special preparations of the equipment will be necessary to ensure their functionality and safe operation. The apron surface conditions should be sufficiently free of snow and ice to provide a safe working area during all ramp handling activities, including AIRCRAFT arrival or departure operations.

(3) Wherever possible, snow and ice formations on equipment and work surfaces should be removed prior to the start of operations.

(4) Personnel should allow extra time for activities, drive more slowly and allow a greater distance to stop equipment.

(5) Personnel should be provided with suitable clothing to be able to maintain efficiency.

Prior to all AIRCRAFT movements, passenger boarding / disembarking, or other ground handling activities, handling agents should ensure (in consultation with the airport authority as appropriate)

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that the taxiway, apron, maneuvering areas and equipment (e.g. steps) are in a suitable condition to allow a safe operation. Appropriate additional precautions (e.g. additional supervision of passenger boarding routes, and passenger announcements) should be considered. If a safe operation cannot be confidently assured, the operation should be stopped, and PEGASUS Airlines GCC advised.

Draining Water System

In cold weather, when freezing conditions prevail, or are excepted, all AIRCRAFT water system should be drained completely except at normal transit stops of short duration.

4.9.6.1 Safety During Aircraft Deicing/Anti-icing Operations

4.9.6.1.1 General

No aircraft shall attempt takeoff when frozen or freezing contamination is present on or adhering to the wings, propellers, control surfaces or other critical surfaces. This is known as the ICAO 'Clean Aircraft Concept'.

Compliance with this requirement can be achieved by appropriate use of anti-icing or deicing procedures, or where necessary a combination of both.

Detailed procedures and requirements for deicing and anti-icing can be found in Pegasus De/Anti-Icing Manual PG-DO-EK-002 which is based on SAE AS 6285, SAE ARP 6257, SAE AS 6286, SAE AS 6332 and FAA Holdover Time Guidelines' and FAA 8900.xxx series Notice. This section provides general guidelines for safe ground deicing/anti-icing operations.

The term deicing will be used throughout this section, but should also be considered to refer to the antiicing process.

Deicing operations must be performed with extreme caution to prevent injury to personnel and damage to aircraft and equipment. Deicing is not permitted during the fueling process.

4.9.6.1.2 Personnel Safety

The safety factors given below are designed to ensure that safety is not compromised for personnel performing aircraft de-icing tasks:

(a) Appropriate PPE shall be checked for serviceability and worn by all personnel engaged in deicing operations.

(b) Cones shall be removed as necessary to allow access to the aircraft surfaces. Replace the cones on completion of the deicing operation, if the aircraft is not departing.

(c) To prevent injury, caution must be taken when filling deicing vehicles with hot fluid.

(1) When handling de-icing fluids, personnel shall understand and follow the precautions contained in the fluid OEM's SDS.

(2) Before deicing operations start, deicing shall be coordinated between the deicing and ground handling personnel.

(3) Deicing/anti-icing fluids may be very hot; 60°C/140°F or even warmer. To prevent injuries, ground personnel, passengers and flight crew shall be prevented from walking near an aircraft that is being deiced.

(4) Slippery conditions can exist on the ground and on the equipment surfaces during and following the deicing processes. Caution shall be exercised, particularly in low humidity or nonprecipitating weather conditions, due to increased slipperiness following the use of glycol that is not diluted by the weather element.

(5) When deicing on a stand, all ramp equipment, including steps, shall be clear of the area to be sprayed to avoid contamination by fluid.

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(6) Care shall be taken to prevent the transfer of fluid by foot onto GSE (e.g., steps, jet bridges), interiors of aircraft and aircraft cargo holds.

Refer to 4.9.3 for detailed safety precautions for ramp operations in winter conditions.

4.9.6.1.3 Open Basket Operations

The following minimum precautions shall be taken when deicing from an open basket:

(a) Ensure that the fall restraint device is securely anchored and the safety harness is always worn when deicing from an open basket.

(b) Ensure that the basket door or safety chain is securely latched.

(c) Caution shall be taken to avoid exposure to a running Auxiliary Power Unit (APU).

4.9.6.1.4 Closed Basket Operations

The following minimum precautions shall be taken:

(a) Ensure the seat belt is always worn.

(b) Ensure the windows of the cabin are clean. Check wiper(s) for condition and check window washer fluid level.

(c) Ensure the cabin access door is securely closed.

(d) Ensure there are no obstructions to the cabin heater/ventilation system.

4.9.7 Working In Extreme Temperatures (Hot And Cold)

Notification to staff is to be coordinated with the specifics of the weather patterns as wind conditions will add to the effects of extreme temperature conditions. (E.g. wind chill, sand storms).

Extreme Temperatures;

- Extreme temperatures might effect personal safety performance depending on time of exposure, personal protection, activity and work rotation. All staff shall be made aware of the hazards, and processes that should be adapted to such extreme conditions where applicable. Medical advice should be sought in the event of extremes in temperatures.
- Heat stress will result in poor performance, lack of concentration, dehydration, and in the most severe cases hospitalization. Awareness should be given to the exposure to working in the environment.
- Heat stress injuries can be reduced by some of the following:
  - (a) Adequate breaks, ventilation and shelter between activities to reduce exposure to sunrays.
  - (b) Ample supply of drinking water located near to work area.
  - (c) Loose and appropriate clothing.
  - (d) Work rotation and monitoring.
- Cold affects the human performance such as loss of feeling in extremities, fatigue, muscle seizures, loss of awareness, poor concentration and in severe cases may result in hospitalisation.
- Prolonged exposure to wind is a significant factor in increasing cold weather effects on the human body (wind chill factor).
- Things to mitigate the cold effects are:

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(a) Correct clothing.

(b) Rotation of activity. (essential to sedentary staff)

(c) Staff monitoring.

(d) Adequate breaks, provision of hot fluids and warmed shelter between activities.

- A wind chill chart or forecast shall be made available to staff.

4.9.8 Low Visibility

Definition: Low visibility - includes rain, snow, sandstorms or fog conditions when visibility is typically below 800 m (½ mile) The following minimum precautions should be taken:

(a) All non-essential equipment shall leave the maneuvering area.

(b) Only the minimum required equipment shall be permitted airside during low visibility operations.

(c) Equipment operating speeds shall be considerably reduced.

(d) Motorised equipment shall have all running lights on during low visibility operations.

(e) Equipment operators must take extra caution at all intersections and vehicle/apron taxi-lane crossings.

(f) Crossing of taxiways, where permitted, shall only be undertaken with ATC clearance.

(g) Airport operators are responsible for developing low-visibility procedures that are relevant for the airport.

(h) Ground handling personnel shall be trained/authorized, as appropriate, prior to undertaking lowvisibility aircraft ground movement operations.

(i) Ground handling personnel shall observe the movement limitations and other regulations applicable to the airport's low-visibility procedures at all times.

(j) Pushback tractors shall be equipped with an airfield map, where this is available.

(k) If there is any doubt as to the exact position of the pushback tractor/aircraft, the tractor driver shall stop the tractor/aircraft and inform air traffic controller (ATC) immediately.

(l) When visibility is low, operators shall take additional care to ensure that vehicle windshiels are clean.

CAUTION

The responsible for the departure (headset operator) should be positioned outside the tractor at safety distance (refer to GOM 4.18.6.5) during:

(1) Low-visibility conditions (heavy rain, fog, bad lighting)

(2) Lack of sufficiently visible markings

(3) Obstructions behind the pushback (e.g., GSE, light post)

Sandstorms/Low Visibility:

Issue appropriate Personal Protective Equipment - PPE (such as goggles, mask, covered clothing) Ensure the provision of shelter, as require

4.9.9 Intense Heat

The following minimum precautions shall be taken:

- Issue appropriate PPE (such as covered clothing)

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- Ensure the provision of rehydration for personnel
- Ensure the provision of a temperature controlled environment, during rest breaks

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4.10 AIRCRAFT CONING

(GRH 3.2.3 iii)

Safety Cone Placement and Removal

Safety cones are a caution sign for operators/drivers to maintain required safety clearances. Cones protect parts of the aircraft against collision by GSE.

Where cones are used (local arrangements apply), they shall be positioned immediately after the aircraft has parked and anti-collision beacons switched off and shall remain in place until all handling activities are complete, including the removal of steps and other servicing equipment.

(a) Prior to arrival of the aircraft, make sure there are sufficient serviceable safety cones to protect the aircraft type to be handled.

(b) Approach the aircraft to position cones only when all the following criteria are met:

(1) Aircraft has come to a complete stop.

(2) Engines have been shut down and are spooling down (or propellers completely stopped).

(3) Anti-collision lights are switched off.

(4) Aircraft has been chocked.

> **NOTE**
>
> Note: Spooling down of an engine can be identified as follows:
>
> (1) reduced engine noise
>
> (2) visible fan speed reduction
>
> (3) lack of exhaust heat or thrust plume

(c) Place safety cones on the ground in accordance with the following diagrams within a maximum of 1 m (3 ft.) radius outward from the point where the aircraft is being protected. Cones shall not be placed in high-wind conditions.

(d) Additional safety cones may be needed as per operational requirements or local regulations.

(e) GSE shall not approach the aircraft until all safety cones have been placed (not applicable for the PBB or GPU, if required).

(f) All required safety cones shall remain in place until GSE and vehicle activities around the aircraft have ceased prior to departure of the aircraft.

> **NOTE**
>
> • In some situations, it may be necessary to reposition cones to allow GSE to be positioned. In such cases, reposition the cones to their original position when the GSE is removed.
>
> • Cones shall not be placed under engines.

(g) Ensure all vehicles have been removed from the ERA, except GSE required for the departure operation, e.g., ASU, GPU/FPU and pushback tractor, as applicable.

(h) Remove the safety cones from around the aircraft.

(i) When not in use, place the safety cones in the designated storage area.

The purpose of coning aircraft is to create a safety buffer around specific areas on aircraft that are susceptible to ground damage.

The design of cones should:

(a) Be conical in shape

(b) Be of a minimum height of 750 mm (22.2")

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(c) Have a minimum base weight of 4.53 kg (10 lbs)

(d) Be orange in color with reflective striping

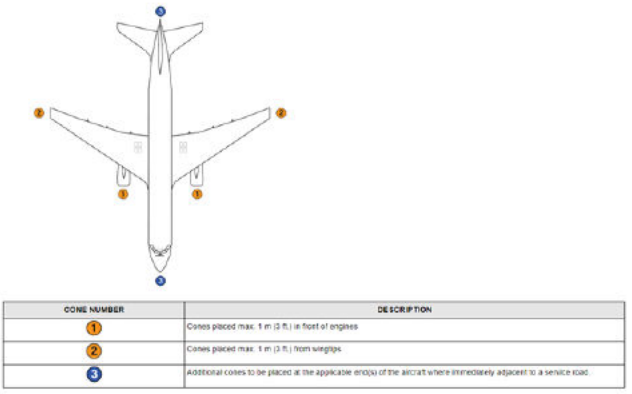
Cones should be positioned:

- 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 others 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.

Cones should be removed:

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

CONE REPLACEMENT: Cone Placement for Wing-Mounted Twin Engine Jet Aircraft



CONE NUMBER	DESCRIPTION
1	Cones placed max. 1 m (3 ft.) in front of engines
2	Cones placed max. 1 m (3 ft.) from wingtips
3	Additional cones to be placed at the applicable end(s) of the aircraft where immediately adjacent to a service road.

Figure 4-41: CONE REPLACEMENT

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4.11 AIRCRAFT CHOCKING

(GRH 3.2.3)

Safety Precautions (According to AHM462):

The width of the chocks shall be sufficient for the aircraft tires on which the chocks are installed. The size of the chocks shall be sufficient to prevent movement of the tire. The chocks height shall agree with the tire size.

Put the wheel chocks always in position:

(a) **Under 35 knots (65 km/hour) of wind speed:** Install the wheel chocks the forward and aft tires on either the inboard or outboard side of each main landing gear.

(b) **Over 35 knots (65 km/hour) of wind speed:** Install the wheel chocks the forward and aft tires on both side (inboard and outboard) of each main landing gear axle and also nose landing gear. It means all areas will be chocked in case of wind speed over 35 knots.

(c) **Over 25 knots of wind speed:** Ensure landing gear is chocked for high wind conditions.





Figure 4-42: AIRCRAFT CHOCKING

Wheel Chock Placement Diagram (It shall be applied both A320 and B738 Aircraft)

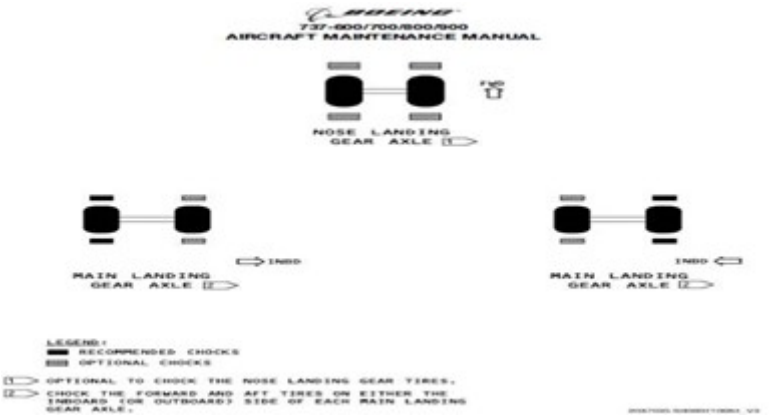


Figure 4-43: Wheel Chock Placement Diagram

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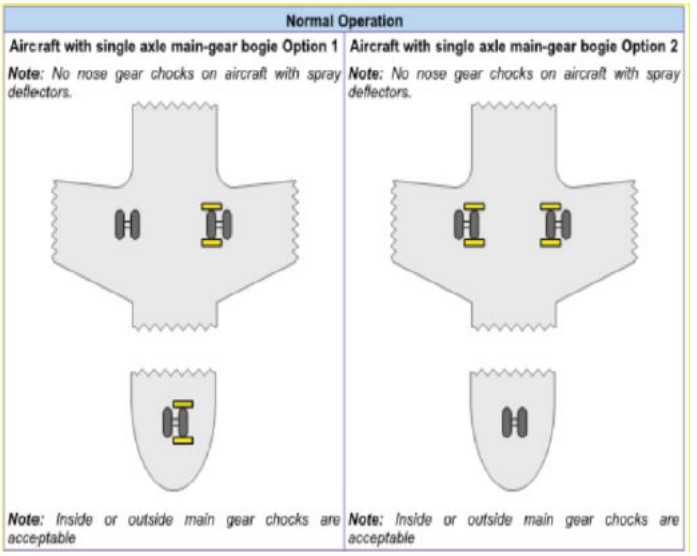


Figure 4-44: Wheel Chock Placement Diagram

Parking Aircraft Out of Service/Night-Stop/High Winds

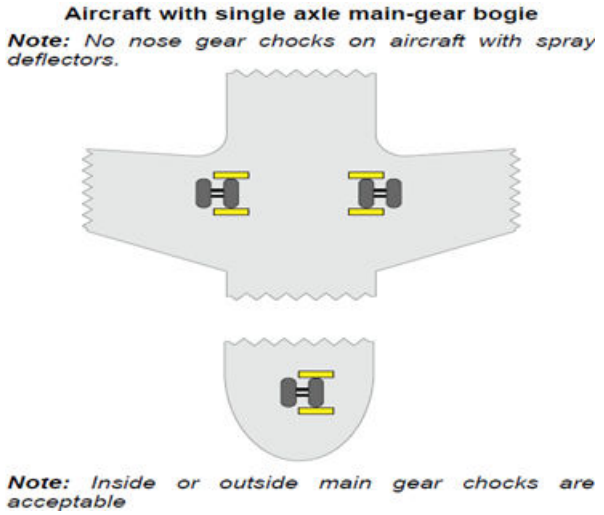


Figure 4-45: Parking Aircraft Out of Service/Night-Stop/High Winds

It is Pegasus Airlines preference that, where possible, rubber chocks should be utilized. For guidance regarding recommended chock design, refer to IATA standards. It is also recommended that IATA procedural guidelines are utilized in relation to chocking activities.

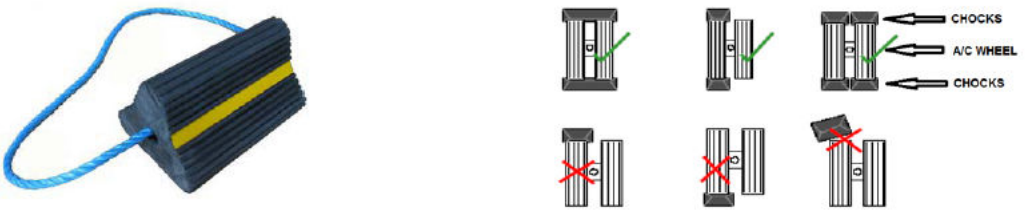


Figure 4-46: Parking Aircraft Out of Service/Night-Stop/High Winds

Wheel Chock Placement:

The following minimum requirements shall be met:

(1) Make sure the required number of serviceable chocks are available, considering the aircraft type and weather conditions.

(2) Chocks shall be kept clear of the guide-in line and kept in a safe area away from arriving aircraft and engine danger areas.

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(3) Wait for aircraft to come to a complete stop before approaching the aircraft to position chocks.,

(4) One designated ground personnel will immediately places chocks forward and aft of the nose gear if the aircraft type allows and according to options listed in this chapter. This is the first action to take place around the aircraft and shall be completed before any other activity takes place.

(5) Places chocks forward and aft of the aircraft nose gear (according to options listed in diagrams in this section).

(6) Before approaching the main gear, wait until:

- Engines have been shut down and are spooling down (or propellers completely stopped).
- Anti-collision lights are switched off.
- Clearance to approach the aircraft has been given by the personnel responsible for the arrival operation.

(7) Walk towards the main gear in a path parallel to the fuselage, avoiding engine intake areas.

(8) Place chocks forward and aft of the main gear in accordance with the applicable normal chock placement diagram.

NOTE

If chocking in accordance with this chapter option 2 after the first main gear has been chocked, the nose gear chocks may be removed and positioned at the other main gear.

(9) Notify the flight crew that the chocks are inserted.

NOTE

When the aircraft is parked on a slope, the chock on the down-slope side should just touch the wheels and the chock on the up-slope should not touch the wheels.

(10) Chocks shall be of a high visibility colour or be identified by high visibility markings.

(11) Chocks shall be triangular in shape, with an approximate 45° angle at the point at which the tire makes contact.

(12) Chocks shall be made of a material that has a suitable coefficient of friction and that has adequate rigidity.

(13) The length of the chock shall be such that it covers the full width of the wheel(s) required to be chocked.

(14) The height of the chock shall be in relation to the size of the wheel and the type of tire.

(15) Chocks should be stored in a dedicated area so that they are not the cause of FOD.

(16) Personnel should be made aware of danger areas in the vicinity of the aircraft wheels, such as hot brakes and protrusions, gear doors and antennae, which could cause injury.

(17) Do not approach the aircraft to position chocks unless: Aircraft has come to a complete stop.

(18) Chocks should be positioned on an aircraft according to airframe manufacturer recommendations, (which is stated on this chapter).

(19) When placing wheel chocks: Stand well clear of the path of the tires, as serious injury could occur if the aircraft begins to roll prior to the final placement of the chocks. Approach/leave the main landing gear from the front or rear. This minimizes the risk of serious injury since aircraft tires are designed to burst in the direction of the wingtips.

(20) Eliminate space between a wheel chock and the tire to reduce the chances that the aircraft will “jump” a wheel chock by getting a rolling start.

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(21) Chocking of the aircraft main gear should be achieved by positioning the chocks in the front and rear of the outboard tires using an approach path directly from the front and rear.

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

(23) In the event of high wind conditions, additional chocking/other measures may have to be taken to secure the aircraft.

(24) Chocks should not be removed from an aircraft until clearance is given by the responsible person.

CAUTION

Please don’t bring your hats, gloves, etc. close to the ram air door (Air Inlet/Outlet Ducts) which is located under the fuselage. Pay attention to not keeping the objects close to the relevant region.

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4.12 HAND SIGNALS

Introduction:

In order to standardize “ground staff–ground staff” communication or “ground staff–PIC” communication, the following hand signals are defined:

(1) **Guide Person Hand Signals** - to be used by a specific guide person in direct liaison with the equipment operator to facilitate movements of any type of GSE.

(2) **Marshalling Hand Signals** - to be used by ground staff, to assist the PIC during maneuvering of the aircraft and engine starting.

(3) **Technical/Servicing Hand Signals** - to be used by ground staff to communicate technical/servicing information to PIC, and by PIC to communicate technical/servicing information to ground staff.

> **NOTE**
> Only use hand signals when verbal communication is not possible

> **NOTE**
> Make sure acknowledgement of all signals is received from flight crew

(4) **Aircraft Movement Hand Signals**–to be used during the tractor/tow bar, towberless connection/ disconnection process, as well as at the start and end of the aircraft ground movement operation.

Conditions for Using Hand Signals

The person giving the hand signals must:

- Use only approved hand signals.
- Be clearly identified to avoid any possible confusion. Wear a high visibility vest.
- Maintain the same role throughout the procedure.
- Keep in constant, visual contact with the other ground staff and PIC throughout the maneuver.

  If visual contact is lost, the operation must stop and not re-commence until visual contact is reestablished.
- Remain clear of the intended pathway of the vehicle/aircraft where possible

4.12.1 Guide Person Hand Signals (For GSE)

4.12.1.1 To Attract Operator's Attention And Take Command:



Figure 4-47: To Attract Operator's Attention And Take Command

Arms held above head in vertical position with palms, facing forward.

Meaning: I am in charge of this maneuver. You will take orders only from me.

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4.12.1.2 Forward Movement (Toward Person):



Figure 4-48: Forward Movement (Toward Person)

Arms held above the head with elbows a little bent and palms facing backward; repeatedly move arms upward and backward, beckoning onwards.

Meaning: Move towards the guide person.

4.12.1.3 Backward Movement:



Figure 4-49: Backward Movement

Arms by sides, palms facing forward, swept forward and upward repeatedly.

Meaning: Move directly away from the guide person.

4.12.1.4 Turn Right:



Figure 4-50: Turn Right

Left arm pointed downward, hand extended, right arm repeatedly moved upward and downward towards the guide person's left. Speed of arm movement indicates rate of turn.

4.12.1.5 Turn Left:



Figure 4-51: Turn Left

Right arm pointed downward, hand extended, left arm repeatedly moved upwards and downward towards the guide person's right. Speed of arm movement indicates rate of turn.

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4.12.1.6 Lift:



Figure 4-52: Lift

Stretch both arms toward load or equipment, palm up, hand movement in upward direction

4.12.1.7 Lower:



Figure 4-53: Lower

Stretch both arms toward load or equipment, palms down, hand movement in downward direction.

4.12.1.8 Accompanied Movement:

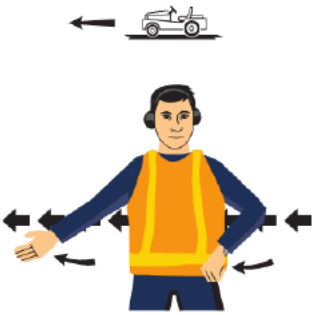


Figure 4-54: Accompanied Movement

Come with load or equipment. Maintain eye contact with operator or driver. Swing down opposite arm.

4.12.1.9 Indicate Distance:



Figure 4-55: Indicate Distance

Raise arms above head, palms facing inward. Distance shown between hands must correspond exactly with actual margin.

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4.12.1.10 Stop



Figure 4-56: Stop

Arms raised and crossed over head, palm forward.

Immediate stop: Hands cross over head with clenched fists.

4.12.1.11 OK. All is Clear or continue on Your Own or Drive Away:



Figure 4-57: Ok

Lift right arm above head, hand closed, thumb raised

4.12.1.12 Chocks Inserted; Stabilizers On:



Figure 4-58: Chocks Inserted; Stabilizers On

Arms down, hand closed, palms facing backward, thumbs extended, move arms in towards sides.

4.12.1.13 Chocks Removed; Stabilizers Off:



Figure 4-59: Chocks Removed; Stabilizers Off

Arms down, hands closed, palms facing forward, thumbs extended, move arms out away from sides.

4.12.1.14 To Interrupt Power Source (Electricity, Fuel, Air):



Figure 4-60: To Interrupt Power Source

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Right arm and hand level with shoulder, palm downward; swing extended arm horizontally toward throat by bending elbow.

4.12.1.15 Stop Engine:



Figure 4-61: Stop Engine

Right arm and hand level with shoulder, palm downwards, hand on throat making horizontal move to the right, passing hand across throat.

4.12.1.16 To Connect or Disconnect:



Figure 4-62: To Connect or Disconnect

Raise left arm and hand in front of body, fingers extended horizontally, palm down.

Connect: Right hand with clenched fist moving upward to contact left palm

Disconnect: Right hand with clenched fist leaving left palm downward.

4.12.1.17 Brakes On/Off:



Figure 4-63: 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, palm inward, clench fist, palm inward.

4.12.2 Specific Requirements for Using Marshalling Hand Signals

(Ref: AHM463) (GRH 3.2.2 v)

The station manager is responsible that effective marshalling is available unless local conditions (special guide-in system) provide for safe taxing and maneuvering of AIRCRAFT. Marshalling is either done by the airport authority or by personnel of the Handling Company or by own personnel. Only specially trained persons are permitted to give marshalling signals.

(1) Perform aircraft marshaling only if permitted by the local airport authority and personnel have been trained and authorized.

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(2) Give marshalling hand signals from a position forward of the aircraft while facing and within view of the PIC.

(3) Wear high visibility vest.

(4) Use illuminated torch lights/wands to improve the visibility of the hand signals in the following situations:

- Insufficient apron lighting
- Poor visibility
- Night conditions
- When required by local Airport Authorities or regulations.

CAUTION

To avoid any possible confusion by the PIC, do not use guide man hand signals for equipment until all aircraft marshalling has been completed.

NOTE

(a) The hand signals printed on the following pages are illustrated with the use of wands. The meaning of the signals remains the same when bats, gloves or illuminated torch lights are used.

(b) It is not possible to give signals for engaging/releasing parking brakes with the use of bats or illuminated torch lights.

In the following, reference to wands may also be read to refer to 'Day-Glo' table tennis bats or gloves (daytime only).

4.12.2.1 Identify Gate/Stand



Figure 4-64: 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.

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4.12.2.2 Continue to taxi straight ahead



Figure 4-65: Continue to taxi straight ahead

Holding arms extended to the side; bend arms at elbows; move arms and wands up and down from waist to head.

4.12.2.3 Slow down



Figure 4-66: Slow down

Arms held at sides and slightly bent at elbows, move arms downwards in a “patting gesture”, moving wands up and down from waist to knees.

4.12.2.4 Turn right (from the pilots point of view)



Figure 4-67: Turn right (from the pilots point of view)

With left arm and wand extended at a 90° angle to the body, right hand makes the come ahead signal. The rate of signal motion indicates to the pilot the rate of aircraft movement desired.

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4.12.2.5 Turn left (from the pilots point of view)



Figure 4-68: Turn left (from the pilots point of view)

With right arm and wand extended at a 90° angle to the body, left hand makes the come ahead signal. The rate of signal motion indicates to the pilot the rate of aircraft movement desired.

4.12.2.6 Stop



Figure 4-69: Stop

Fully extend arms and wands horizontally 90° at shoulder level; raise arms and wands to cross above the head.

4.12.2.7 Hold position/Stand-by



Figure 4-70: Hold position/Stand-by

Fully extend arms and wands downwards at a 45° angle to the sides. Hold the position until the aircraft is clear for the next maneuver.

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4.12.2.8 Proceed to Next Marshaller or as Directed by Tower/Ground Control



Figure 4-71: Proceed to Next Marshaller or as Directed by Tower

Point both arms upward, move and extend arms outward to side of body and point with wands to direction of next marshaller or taxi area.

4.12.2.9 Dispatch Aircraft



Figure 4-72: Dispatch Aircraft

Perform a standard military salute with right hand and/or wand to dispatch the aircraft. Maintain eye contact with the PIC until the aircraft has begun to taxi.

4.12.2.10 Fire - Communication During Engine Fire



Figure 4-73: Fire - Communication During Engine Fire

Fire–Move right hand in an exaggerated figure of eight (8), or a fanning type motion, from the shoulder to the knee, while at the same time pointing with the left-hand wand to the area of the fire.

Alert the PIC immediately via the headset if flames are noticed from the engine or engine pylon.

In the event that a headset is not available, the appropriate “Fire” hand signal must be used.

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Communication During Tailpipe/Exhaust Fire If you notice flames from the engine tailpipe during engine starting, alert the PIC immediately, as such a fire might not be detectable via temperature sensors and/or fire warning systems in the aircraft.

CAUTION

Do not fight engine fires with fire extinguishers on the ground when the PIC is in the flight deck. The PIC will take all necessary action.

Fire:

Holding right arm straight, move right hand in an exaggerated figure of eight (8), or a fanning type motion, from the shoulder to the knee, while at the same time pointing with the left-hand wand to the area of the fire.

At night use same process with wands.

4.12.2.11 Set Brakes



Figure 4-74: Set Brakes

Raise right hand just above shoulder height with open palm facing forward. Ensuring eye contact with the PIC, close hand into a fist. DO NOT move until receipt of thumbs up acknowledgment from the PIC.

4.12.2.12 Release Brakes



Figure 4-75: Release Brakes

Raise hand just above shoulder height with hand closed in a fist.

Ensuring eye contact with the PIC, open palm facing forward. DO NOT move until receipt of thumbs up acknowledgment from the PIC.

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4.12.2.13 Chocks Inserted



Figure 4-76: Chocks Inserted

With arms and wands fully extended above head, move wands inward in a “jabbing” motion until the wands touch.

Ensure acknowledgement is received from flight crew.

4.12.2.14 Chocks Removed



Figure 4-77: 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 the PIC.

4.12.2.15 Start Engines



Figure 4-78: Start Engines

Raise right arm to head level with wand pointing up and start a circular motion with hand, at the same time with the left arm raised above head level, point to engine to be started.

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4.12.2.16 Emergency Engine Shut Down



Figure 4-79: Emergency Engine Shut Down

Extend arm with wand forward of body at shoulder level, move hand and wand to top of left shoulder and draw wand to top of right shoulder in a slicing motion across throat. Hold left arm above head with closed fist.

4.12.3 Technical/Servicing Hand Signals - Ground Staff To PIC

- Only use manual signals when verbal communication is not possible.
- Make sure acknowledgement is received from the PIC on all occasions.

In the following, reference to wands may also be read to refer in the following; reference to wands may also be read to refer.

A number of hand signals are used to communicate to PIC during the aircraft movement process that relate to servicing or handling functions.

4.12.3.1 Connect Towbar:



Figure 4-80: Connect Towbar

Bring arms above the head and grasp forearm with opposite hand.

4.12.3.2 Air Up (Meaning: Supply pressurized air for engine start):



Figure 4-81: Air Up

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Wave arms up & down from thigh to waist with palms up.

4.12.3.3 Connect/Disconnect Ground Power

(A) **To connect ground power:**

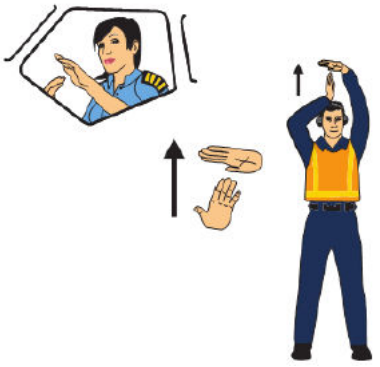


Figure 4-82: To connect ground power

Hold arms fully extended above head, open left hand horizontally and move finger tips of right up to touch the open palm of left hand (forming a “T”). At night, illuminated wands can also be used to form the “T” above the head.

(B) To disconnect power:



Figure 4-83: To disconnect power

Hold arms fully extended above head with finger tips of right hand touching the open horizontal palm of the left hand (forming a “T”), lower right hand away from the left. **DO NOT** disconnect power until authorized by the PIC. At night, illuminated wands can also be used to open the “T” above the head.

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4.12.3.4 Affirmative/All Clear



Figure 4-84: Affirmative/All Clear

Raise right arm to head level with wand pointing up or display right hand with thumbs up, left arm remains at side by knee.

4.12.3.5 Negative

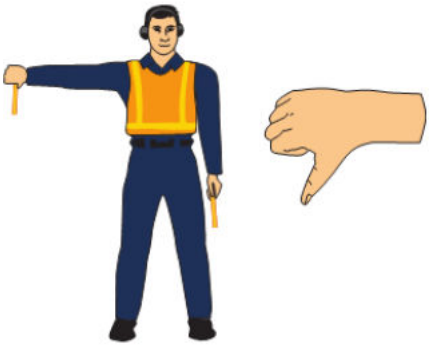


Figure 4-85: Negative

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.

4.12.3.6 Interphones



Figure 4-86: Interphones

Extend both arms at 90° from body and move hands to cup both ears.

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4.12.3.7 Do Not Touch Controls



Figure 4-87: Do Not Touch Controls

Raise right hand above head level and close fist or hold wand in horizontal position, left arm remains at side by knee.

4.12.3.8 Open/Close Stairs



Figure 4-88: Open/Close Stairs

With right arm at side and left arm raised above head at a 45° angle, move right arm in sweeping motion towards top of left shoulder.

NOTE

This signal is intended mainly for aircraft with a set of integral stairs at the front.

4.12.4 Technical/Servicing Hand Signals - The PIC To Ground Staff

4.12.4.1 Brakes Engaged

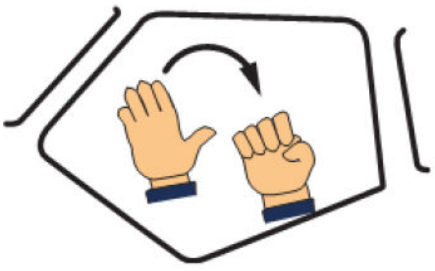


Figure 4-89: Brakes Engaged

Raised arm and hand with palm facing forward and fingers extended in front of face; close hand into a fist.

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4.12.4.2 Brakes Released

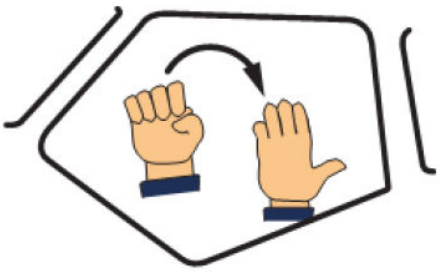


Figure 4-90: Brakes Released

Raised arm, with fist clenched in front of face; extend fingers to open palm facing forward.

4.12.4.3 Insert Wheel Chocks

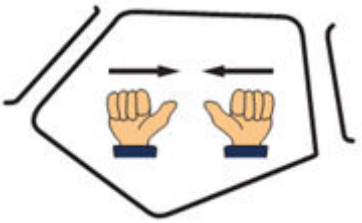


Figure 4-91: Insert Wheel Chocks

Hands held in front of face, palms facing forward with fingers closed and thumbs extended; move hands inwards.

4.12.4.4 Remove Wheel Chocks

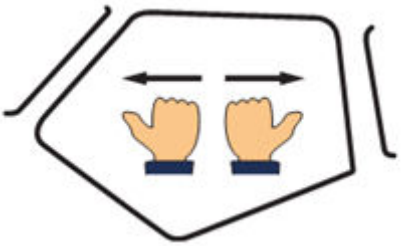


Figure 4-92: Remove Wheel Chocks

Hands held in front of face, palms facing backward with fingers closed and thumbs extended; move hands outwards.

4.12.4.5 Ready To Start Engine(s)

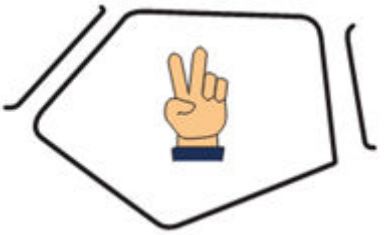


Figure 4-93: Ready To Start Engine(s)

One hand raised with the appropriate number of fingers outstretched to indicate the number of the engine to be started.

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4.12.4.6 All Clear

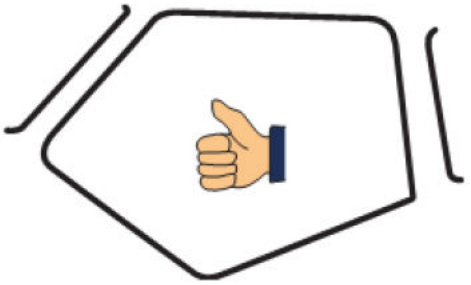


Figure 4-94: All Clear

One hand raised with closed fingers and extended. Acknowledgement of all ground actions.

4.12.5 Pushback Communication

4.12.5.1 Push Back Hand Signals-Headset Operator To Tractor Driver

The following signals should be used to provide a standard means of non-verbal communication between the ground personnel involved in pushback operations.

The signals are to be used during both the tug/towbar connection/disconnection process and at the start and end of the pushback operation as indicated.

4.12.5.1.1 Vehicle Brakes Off



Figure 4-95: Vehicle Brakes Off

Raise right hand just above shoulder height with closed fist and **ensuring eye contact with tractor driver** open palm toward driver.

4.12.5.1.2 Clear To Push



Figure 4-96: Clear To Push

Hold arm straight out at a 90° angle from the shoulder and display hand with thumb up. This indicates to the tug driver that all equipment is clear of the AIRCRAFT, the chocks have been removed, the AIRCRAFT brakes are off and the PIC has given clearance to commence pushback.

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4.12.5.1.3 Negative/Hold



Figure 4-97: Negative/Hold

Hold arm straight out at 90° angle from the shoulder and display hand with thumb down. This indicates to the tug driver that the AIRCRAFT is not ready for pushback and to hold position.

4.12.5.1.4 Vehicle Brakes On/Stop



Figure 4-98: Vehicle Brakes On/Stop

Raise hand just above shoulder height with open palm and Ensuring eye contact with tug driver close into a fist. At the end of the pushback also indicates to tug driver that AIRCRAFT brakes have been set.

Tug driver should return signal to the Headset operator to confirm vehicle brakes set.

4.12.5.1.5 Slow Down

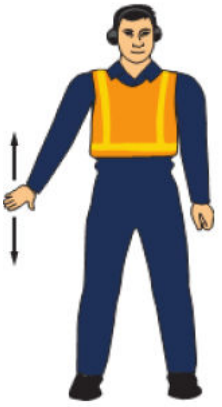


Figure 4-99: Slow Down

With hand at a 45° angle downward to the side make a “patting” motion.

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4.12.5.1.6 Change Of Pushback Direction



Figure 4-100: Change Of Pushback Direction

Touch nose with finger and with arm at a 90° angle to the shoulder, point in the direction that the AIRCRAFT needs to be turned to.

4.12.5.2 Pushback Hand Signals-Wing Walker To Headset Operator/Tug Driver

4.12.5.2.1 Clear to move AIRCRAFT



Figure 4-101: Clear to move AIRCRAFT

Raise one fully extended arm with wand straight above head and with the other arm and wand at a 45° angle downward to the side.

4.12.5.2.2 Stop movement of Aircraft

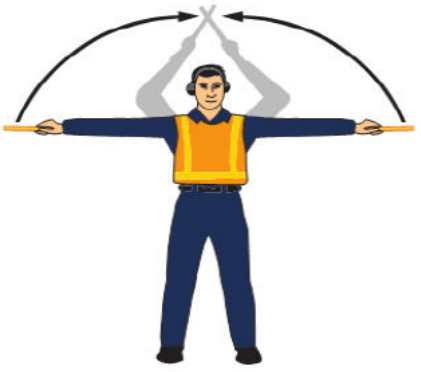


Figure 4-102: Stop movement of Aircraft

Fully extend arms and wands to cross above the head.

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4.12.5.2.3 Hold movement of Aircraft



Figure 4-103: Hold movement of Aircraft

Fully extend arms and wands downwards at a 45° angle to the sides.

Hold this position until it is clear for the AIRCRAFT to move.

4.12.6 Aircraft Arrival

OM PART A 8.2.2.15

(CAT.OP.MPA.205 / AMC1 CAT.OP.MPA.205)

4.12.7 Arrival Procedure

It is the responsibility of all ground staff to be aware of the dangers that may be present when an AIRCRAFT is taxiing onto stand. There must be procedures in place that in the event of imminent danger the AIRCRAFT commander is made aware and the AIRCRAFT brought to an emergency stop.

This may be achieved by:

- The internationally recognized hand signals
- Pressing the “EMERGENCY STOP” button on the stand guidance system

When an AIRCRAFT is taxiing onto stand a member of the ground staff must be clearly visible to the PIC or, stationed at the “EMERGENCY STOP” button where this is fitted to the stand guidance system.

Where “EMERGENCY STOP” buttons are fitted both at ramp level and in the air bridge either button may be attended. Where the EMERGENCY BUTTON on the jet bridge is attended and other ground handling staff are present, a person must be allocated to attend the ground level “EMERGENCY STOP” button.

4.12.8 Actions Prior To Aircraft Arrival

(GRH 3.2.2 i) (GRH 3.2.2 iV)

The ramp team leader shall ensure the parking stand and handling team are properly prepared for the turnaround. Following check shall be completed prior to aircraft arrival at the assigned parking gate or stand. Such procedures shall ensure:

(a) Ensure all persons involved with the aircraft arrival and post-arrival handling/servicing are briefed on safety and operational requirements relevant to their functions, e.g., aircraft defects that may affect ground handling operations, specific unloading, equipment positioning and operating requirements.

(b) Conduct a foreign object debris (FOD) check of the entire stand, removing all debris just prior to aircraft arrival.

(c) Make sure the stand surface condition is sufficiently free of ice, snow, etc. to ensure safe aircraft movement.

(d) Make sure all required ground support equipment (GSE), chocks and safety cones are available and serviceable, and are positioned well clear of the aircraft path, outside the equipment restraint area (ERA).

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(e) Make sure the aircraft guidance docking system is activated, where applicable, or a marshaller is in position. Where an aircraft docking guidance system is in use, ensure it is operative and only activated when it is confirmed that conditions are safe to accept the aircraft.

(f) Make sure required ground personnel are present including any additional personnel (i.e., wing walker), if applicable.

(g) All personnel shall remain well clear of the arriving aircraft and its maneuvering path, outside the ERA, other than those whose functions require them to be inside the ERA during aircraft arrival, e.g., marshaller(s) and/or wing walker(s).

4.12.9 Actions During Aircraft Arrival

(a) For a standard arrival at a stand without an automated guide-in system or at an open ramp:

(1) As the aircraft approaches the stand area, the marshaller points to the guide-in line on the ramp to be followed by the aircraft by standing at the top of the guide-in line and giving the “Identify Gate/Stand” signal. (See: " GOM 4.12.2.1"). Wing walkers, if required, will be positioned approximately 1 m (3 ft.) outside the path of the wingtips. Wingwalkers shall maintain visual contact with the marshaller until the aircraft has come to a complete stop. See diagram in IGOM 4.1.2 for positioning of wing walker during aircraft arrival on stand.

(2) While the aircraft taxies along the guide-in line, the marshaller gives the “Continue to Taxi Straight Ahead” signal with marshalling wands, (See: "GOM 4.12.2.2").

(3) The nose wheel shall follow the guide-in line all the way to the appropriate stop point. Use the “Turn Left (from the flight crew's point of view)” (See: "GOM 4.12.2.5") or “Turn Right (from the flight crew's point of view)” (See: "GOM 4.12.2.4") signals to correct the track of the aircraft as required.

(4) If at any time during aircraft movement the marshaller is unsure or identifies an imminent danger, signal the aircraft to STOP.

(5) If at any time during aircraft movement the wing walkers are unsure or identify an imminent danger, signal the marshaller with the “Stop” signal (See: "GOM 4.12.2.6").

(6) As the aircraft approaches the stop position, use the “Slow Down” (See: "GOM 4.12.2.3") signal, if required. As the nose wheel reaches the stop point, slowly cross the wands in the “Stop” signal, (See: "GOM 4.12.2.6").

(b) For a standard arrival at a stand with an automated guide-in system:

(1) The ground personnel responsible for aircraft arrival operations shall verify that the correct aircraft has been selected for the arrival and the equipment is operational.

(2) The agent responsible for staffing the emergency stop button shall be positioned with an unobstructed view of the arriving aircraft and within reach of the system to stop the aircraft in the event it is needed. It is essential to maintain a continuous unobstructed view between the agent responsible for staffing the emergency stop button and the ground personnel ensuring clearance (e.g. wing walker).

(3) If the emergency stop is activated, and only after verification by the ground personnel operating the guidance system that the risk is no longer there, the aircraft docking guidance system can be reactivated. If not, standard aircraft arrival procedures shall be used.

(4) Wing walkers, if required, will be positioned approximately 1 m (3 ft) outside the path of the wingtips. Wingwalkers shall maintain visual contact with the agent responsible for the aircraft arrival operations until the aircraft has come to a complete stop.

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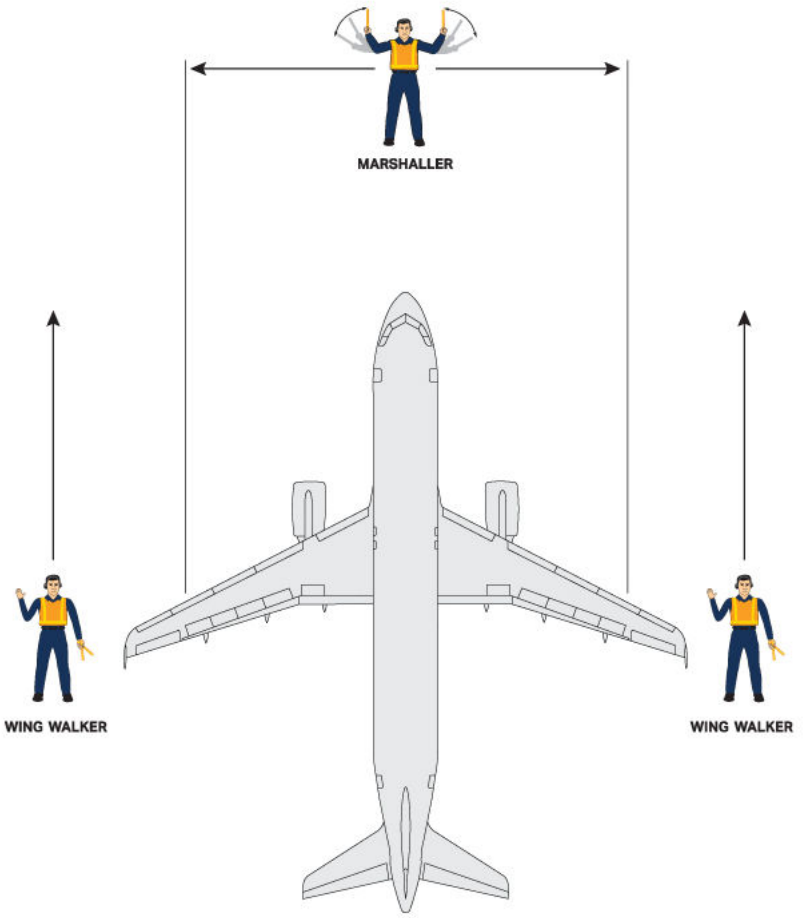


Figure 4-104: Wing Walker Positioning for Aircraft Arrival

4.12.10 Actions After Aircraft Arrival

(GRH 3.2.3 iv)

(a) Upon aircraft stopping:

(1) Position wheel chocks at nose landing gear (NLG) wheels as described in this chapter.

(2) Position and connect the ground power unit (GPU) or fixed power unit (FPU) if required, before engine shut down.

(b) After the engines have been shut down, are spooling down and anti-collision lights have been switched off:

(1) The person responsible for arrival operations shall give clearance for placement of the remaining wheel chocks and safety cones.

(2) Remaining wheel chocks shall be placed in accordance with "GOM 4.11" and verbally/visually confirmation shall be given to the flight crew.

(3) If applicable, the passenger boarding bridge (PBB), shall be positioned onto the aircraft after an inspection has been carried out to confirm there is no damage to the cabin access door and surrounding area.

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(4) Safety cones shall be placed in accordance with "GOM 4.10". After placement, GSE may enter the ERA to approach the aircraft.

NOTE

Positioning of GSE at its final servicing position shall only take place after inspection of the door/ service panel and surrounding area where the GSE shall position and clearance given.

NOTE

Spooling down of an engine can be identified as follows: reduced engine noise, visible fan or propeller speed reduction, lack of exhaust heat or thrust plume.

(c) Before positioning GSE, conduct an arrival walkaround to inspect for damage to the following parts of the aircraft:

(1) All cargo hold access doors

(2) All access panels and servicing access points

(3) Aircraft fuselage

(4) Aircraft engine cowlings/propellers

(5) All cabin access doors, including service doors.

(d) Give clearance for GSE to position at the aircraft.

NOTE

If any damage is found, report it immediately to a supervisor and do not approach the aircraft with any GSE in the area where the damage has been found.

ALERT MESSAGE

Danger: If notified of a brake overheat do not approach the main gear.

CAUTION

If an aircraft arrives with an unserviceable anti-collision light, do not approach the aircraft until headset communication has been established with the flight crew.

4.12.11 Ground Support Equipment for Arriving Aircraft

4.12.11.1 Ground Power Unit /External Power/Fixed Power Unit (GPU/FEGP/FPU)

It is Pegasus Airlines intention to reduce the utilization of the auxiliary power unit (APU) whilst parked wherever it is practical and cost-effective to do so.

(a) It is permitted to pre-position a Ground Power Unit (GPU) inside the ERA, provided there is a marked GPU parking position.

(b) Position the GPU on the appropriate side of the aircraft as shown in Figure 4.12.11.1 (example of GPU positioning).

(c) Set parking brake/chock for the GPU.

(d) Ensure the GPU, while in operation, is positioned a minimum of 3 m (10 ft) from any fueling vehicles and aircraft fuel vent exits.

(e) Fixed Power Units (FPU) and leads shall be fully stowed/retracted during aircraft arrival as per the system design.

(f) Only connect GPU(s)/FEGP/FPU(s) if required/requested by the operating airline.

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(g) Before connecting to the aircraft, check the aircraft receptacles, lead(s) and plug(s) to ensure they are clean and undamaged with no sign of excessive wear or electrical burning to the contacts.

(h) Do not energize the GPU/FPU power output until the unit is connected to the aircraft.

(i) Connect the external power sources according to operating airline procedures, including the number of supplies, required output, sockets to be used, etc. Advise the flight crew of any discrepancies.

(j) Attach the power lead lanyards to the aircraft attachment point, where fitted.

(k) Request approval from flight deck before turning off and disconnecting the GPU/FPU cables.

(l) Turn off the GPU/FPU power output before disconnecting the cable(s).

(m) Always disconnect and stow the GPU power cables BEFORE connecting a tow tractor to the GPU.

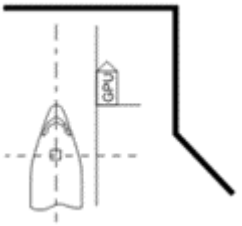


Figure 4-105: Sample GPU positioning

(n) On aircraft parking stands where fixed electrical ground power (FEGP-electricity supplied to the AIRCRAFT at the gate from a central airport system) is available, such power should be delivered as standard during all aircraft servicing activities, including routine aircraft turnarounds. Any local variation to this policy will be advised by GCC.

(o) Where FEGP is not available, GPU should be supplied as agreed by Pegasus Airlines GCC, or in the event of an unserviceable APU.

(p) After FEGP / GPU are connected to an aircraft on arrival, ground staff should confirm to PIC that power is available. This confirmation may either be via headset, or via standard hand signals, as appropriate.

WARNING

Make sure that all the circuits in maintenance are isolated before you supply electrical power to the aircraft. Unwanted electrical power can be dangerous.

CAUTION

CAUTION: Do not use a ground power unit with a capacity less than 90 kva. If you use a less powerful unit:

- An overload of the ground power unit could occur.

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- It could be necessary to reset many computers on the aircraft.

WARNING

Before you connect the ground power unit to the external power receptacle of the aircraft, make sure that the external electrical power supply is not energized. If it is energized, dangerous arcing can occur.

CAUTION

Make sure that the cable strap supports all the weight of the cable when the connector is connected. This prevents damage to the external power receptacle.

CAUTION

Before you connect the ground power unit to the aircraft, make sure that there are no foreign objects or fluid in the external power receptacle or the gpu connector. Foreign objects and fluid can cause an overheat and/or damage to equipment.

4.12.11.2 Cooling/Heating Units and PreConditioned Air (PCA)/Air Conditioning

CAUTION

Danger:

Before supplying air from an external source, make sure at least one cabin access door is open and remains open during air unit operation, as per operating airline procedures.

Make sure a motorized ground air supply unit is not near the aircraft. The engine exhaust pipe of the unit shall point away from the aircraft. Heat from the unit's exhaust can cause damage to the aircraft structure.

There is a single 20.3 cm connection behind a hinged panel located on the underside of the fuselage which will enable ground air-conditioning units to be used when the APU is unserviceable or off. Where preconditioned air is available then this should be provided, where required and subject to weather conditions / temperature, under the terms of the Pegasus Airlines agreements.

As part of the fuel conservation program of most airlines, preconditioned air (PCA) is required at all airports that provide on-stand PCA.

Refer to the operating airline's GOM for the location of the PCA access panel on the specific aircraft type. If required in accordance with operating airline procedures, inform the flight crew or engineer before connecting or disconnecting PCA to/from the aircraft.

NOTE

Make sure there is no blockage of the PCA hose.

(a) To connect PCA:

(1) Open the access panel.

(2) Connect ground preconditioned air unit to aircraft.

(3) Start up ground preconditioned air unit.

(4) On the ground preconditioned air unit, select the desired cooling or heating settings (air temperature and flow rate) and position the selector in the appropriate position.

(b) To disconnect PCA:

(1) Shut down the ground preconditioned air unit.

(2) Disconnect ground preconditioned air unit from aircraft.

(3) Close the access panel.

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(4) Retract the PCA hose to the fully stowed and secured position.

4.12.11.3 Air Start Unit (ASU)

When the APU is unserviceable an ASU will be required. Ground pneumatic power is supplied through a 7.62cm diameter service connector located on the underside of the fuselage.

The starting of engines utilizing an ASU is a hazardous activity, and it is vital that all staff involved are fully aware of situation and remain clear of running AIRCRAFT engines at all times. The following important safety requirements shall be met:

(1) Ground staff shall be properly trained and qualified to undertake this task.

(2) The training program shall include appropriate theoretical and practical training, and on-the-job assessment of staff as part of the certification process. If a 'Live' AIRCRAFT is not available for practical training and coaching purposes, with the consent of airline engineering the use of simulation training on 'Cold' AIRCRAFT should be considered.

(3) In all cases, the implementation of a stringent supervision procedure shall be in place until staff has demonstrated complete competency and full awareness of all safety requirements to perform a live air start departure.

(4) Personnel and equipment shall remain clear of the jet blast and ingestion areas at all times.

Only equipment and personnel required for the start up should be in the vicinity of the AIRCRAFT.

(5) Clear communications shall be established between ground staff and crew prior to doors closing to agree the Air Start sequence / process. Communications during the Air Start process should normally involve use of a headset.

(6) The Air Start Unit should be positioned to ensure staff safety, and taking account of the stand layout and engine start sequence.

NOTE

(1) The headset operator shall confirm the start sequence with the Commander.

(2) The Commander will instruct the headset operator when to supply and disconnect the Air Start and ground power. The headset operator will use the appropriate hand signals to instruct the ASU operator to supply, shut down and disconnect the air supply.

(a) For PEGASUS Airlines AIRCRAFT it is only permitted to start one engine utilizing the Air Start Unit. Starting of both engines utilizing the Air Start is NOT permitted, in order to ensure the safety of handling staff.

(b) The Air Start Unit SHALL is disconnected from the AIRCRAFT after the first engine has been started. Staffs removing the ASU hose shall at all times remain at a safe distance from the running AIRCRAFT engine.

(1) The second engine will be started using cross-bleed air from the running engine. Due to the engine power required in order to complete a cross-bleed engine start:

(2) Engine start using cross-bleed can only be performed once the pushback has been completed, the aircraft brakes have been engaged, and the area around the aircraft is clear.

CAUTION

With engine(s) above idle thrust, blast and suction effects are greater.

(3) Cross bleed engine starts on parking stands are generally not permitted, except on selected parking stands where specified by the airport.

(4) Cross bleed engine starts during the pushback process are forbidden.

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(5) Normally the starting of the second engine using cross-bleed air will take place after completion of the pushback and when the AIRCRAFT is stationary on the taxiway.

(6) The Headset Operator shall be in communication with the pilot in command. He should be positioned forward of the nose during this function and have visual contact with the engines.

CAUTION

In cases where it is necessary to start an engine with the ASU (AIR STARTER UNIT) in our aircraft, “when engine start with ASU procedure is used and if there is no other restriction, engine #1 will be started first forstandardization between fleets” which is apply in all aircraft types, has been **removed**.

- Regardless of ABUS and BOEING aircraft types, the obligation to start the engine number 1 first in engine start with ASU has been removed.
- In cases where it is necessary to start the engine with ASU, the operation agent should be informed about which engine (engine number 1 - engine number 2) will be started first, in agreement with the PIC before the ASU operation, and the ramp agent should be informed.
- ASU should be positioned in the opposite direction of the engine requested to be started.

4.12.11.4 Informations About APU

APU and GPU should not be active at the same time, unused system should be turned off. If ACU cannot be connected or insufficient, GCC will be informed to take required actions in advance. OCC and Flight Operations Department shall be informed about absence of ACU at concerning station.

Aircraft with Serviceable APU:

Preferably, staff should not approach the aircraft, and GPU / FEGP should not be applied, until the engines have been shut down, and anti-collision beacon switched off

Aircraft with Unserviceable APU:

General Unserviceable APU:

(1) Whenever the unserviceable APU information has been received by Guest Control Centre-GCC from Pegasus Maintenance Control Centre-MCC:

(2) GCC inform the related stations by e-mail/SITA or telephone (which is most effective way depends on the schedule and situation) for preparation of GPU/FEGP, ASU, ACU readiness in advance. Airside ground staff and equipment which are noticed by GCC shall be ready and active at arrival accordingly.

(3) If Pegasus Operation Control Centre-OCC reschedule the concerning aircraft according to the active facilities, GCC will inform the affected stations for taking necessary actions.

(4) Stations shall initiate that the primarily bridge park position where available instead of remote park position must be assigned for the aircraft with unserviceable APU to enable the ground operation is processed more efficient.

(5) Departure station shall add the detail of requirements which is confirmed by PIC after SI (Supplementary Information) statement within the departure MVT message for preparation of arrival station.

(6) GCC will ensure that the teams are aware of the case and in alert during the shifts as long as the case continue.

(7) GCC inform OCC about the stations have no facility (three of ASU/GPU/ACU at the same time) for proper planning and customer satisfaction.

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(8) Each standard ground handling agreement shall cover the requirements of ground operation of the aircrafts wit unserviceable APU.

(9) Boarding shall not be commenced unless fuel, catering and cargo&baggage loading is completed in advance at the stations have no ACU.

(10) If the bus is used for airside transportation, buses should be equipped by air condition.

(11) Pre-boarding and easy boarding shall be applied in accordance with GOM.

Operation Unserviceable APU:

In the event of an unserviceable APU, the crew will shut down engine number 2 after arrival onto stand.

Number 1 engine will remain running, and the anti-collision beacons will remain on, until a GPU / FEGP has been provided.

If the A/C park position is Air Bridge crew will shut down engine number 1 after arrival onto stand.

Number 2 engine will remain running, and the anti-collision beacons will remain on, until a GPU / FEGP has been provided. Shutting down engine number 1 first is that, at some airports, FEGP is provided from the air bridge, and it may be necessary for the air bridge to approach the aircraft in order for FEGP to be connected.

Where this is the case, the air bridge may only approach as far as is required for the provision of FEGP.

Further approach, and positioning to the aircraft door, is not permitted until both engines are shut down and the anti-collision beacon switched off.

Personnel responsible for chocking the nose wheel and connecting ground power may approach the aircraft once it has stopped at the appropriate parking position. They should approach towards the nose of the aircraft remaining clear of engine hazard areas at all times. All other personnel and equipment shall remain clear of the aircraft until both engines have been shut down, and the anti-collision beacon has been switched off.

Communications - Unserviceable APU

Where a handling agent for a departing aircraft is aware that the aircraft has an unserviceable APU, and requires the provision of Ground Power and/or Air Start, this information shall be included within the SI line of the MVT message. Where a handling agent for an arriving AIRCRAFT is aware of a confirmed or possible unserviceable APU, either via Operational SITA- MVT message the operational staff (Ramp Team Leader and/or Supervisor) meeting the flight should be advised prior to AIRCRAFT arrival. Ramp Team Leader/ Dispatcher shall ensure that staffs meeting the flight are briefed and additional caution is observed, to ensure they do not approach the AIRCRAFT until safe to do so.

Serviceable GPU shall be checked and allocated before the aircraft arrival.

Communication to Destination Station

The departure station should notify the destination station when an APU is unserviceable (within the SI section of the MVT message), to ensure provision of Ground Power, and personnel safety on arrival.

APU, ACU and GPU Usage Procedures On Pegasus FlightsRef: PG-UI-KB-00019 In the name of preventing possible guest victimization:

(1) For bridge;

(a) Following the bridge connection at the SAW, ADB and ESB airports, APU will not be connected, the GPU and ACU will be connected to the aircraft without delay and the required ventilation will be provided. If a problem is encountered with connections of GPU or ACU, the APU will be started and the necessary ventilation will be provided.

(b) In situations where the ACU can not be connected or is inadequate when connected, boarding and deboarding will be done with running APU for passenger satisfaction.

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(c) Since the GPU and ACU can not be set before the bridge is connected at AYT airport, the APU will be operated first and the GPU and ACU will be requested after the bridge is connected. The APU will be closed after the GPU and ACU are connected.

(2) For open parking positions;

(a) At airports where the aircraft begin the first flight of the day and especially aircrafts which are at the open parking positions or which remain all day closed, for the purpose of the taking out the generated air, upon arrival at the aircraft all doors must be opened with coordination by Cabin Chief and it is appropriate to vent the airplane 10 minutes prior to boarding or if necessary urgently by running the APU.,

(b) For flights with a Ground Time less than 1 hour between 08:00 L and 18:00 L in the summer months (June, July, August, September) at the SAW airport, the APU will be operated to park the aircraft.

The GPU will not be connected. Outside this period, entering the park place will be done without running the APU and the GPU will be connected. However, depending on the need, APU will not be hesitated to operate.

(3) Common procedures;

(a) In case of high air temperature and non-ACU airports, aircraft will be ventilated with APU. Also, in case of need, captain will decide ventilation with APU according to weather conditions for other airports too.

(b) During the summer season, the aircrafts with inoperative APU will planned as possible as to cold climate airports and will be monitored closely by the OCC. For these aircrafts, flight will not be scheduled unless mandatory for BJV, DLM, AYT, ADA, GZP, ECN airports.

(c) At all international airports, all crew will respect relevant airport’s application and action in parallel to described above procedures.

(d) The use of GPU and ACU in all domestic airport is not within the agreement but will not be hesitated to use them to ensure passenger satisfaction.

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4.14 AIRCRAFT ACCESS DOORS

(GRH 3.2.5 i, ii, iii) Ref: OM PART A 8.2.2.13

General Safety Requirements

- Normally, cabin and compartment doors, on arrival, shall not be opened until all engines have been stopped and the parking brakes have been set or the chocks in position.
- All doors shall be closed and locked before start of engines.
- All passenger and service doors shall normally be opened and closed by crew members, technical staff or trained ground personnel.
- When opening a passenger door from the outside, the handling person shall establish by knocking at the door that nobody is standing close to the door on the inside.
- After the opening of a door, cabin crew shall ensure that the jet ways or steps are secured.
- Ground personnel shall give a clear sign to this effect. No passenger or crew member shall step onto a jet ways or steps until this sign has been received.
- The using of the safety straps is mandatory when the door is open, and no service vehicle or steps are in place.
- Cargo hold doors shall normally be operated by the ground handling staff.
- When, due to non-availability of the APU, an engine is left running only doors on the side of the stopped engine may be opened. Refer to FCOM/AFM and OM Part B for wind speed limitations of door operations. In accordance with Regulation (EU) No 965/2012, CAT.OP.MPA.220 Assisting means for emergency evacuation, CAT.OP.MPA.230 Securing of passenger compartment and galley(s).
- Do not operate any aircraft doors unless you have been trained and authorized to do so.
- Aircraft access door operation shall be performed in accordance with Pegasus Airlines procedures for the applicable aircraft type and, where applicable, the markings labelled on the door.
- Seek assistance from authorized technical/maintenance personnel if any difficulty is experienced during normal door operation.
- If damage or irregularity is discovered, immediately report it to the supervisor, aircraft technical/maintenance personnel and if available, flight crew.

CAUTION

Do not operate or leave doors open in strong winds exceeding those indicated in the manufacturer's limitations. (Refer to Adverse Weather Conditions in this chapter.)

4.14.1 Cabin Access Doors

(GRH 3.2.6A)

- Nobody except operating crew and authorized technical staff is approved to operate Pegasus Airlines aircraft doors.
- After the aircraft doors are closed, the ground operations officer shall check if the door is totally closed without any gap visually or not and give his/her consent to the cabin crew. Also, before the aircraft departure, the aircraft shall be body checked and all the doors shall be visually inspected in case of any gap. Otherwise, the cabin crew shall be immediately informed and be warned.
- If a cabin access door is found open without a boarding device positioned at the door you shall immediately notify a supervisor or the Pegasus representative.
- Do not attempt to close the cabin access door unless trained and qualified.

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- 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.

ALERT MESSAGE

Danger: Slide deployments can be fatal. If an armed door begins to open, do not attempt to hold the door from outside, to prevent risk of serious injury or death.

- 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.

ALERT MESSAGE

Danger: Personnel shall remain aware of increased risk of a fall from a height while retracting stair platform and safety rails.

- Guard the cabin access door until a qualified person is present to close it.

4.14.1.1 Opening Cabin Access Doors

(GRH 3.2.6)

(1) Cabin access doors shall only be in open position if there is an appropriate boarding device or appropriate equipment positioned at the door. There is a risk of falling while operating cabin doors.

Slide deployments can be fatal. If an armed door begins to open, do not attempt to hold the door from outside, to prevent risk of serious injury or death.

(2) At opening and closing of aircraft cabin access doors, which require that GSE or PBB:

- Shall be positioned at a cabin access door prior to door opening.
- Remains positioned at a cabin access door at all times when such door is open unless an appropriate ribbon or strap is placed across the open door.
- Is removed from a cabin access door immediately after such door is closed. (GM) GSE or a passenger boarding bridge shall not to be removed from a position at an aircraft cabin access door until either:
- The door has been closed and secured by an authorized person.
- The boarding stairs or bridge, or catering car, must not be removed before the door is closed, even if it is blocked with an appropriate ribbon or strap placed across an open door.

(3) The passenger doors shall never be opened by any unauthorized persons. During normal operations, passenger doors should only be operated by the operating crew. Assistance should not be given by ground crew unless specifically requested. Incorrect door opening procedures can lead to inadvertent deployment of the escape slide.

(4) Once the steps are positioned correctly and secured, Ground staff shall advise the cabin crew by knocking twice on the cabin door to indicate that a boarding device is properly positioned outside a door to be opened and that the door swing area is free of obstructions.. Ground staff should wait until the door has been opened by crew, adjust the sliding side rails of the steps as required, and ensure the crew is satisfied with the step positioning.

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(5) Stand clear of the door and wait for the cabin crew to open.

(6) The cabin door can only be opened by cabin crew. Failure to do this could result in slide deployment.

(7) The supervisor/ramp agent (or equivalent) shall ensure that steps are correctly deployed, and doors open as required (in consultation with cabin crew), prior to the commencement of passenger boarding.

4.14.1.2 Opening Cabin Access Doors From Inside By Crew

The responsible ground personnel shall:

(1) Knock twice on the door, to indicate that a GSE or PBB is properly positioned and the door swing area is free of obstructions. Provide a conventional “thumbs up” signal through the door window to the crew if required.

(2) Standard “OK-SIGN" signals (“thumbs up” or knocking at the door) have been given by the ground staff before de-boarding the passenger in order to avoid accidents.

(3) Before opening the door it must be ensured that the positioning of the passenger steps/air jetty has definitely been completed and OK-sign (thumbs up) has been given by the ground personnel to the flight attendant responsible for the respective cabin door before passengers enter the stairway/air jetty.

(4) Stand clear of the door and wait for the cabin crew to open. Stand clear or retreat to a safe position before the door is opened by crew.

(5) Assist cabin crew when required, with moving the door to the fully opened position and engaging the gust lock.

(6) Cabin doors, i.e. passenger entrance and service doors should normally be opened from inside by the crew.

Exception: Only in exceptional cases may cabin doors be opened from the outside. In such a case it must be ensured that the evacuation slide is disarmed before opening a door. Only persons who have received appropriate training are permitted to open cabin doors. Cabin doors may be closed from inside or outside.

After the aircraft arrived, it is not allowed for the operation staff to go into the cabin, not before the passengers leave the aircraft. Please use the head-set for communications with the P.I.C.

In cases when doors are opened without any ground equipment outside (due to safety or climatic reasons) securing with safety ribbons and surveillance by flight attendants has strictly to be observed.

Drivers have to advise the cabin crew before removing ground support equipment (jet way, steps, catering truck etc.) from any aircraft cabin access door. Ground equipment must not be removed unless a safety device has been put across the door opening or the door is being closed.

4.14.1.3 Opening Of Cabin Access Doors From Inside By Authorized And Trained Ground Personnel

Not applicable in Pegasus flights.

4.14.1.4 Opening Cabin Access Doors From Outside With Crew/Ground Personnel On Board

Only authorized technician/maintenance staff can do on Pegasus flights.

4.14.1.5 Opening Cabin Access Doors From Outside With No Crew/Ground Personnel On Board

Only authorized technician/maintenance staff can do on Pegasus flights.

NOTE

Authorized Cleaning foreman and turn around coordinator can do on Airbus aircraft at SAW airport.

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4.14.1.6 Embarkation Or Disembarkation Through Cabin Access Doors

Before allowing passengers or crew embarkation or disembarkation via a cabin access door, ensure that the boarding device is properly positioned at the door, and if stairs are to be used, that both guard rails (if applicable) are extended.

Clearance for Disembarkation:

Crew members and passengers may only step onto passenger jet way 1st step after the flight attendant responsible for the respective cabin doors has received the clearance for disembarkation either from the authorized handling agent or from the driver of the passenger jet way /step. In addition passenger jet way/ steps and catering trucks may only be removed from the aircraft, when the respective cabin door either is already closed or safety straps or bars at the open door are sufficient.

4.14.1.7 Closing of Cabin Access Doors from Inside by Crew

Prior to removing or repositioning GSE or PBB, the responsible ground personnel shall:

(a) Notify crew that equipment needs to be removed or repositioned (as applicable) and that the cabin access door needs to be closed.

(b) Receive confirmation from the crew that the cabin access door will be closed.

(c) Visually inspect the exterior of cabin access door and surrounding areas for signs of damage, debris, or obstructions.

(d) Retract equipment safety rails and canopy (where fitted) where necessary to close the door.

(e) Assist cabin crew when required, with moving the door to the fully closed position.

(f) Where using passenger stairs or PBB, remain on the platform until the door is fully closed.

(g) Where using elevating equipment (e.g., catering truck or medical loader) retreat from the platform prior to the door being closed.

(h) Check that the cabin access door is closed and that the door and handle are flush with the surrounding fuselage.

(i) Descend passenger stairs before they are moved.

4.14.1.8 Reopening Cabin Access Doors

In situations where a cabin access door needs to be reopened and reclosed after initial closing (e.g., not closed properly, additional delivery of catering and/or supplies, requirement to reconnect boarding device), the following shall apply:

(1) Subsequent delivery of catering and/or supplies, after the passenger boarding devices have been removed or reconnecting of passenger boarding devices after the initial removal.

(2) Once the cabin access door has been closed in preparation for departure, do not attempt to reopen any aircraft door without the authorization of the PIC.

(3) If you believe a door shall be re-opened, you shall notify the PIC through an open cockpit window or use the flight interphone system.

(4) If the crew requires a door to be re-opened, they will notify ground personnel.

(5) Regardless of which party requested that the door be re-opened, once the PIC gives clearance for the door to be re-opened, follow the actions/steps in: Opening Cabin Access Doors in this Chapter.

(6) If authorization to re-open the door is not granted, do not attempt to re-open the door unless clearance given by the PIC.

Follow the applicable actions/steps in the in the Opening Cabin Access Doors sections (see GOM 4.14.1, 4.14.1.1 as applicable).

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4.14.1.9 A320: Passenger/Crew Doors Exterior Control Handles

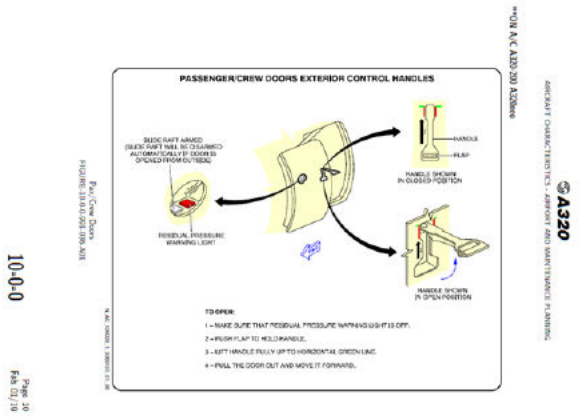


Figure 4-106: A320: Passenger/Crew Doors Exterior Control Handles

4.14.1.10 A321NEO: Passenger/Crew Doors and Emergency Exits Exterior Control Handles

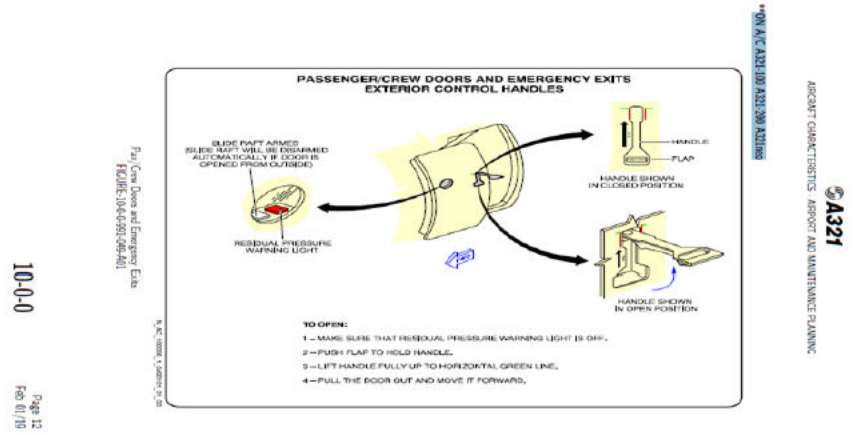


Figure 4-107: A321NEO: Passenger/Crew Doors and Emergency Exits Exterior Control Handles

4.14.1.11 B738

4.14.1.11.1 B738 Doors And Cargo Compartment

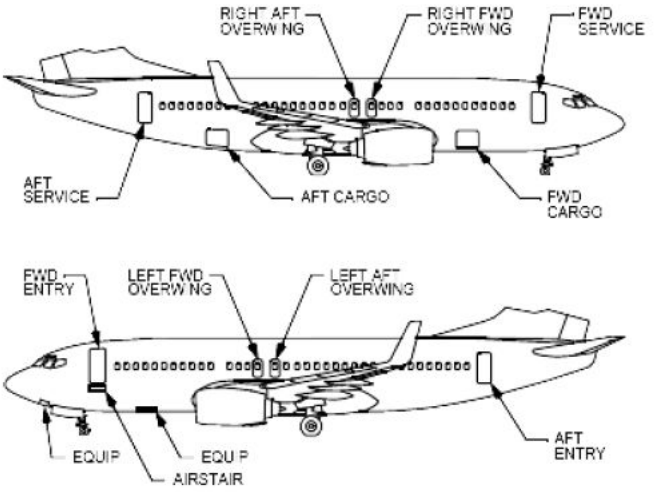


Figure 4-108: B738 Doors And Cargo Compartment

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4.14.1.11.2 B738 Passenger Entry / Galley Service Doors

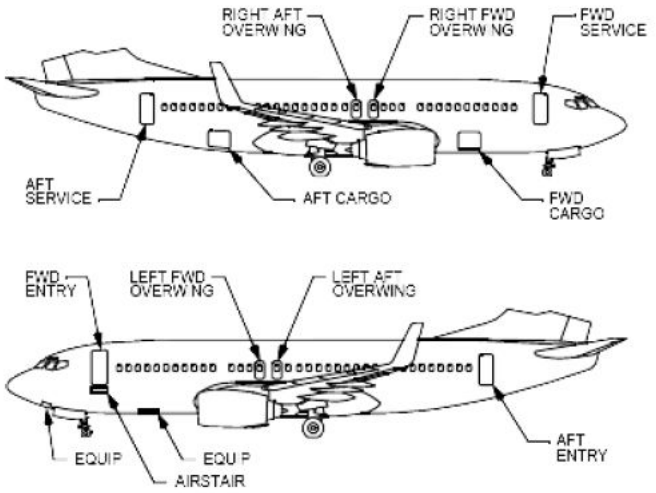


Figure 4-109: B738 Passenger Entry / Galley Service Doors

4.14.1.11.3 B738 Cabin Door

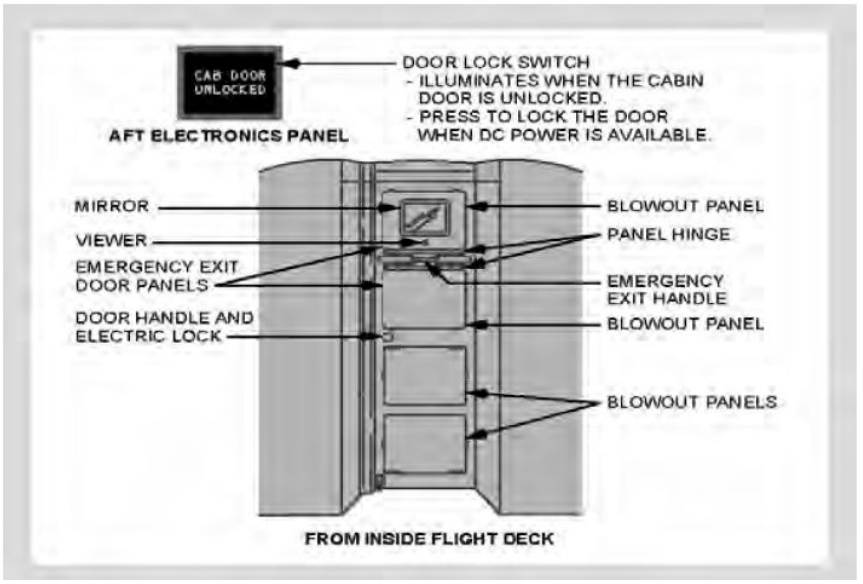


Figure 4-110: B738 Cabin Door

An electrical and keyed lock permits the door to be opened, closed and locked from either side. With 28 Volt DC power available, the door may be electrically locked or unlocked by pressing the door lock switch on the control stand; entrance from the passenger cabin requires a key when the door is electrically locked. The door cannot be locked with<out electrical power.

There are four blowout panels located in the cabin door. In the event of a sudden depressurization of the flight deck, the blowout panels hinge out from the door. This uncovers openings in the door and allows the air pressure in the flight deck and passenger cabin to equalize.

An emergency exit feature is also provided which permits the release and removal of the two upper blowout panels from the door. To operate, pull on the release handle while pressing on the panel below the release handle. Panel will not release unless both ends of handle have been pulled away from their locked position.

4.14.2 Cargo Hold Access Doors

(GRH 3.2.6B)

General:

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(1) Manual operation of an electrically or hydraulically operated cargo hold access door may only be performed by trained personnel.

(2) To access the cargo hold access door control panel where it is out of reach from the ground, use maintenance stairs in accordance with "GOM 4.4.3" or a belt loader in accordance with "GOM 4.4.9"

NOTE

Not applicable to main deck cargo access doors.

(3) Allow adequate space for door clearance to avoid equipment obstructing the free passage of the door during opening/closing.

(4) The cargo hold access door control panel, where applicable, shall be closed when not opening/closing the cargo hold access door.

4.14.2.1 Opening Cargo Hold Access Doors

(GRH 3.2.6B ii)

(1) Do not operate cargo doors unless trained and authorized.

(2) Do not open the cargo doors until the aircraft engines have been shut down and the anti-collision lights have been switched off.

(3) Before positioning GSE and/or opening, 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 authorized technical personnel and, if available, the pilot-in-command.

(4) Where applicable, check cargo hold access door control indicators, residual pressure warning lights or flags to ensure it is safe to operate the door or open the cargo access door vent flap.

(5) Open the cargo hold access door in accordance with the specific instructions for the aircraft type.

(6) Cargo doors shall be opened using technical steps or belt loaders equipped with raised safety rails to reach the cargo doors.

(7) Allow adequate space for door clearance to avoid equipment obstructing the free passage of the door. Be aware that when opening or closing cargo doors, the lower edge of the door will swing down before going upward.

(8) If the cargo door will not open, do not use excessive force, tools or ground support equipment to push or pull on the door to open it. Contact aircraft authorized technical personnel for assistance.

4.14.2.2 Closing Cargo Hold Access Doors

(GRH 3.2.6b ii)

(1) Do not operate cargo doors unless you have first been trained and authorized.

(2) Compartment doors shall be closed as soon as loading operations are completed. Cargo doors must be closed (will be closed at least 5 minutes before schedule time of departure) as soon as loading is completed.

(3) Before closing the cargo hold access doors, ensure:

- The anti-roll-out system (door sill guards/latches) if installed, is in the raised position.

NOTE

At each cargo compartment door sill, there are two types of latches.

(a) The overridable lateral latch, which stops the accidental roll-out of a unit. This latch is overridden in the loading direction and is lowered for unloading.

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(b) The other type of latch is an upward latch and locks the unit at the doorsill.

- Load restraint and door protection nets are properly fitted, if applicable.
- The compartment lights are switched off unless required for carriage of AVI/AVIH.
- Door and surrounding area show no visible signs of damage.
- Door area, including the door sill and frame, are free of debris and other obstructions.
- Any damage discovered during the inspection of the cargo doors and surrounding areas/frames is immediately reported to authorize technical personnel and the pilot-in-command.

(4) Close the cargo hold access door in accordance with the specific instructions for the aircraft type.

(5) All cargo doors must be closed using technical steps or belt loaders equipped with raised safety rails to reach he cargo doors.

(6) Check that door lock indicators are engaged/properly set as applicable and that the door is properly locked, handles are stowed flush and panels are properly closed.

(7) Check twice to ensure that all door indicators show “closed”.

(8) If a cargo compartment door is not closed properly, it must be re-opened and re-closed.

CAUTION

If a cargo door shall be re-opened prior to aircraft movement, approval from the flight crew via the ground staff responsible for the departure must be obtained. When, due to non-availability of the APU, an engine is left running only doors on the side of the stopped engine may be opened.

EXCEPTION

The doors of compartments where live animals are loaded shall be closed as late as possible.

NOTE

Any damage noticed shall be reported immediately to the PIC. All doors shall be closed and locked before start of engines.

(9) After closing the cargo hold access door, ensure:

- The lock indicators are engaged/properly set, as applicable, and that the door is properly locked, handles are properly stowed, and panels are properly closed.
- A visual check is performed for any signs of damage to the doors and surrounding areas.
- The vent flaps are also closed, if required.

4.14.2.3 Reopening of Cargo Hold Access Doors

(1) If a cargo hold access door is not closed properly, it shall be reopened and reclosed.

(2) Once the predeparture walk around has taken place in accordance with "GOM 4.18.4", do not attempt to reopen any aircraft cargo hold access door without clearance from the flight crew or the trained ground staff in the cockpit.

(3) If a door needs to be reopened, the ground personnel responsible for the departure shall notify the flight crew via the use of the flight interphone system or where practical use the cockpit open window.

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(4) Regardless of which party requested that the door be re-opened, if the PIC gives clearance for the door to be re-opened, follow the actions/steps in: opening (See: 4.14.2.1) and closing cargo access hold doors, (See: 4.14.2.2).

(5) If authorization to reopen the door is not granted, do not attempt to re-open the door unless clearance is received from the PIC.

4.14.2.4 B737 Cargo Hold Doors

Opening and closing of manually operated cargo doors do require no special training. For B737, pull out handle from recess. Rotate handle anti-clockwise and push door in. Stow handle in recess and open door fully until the door engages 'up latch'.

4.14.2.5 A320-200 A320NEO Fwd And Aft Cargo Compartment Door Controls

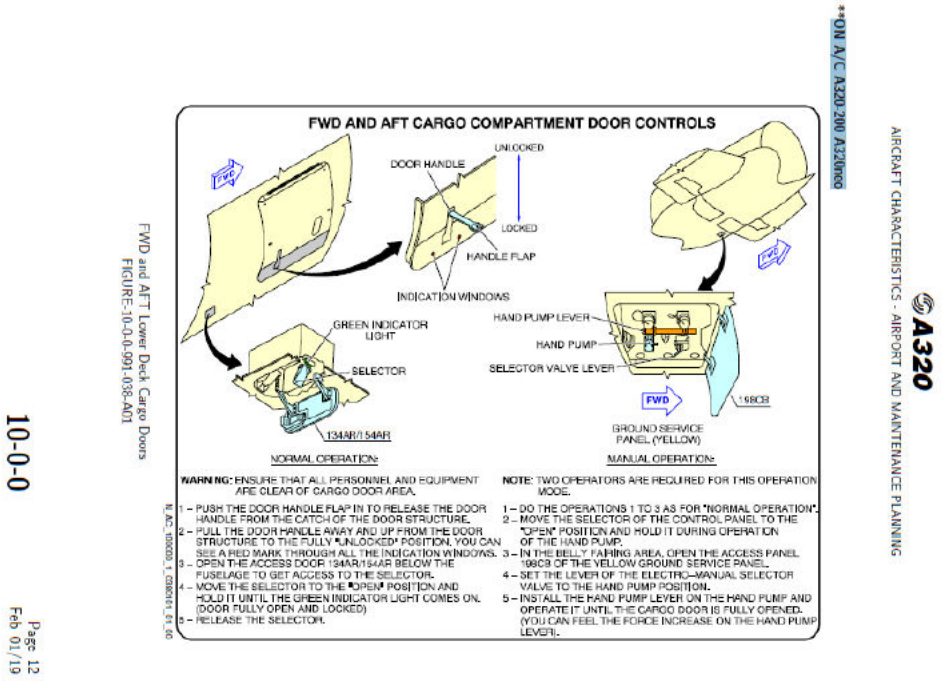


Figure 4-111: A320-200 A320NEO Fwd And Aft Cargo Compartment Door Controls

CAUTION

For aircraft type of A320;

- The FWD and AFT cargo compartment doors should not be physically interrupted at the same time as both aft and fwd control levers used to control the cargo doors.
- As first, a cargo compartment door must be fully opened and locked at the top. The other hatch door must be opened after the control input for opening the corresponding door has completely disappeared and the staff has withdrawn from the control.
- Cargo compartment doors should not be opened if the speed of the wind is 40 knots (74 km / h) or above, regardless of direction. The cargo doors can be opened up to 50 knots (92.5 km / h) should be kept short if possible. Opened and locked cargo doors and the body will be damaged when the wind speed exceeds 65 knots (120 km / h)
- When the cargo doors need to be opened immediately after closing, it should be expected for 30 seconds and no control from the other door should be given. The pressure in the system will automatically stabilize and allow the door to open.

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- If the cargo compartment door can not be opened despite the expected duration, the closing direction must be controlled first and then the opening direction must be controlled.

4.14.2.6 A321 NEO - FWD and AFT Cargo Compartment Door Controls

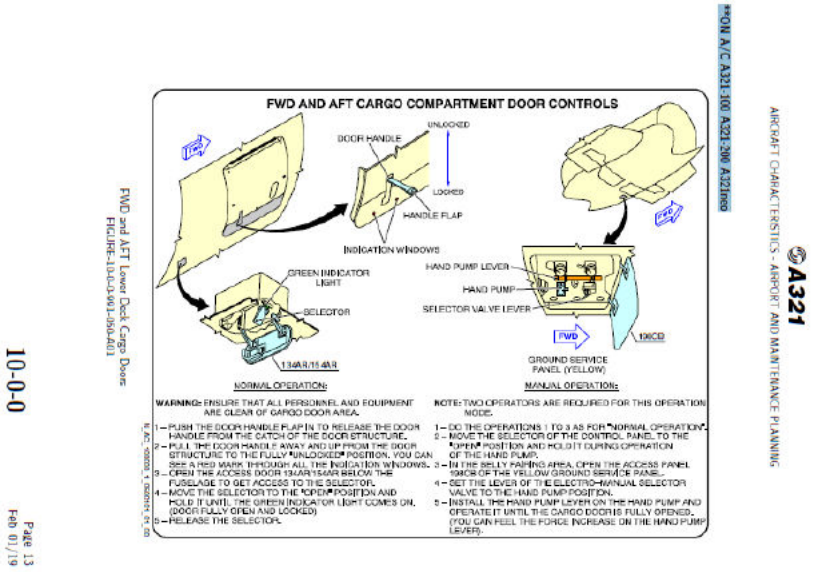


Figure 4-112: A321 NEO - FWD and AFT Cargo Compartment Door Controls

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4.15 AIRCRAFT LOADING AND UNLOADING

OM PART A 8.2.2.11

All baggage to be loaded should be positioned on the ramp in sufficient time to ensure an on-time departure and to reduce pressure on staff, which may affect safety.

The load shall be protected from the elements and all sources of contamination. All loading equipment and materials shall be handled carefully to avoid damage to the aircraft or its load.

Only appropriate compartments shall be used for loading. Loading of items unsecured and obstructing the exits in the flight crew compartment and in the cabin including toilets is prohibited.

Any damage to the aircraft fuselage even minor which occurs or is noticed during loading-unloading shall be reported immediately to the Commander.

Classification Of Load Compartments

OM PART A 8.2.2.18.9

The following definitions shall be used for the designation of aircraft holds, compartments and cabins.

Class A: Class A cargo or baggage compartment is one in which:

(a) The presence of a fire would be easily discovered by a crew member while at his station and,

(b) Each part of the compartment is easily accessible in flight.

Class B: Class B cargo or baggage compartment is one in which:

(a) There is sufficient access in flight to enable a crew member to effectively reach any part of the compartment with the contents of a hand fire extinguisher,

(b) When the access provisions are being used, no hazardous quantity of smoke, flames or extinguishing agent will enter any compartment occupied by the crew or passengers and,

(c) There is a separate approved smoke detector or fire detector system to give warning to the flight crew compartment.

Class C: Class C cargo or baggage compartment is one not meeting the requirements for either a Class A or B compartment but in which:

(a) There is a separate approved smoke detector or fire detector system to give warning to the flight crew compartment,

(b) There is an approved built-in fire-extinguishing system controllable from the flight crew compartment,

(c) There are means to exclude hazardous quantities of smoke, flames, or extinguishing agent, from any compartment occupied by the crew or passengers and,

(d) There are means to control ventilation and draughts within the compartment so that the extinguishing agent used can control any fire that may start within the compartment.

Class D: Class D cargo or baggage compartment is one in which:

(a) A fire occurring will be completely confined without endangering the safety of the aircraft or the occupants,

(b) There are means to exclude hazardous quantities of smoke, flames or other noxious gases, from any compartment occupied by the crew or passengers,

(c) Ventilation and draughts are controlled within each compartment so that any fire likely to occur in the compartment will not progress beyond safe limits,

(d) Consideration is given to the effect of heat within the compartment on adjacent critical parts of the aircraft,

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(e) The compartment volume does not exceed 1000 cubic ft. For compartments of 500 cubic ft or less, airflow of 1500 cubic ft per hour is acceptable.

Class E: Class E cargo compartment is one on aircraft used only for the carriage of cargo and in which:

(a) There is a separate approved smoke or fire detector system to give warning to the flight crew compartment,

(b) There are means to shut off the ventilating airflow to, or within, the compartment, and the controls for these means are accessible to the flight crew in the crew compartment,

(c) There are means to exclude hazardous quantities of smoke, flames, or noxious gases, from the flight crew compartment and,

(d) The required crew emergency exits are accessible under any cargo loading condition.

Actions Prior To Unloading:

Prior to unloading, the person responsible for the aircraft loading supervision task shall:

(a) Brief the unloading team members on safety and unloading requirements in accordance with the CPM/LDM/OIR (as applicable) including any special requirements, e.g., unloading sequence, special load items, restraint requirements, aircraft defect. Check to ensure the briefing and unloading instructions are understood by the persons responsible for aircraft unloading.

> **NOTE**
>
> (1) The offloading instructions report (OIR), which is a systematic plan for unloading, Should be issued prior to aircraft arrival.
>
> (2) For transit flights, an OIR, as defined in "GOM 5.6.3", may be issued.

(b) Verify the arriving aircraft registration with the registration on the CPM/LDM/OIR.

(c) Ensure the necessary equipment for unloading is available on the aircraft parking stand (see "GOM 4.12.8").

Actions During Unloading:

During unloading, the person responsible for the aircraft loading supervision task shall:

(a) For bulk unloading:

(1) Perform a visual inspection of all items during unloading to ensure there is no damage/ leakage.

(2) Ensure the load distribution is in accordance with the LDM.

(b) Ensure special equipment (e.g., tie-down straps, load spreaders, plastic sheeting for wet cargo) is unloaded, as required.

(c) Log any irregularities in the unload sequence noted during unloading and report as per Pegasus Airlines procedures.

(d) Ensure, where applicable, transit loads are not offloaded or over-stowed.

(e) If required, Delivery at the Aircraft (DAA) bags/items shall be delivered as per operating airline requirement.

(f) If possible, organize immediate transportation of arriving carts containing baggage, cargo and/or mail (see as per specified timelines).

Actions After Unloading:

After unloading has been completed, the person responsible for the aircraft loading supervision task shall:

(a) Carry out a hold inspection, in accordance with "GOM 4.15.2.7" and action issues accordingly.

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(b) Ensure the nets and straps are properly stowed and cargo access door checks are performed in accordance with "GOM 4.14.2" in case the cargo hold access doors need to be closed.

(c) Close the cargo hold access doors if the aircraft is to be left unattended (see "GOM 4.14.2.2").

(d) If irregularities are reported during the unload sequence report in accordance with Pegasus Airlines procedures.

Actions Prior to Loading:

Prior to loading, the person responsible for the aircraft loading supervision task shall:

(a) Brief the loading team members on safety and loading requirements in accordance with the LIR, including any special requirements, e.g., loading sequence, special load items, restraint requirements, aircraft defect.

> **NOTE**
> Check to ensure the briefing and loading instructions are understood by the persons responsible for aircraft loading.

(b) Verify the aircraft registration with the registration on the LIR.

(c) Carry out a hold inspection prior to commencing loading, in accordance with the requirements detailed in "GOM 4.15.2.7", and action issues accordingly.

(d) Assemble and check loads against the LIR to ensure compliance with:

(1) Special handling codes and related information.

(2) Destination airport. (Confirm destination of the loads)

(3) Confirm preliminary Notification to Captain (NOTOC) as per AHM 381, where applicable.

(4) Special load requirements, e.g., live animals, perishable, valuables, DG, temperature sensitive products etc.

(e) Ensure all loads are protected from adverse weather, and particular attention shall be given to special loads (e.g., live animals, perishables, time and temperature-sensitive cargo).

(f) Allow no contamination (e.g., snow, ice, water, wood, plastic) on the ULD or bulk load/loose load pieces.

(g) Ensure special equipment is available (e.g., tie-down straps, load spreaders, plastic sheeting for wet cargo), as required.

(h) Where possible, organize the carts containing baggage, cargo and/or mail in hold and load order.

(i) For bulk loading, confirm

(1) Cart identification labels are correctly filled in where applicable.

(2) Loose pieces/weight information is correct, where applicable.

(3) A visual inspection of all items of bulk load is performed prior to loading to ensure there are no signs of damage or leakage that may damage or contaminate the aircraft.

Actions During Loading:

During loading, the person responsible for the aircraft loading supervision task shall:

(a) Cross-check the bulk load against the LIR as the loading progresses to ensure the correct sequence of loading takes place in accordance with the specified timelines (e.g., where applicable, transit loads are not over-stowed for transit stations).

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(b) Regularly check whether loading personnel who are physically loading the aircraft encounter any loading issues and attend to any issues raised concerning loading.

NOTE

(1) Stop/suspend loading operations where an irregularity is discovered e.g., aircraft/cargo hold damage, damage to or leakage from load items, cargo loading system malfunction.

(2) Log any irregularities in the load sequence noted during loading and report as per Pegasus Airlines procedures.

(c) Liaise with the person responsible for the weight and balance calculation task and receive authorization for any deviations, including any last-minute changes to the LIR, the person responsible for the weight and balance calculation task shall check the deviation and confirm whether possible or give an alternative solution.

NOTE

Any load information change between the LIR and actual loading (e.g., changes in transfer bag figures, cargo figures) shall be communicated to the person responsible for the weight and balance calculation task as soon as known to avoid unnecessary reloads, weight and balance issues, and last-minute pressure.

(d) If an authorized change of load order occurs, provide confirmation of change to the persons responsible for the aircraft loading task prior to recommencing loading in the hold.

(e) Protect all loads from adverse weather. Special attention shall be given to live animals and/or perishables.

(f) Ensure special loads are handled and loaded as per instructions provided.

(g) Where applicable remove any loose plastic or any other material used to protect load from bad weather.

(h) Visually inspect all loads requiring special handling to ensure they are secured against shifting.

Ensure all necessary nets have been closed.

(i) If required, Delivery At the Aircraft (DAA) bags/items shall be loaded as per operating airline and local authority requirement.

(j) Loading shall not commence if there is no LIR (electronic or hard copy), unless otherwise specified by Pegasus Airlines procedures.

(k) Prior to loading commencing, a cargo hold inspection shall be performed.

(l) Carry out a visual inspection of all items of bulk load prior to loading to ensure no damage/leakage.

(m) Report any issues, errors, changes or other loading matters to the person responsible for the aircraft loading supervision task immediately.

(n) Any signs of hold damage must be reported immediately.

(o) While loading into bulk holds, the person carrying out the loading of baggage/cargo/mail shall:

(1) Load in accordance with LIR requirements.

(2) Cross-check cart labels to ensure the load is correct.

(3) Check cargo, mail and baggage labels to ensure correct destination/flight number.y

(4) Ensure any leaking or damaged loads are not loaded and the supervisor is informed immediately.

Any contaminated load is kept separately.

(5) Ensure applicable special load items are tied down or otherwise secured in accordance with operating airline requirements.

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(6) Install/close/secure compartment/bay divider nets, barrier nets, fire curtains, door nets and stanchions, as applicable.

(7) Ensure light packages are not loaded or wedged between heavier items.

(8) Ensure the necessary clearance between the load and aircraft hold ceiling is achieved to avoid any obstruction or damage to aircraft smoke detector/fire suppression system. Specific requirements given by the operating airline shall be followed.

(9) Loads shall be correctly stacked to achieve maximum volume.

(10) Confirm the final loading status to the person responsible for the aircraft loading supervision task.

NOTE

- Between unload and onload, compartment nets shall be secured inside aircraft compartments and not left hanging outside to avoid clips and attachment points striking the fuselage, especially during adverse weather.
- Ensure the ramp area is clear of all wooden and/or plastic pallets and other load related material after completion of loading or unloading.

Actions After Loading:

After loading has been completed, the person responsible for the aircraft loading supervision task shall:

(a) At the completion of loading, receive confirmation of the following from the persons performing the aircraft loading task:

(1) Loading status of the aircraft is in compliance with the latest edition of the LIR.

(2) Loads are secured and that all locks, stops, nets, net stanchions, fire blankets are raised, closed, locked or installed and that load securing is correctly applied.

(b) Where the operating airline requires additional signature fields to be completed on the LIR (e.g., by the person performing the loading of each hold), ensure the applicable person(s) have signed the required fields in accordance with Pegasus Airlines requirements.

NOTE

The person responsible for the aircraft loading supervision task still maintains overall responsibility for the loading of the aircraft.

(c) Sign the LIR, and in doing so confirm that:

(1) Aircraft has been loaded in accordance with the final edition of the LIR including any authorized changes.

(2) Load is secured (in a manner that prevents movement or spillage during flight) and locks, stops, nets, fire blankets are correctly installed, raised, locked.

(d) If applicable, sign a NOTOC to confirm or otherwise state that.

(1) There was no evidence of leakage from the package(s) loaded on the aircraft.

(2) The package is loaded in the designated position and secured.

NOTE

The LIR and the NOTOC shall be retained in accordance with applicable regulations.

(e) If irregularities are reported during the load sequence report in accordance with Pegasus Airlines procedures.

(f) Ensure cargo hold access door checks are performed in accordance with "GOM 4.14.2.2"

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4.15.1 Supervision Of Aircraft Loading and Unloading

4.15.1.1 General

(GRH 3.4.1)

(a) The person performing the aircraft loading and unloading supervision task is responsible for the safe and efficient handling of the aircraft as well as the protection of the loads carried.

(b) Before loading, the hold shall be visually inspected for damage that can affect the load capacity.

(c) The person responsible for loading is in charge of, and responsible for, the safe and efficient loading and offloading of the aircraft as well as the protection of the goods carried.

(d) Carry out a hold inspection once unloading is complete or prior to commencing loading, ensure it is empty of other than documented transit load items. He will ensure the aircraft is loaded as specified by the load agent, in accordance with Pegasus Airlines procedures.

(e) The person responsible for loading shall be trained in accordance to the standards outlined in AHM 1110.

(f) Any aircraft loading/unloading operation shall only start with the presence of the ramp aircraft loading supervisor or person who is responsible for loading and/or unloading.

(g) Before loading commences, the load shall be assembled and checked against loading instructions.

Qualified individual shall supervise the loading of the aircraft.

(h) The loading supervisor must ensure that all the tasks below are performed and provide a signed confirmation before aircraft departure. This includes:

(1) Confirm the aircraft has been loaded/offloaded as instructed, including any special load instructions.

(2) Ensure compliance between loading instructions and load presented, including:

- Special handling codes and complementary information
- Bulk load: pieces and weight
- Airport of unload
- Preliminary Notice to Captain (NOTOC) as per AHM 381 (where applicable)

(3) Visually check serviceability of locks, restraints and hold nets that could affect the load capacity of the aircraft prior to loading.

(4) Ensure bulk load is correctly secured and locks and nets are in use.

(5) Ensure lashing/load spreading is correctly applied.

(6) Ensure all loads, including visible dangerous goods packages were inspected for leakage and damage prior to loading.

(7) Special loads, including dangerous goods have been stowed and secured according to IATADGR regulations and Pegasus procedures.

(8) The cargo doors have not been damaged during loading.

(9) Ensure the holds are free of any foreign objects.

(10) Ensure that any loaded items do not block the aircraft fire suppression systems. Consider the hold height limits. Adhere to fleet specific loading guidance.

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(11) All damaged, open, non-standard baggage is noticed to Passenger and Baggage Services department and load controller.

(12) Ensure any deviations are approved by the person who is responsible for the weight and balance calculation and recorded.

(13) Upon completion of loading, a qualified individual must pass the final loading information to the person responsible for the weight and balance calculation and PIC.

(14) Unloaded in accordance with LDM/CPM/OIR or any other incoming messages.

(15) Loaded in accordance with the corresponding loading instruction report (LIR) (see "GOM 5.6.2").

4.15.1.2 Loading Of General Baggage/Cargo

The person responsible for loading is in charge of, and responsible for, the safe and efficient loading and offloading of the aircraft as well as the protection of the goods carried. He will ensure the aircraft is loaded as specified by the load agent, in accordance with the operating airline procedures. The person responsible for loading shall be trained in accordance to the standards outlined in GOM, IATA AHM 611 and SHT-Eğitim/HAD.

4.15.1.3 Cargo And Mail Handover

The procedures address the handover process between cargo handling (cargo warehouse) and ground handling (ramp) departments.

Mail is not carried on Pegasus flights.

(a) Depending on the airport infrastructure and/or local agreements, the handover of cargo to the ramp should be done at a dedicated handover point.

(b) Depending on local agreements, transportation from the cargo warehouse to the ramp may be performed by either cargo personnel or ground handling personnel.

(c) At the handover point:

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

(2) Make sure that any GSE used for transportation is serviceable for loose cargo.

(3) Expect all cargo to ensure that:

- The cargo intended for transport is the correct cargo for the departing flight(s).
- The cargo has no signs of being tampered with.
- No damage has occurred during the transport process.
- No nets, ropes, straps, protective materials, etc. are able to drag on the ground or get jammed in rollers, ball-mats or wheels.
- All built-up cargo is safe to move and will not shift, roll or topple.

(d) Hand over all documentation, pouches and special instructions for the applicable flight, as per "GOM Chapter 3".

(e) Ensure the cargo is protected from adverse weather conditions, if applicable.

4.15.2 Safety Requirements Specific To Aircraft Loading and Unloading

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Advance Loading Preparation: Before loading commences, the load shall be assembled and checked against loading instructions.

4.15.2.1 General

(1) Before loading:

- All holds shall be checked visually to ensure that all items from the previous sector have been offloaded. Following an extended turnaround / night-stop, a separate check shall also be conducted prior to baggage onload. The above checks shall also be made before and after any empty positioning flights. The main forward and aft hold doors shall be fully opened in order to complete this visual check and remain open at least until the inbound baggage has been fully offloaded from all holds. Before loading, the hold shall be visually inspected for damage that can affect the load capacity.

(2) All compartment loads must ensure a space limit of 6 cm between load and compartment ceiling by.

(3) Use correct manual handling techniques and practices when handling heavy items. Get assistance when moving heavy articles.

(4) Carts shall not be used to gain access to cargo holds.

(5) The loader bridge height shall be monitored during the loading process and adjusted as necessary to maintain a correct alignment with the cargo hold floor.

(6) Block or secure cargo which will not lie flat on conveyor belts.

(7) Stabilize irregularly shaped items to prevent falling from the conveyor belts during loading and unloading.

(8) Protect live shipments from inclement weather.

(9) Be alert for special/dangerous goods shipments. Know how they must be handled and secured.

(10) Operators of equipment shall ensure that other personnel are not entrapped by movement of loads either in the aircraft or on the loading equipment.

(11) Hinged side gates of loaded carts shall be lowered carefully, in case loads fall out and cause injury.

(12) Take care when pulling or pushing carts, especially when ramp conditions are slippery. When necessary, obtain assistance.

(13) Holds and compartments shall only be entered or exited by using the appropriate loading equipment, which shall be positioned and secured at the aircraft cargo access door.

(14) Loading equipment shall remain in position while personnel are still in the cargo hold.

(15) Equipment operators shall ensure other personnel are not entrapped by movement of loads, pallets and/or containers, either in the aircraft or on the loading equipment.

(16) Elevating devices must not be removed from the aircraft when personnel are still within the cargo hold.

(17) Personnel shall walk around chains of carts and dollies to access required areas. Do not walk or stand between carts and dollies even when they are stationary on the ramp.

(18) When loading has been completed, move all loading equipment well clear of the aircraft as you do not know when they may be moved.

(19) Hold baggage must be inspected for signs of leakage before loading.

(20) Any item of load which is not properly packed and any item that may damage or contaminate the aircraft must not be loaded.

(21) Do not place goods directly on the apron.

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(22) Always observe the specific instruction labels and marks such as fragile, top, this side up etc.

(23) Report torn (or missing) baggage tags and cargo labels, and do not load unless corrected. Inform related department and passenger (where possible).

(24) Report immediately any damage to the load, whether it occurs during handling or is noticed on arrival.

(25) Report immediately any spills, unusual fumes or smells, etc., to authorized technical personnel, the PIC, Pegasus representative or local authorities as required.

(26) Consider safety requirements for providing ground stability as defined in this chapter.

(27) Consider safety requirements for fuel saving and best operational conditions for B738 and Airbus Family. Provided that the baggage and cargo load is evenly distributed, data in the table assures that the centre of gravity is within the Zero Fuel envelope with reasonable safety margins. It is necessary to brief with the P.I.C. before loading. Adhere to AHM565 documents and related publications from Performance and Navigation Departments.

(28) Transfer baggage must be separated and differently labeled with Transfer baggage tag (yellow or purple). It should be loaded if possible separate hold or loaded last (door side). Transfer/transit baggage loading information shall be shown at LDM message under SI as baggage piece/loading position/destination.

(29) Baggage tagged with 'Short Connection Label'' must be separated accordingly.

(30) Before loading commences, verify the aircraft registration and parking position with the registration on the loading instruction report.

(31) Before loading commences, verify the aircraft parking position.

(32) Ensure onload has been checked against LIR.

(33) Ensure special equipment (tie down straps, etc.) is available, as required.

(34) Ensure LIR is received and understood by loading personnel.

(35) Before loading commences, carry out inspection of cargo compartments and restraint system.

Report any defects to supervisor, the PIC, authorized technical personnel, and/or the company representative.

(36) For cargo shipments, ensure the nets or tie down straps are tight and the load is secure.

(37) Items with directional handling labels should be loaded so that the labels will be visible during offload.

(38) Ensure separator nets, fire barriers, door nets are installed and locked as required as the hold is loaded.

(39) Keep count of bulk loaded baggage by compartment and destination and provide baggage reconciliation between boarding gate (by counting gate items...), sorting area and check in, otherwise inform Load Controller and Commander to take action necessary.

(40) Document all changes to the load and sign the load instruction report.

(41) Carry out load verification prior to finalizing the weight and balance.

4.15.2.2 Aircraft Ground Stability

Airline ground stability requirements, where applicable, shall be adhered to.

Unloading or loading may cause the aircraft to become unstable or could cause tipping. For some aircraft types, a tail stand or nose tether is available. The unloading sequence may be reported in the OIR/CPM/LDM and loading sequence in the LIR. When detailed information about the unloading and

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loading sequence is not available, as a general principle for cargo aircraft and passenger aircraft sensitive to tail tipping, ensure the sequence below is adhered to:

(a) Unload the aft hold first: Alternatively both cargo holds may be unloaded at the same time.

(b) Unload the forward hold last.

(c) Unload the main deck in sequence to always have more load in front of the wing box than aft of the wing box.

(d) Load the forward hold first. Alternatively both cargo holds may be loaded at the same time.

(e) Load the aft hold and bulk last.

> **NOTE**
> If this sequence cannot be followed, check with the operator for instructions about the correct unloading/ loading sequence.

(f) Load the main deck in sequence to always have more load in the front of the wing box than aft of the wing box.

(g) Non standard boarding or de-boarding (through AFT door only) may increase the risk for tail tipping.

Please be in alert in case of the passengers' disembarkation is provided from only one cabin door.

(h) Free seating is not allowed on Pegasus Airlines flights except getting written confirmation from GCC.

4.15.2.3 Compartment Separator And Cargo Door Barrier Nets/Hold Nets

All PEGASUS Airlines operations operate as bulk loading. Cargo nets and securing points and latches should be checked for any damage. Any damage shall be reported to the PIC. If a net is unserviceable, that compartment shall not be used.

Compartment separator nets and cargo door barrier nets must be secured prior to all flight departures to prevent cargo from shifting in flight and damaging or blocking the compartment door.

Between offload and on load, compartment nets must be secured inside aircraft compartments and not left hanging outside, to avoid clips and attachment points from striking fuselage especially during adverse weather conditions or inadvertently hooking on GSE and being pulled out of the aircraft.

(1) Before loading, the hold shall be visually inspected for damage that can affect the load capacity.

(2) A qualified individual must supervise the loading of the aircraft and provide a signed confirmation to say:

- The AIRCRAFT has been loaded as instructed–including any special load instructions;
- The condition of locks, restraints has not affected load capacity;
- The bulk load is correctly secured and locks and nets are in use and shall be installed prior to flight departure to prevent cargo from shifting in flight and damaging or blocking the compartment door.;
- Visible dangerous goods packages were inspected prior to loading;
- Special loads, including dangerous goods have been stowed and secured according to regulations and Pegasus Airlines procedures;
- The holds are free of any foreign objects;
- Any deviations are reported to Load controller and PIC.

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(3) Between offload and on-load, compartment nets must be secured inside aircraft compartments and not left hanging outside, to avoid clips and attachment points from striking fuselage (especially during adverse weather conditions) or inadvertently hooked on GSE and pulled out of the aircraft.

(4) Loaded items shall be constrained within the aircraft holds utilizing the nets that are installed in the aircraft. Where any baggage is loaded within an aircraft hold, all nets, within all compartments of that hold, shall be secured.

Where the AIRCRAFT hold will remain empty Ground Agents shall ensure that sufficient netting points are secured to prevent loose nets causing damage, and that netting is clear of the hold doorways to prevent possible trapping upon closure of the door.

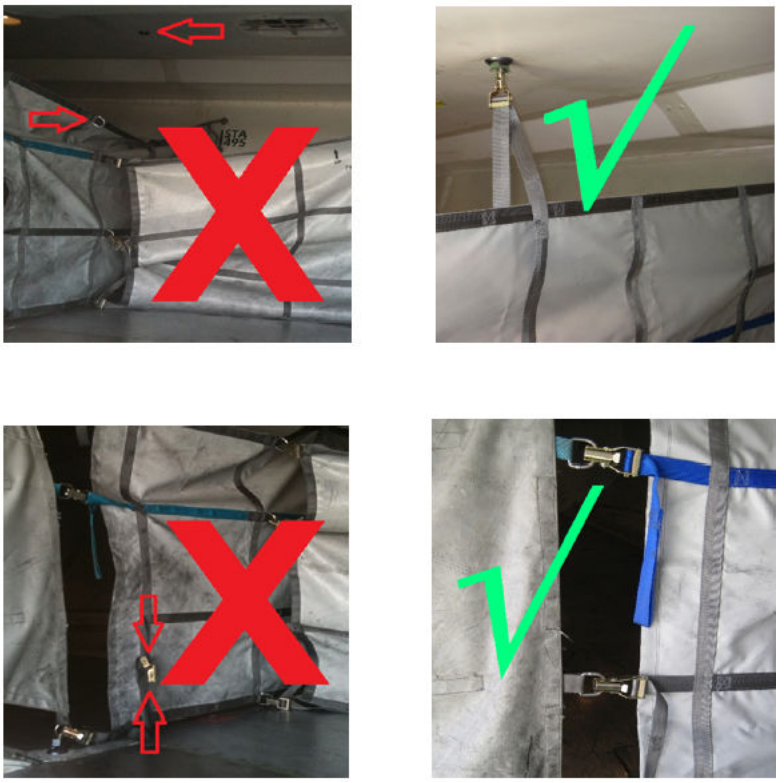


Figure 4-113: Hold Nets

Any station which witnesses an aircraft arrival where the baggage hold has not been netted in accordance with this policy shall advise the PIC raise a supporting Ground Irregularities Safety Report (GISR) and sent to "ground.doc@flypgs.com" to investigate the case.

4.15.2.4 Special Precautions

4.15.2.4.1 Use of Carts

(1) Do not wedge light packages between heavier items.

(2) Do not overload.

(3) During transportation in carts, ensure that the load is properly secured by using appropriate locks, stops, rails, curtains and straps. Ensure curtains or restraints on carts are secured while transiting, (if equipped).

(4) Ensure the overall height of load permits safe lifting of each piece of load during loading and offloading of carts by personnel standing on the ground.

(5) When using tarpaulins, ensure all straps are securely fastened to the baggage cart.

(6) When not in use the braking system shall be engaged on all strings of baggage carts.

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4.15.2.4.2 Use of Tractors

(1) Drive tractors and carts within speed limits according to local airport regulations, and take care to avoid sharp turns, jerks and sudden stops.

(2) Approach the aircraft at walking speed.

(3) Limit the number of carts in a train to the maximum specified by the local airport regulations.

(4) Do not attempt sharp turns close to the aircraft. Keep at least 1m (3ft) away from the fuselage.

(5) Limit the number of carts and dollies in a train to the maximum specified by local airport regulations.

(6) Do not attempt sharp turns close to the aircraft.

4.15.2.4.3 Use of Belt Loaders

(1) Ensure proper separation between articles on the conveyor belt to avoid jamming.

(2) Adjust the back of the conveyor belt correctly to avoid dropping goods from the belt.

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

4.15.2.5 General Loading Precautions

(a) Hold baggage must be inspected for signs of leakage before loading.

(b) Any item of load which is not properly packed and any item that may damage or contaminate the aircraft must not be loaded.

(c) Use tarpaulins or covered carts during inclement weather.

(d) Do not place goods directly on the apron.

(e) Always observe the specific instruction labels and markings (i.e., Cargo Aircraft Only (CAO), FRAGILE, TOP, THIS SIDE UP).

(f) Report torn or missing baggage tags and cargo labels to Passenger Services, and do not load unless corrected.

(g) Report immediately any damage to the load to Passenger Services, whether it occurs during handling or is noticed on arrival.

(h) Report immediately any spills, unusual fumes or smells, etc., to a Supervisor, authorized technical staff, Flight Crew or local authorities as required

4.15.2.6 Spills In Cargo Holds

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

(1) Improper packaging.

(2) Damage due to mishandling prior to loading.

(3) Improper loading in the compartment.

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

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

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

(e) It is essential that any spill is reported immediately so that corrective action can be taken.

(f) Any inadequate/unqualified or damaged package shall be reported to The Passenger Services Agents shall contact with the passenger has it. Baggage can be denied if it is necessary.

(g) Initiate the local emergency response plan for spill events with the information of PIC or PEGASUS representative.

(h) Request information from the respective cargo terminal operator about the nature of what has leaked as well as the safety data sheet, if applicable.

4.15.2.7 Cargo Hold Inspection

(GRH 3.4.1)

(a) A cargo hold inspection shall be performed:

(1) After the aircraft unload is complete.

(2) Prior to loading if this does not follow immediately after unloading is complete.

(3) When the aircraft was unattended between unloading and loading.

(4) When there was a change of persons responsible for the aircraft loading and/or supervision task.

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

(1) No damage to compartment floors, walls, ceiling, door frames, panels, door.

(2) No missing, damaged or malfunctioning floor locks, load restraints or nets.

(3) No spills.

(4) No loads other than transit loads have been left on board the aircraft.

(5) Any other items that should not be present in the hold have been unloaded.

(c) Prior to commencing the loading of the aircraft, the person responsible for undertaking the cargo hold inspection shall provide positive confirmation to the person responsible for the aircraft loading supervision task that the inspection has been carried out, if appropriate.

(d) If any damage is found to the compartment or locks, if a spill has occurred, or if any other irregularity is found, it must be immediately reported to airside supervisor, the load controller, authorized technical personnel, the PC and/or a Pegasus representative.

> **NOTE**
> A check shall be conducted of a hold even if on arrival the hold was reported as being empty.

(e) Any items that should not be present in the hold shall be removed.

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4.15.2.8 Cargo Hold Damage

Any damage to compartment liners (i.e., holes, tears, detachment) may reduce their effectiveness, permitting air to enter the compartment and fire suppression agents to escape, thereby reducing the capability to handle a fire event that may lead to specific loading limitations; therefore:

(1) Any technical malfunction, damage or irregularity discovered shall be immediately reported to the supervisor, aircraft maintenance personnel and if available, the pilot-in-command (PIC).

(2) Adhere to any resulting load limitations according to Pegasus Airlines procedures.

(3) Inform the onward station(s) of the load limitations according to the instructions of the Pegasus representative if the defect cannot be rectified before departure.

4.15.3 Offloading Procedure

4.15.3.1 Scaling Process

If the flight crew experiences a handling issue on takeoff, they may request the scaling of all loaded baggage and cargo at the arrival station.

The scaling process shall be coordinated with the Pegasus representative. Further handling of baggage and cargo shall only proceed once the scaling is completed and the weights confirmed.

4.15.3.2 Identifying Shipments Requiring Specific Handling

Comply with any special handling requirements. All shipments requiring specific handling will be identified on the LDM.

- Make sure that packages with directional handling labels are kept in the correct orientation (THIS WAY UP, etc.).
- Take care with special items, (HUM, wheelchairs, DG, AVIH ...)

4.15.3.3 Safety Precautions For Unloading

(a) Before positioning GSE and/or opening cargo hold access doors, perform a visual check for any signs of damage to the doors or surrounding areas.

(b) Check to ensure the aircraft hold load has not shifted during the flight.

(1) Verify the contour of the cargo loads passing through the doorway to ensure sufficient space between the doorway depressor seals and the cargo load.

(2) Contact the person responsible for the aircraft loading supervision task if any load has shifted will not safely exit the door.

(c) Check loads during unload for damage, leakage and load stability.

(d) Check for damage to the aircraft hold as the unload progresses and also after completion of unloading.

NOTE

Immediately report any irregularities (e.g., spills, unusual fumes or smells, unsecured loads/restraints, LDM discrepancies) prior to or during the unloading process to the person responsible for the aircraft loading supervision task or as required by the operator or authority.

(e) Take care when handling heavy items. Use proper lifting techniques and ask for assistance if required.

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(f) Take care when unloading items onto a belt loader, ensure that they are stable, and correctly positioned on the belt to avoid items falling off.

(g) Take care if load has shifted during flight.

4.15.3.4 Loading Procedure

Advance Loading Preparation:

Before loading commences, the load shall be assembled and checked against loading instructions.

Ensure all cargo and load are inspected and are fit to be loaded on the aircraft.

Before loading commences, verify the aircraft registration with the registration on the loading instruction report.

- Ensure onload has been checked against LIR. Weights and pieces must be cross checked.
- Ensure special equipment (tie down straps, etc.) is available, as required.
- Ensure LIR is received and understood by loading crew.
- Before loading commences, carry out inspection of cargo compartments and restraint system.

  Report any defects to supervisor, the flight crew, and/or authorized technical staff/PIC.
- For cargo shipments, ensure the nets or tie down straps are tight and the load is secure.
- Items with directional handling labels shall be loaded so that the labels will be visible during offload.
- When loading palletized cargo, 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.
- Ensure separator nets, fire barriers, door nets, pallet locks and container stops are installed and locked as required as the hold is loaded.
- Keep count of bulk loaded baggage by compartment and destination.
- Document all changes to the load and sign the load instruction report.
- Carry out load verification prior to finalising the weight and balance.
- Cargo Ceiling Blow-Out panels allow the pressure in the top and bottom of the aircraft to be balanced by escaping from the frame at sudden pressure losses that can be experienced in the aircraft. At 1.0 psid pressure difference, these panels are opened to compensate the pressure to prevent structural damage to the aircraft. Cargo Ceiling Blow-Out panels can be damaged during loading/offloading of cargo/baggage. During the Pegasus Airlines operations, damaged or out of place hold panels that are identified at loading and offloading process must be informed to the technical team or flight team before the flight.

Bulk Loading and Unloading:

(a) Where a belt loader is used, position items on/off the belt loader see "GOM 4.4.9".

(b) Where possible avoid placing loads directly on the ramp, especially if the ramp is contaminated.

(c) When loading/unloading aircraft directly from the ramp without the use of equipment:

(1) Position carts/dollies to/from the aircraft in a parallel direction to the fuselage, maintaining a gap of at least 1m (3 ft.) from the fuselage.

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(2) Always turn tractors and carts/dollies away from the aircraft.

NOTE

For any load items that cannot be safely loaded directly from the ramp, appropriate loading equipment (e.g., belt loader) should be used to avoid injury or damage.

(d) Ground personnel carrying out bulk loading task shall:

(1) Use the right lifting techniques to reduce on the risk of injury.

(2) Be accounted for once inside the aircraft hold and after completion of loading for safety reasons.

ALERT MESSAGE

Danger: There is a risk of suffocation due to poor ventilation in the holds.

4.15.4 Shipments Requiring Specific Handling

4.15.4.1 General

(1) All shipments requiring special handling shall be identified on the load message (LDM) for arriving flights or under a NOTOC for departing flights.

(2) Comply with any special handling requirements. Be alert for special load and/or dangerous goods shipments.

(3) Always follow the orientation markings and/or special handling instructions, as applicable, while handling.

(4) Make sure packages with directional handling labels are kept in the correct orientation (e.g., THIS WAY UP).

(5) Always observe the specific instruction labels and markings (i.e., cargo aircraft only (CAO), fragile, top, this side up).

(6) Ensure shipments labeled “Cargo Aircraft Only” are not loaded into a passenger aircraft.

(7) Always handle fragile items with care.

4.15.4.2 Live Animals

Ref: IATA LAR (See also "GOM Chapter 2")

(1) Transportation shall be in accordance with the IATA Live Animals Regulations (LAR).

(2) During handling of live animals, ensure that they are:

(i) Loaded and secured into suitable aircraft compartments as directed by the LIR.

(ii) Separated from foods, dangerous goods or other AVI that are natural enemies.

(iii) Handled with care and in a manner which minimizes the waiting period and is in compliance with the shipper's specific handling instructions, if required.

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(iv) Not exposed to adverse weather or environmental conditions during transportation, loading and unloading.

NOTE

Damaged or missing separation net or cover may restrict the performance of bulk cargo compartment ventilation and heating systems.

Maximum 3 AVIH are allowed in hold.

- Live animals should be handled with great care at all times.
- Exposure to extremes of heat, cold or noise should always be avoided.
- Live animal containers should be loaded on a level surface and properly restrained in the hold to prevent movement during flight.
- Live animals should not be loaded in the same hold/section as human remains (HUM).
- Live animals should not be loaded in close proximity to foodstuffs or catering equipment (if these are not hermetically sealed).
- The aircraft commander must always be advised when live animals (AVI) are being carried.

  NOTOC should be prepared.
- Animals which are natural enemies must not be loaded in proximity to one another, (REF: IATA LAR-Ch.1.3.7, Ch.10.3.2 Ch.5.3, App.B-Section 11.).
- The doors of compartments where live animals are loaded shall be closed as late as possible.

  *See online library "https://document.flypgs.com"/ for NOTOC

4.15.4.3 Loading Of Dangerous Goods

(GRH 1.6.4 – 2.7.2 – 2.7.7 – 3.4.6 – 3.4.3 – 3.4.4 – 3.4.5)

The person responsible for loading is responsible for the loading of Dangerous Goods shipments as described in the IATA DGR Manual and must be qualified as per IATA Dangerous Goods Regulations (DGR) training requirements.

When dangerous goods subject to the requirements herein are loaded in an aircraft:

(1) The packages of dangerous goods shall be protected from being damaged, including by the movement of baggage, mail, stores or other cargo during loading and unloading in accordance with IATA DGR Section 9-Handling. Particular attention must be paid to the handling of packages during their preparation for transport, the type of aircraft on which they are to be carried and the method required to load that aircraft, so that accidental damage is not caused through dragging or mishandling of the packages.

(2) Dangerous goods shall be loaded and secured in the aircraft in a manner that provides for separation and segregation in accordance with IATA DGR Section 9-Handling.

(3) Dangerous goods shall be secured in the aircraft in a manner that will prevent any movement.

(4) Packages or over packs containing dangerous goods shall be inspected for signs of damage or leakage upon unloading from the aircraft. If evidence of damage or leakage is found, the position where the dangerous goods was stowed on the aircraft shall be inspected for damage or contamination and any hazardous contamination removed.

(5) A package containing dangerous goods or over pack shall not be loaded onto the aircraft; the package or over pack has been inspected immediately prior to loading and found free from visible leaks or damage.

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(6) If any package containing dangerous goods which appears to be damaged or leaking already loaded, shall be removed from the aircraft and safe disposal shall be arranged. In the case of leakage, an evaluation shall be conducted to identify and prevent from transport any baggage, cargo or other items that may have become contaminated. The remainder of the consignment shall be undamaged and other package, baggage or cargo shall not be contaminated in accordance with IATA DGR Section 9-Handling.

Following categories:

(1) Dangerous goods accidents and incidents where dangerous goods carried as cargo may be involved.

(2) Any occasion when undeclared or miss-declared dangerous goods are discovered in cargo or mail.

(3) Dangerous goods are discovered to have been carried when not loaded, segregated, separated and secured in accordance with IATA DGR 9.2 or 9.3

(4) Dangerous goods are discovered to have been carried without information having been provided to the PIC in accordance with IATA DGR 9.5.1.1.

(5) Shall be reported by using Pegasus- "Dangerous Goods Occurrence Report to TDGCA and appropriate authorities of the State in which the accident or incident occurred, in accordance with the reporting requirements of those appropriate authorities. One copy shall be sent to "guestcontrol@flypgs.com" to distribute related departments as soon as possible.

(6) Related reports are available in doc.lib and can be downloaded from ("https://document.flypgs.com/Documents") with user name/password.

Dangerous Goods Occurrence Report Ground Irregularity and Safety Report PG-DO-FR-020

Removal Of Contamination (OM PART A 9.1.2.4.12 & SPA.DG.110)

If material is found leaking or damaged while on the aircraft arrangements shall be made for its removal by an appropriate authority or organization. In this case the remainder of the consignment shall be thoroughly inspected to ensure it is in a proper condition for transport.

In case an aircraft is involved in a contamination case, the Commander has to adhere to the following operational instructions:

(a) Any contamination found as result of leakage or damage of dangerous goods is removed without delay; and

(b) An aircraft, which has been contaminated by radioactive materials is immediately taken out of service and not returned until the radiation level at any accessible surface and the non-fixed contamination are not more than the values specified in the Technical Instructions.

(c) When an aircraft has been contaminated by dangerous goods leakage:

- Hazardous contamination shall be removed from the aircraft without delay.
- In the case of radioactive contamination, arrangements shall be made to take the aircraft out of service for evaluation by relevant authorized technical personnel appropriately in order to manage and involve the qualified personnel.

Any PGT airplane that has been contaminated by dangerous goods shall be taken out of service, and not return to service until it has been determined that there is no risk to the health of PGT staff and passengers. The check shall be done according to local governmental compliance standard and procedures.

Certain basic actions which may be change depending on local rules and procedures must be taken when discovering leakage or damage of dangerous goods item:

- Avoid contact with item
- Isolate the immediate area

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- Advise supervisory staff and authorized technical personnel who shall notify the appropriate establishment to manage and evaluate the incident airport authority, aerodrome authority and civil aviation authority at the state, if necessary notify the emergency services
- Attempt to determine from the documents, shipper or passenger the nature of the item
- Follow the reporting procedures accordingly

4.15.4.4 Human Remains In Coffins (HUM)

Human remains (HUM) may only be accepted for carriage provided they are accompanied by a Death Certificate issued by the appropriate authorities in the country of death. All laws, or governmental rules and regulations in the country of departure, transit and destination regarding carriage of human remains must be complied with. As the stated rules are generally complicated and subject to frequent revisions, shippers can obtain all advice from the appropriate authorities involved.

HUM must be contained in a soldered hermetically sealed inner coffin of lead or zinc, which is placed in a wooden casket to prevent damage. The casket must be covered by canvas or other suitable means so that the nature of contents is not apparent.

Acceptance: Human remains can only be accepted for carriage subject to all necessary rules of packing and documentation is completely observed. Shipments of human remains must be handled with the greatest of care and moral codes for respect, dignity and religion throughout transportation.

NOTE

Max 4 pieces of HUM per flight for Pegasus aircrafts are allowed unless otherwise authorized by Pegasus Cargo and GCC. In any additional request, GCC and Cargo Department is the authority to confirm the handling services, (depend on the number of baggage and passenger).

Documentation: The shipper or representative is responsible for all documentation according to local authorities and IATA regulations. The handling agent at the outstation must obtain a certificate of death issued by the Civil Registrar. Certificates should be legalized, where necessary, by the local consul of the country of destination. A cargo manifest must be issued by station of departure.

All other requested documents are as follows;

For Domestic Flights: Death Certificate (from the Hospital) If the remains have not been accepted from the hospital or health centre, ID photocopy of the death person.

For International Flights:

- Copy of the state transit permit (with the apostille from the consulate)
- Medical Report (Turkish translation)
- Cargo documents (AWB, manifest etc.)
- In case of forensic incident (suicide, different accident types, homicide etc.) autopsy report and translation.

The above documents need to be translated and the authenticity of the signature of the translator needs to be certified by the consular office.

All documents, certificates and the passport shall be attached to the cargo manifest.

Storage: Human remains must be stored in a dedicated storage area.

Loading: Humans remains will be transported as cargo. HUM can be loaded in the Forward (FWD) and AFT bulks holds by Ramp Agent.

The maximum capacity of HUM per flight is 4 pieces for Pegasus aircraft types. Number of acceptable HUM shall be determined by cargo/station competent according to the number of booked passengers and baggage.

Loading coffins on passenger aircraft must be affected before embarkation of passengers. Unloading of coffins must be effected after disembarkation of passengers.

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An appropriate entry must be made in the loading instruction. The handling agent must supervise and check prior to departure that proper loading and lashing has been completed.

Coffins must always be kept in a horizontal position during handling and stowage. Coffins require supporting and lashing, depending on their size and weight. Human remains (coffins) shall be adequately separated from AVI and LHO.

The aircraft floor shall be protected by covering nylon material.

Have first priority on transportation due it is VIC (Very Important Cargo) and considered as heavy load.

Handling and loading of handling urns is considered as normal cargo.

Special Load Notification to Commander (NOTOC): All human remains shipments must be advised to the Pilot in Command by means of Special Load Notification to Commander (NOTOC).

Information to next Station and to Destination: In the SI section of the movement departure message, notification of human remains transport must be given followed by location in hold and the weight e.g.: HUM/ 3/ 238.

When transmitting of LDM is required, HUM shall be also included.

All necessary documents shall be fixed on top of the coffin. One copy of the documents shall be hand over to the Cabin Crew. The coffin shall be loaded in horizontal position.

It is not allowed to load coffin close to edible materials (EAT) or food for human or consumption (PES/PEM/ PEF). Human remains in coffins should not be loaded in close proximity to animals (AVI) or live human organs/fresh human blood. Human remains (coffins) shall be adequately separated from AVI and LHO. The crew has to be informed and remark has to be made on the load sheet, (e.g.HUM/1/250)

(See online library "https://document.flypgs.com"/ for NOTOC)

4.15.4.5 Cargo Acceptance

See "GOM Chapter 3" and Pegasus Airlines Cargo Operations Manual (M-CGO-001)

4.15.4.6 Wet Cargo

The following types of cargo, if not subject to the IATA DGR, shall be considered as wet cargo:

(1) Liquids in watertight containers

(2) Wet materials not packed in watertight containers (e.g., fish packed in wet ice, fresh or frozen meat, casings (fresh animal guts), wet hides, skins)

(3) Goods that by their nature may produce liquid (e.g., larger live animals (usually mammals) where the presence of feces and urine is likely)

(4) Fruits/vegetables with high moisture (e.g., berries)

> **NOTE**
>
> Live animals such as birds, reptiles, insects and certain mollusks (terrestrial) in appropriate animal containers do not pose a higher risk for corrosion than normal baggage/cargo and are, therefore, exempted. Refer to IATA LAR.

> **CAUTION**
>
> Spillage or leakage during carriage by air could lead to corrosion or other damage to the aircraft structure or its components, or damage to other loads. In case of spillage or leakage, inform responsible ground personnel, maintenance and fight crew if on board.

(5) The person responsible for the aircraft loading supervision task shall ensure the wet cargo is properly packed and free of leakage. Do not load damaged or leaking packages.

(6) Loading precautions:

(i) Spread plastic sheets or tarpaulins to protect the aircraft floor and walls from catching any spillage or leakage. Use absorbent material as required by Pegasus Airlines procedures.

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(ii) For wet cargo in containers that are not watertight, follow operating airline procedures.

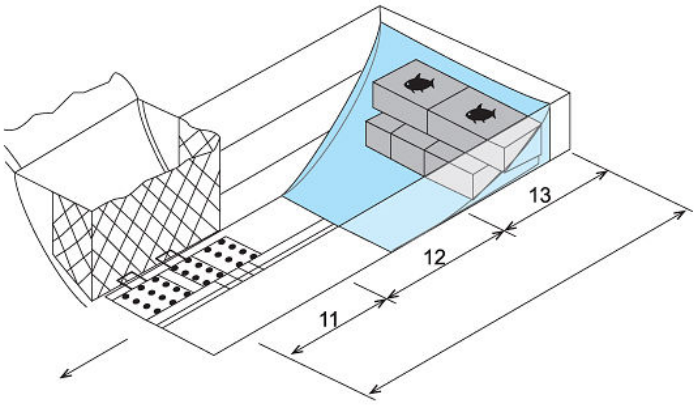


Figure 4-114: 4.15.4.6

NOTE

(1) When wet or damp, the strength of some packaging can be considerably reduced. Special attention shall be given to avoid the crushing of packages when stacking to several levels.

(2) For reference regarding packing of wet cargo and temperature sensitive packaging, refer to IATA Perishable Cargo Regulations (PCR) and IATA Temperature Control Regulations (TCR).

4.15.4.7 Perishable and temperature-sensitive healthcare products

During transportation, loading and unloading of perishable and temperature-sensitive healthcare products, ensure that they are:

(1) Handled in a manner to minimize the waiting period.

(2) Not exposed to adverse environmental conditions.

NOTE

(1) Perishables must be moved into storage (e.g., cooler, freezer) appropriate for the type, in accordance with the Perishable Cargo Regulations (PCR).

(2) Pharmaceuticals must be moved into storage (e.g., cooler, freezer) appropriate for the type, in accordance with the Temperature Control Regulations (TCR).

4.15.4.8 Dry Ice

Dry ice (solid carbon dioxide) is used as a refrigerant for temperature sensitive health care products e.g., vaccines and other life sciences products to ensure that they are maintained at the required temperature throughout the supply chain.

(1) Where dry ice is present in the cargo being loaded or unloaded from the ramp, personnel must be aware of the precautions required to ensure that there is no risk of suffocation from elevated CO2 levels from sublimating dry ice.

(2) Refer to airline GOM/relevant manual for requirements concerning loading and unloading of dry ice as dangerous goods and maximum permitted quantities per aircraft type.

(3) Verify the documentation for the presence of dry ice as a refrigerant (code ICE) and instruct the personnel that the cargo compartment shall be allowed to vent after the cargo hold access door is opened and before entering the cargo compartment.

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(4) Open the cargo compartment access door and stand back. No person shall enter the hold. A cargo compartment where dry ice is present must be allowed to vent after the cargo compartment door is opened.

(5) Cargo hold access doors shall remain open to clear dry ice vapors before entering the hold or compartment.

ALERT MESSAGE

DANGER

(1) There is a risk of suffocation when entering a compartment containing dry ice.

(2) Anyone entering a cargo compartment before the dry ice vapor has dispersed may be overcome with dizziness and shortage of breath due to lack of oxygen. In such circumstances the person should be removed immediately to fresh air and, if his breathing is seriously affected, call a doctor.

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4.16 SECURING OF LOAD

4.16.1 General Rules

(GRH 3.4.1)

When transporting a load in an aircraft, it shall be secured such that it shall not:

(a) Move during the flight, which could dangerously affect the weight and balance of the aircraft.

(b) Cause damage to the aircraft structure or other important parts of the aircraft.

(c) Cause damage to another load or become damaged itself.

(d) Cause injury to passengers and crew in case of an emergency landing.

(e) Cause injury to ground handling personnel during loading and unloading.

4.16.2 Bulk Compartments

(a) The load in bulk compartments is generally secured by door nets and sector divider nets. Ensure the following items are always secured:

(1) Barrels or drums filled with liquids

(2) Cages or boxes with AVIH

(3) Heavy pieces (HEA) weighing 150 kg (330 lb.) or more (as depicted within GOM)

(4) Coffins with human remains (HUM)

> **CAUTION**
> Do not load baggage or other shipments on top of the coffin.

(5) Dangerous Goods

(6) Powered mobility aids

(7) Loads that need spreading

(8) Fragile loads

(b) The following loads shall not move vertically or horizontally during flight. If the available volume of the compartment or net section is not volumetrically filled (three quarters of the height) with load, additional securing is necessary for:

(1) Loads that are sensitive against shocks or tilting.

(2) Wet cargo.

(3) High density packages.

(4) Pipes, tubes, bars, beams, planks, poles or other objects of a penetrating nature.

(c) If long pieces do not fit into one net section and the divider net cannot be closed correctly, check with GOM for load restrictions. Refer to Pegasus Airlines procedures for further requirements.

(d) For battery-powered wheelchair and mobility devices ensure:

(1) It is loaded/unloaded in such a manner that prevent unintentional activation during transport and the battery terminals shall be protected from short circuits (refer to IATA DGR).

(2) The battery is either adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair/device, isolating the electrical circuits according to the manufacturer's instructions, or

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(3) Removed from the mobility aid following the manufacturer's instructions.

NOTE

Battery-powered wheelchairs or mobility devices for use by passengers are classified in three main categories based on the battery type that powers the device as defined in DGR Manual 2.3.2.2-2.3.2.4

(4) It does not roll when moving up the loading belt in an upright position. If tilting is necessary, ensure the passenger has consented and can only be tilted on the side without the device controls.

(5) It shall be secured against movement in the cargo compartment, by use of straps, tie-downs or other restraint devices.

(6) The mobility aid, including batteries, electrical cabling and controls shall be protected from damage, including damage caused by the movement of baggage, mail and cargo.

(7) Any battery-powered mobility aid shall not be stowed other loads loaded on top.

NOTE

(1) When securing use tie-down points, keep the mobility aid in an upright position where possible, secure the mobility aid using the base frame, avoid unnecessary tilting of the

mobility aid, ensure adequate clearance when loading/unloading, avoid over-tightening tie-down straps or other securing devices, load last when possible.

(2) The PIC shall be informed of the location of the mobility aid with installed batteries, removed batteries and spare batteries.

4.16.3 Tie Down

All individual items of load which by their nature, shape or density may constitute a hazard, shall be restrained. Restraint can be achieved by filling the compartment, net section or by tie-down. Loose load is usually restrained by separation nets between sections or door protection nets. Pieces weighing 150 kg or more, when bulk-loaded in compartments or net sections, should always be tied down, except that tie-down is not necessary on single sector flights when the compartment/net section is volumetrically full.

Particular attention must be given to restraining dangerous goods. In general, all packages containing dangerous goods must be stowed in an upright position if so indicated, and they should be restrained to prevent themselves shifting, or any crushing, tippingor damage by other load.

Nevertheless, certain type of loads must always be tied-down. The following items which must always be tied down:

(a) All high density packages (sharp angles, steel extrusions, metallic trunks, etc.).

(b) Power driven wheelchairs (bulk compartment).

(c) AVI/AVIB/AVIS

(d) Human remains (HUM).

(e) Cargo, an item or group(s) of items, must not become a hazard to the aircraft structure, systems or balance as a result of shifting under operational conditions.

(f) All individual items of load which by their nature, shape or density may constitute a hazard shall be restrained. Restraint can be achieved by filling the cargo hold or section volumetrically, or by tie down. Restraint of possible moving cargo may be accomplished through the use of cargo and/or passenger baggage or additional items of cargo which prevent or reduce the motion of cargo within the compartment.

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(g) Handling tags must be considered for loading, palletized cargo must be loaded upright even it's not tagged.

Definition of forces

Properly tie down the loads on board the aircraft to withstand the following types of forces during takeoff, flight and landing.

Table 4-8: Definition of forces

Force	Definition
Forward	Horizontal forces effective during landing and steep angles of descent
Backward	Horizontal forces effective during take-off and steep angles of climb
Sideward	Vertical forces effective during rough landing, turbulence and close turns
Upward	Vertical forces effective during landing and heavy turbulence in flight

Depending on the flight situation, the forces described above can be stronger than normal gravity force of 1 g. Secure all loads against the different forces according to the gravity factor (g-factor).

In general, the pallet build-up is done with a net that restrains the load against all forces.

References:

- IGOM
- IATA AHM 311
- GOM, Chapter 7/7.2.6 Tie Down Limitations for B738
- GOM, Chapter 8.1.6.1 Loading of Forward Cargo Hold (compartment 1) and 8.1.6.2 Loading of Aft Cargo Hold (compartment 3 and 4) and 8.1.6.3 Loading of Rear (Bulk) Cargo Hold (compartment 5) for A320.
- GOM, Chapter 8.2.6.1 Loading of Forward Cargo Hold (compartment 1) and 8.2.6.2 Loading of Aft Cargo Hold (compartment 3 and 4) and 8.2.6.3 Loading of Rear (Bulk) Cargo Hold (compartment 5) for A321.

Tie-down of load with straps or ropes

If the primary restraint of the load is done by straps, tie-down must be carried out according to IATA AHM 311.

The usage of tie-down material with different capacities is not allowed.

There are two ways to secure a package with tie-down ropes or straps:

(a) **Lashing across or around a package (embraced lashing)**

The embraced lashing method with tie-down straps or ropes is to fasten the strap or rope from one tie-down fitting across or around the load to a second tie-down fitting on the opposite side.

A strap attached to the fittings on opposite sides of the load is rated to hold twice its ultimate load capacity. For example, an ETSO/TSO-C172 strap with 2,250 kg (5,000 lb.) rated restraint capacity will provide up to a maximum 4,500 kg (10,000 lb.) ultimate load for standard lashing.



Figure 4-115: Lashing across or around a package (embraced lashing)

(b) **Lashing directly fastened to the package (direct lashing)**

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If a tie-down strap is directly fastened to the load with one tie-down fitting, the ultimate restraint capacity of the strap, e.g. an ETSO/TSO-C172 strap with 2,250 kg (5000 lb) ultimate load, will apply.

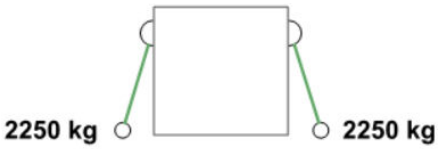


Figure 4-116: Lashing directly fastened to the package (direct lashing)

4.16.3.1 Use Of Tie Down Material

Make sure that tie-down material is in a serviceable condition.

(a) **Tie down ropes**

(1) Fix tie-down ropes to the aircraft floor tracks or tie-down fittings.

(2) Make sure that the overlapping ends of the tie-down ropes are long enough and will not loosen in the case of sudden stress.

(3) Fix the tie-down ropes to the tie-down rings in a way that they may be easily loosened for unloading.

(4) Do not fix tie-down ropes to other parts of the aircraft.

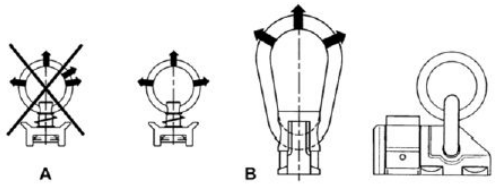
(5) Do not use the same attachment points for lashing, which are used to secure the net sector divider nets.



Figure 4-117: Tie down ropes

(b) **Tie Down Fittings**

A single tie-down fitting may receive up to 3 straps/ropes in three different restraint directions (one up and two opposite horizontal directions). Forces generated by the load can never act in more than one direction at the same time, and thus the fitting will never be pulled by more than one strap/rope at the same time. Therefore a fitting may never receive more than one strap/rope in the same direction.



Alpha -Numeric	DESCRIPTION
A	Forbidden
B	Allowed

Figure 4-118: Tie Down Fittings

Fix tie-down rings to the aircraft floor only at tie-down points or tie-down tracks.

Distribute the attachment points of the tie-down rings evenly (nearly equal distances) over the length of the piece

Example of tie down attachment points on outboard side lock and side guide

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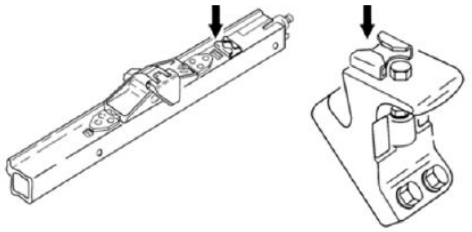


Figure 4-119: Tie Down Fittings

Example of tie down attachment points on track and anchor plate

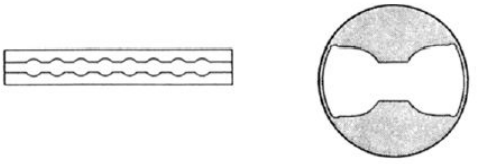


Figure 4-120: Tie Down Fittings

Example of tie down attachment points in the bulk compartment

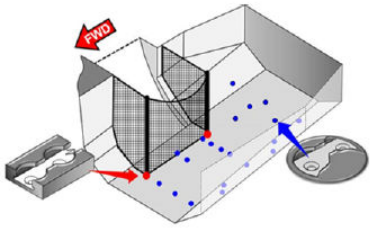


Figure 4-121: Tie Down Fittings

CAUTION

Tie-down is forbidden on any part of the aircraft structure, other than those described in Figure 4.120, even if equipped with rings or tie-down points.

(c) **Tie down straps**

Use only certified ETSO/TSO C172 tie-down straps. Fix tie-down straps to the aircraft with their fixed tie-down rings only at tie-down points or tie-down tracks.



Figure 4-122: Tie down straps

(d) **Tightening**

(1) Tighten the lashing strongly, but not so strongly that the load or tie-down material is damaged.

(2) Make sure all tie-down ropes or straps used for lashing the same piece have the same tension.

(3) To protect fragile or sensitive cargo or dangerous goods, use cloth, cardboard or similar material for edge protection.

(e) **Sharp edges**

To avoid cutting or grinding tie-down ropes or straps, smoothen sharp edges with a piece of soft material (e.g., cloth, cardboard, plank or similar).

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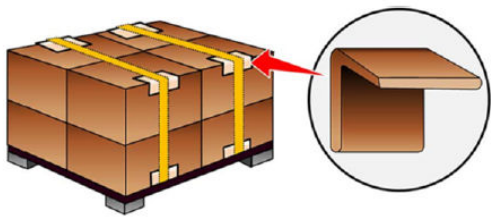


Figure 4-123: Sharp edges

4.16.3.2 Standard Lashing

For standard lashing use:

(a) Four tie-down rings

(b) Four tie-down ropes/straps and one safety rope

(1) Two against upward forces

(2) One against forward forces

(3) One against backward forces

(4) One safety rope

The safety rope prevents the tie-down ropes/straps used against forward and backward forces from sliding down.

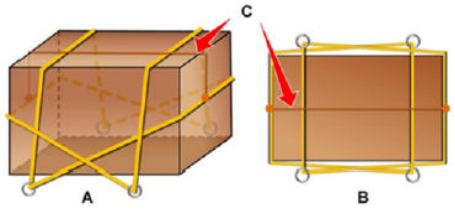


Figure 4-124: Standard Lashing

Alpha - Numeric	Description
A	Isometric View
B	Top View
C	Safety Rope

Sideward forces

Sideward forces are normally covered by the standard lashing for upward, forward and aft forces. The rope/straps shall be lashed close to the pieces.

Exception

If a piece is more than twice as high as it is wide:

(a) Tie-down against sideward forces additionally to the standard lashing

(b) Place this additional lashing between half and two third of the height

(c) Secure this lashing with two safety ropes to prevent the additional lashing from sliding down

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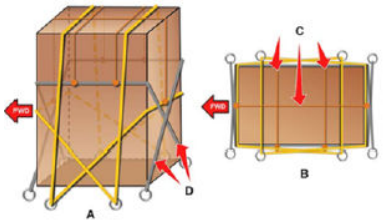


Figure 4-125: Standard Lashing

Alpha - Numeric	Description
A	Isometric View
B	Top View
C	Safety Rope
D	Additiıonal Lashing

Barrels

Barrels are difficult to lash because of their round shape and mostly sharp rims.

Use supporting planks for a safe lashing.



Figure 4-126: Barrels

The following must be considered when applying tie-down of cargo. The total tie-down must ensure restraint in at least the following directions:

Upward:

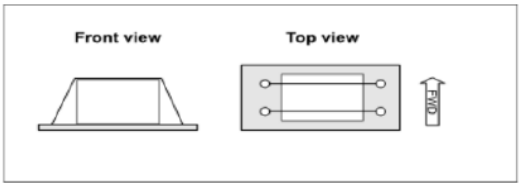


Figure 4-127: Upward

Forward and Aft:

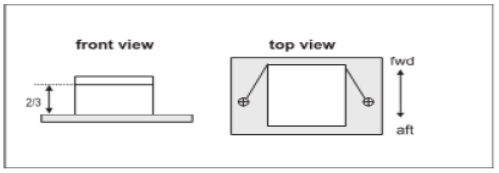


Figure 4-128: Forward and Aft

Rearward:

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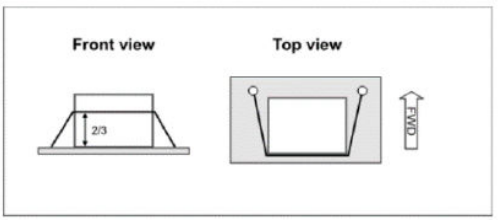


Figure 4-129: Rearward

Sideward:

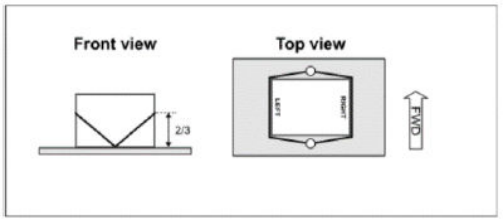


Figure 4-130: Sideward

Completed Tie-down:

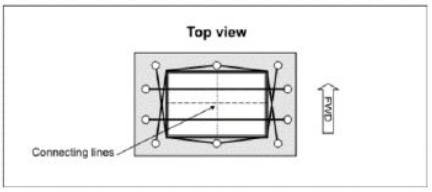


Figure 4-131: Completed Tie-down

Tie-Down Equipment:

Track and Anchor Plate

1-Stud And 2-Stud Fittings



Figure 4-132: 1-Stud And 2-Stud Fittings

Outboard Side Lock and Side Guide

Example of Tie-Down Provisions in Bulk Compartment

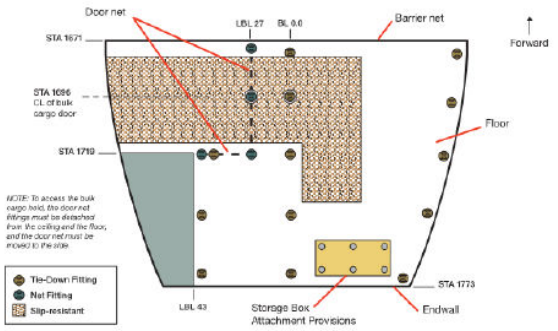


Figure 4-133: Example of Tie-Down Provisions in Bulk Compartment

4.16.4 Securing of Dangerous Goods

(a) Handle dangerous goods with utmost care to prevent any damage to persons or goods

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(b) Strictly observe all special handling instructions, labels or imprints (e.g. 'This Way Up!' or arrows showing the proper orientation of the package)

(c) On a pallet, securing by tie-down is not necessary if all the load on the pallet, including the dangerous goods package, is secured by the pallet net.

(d) In a bulk compartment or a container, securing by tie-down is not necessary if the package cannot move horizontally or vertically. The net section or container must be volumetrically full (three-quarters of the height), and the entire floor area must be covered.

Observe the securing requirements as shown below:

Example 1.

NOTE

When the net sector in the bulk compartment or a lower deck aircraft container is volumetrically full, including the entire floor area, securing by tie-down is not necessary.

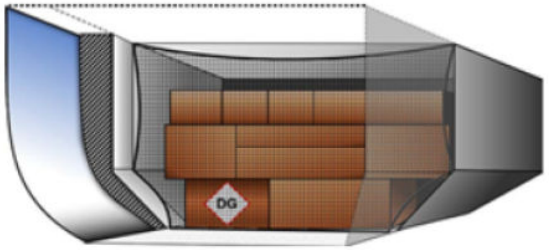


Figure 4-134: Securing of Dangerous Goods

Example 2.

NOTE

If the net sector in the bulk compartment or container is not volumetrically full, tie-down the dangerous goods package to prevent any movement.

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4.17 LOAD SPREADING

When the weight of item(s) to be loaded exceeds the maximum floor load per square meter or the maximum floor load per running meter of a compartment, the weight must be spread to prevent damage to the compartment floor. This applies to Heavy Loads (HEAs), but may also apply to smaller items weighing less than 150 kg (330 lb.). The item must be fully restrained (see example below) and can be spread by making use of wooden boards or beams.

CAUTION

Overloading can cause damage to aircraft frames and ribs and consequently can have serious implications for the safety of the aircraft.

The weight should be spread by making use of wooden boards or beams, in which case:

(a) The surface to support the weight will be enlarged, or

(b) The length will be enlarged.

The load spreading instructions shall be in accordance with operating airline requirements. The information will be included on the LIR.



Figure 4-135: Load Spreading

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4.18 AIRCRAFT DEPARTURE

(GRH 3.2.9)

A departure is normally conducted with a dialogue between flight crew and ground staff member in charge of the departure operation via an interphone. This procedure ensures the highest level of safety during departures based on a precise exchange of information. The ground staff member responsible for pushback is in charge of the departure operation shall maintain continuous contact with the flight crew and is responsible for the ground maneuver. The scope of this departure procedure is limited to conventional towbar and towbarless pushback operation.

NOTE

The term “headset” also applies whether a wired or wireless interphone system is used.

Please ensure during aircraft pushback or towing operations:

(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;

(iv) A safe connection, operation and disconnection of the pushback or towing equipment.

4.18.1 Wheel Chock Removal

Prior to removal of chocks the responsible ground staff member (headset operator) shall:

(a) Via the interphone or hand signals, confirm the aircraft parking brakes are set.

(b) Check all GSE have been disconnected from the aircraft, except for Ground Power Unit (GPU) and Air Start Unit (ASU) when air start is required.

(c) Check the passenger boarding devices have been retracted from the aircraft, if applicable.

(d) Check that the pushback tractor and towbar are fully secured to the nose gear and parking brakes are set on the tractor.

(e) For TWL tractor operation, check that equipment is fully secured to the landing gear and parking brakes are set on the tractor.

(f) Give clearance to ground staff member to remove chocks. After removal, chocks shall be placed in their designated location.

NOTE

(1) If a chock is stuck, the responsible ground staff member removes it by tapping it with a spare chock.

If this does not work, the stuck chock can be removed by moving the aircraft after the aircraft brakes have been released, with precautions and in coordination with the responsible ground staff member for the departure.

(2) Once high-wind or icy conditions have passed, any additional chocks that were added to the aircraft may be removed so that chock placement reverts to that for normal conditions.

(3) If hand signals are used (i.e., the aircraft interphone system is inoperative), the person performing the hand signals shall:

(i) Display the “Set Brakes” hand signal (see GOM 4.12.2.11).

(ii) Receive confirmation from the flight crew when they display the “Set Brakes” hand signal in response.

(iii) Remove chocks (see GOM 4.12.4.4).

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(g) Relay ‘Chocks Removed’ hand signal to the PIC, and ensure the PIC repeats the ‘Chocks Removed’ hand signal as an acknowledgement/confirmation.

(h) Do not leave wheel chocks on the ramp. When not in use, responsible personnel stows them in their designated stowage place.

NOTE

The responsible ground staff member shall stow chocks in their designated stowage place.

NOTE

Once high wind or icy conditions have passed, any additional chocks that were added to the aircraft may be removed so that chock placement reverts to that for normal conditions.

If hand signals are used (i.e. aircraft interphone system is inoperative) the person performing the hand signal shall:

- Be in continuous visual communication with the PIC throughout the pushback.
- Display the ‘Set Brakes’ hand signal.
- Receive confirmation from the PIC when they display the ‘Brakes’ hand signal in response.
- Display the ‘Chocks Removed’ hand signal.
- Receive confirmation from the PIC when they display the ‘Chocks Removed’ hand signal in response. Do not remove chocks until confirmation of the flight crew is received.

  (a) If the PIC does not acknowledge hand signals by repeating them, do not remove the chocks.

  (b) Headset Operator: Confirm the following:

- The aircraft parking brakes have been set.

4.18.2 Action Prior To Departure

(GRH 3.2.7)

A suitably trained Operation or Technical person shall carry out a pre-departure walk-around inspection that adheres to standards laid down in industry best practice (e.g. IATAAHM, CAP642, etc.), and handling agents own procedures. As a minimum, the person conducting the walk around shall check:

(1) Power cables and jetty, passenger boarding devices are detached. Ensure that GSE cables and hoses are securely stowed.

(2) The surface condition of the apron is adequate to safely conduct the aircraft movement.

(3) The apron surface condition is sufficiently free of any contamination that could be hazardous to aircraft movement (ice, snow, etc., to ensure safe aircraft movement);

(4) The ramp area is clear of FOD and other dangers or obstructions.

(5) The ramp area is free of objects/obstacles which may be impacted by the aircraft or may endanger others due to jet blast effects; the stand area is clear of obstructions.

(6) Adequate clearance exists between the aircraft and facilities or fixed obstacles along the aircraft movement path and safely conduct the pushback operation,

(7) Aircraft doors and panels are closed and secure, the fuel cap is in position with position indicator.

All aircraft servicing panels and/or hatches are closed and latched (except - external power and headset panels),

(8) Cabin/cargo doors

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- Handles are flush with the fuselage;
- There is no visible damage on the aircraft, particularly around cabin and cargo doors.

(9) All persons not involved in the aircraft departure operation must remain clear of the departing aircraft, behind the ERA. Equipment and vehicles are positioned within approved areas, clear of the aircraft path. The GSE is outside the ERA, and Loading bridge is fully retracted (if applicable).

Equipment and vehicles are positioned clear of the aircraft path.

NOTE

Prior to connecting the tractor to the aircraft, the tractor may be parked in front of the aircraft or outside of the ERA, but never behind the wings.

(10) Additional ground staff such as Wing Walkers are present (if applicable/required).

(11) Verbal communication with flight crew is established by means of an interphone system, departures using marshalling hand signals without any headset communication are only conducted in exceptional cases. Communication with the flight crew is normally established through use of the aircraft intercom system. However, when necessary, such communication may be conducted using standardized hand signals.

(12) In the event an ASU is required for engine start, communicate with the flight deck crew on ASU positioning and engine start sequence, identification of minimum specifications for volume and pressure of air supply.

NOTE

Prior to connecting the tractor to the aircraft, the tractor may be parked in front of the aircraft or outside of the ERA, but never behind the wings.

(13) Tow bar / Tug connected correctly, with steering bypass pin fitted (as required).

(14) Chocks are removed at the appropriate time in preparation for pushback.

(15) Any observed abnormalities, (obvious damage, fluid leakage, damage to aircraft skin, flat, damaged, or defective tires or undercarriage oleos, Leaks – Fuel / Hydraulic fluid / Oil / Water etc...) on the aircraft observed are immediately brought to the attention of the PIC, authorized technical personnel and supervisor. Walk around inspection of the aircraft shall be performed immediately prior to departure for the purpose of identifying, documenting and reporting external aircraft damage. To enhance the possibility of identifying all aircraft ground damage, the inspection typically takes place after all ground handling activities have been completed ((except - external power and headset panels) and at a point just prior to the time aircraft movement will commence for departure. External damage deemed to have the potential to compromise the airworthiness of the aircraft shall be reported to the PIC and authorized technical personnel for evaluation and action, as appropriate.

(16) Intakes - vents, drains, ports and probes are free of any obstruction. Vehicles and personnel remain clear of aircraft engine intake and/or blast areas during engine start.

(17) GSE for turnaround operation may approach to the aircraft where arrival security check is completed on condition that all safety precautions are taken.

(18) Use of anti-collision light(s).

4.18.3 Pre-Departure Process

(GRH 3.2.7)

(1) All persons not involved in the aircraft departure operation must remain clear of the departing aircraft, behind the ERA.

(2) Pre-departure walk-around check is completed.

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(3) Fire protection devices are available and correctly positioned (as per local rules).

(4) If an Air Start Unit is required, check the equipment is ready and suitable for the operation.

(5) Additional ground staff such as Wing Walkers are present (if applicable).

(6) The air intake and blast areas of the aircraft engines are clear of persons and obstacles, such as ground support equipment.

(7) The bypass pin is installed correctly.

(8) The tractor and shear pin combination (if applicable) are suitable for the operation, considering the aircraft type and weight, the weather and surface conditions.

(9) Communication with PIC is established by means of a headset.

> **NOTE**
> Departures using marshalling hand signals without any headset communication are only conducted in exceptional cases.

(10) Wheel chocks are not removed from main landing gears until PIC has confirmed that Aircraft parking brake is set, the tractor is fully secured to nose landing gear and the parking brake of the tractor is set.

(11) Wheel chocks are not removed from the nose landing gear until the powered push unit (PPU) is fully secured to the main landing gear and its parking brake is set.

(12) The completion of these requirements is indicated to the PIC by means of the announcement “ground ready for pushback” via headset.

(13) Prior to connecting the tractor to the aircraft, the tractor may be parked in front of the aircraft or outside of the ERA, but never behind the wings.

The walk around may be started prior to passenger door(s) being closed. However, the walk around shall not continue beyond that point until the door has been closed, and all equipment removed. If the walk around procedure is disrupted for any reason, including repositioning of Ground Service Equipment i.e. to off load baggage, the walk around sequence should restart in its entirety.

It is NOT a requirement that the person conducting the walk round is the same person who subsequently performs the headset operation. However, if these tasks are performed by different people, there shall be a positive confirmation to the headset operator that the walk around has been completed, and that the aircraft is safe to depart.

(A) Pre-Departure Table

Prior to aircraft movement, the responsible ground staff member (headset operator) shall ascertain that the following requirements are met/carried out:

Legend: **TWT**–towbar tractor **TWL**–towbarless tractor

Table 4-9: Pre-Departure Table

ACTION	APPLICABLE TO				
	PUSHBACK		TOWING		TAXI OUT
	TWT	TWL	TWT	TWL	
The required pre-departure servicing checks are completed	x	x	x	x	x
Fire protection devices are available and correctly positioned (as per local rules).	x	x	x	x	x

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The tractor and towbar combination, if applicable, are suitable for the operation, considering the aircraft type and weight as well as weather and surface conditions.	x	x	x	x	
The nose gear steering bypass pin is installed correctly or the nose gear steering torque links are disconnected, if applicable, or ensure the nose gear steering mechanisms are set as required for pushback (as applicable to aircraft type).	x	x	x	x	
Communication with flight crew/brake operator and responsible ground staff member is established via interphone system.	x	x	x	x	x
Aircraft Main Landing Gear (MLG) chocks are installed and nose gear chocks are removed, if applicable.	x	x	x	x	
Aircraft nose gear chocks are installed and MLG chocks removed, if applicable.					
Additional staff, such as wing walkers, are present, if applicable/required.	x	x	x	x	
If an Air Start Unit (ASU) is required, check the equipment is correctly positioned and suitable for the operation.	x	x			
If an ASU engine start is undertaken, communicate to confirm ASU positioning and engine start sequence with the flight crew.	x	x			
All persons not involved in the aircraft departure operation are clear of the departing aircraft, outside the ERA, and remain clear of the aircraft and pushback equipment throughout the pushback maneuver.	x	x	x	x	x
The GSE is parked in designated locations outside the ERA, and the intended path of the aircraft remains clear of equipment and other obstacles throughout the pushback maneuver.	x	x	x	x	x
The PBB is fully retracted and parked in its designated parking location, if applicable.	x	x	x	x	x
The ERA and the path/area that the aircraft will move toward is clear of FOD, and remains so throughout the pushback maneuver, ensuring safe aircraft movement.	x	x	x	x	x
The stand surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft movement.	x	x	x	x	x
The ramp area is free of objects/obstacles that may be impacted by the aircraft or may endanger others due to jet blast effects.	x	x	x	x	x
The air intake and blast areas of the aircraft engines are clear of persons and obstacles, such as GSE.	x	x			

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All persons involved in the aircraft movement stay well clear of the danger areas around the tractor, landing gear and aircraft engines.	x	x	x	x	
Flight crew/brake operator confirm that the aircraft parking brake is set.	x	x	x	x	
Completion of the pre-departure table is indicated to the flight crew.	x	x	x	x	
A qualified brake operator is in the cockpit, where required by operating airline procedures.			x	x	

NOTE

Where a remote-controlled pushback tractor connected to the nose gear is used, TWL predeparture activities shall apply.

ALERT MESSAGE

Danger: It is critical that the responsible ground staff member (headset operator) establishes verbal communication with the flight crew via the aircraft interphone system, as departures using marshalling hand signals without headset communication shall only be conducted in exceptional cases.

Engine Start using an Air Start Unit (ASU)

(a) Only personnel and equipment involved in engine starting or aircraft pushback are permitted within the ERA during engine start.

(b) Personnel and equipment involved in the engine start shall remain clear of engine danger areas.

(c) Establish communications with the flight crew and confirm the total number of engines to be started, the engine start sequence to be used, the number of ASUs being used and their positioning.

(d) Advise the engine start sequence to the ASU operator(s) and any other ground staff.

(e) Where possible, the ASU should be positioned on the opposite side of the aircraft to the engine being started.

(f) The ASU shall be positioned in accordance with the following to prevent damage to the aircraft and personal injury.

(1) It will not hamper other ramp operations, such as loading and fuelling.

(2) It is parked outside the engine danger areas (if possible).

(3) It is parked at least 2 metres from the aircraft.

(4) The towbar is directed away from the aircraft and coupled to the tractor to simplify its removal after engine start-up (towed ASU).

(5) It could be easily removed after engine start-up, avoiding the engine danger areas.

(6) The exhaust pipe of the unit is directed away from the aircraft fuselage and wing.

(g) When connecting the air supply hose to the aircraft, ensure that:

(1) The air supply hose is laid in such a way as to avoid any twists that could affect the air flow.

(2) The aircraft receptacle is free from FOD or any fluid.

(3) Ensure that the air supply hose coupling is firmly attached to the aircraft connector and pressurize the ASU after consulting the flight crew.

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CAUTION

If the ASU is positioned within an engine danger area, ensure that this engine will only be started after disconnection/removal of the ASU.

(h) If the aircraft is to be pushed back, connect the pushback tractor and set the tractor's parking brake, where this is possible without disconnecting ground electrical power.

(i) If a pushback tractor is not connected, position a chock in front of the nose wheel.

(j) Confirm with flight crew that the aircraft parking brake is set, then remove main gear chocks.

(k) The ASU operator shall ensure the unit is ready to supply air pressure.

(l) The headset operator shall inform the flight crew that the ground crew are ready for engine start.

(m) Prepare for engine(s) start (see Departure Communication Dialogue and Signals, for communications requirements in this Chapter)

(n) When engine start is complete, the headset operator shall signal ASU and ground power operator(s) to disconnect the ASU and remove ground power.

(o) Disconnect the ASU hose(s).

(p) Close and latch external air start and electrical panels.

NOTE

Some aircraft types may require other equipment such as GPU to start engine in case of APU failure. Refer to Pegasus Airlines procedures.

ALERT MESSAGE

Danger: When connecting and disconnecting ASU hose(s), walk directly underneath the fuselage, or close alongside it, keeping clear of engine danger areas.

4.18.4 PreDeparture Walk Around Check

(GRH 3.2.8)

The walk around should start as soon as possible after all ground servicing activities have been completed. Walk around the entire aircraft at a normal walking pace. The check shall start as close as possible to departure time. If any part of the aircraft still has GSE engaged at the time of the check, or if GSE reengages with the aircraft after the check, the applicable area(s) shall be reinspected.

The predeparture walk around check shall include the following:

(a) The apron is clear of all FOD that may cause aircraft damage or pose a risk.

(b) All GSE, including passenger boarding devices are detached.

(c) The stand area is clear of obstructions.

(d) GSE and vehicles are positioned clear of the aircraft path.

(e) Adequate clearance exists between the aircraft and facilities or fixed obstacles along the aircraft movement path.

(f) All aircraft servicing panels and/or hatches are closed and secured.

Exception: External power and headset panels.

Control points:

- Hold compartments, nets
- Doors (all service and passenger doors)
- Motors

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- Wings
- Lavatory and water panels
- Fuselage (probes, sensors, aerials)
- Chocks
- FOD
- Any other item can obstruct the aircraft movement

(g) Cabin and cargo access doors are closed and:

- Handles are flush with the fuselage and, where applicable, all other visible indicators confirm that doors are correctly locked.
- There is no visible damage on the aircraft, particularly around cabin and cargo access doors.

(h) Any observed abnormalities on the aircraft (e.g. obvious damage, fluid leakage, unremoved pitot covers) are immediately brought to the attention of the flight crew, maintenance personnel and the person responsible for supervision.

(i) Items such as propeller straps and tail stands are removed.

(j) Landing gear safety pins are removed.

(k) There are no obvious signs of unmarked dents or other skin panel damage.

NOTE

- In the case of the aircraft returning to the stand, the predeparture walkaround check shall be repeated.
- It is essential to have adequate lighting when doing the walkaround check. If the lighting is insufficient, use a flashlight.

CAUTION

If any of the above conditions or actions are not met, inform the person responsible for supervisor, maintenance/ technical department/personnel, the flight crew and Pegasus Representative if available. As this may affect the safety of the intended flight.

4.18.5 Communication

Headsets should be used whenever available for engine start and pushback procedures, except where there is a valid operational reason (e.g. language limitations, weather conditions, etc.) for using hand signals. All headset communication shall be conducted in English and conform to industry Standard (IATA AHM 463) terminology. When practical, headset personnel should remain in full view of the flight deck and tug driver in case a breakdown occurs with the interphone system.

(a) After pushback, the headset should remain connected until the tug / tow bar have been disconnected and the steering bypass pin has been removed.

(b) For safety reasons, it is recommended that the pushback tug remains in front of the aircraft, visible to the operating crew, until the headset operative has disconnected and is moving away from the aircraft.

(c) The "all clear" signal shall not be given to the operating crew until both the headset operator and tug have cleared to a safe position. This also applies where a one-man pushback operation is used. Under no circumstances should the headset operator return to the aircraft and plug themselves back into the intercom unless signaled to do so by the PIC using the standard phraseology.

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4.18.5.1 Communication During Engine Start

Coordinate the engine starting sequence with the flight crew by conducting a pre-departure briefing and refer to the Pegasus Airlines GOM for specific engine start procedures

(a) During the engine start communicate with the flight crew only if the responsible ground staff member observes circumstances that require immediate notification and action by the flight crew.

(b) When starting up with an ASU, supply the pressure at the request of the flight crew.

(c) If ramp conditions are below standard for a normal pushback (e.g., hazards, obstacles, slippery, icy), the in charge of pushback

(1) The aircraft is moving over an area of the ramp where the conditions are safe for an engine start, or

(2) The pushback has been completed, the aircraft has come to a complete stop and the parking brake has been set.

NOTE

From the flight crew seat facing forward, the engine on the left is referenced as engine number one.

4.18.5.2 Communication During Engine Fire

Engine Fire: The flight crew normally detects an engine or APU fire and will take action using the engine/APU fire extinguishing system. However, the responsible ground staff member shall alert the flight crew immediately via the headset if flames are noticed from the engine or engine pylon. If a headset is not available, the appropriate “Fire” hand signal must be used. (Refer to the this chapter)

Engine Tailpipe/Exhaust Fire: If flames from the engine tailpipe are noticed during engine starting, the responsible ground staff member shall alert the flight crew immediately, as such a fire might not be detectable via temperature sensors and/or fire warning systems in the aircraft.

CAUTION

Do not fight engine fires with fire extinguishers on the ground when the flight crew is in the flight deck. The flight crew will take all necessary action.

4.18.5.3 Departure Communication

Departure communication procedures outlined in this section are a basic standard for both pushback and open ramp (taxi out) departures.

NOTE

(1) If the pushback needs to be stopped, the following call shall be made: “Stop Pushback”.

(2) Where applicable, use “Pull Out” instead of “Pushback”.

(3) Only engage the TWL tractor and lift the aircraft once the passenger boarding device has been removed from the aircraft and the flight crew has requested pushback.

Pushback assistant / walkout assistant are to be performed only by qualified staff.

Qualification has to be achieved either from training by the maintenance training department of the Pegasus Airlines or from external training, which has to be approved by maintenance training department of the Pegasus Airlines.

(1) For safety reasons, the headset cannot be used when there is thunderstorm activity over the airport as there is a risk of electrical discharges between the aircraft and the headset. Under these conditions communication headsets cannot be worn.

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(2) As a standard, hand signal will be given from left side; however for safety purposes it might become necessary to give hand signal from right hand side or from front. This has to be coordinated with the PIC.

(3) Cockpit will confirm to Ground the receipt of the hand signal by suitable means. This allows ground to leave the ramp area.

(4) Do not disconnect the headset communication cable until after the tow bar (or towbarless tractor) has been disconnected from the nose gear.

Specific dialogue stated here does not forbid the exchange of additional important information between PIC and ground staff using non-standard phraseology (e.g. request for authorization to disconnect ground support units etc.).

NOTE

If the pushback must be stopped, the following call will be made: STOP PUSH BACK. Where applicable, use “pull out” instead of “pushback”. Only engage the towbarless tractor and lift the aircraft once the passenger boarding device has been removed from the aircraft and the PIC has requested for pushback.

(A) **Departure Communication Procedure and Dialogue between Responsible Ground Staff Member and PIC**

Table 4-10: ***Departure Communication Procedure and Dialogue between Responsible Ground Staff Member and PIC***

COMMUNICATION PROCEDURE FOR ENGINE START	
COCKPIT	GROUND
Ground from cockpit	Go ahead
Ready to start all engines	All engines clear
COMMUNICATION PROCEDURE FOR ENGINE START IF ASU NEEDED	
COCKPIT	GROUND
Ground from cockpit	Go ahead
Ready to start all engines	Ground air available (*if ASU needed)
Ground from cockpit	Go ahead
Disconnect ground air and electric	Ground air and electric disconnected
COMMUNICATION PROCEDURE FOR PUSH BACK WITH TOWBAR	
COCKPIT	GROUND
Ground from cockpit	Go ahead
Ready for push back	Release brakes
Brakes released	Steering pin inserted, pushing back
COMMUNICATION PROCEDURE FOR PUSH BACK TOWBARLESS (UPLIFT)	
COCKPIT	GROUND
Ground from cockpit	Go ahead
Ready for push back	Set parking brake

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Parking brake is set	Steering pin inserted, lifting up
	Uplift completed, release brakes
Brakes released	Pushing back
When Push back is completed	
	Set parking brake
Parking brake is set	Towing system removed,steering pin removed
Prepare the airplane for taxi and give hand signal on the left hand side	Wait for the hand signalon the left hand side

(B) **Dialogue between Responsible Ground Staff Member and Flight Crew**

The following dialogue is a sample communication to be used for a departure.

In the case of an aircraft taxi-out, Pushback and Pushback Completed phases are not applicable.

Dialogue between Responsible Ground Staff Member and Flight Crew				
Phase	**Ground Staff**		**Flight Crew**	
Preparation		INFORM THE FLIGHT CREW ABOUT THE USE OF A TOWBAR OR TWL TRACTOR (if applicable)		
	Call:	CONFIRM PARKING BRAKE SET		
			Reply:	PARKING BRAKE SET
			Call:	CONFIRM STEERING BYPASS PIN INSERTED/NOSE WHEEL STEERING DEACTIVATED (if applicable)
	Reply:	STEERING BYPASS PIN INSTALLED/NOSE WHEEL STEERING DEACTIVATED (if applicable)		
			Call:	CONFIRM CLEAR TO PRESSURIZE? (if applicable)
	Reply:	CLEAR TO PRESSURIZE (if applicable)		
After completion of the predeparture servicing checks	Call:	PREDEPARTURE CHECKS COMPLETED		
	Call:	ELEVATING AIRCRAFT		
	Call:	READY FOR PUSHBACK		
Pushback			Reply:	STANDBY
			Call	PUSHBACK APPROVED (MENTION AIRCRAFT NOSE DIRECTION, START-UP POINT, PULL FORWARD, ETC.)
	Call:	CONFIRM PARKING BRAKE RELEASED		
			Reply:	PARKING BRAKE RELEASED
	Call:	COMMENCING PUSHBACK (MENTION AIRCRAFT NOSE DIRECTION, START-UP POINT, PULL FORWARD, ETC.)		
Engine start	Call:	CLEAR TO START ENGINES		
			Reply:	STARTING ENGINES (MENTION ENGINE START-UP SEQUENCE)
Pushback completed	Call:	PUSHBACK COMPLETED, SET PARKING BRAKE		
			Reply:	PARKING BRAKE SET
Disconnecting			Call:	CLEAR TO DISCONNECT
	Reply:	DISCONNECTING. HOLD POSITION AND WAIT FOR HAND SIGNAL ON YOUR LEFT/FRONT/RIGHT (DISPLAY THE STEERING BYPASS PIN (IF APPLICABLE TO THE AIRCRAFT TYPE) TO THE FLIGHT CREW		
			Reply:	HOLDING POSITION AND STANDING BY FOR HAND SIGNAL ON THE LEFT/FRONT/RIGHT

Figure 4-136: Dialogue between Responsible Ground Staff Member and Flight Crew

(1) Applicable to departures with towbar and towbarless tractorIf required, applicable to towbarless tractors

(2) If required, applicable to towbarless tractors

(C) **Items to be Communicated between Responsible Ground Staff Member and Flight Crew**

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Phase	Task	Responsible Ground Staff Member Action
Departure preparation	GPU removal	When instructed by flight crew, remove GPU.
	Towbar/TWL tractor connection	a. Get confirmation that aircraft parking brake is set. b. Get confirmation that the nose wheel steering is depressurized or advise flight crew that the steering bypass pin is inserted, if applicable. c. Connect the towbar. d. Connect the TWL tractor.
	Chock removal	a. Get confirmation from flight crew that aircraft parking brake is set. b. Remove chocks.
	Predeparture check	Advise flight crew that the predeparture check has been completed or communicate any discrepancies.
Engine start	Starting engines	When requested by the flight crew, advise when the engines may be started and the start sequence.
	ASU	When requested by the flight crew, signal to the ASU operator to supply the required pressure.
Pushback and engine start	Brakes	Get confirmation that the aircraft parking brake has been released.
	Movement of the aircraft (pushback/pull out)	Get permission from flight crew to commence pushback.
	Direction of push/nose	If applicable, ask in which direction the aircraft must be pushed or in which direction the nose should point after pushback.
	Engine start	When requested by the flight crew, advise when the engines may be started.
Pushback completed and engine start completed	Towbar/TWL tractor disconnect	a. Get confirmation that the aircraft parking brake is set. b. Disconnect. c. Remove the steering bypass pin, if applicable.
	Headset removal	a. Get permission from the flight crew to disconnect the headset. b. Advise the flight crew to hold position and wait for visual signal at left/front/right of the aircraft.
Departure	"All Clear" signal	a. Verify steering bypass pin removal has been completed, if applicable. b. Give the "All Clear" signal when the path of the aircraft is clear of all obstacles. c. Get acknowledgement from the flight crew of the "All Clear" signal.

Figure 4-137: Items to be Communicated between Responsible Ground Staff Member and Flight Crew

4.18.5.4 Re-Establishing Communication After Departure

The following procedure is to be used when the ground staff member or PIC need to re-establish headset communication after it has been disconnected.

Re-establishing communication may be provided via company channel or ATC. If visual communication with the ground staff member is still established then visual signals may be used.

4.18.5.4.1 Initiated From Flight Deck

The PIC sets the parking brake and re-establishes communication with ground staff member via company channel or ATC. If visual communication with the ground staff member is still established then visual signals may be used.

4.18.5.4.2 Initiated From The Ground

If ground staff needs to re-establish communication with the aircraft after dispatch, do NOT approach the aircraft. If communication cannot be established using hand signals, make contact via company channel or through ATC. When preparing to re-establish communication with aircraft, take the following precautions:

(a) Make sure you have been seen by the PIC and the intention to approach the aircraft to reestablish interphone communication is understood.

(b) Approach the aircraft from the direction where visual contact with the PIC is maintained as long as possible.

(c) Only the person establishing the head set communication shall approach the aircraft.

(d) Stay outside the aircraft's engine danger area when approaching the aircraft.

(e) If possible, position pushback tractor in front of aircraft in clear view of flight crew to act as a safety barrier and prevent premature movement of the aircraft.

CAUTION

For safety reasons, the interphone communication system cannot be used when there is thunderstorm activity over the airport as there is a risk of electrical discharges between the aircraft and the head set system. Under these conditions communication headsets cannot be worn.

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4.18.5.5 Departure Communication Without Interphone-Interphone Communication Failure

An aircraft departure shall always be conducted using interphone communications. Only if the interphone becomes unserviceable or under extreme circumstances where the interphone is not available, shall the responsible ground staff member and flight crew use conventional hand signals.

In the event the headset becomes unserviceable or communications is lost or under extreme circumstances where the interphone is not available, you shall use conventional hand signals which is described in this Chapter for Departure

These shall conform to industry standards (e.g. ICAO or IATA - as defined within the IATA Airport Handling Manual 463). It is acceptable to start engines during the pushback provided the operating crew and ground staff have agreed, the ramp is not considered as slippery and visual contact is maintained between operating crew and ground staff. If the ground personnel is not satisfied that these conditions are met, they should refuse start-up if requested.

Prior to departure a briefing shall be held between the captain and the ground agent responsible for the departure, including:

(a) Review of departure specifics, e.g. direction of movement, final positioning, and taxi out direction

(b) The hand signals to be used, including emergency signals

CAUTION

Read back all given instructions or acknowledge them in a manner clearly indicating that they have been understood and will be complied with.

4.18.5.5.1 General

Aircraft pushback requires a communication interphone. If the interphone becomes unserviceable or communications is lost, the following procedure shall be followed:

(a) In case of a single person operation and if no other means of communication are available, stop the movement and immediately request assistance to continue the movement (depending on local situations and regulations).

(b) In case of multiple person operation then communication with the flight crew will be established using hand signals as described in this chapter. The tractor driver shall be able to receive the visual signals as relayed from the flight crew. Once hand signal communication has been established the pushback can resume.

(c) Notify air traffic control ATC, if radio available, and continue the movement in cooperation with ATC, depending on local regulations.

4.18.5.5.2 During Towing

If during the tow the interphone fails, the tow must immediately be stopped and an alternate means of communication established before continuing. If this is not possible, assistance must be requested.

4.18.6 Pushback Operations

(Ref: IATA AHM 463)

(In accordance with Regulation (EU) No 965/2012- CAT.OP.MPA.205 Push back and towing — aeroplanes)

4.18.6.1 Pre-Departure Communication

An aircraft departure shall always be conducted using interphone communications. If the interphone becomes/is unserviceable, use standard hand signals for the departure.

(a) Connect the Interphone and:

- Verify the communication system is functional

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- Update flight crew on the progress of the ramp operation

(b) Prior to departure conduct a briefing with the flight crew and the ground staff member responsible for the departure, to:

- Review departure specifics (e.g. direction of movement, ASU requirement, final positioning, taxi out direction).
- Review standard hand signals to be used, including emergency signals.

> **CAUTION**
> Repeat all given instructions or acknowledge them in a manner clearly indicating that they have been understood and will be complied with.

(c) Request permission to disconnect ground power, if applicable.

(d) Disconnect GPU/FPU after approval is received from flight crew.

> **NOTE**
> The ground staff responsible for departure should be in continuous communication with flight crew by interphone.

4.18.6.2 Connecting The Pushback Vehicle

(a) Prior to connecting the tractor to the aircraft, as per Table 4.18.3.A, the tractor may be parked in front of the aircraft or outside of the ERA, but never behind the wings.

(b) Ensure the nose gear steering bypass pin is correctly installed prior to towbar/TWL connection to the aircraft and/or ensure the nose gear steering mechanisms are set as required for pushback (as applicable to the aircraft type). The steering bypass pin shall be:

- Labeled with the specific aircraft type(s) for which it can be used.
- Identified with a “Remove Before Flight” streamer.
- Checked regularly for proper technical condition, or as per manufacturer instructions.

> **NOTE**
> Each aircraft type has specific requirements for the bypass of the nose gear steering mechanism. Refer to the Pegasus Airlines’s GOM for nose gear steering bypass pin details.

(c) Ensure the steering hydraulic system is depressurized or the nose gear steering torque links are disconnected, as applicable for aircraft not fitted with a nose gear steering by-pass system.

Coordination with the flight deck would be required to ensure a safe depressurization and repressurization of the aircraft hydraulic system.

(d) The Pushback tractor (with Towbar/TWL) shall only be connected to the aircraft once all GSE is detached from the aircraft.

(e) A guide person shall be used to assist in the final approach to the towbar/nose gear when a tractor and towbar is used for the pushback process. When a TWL tractor is used, a guide person shall be used when the vision of the tractor driver is/might be restricted.

(1) **Tractor and Towbar:**

(a) Connect the towbar to the nose gear first.

(b) Prior to connecting the tractor to the aircraft, as per Table 4.18.3.A, the tractor may be parked in front of the aircraft or outside of the ERA, but never behind the wings.

(c) Ensure the towbar connection is secured and a locking pin is in place.

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(d) Ensure the tractor and towbar are aligned with the centreline of the aircraft while connecting.

(e) Raise the towbar so its head is at the same height as the tractor connection.

(f) Approach the towbar slowly until the connection aligns with the pushback tractor.

(g) Ensure the front wheels of the tractor remain straight and the tractor is in line with the centreline of the aircraft.

(h) Secure the towbar connection to the pushback tractor.

(i) Raise the towbar wheels by releasing pressure on the hydraulic pump.

(j) Select the “Neutral” or “Park” gear (if no selection for Park) and set the parking brake of the pushback tractor.

(k) To minimize the possibility of injury, Ground handling personnel shall:

- Face the tractor when connecting the towbar to the tractor.
- Stand with both legs on the same side of the towbar during the connection/disconnection procedure (i.e. do not stand astride/over the towbar).

(2) **Towbarless Tractor:**

(a) Ensure the correct aircraft type is selected on the TWL control panel, where applicable and in accordance with TWL operating procedures.

(b) On final approach to the aircraft, the tractor shall be properly aligned and correctly positioned.

(c) Ensure the aircraft nose wheels are safely locked into the tractor cradle by the tractor locking mechanism.

(d) Position the TWL tractor to standby for lifting.

(e) Select the Park or Neutral gear (if no selection for park) and set the parking brake of the pushback tractor.

(f) Ensure aircraft is not lifted while any GSE or PBB are connected to the aircraft.

CAUTION

Do not lift the aircraft while any GSE or PBB are connected to the aircraft.

CAUTION

Do not remove the main landing gear (MLG) chocks until: all GSE–with the exception of the boarding passenger stairs(s), GPU, PCA, and ASU is removed from the aircraft, the pushback vehicle is connected to the aircraft and the parking brakes of both the pushback vehicle and the aircraft are set.

Connecting Remote-Controlled Tractor to Nose Gear:

(1) Ensure the remote control unit’s battery is sufficiently charged.

(2) Ensure the tractor is sufficiently charged for the task/pushback maneuver.

(3) Switch on the remote control unit and ensure it connects to the tractor.

NOTE

See GOM this chapter for other points related to connecting TWL.

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4.18.6.3 Pushback Disconnection

4.18.6.3.1 Pushback Tractor and Towbar Disconnection

(a) The responsible ground staff member shall remove the tow pin securing the towbar to the pushback tractor.

(b) The towbar shall be disconnected from the tractor before disconnecting from the aircraft (except where the towbar is specifically designed to be disconnected from the aircraft first).

(c) The pushback tractor driver shall check that other personnel are clear of the intended travel path and slowly drive the pushback tractor to a position in the aircrafts path and visible to the flight crew, if possible, ready for the towbar to be reconnected.

(d) The responsible ground staff member shall disconnect the towbar from the nose landing gear and reconnect to the pushback tractor and move clear of the pushback tractor, in view of the driver.

(e) The responsible ground staff member shall give an 'OK' signal to the pushback driver to confirm that the towbar is reconnected and it is clear to drive away.

(f) The pushback driver shall check that other staff are clear of the intended travel path and slowly drive the pushback tractor to a position visible to the flight crew until the responsible ground staff member on the interphone has disconnected and is in view of the flight crew.

NOTE

Ensure the towbar is disconnected from the tractor before disconnecting from the aircraft (except where the towbar is specifically designed to be disconnected from the aircraft first).

4.18.6.3.2 Towbarless Tractor/Remote-Controlled Tractor Disconnection

(a) The pushback driver shall ensure the tractor wheels are centralized and lower the aircraft nosewheel and open the tractor cradle.

(b) The pushback driver shall check that other personnel are clear of the intended travel path and slowly drive the pushback tractor to a position in the aircrafts path and visible to the flight crew, ensuring that the wheel cradle is completely clear of the aircraft nose landing gear before commencing a turn.

(c) The pushback driver shall rotate the drivers seat to the direction ready to drive away, if applicable.

(d) The pushback driver shall remain in a position visible to the flight crew until the responsible ground staff member on the interphone has disconnected and is in view of the flight crew.

4.18.6.4 Pushback Requirements

(a) Carry out the pushback maneuver at a pace no greater than 5 km/h or 3 mph (walking speed) and where required, apply the vehicle brakes gently.

(b) During the maneuver, the pushback tractor driver shall ensure the taxiway (including other movement areas in the intended aircraft path) is free of other aircraft/equipment/obstacles. If an obstacle is identified, the pushback shall stop immediately until the obstacle is clear.

(c) Prior to the aircraft movement, make sure the parking brake is released and the anti-collision lights are switched on, in accordance with local airport regulations.

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(d) Headset operator shall signal “Clear to Push” to the pushback tractor driver and wing walkers (if applicable) once advised by the flight crew that the aircraft brakes have been released and approval for pushback is given by the flight crew.

NOTE

In case of single person pushback operation, the pushback operator performs headset functions.

(e) Select the appropriate gear on the tractor and slowly begin movement. Start the pushback operation in a straight line.

(f) During pushback, ensure the steering turn limits are not exceeded and advise the flight crew if any are exceeded. Damage may occur to the nose gear. Refer to the operating airline’s GOM for the specific limits and how they are marked on the aircraft.

CAUTION

When undertaking departures with a PPU, the pull forward maneuver at the end of the pushback shall not be carried out when it has not been possible to complete the pushback maneuver with a straight line push of at least 5 m (16 ft).

CAUTION

The flight crew shall be notified immediately in the event any connection between the tractor and the aircraft is lost during aircraft movement.

(g) At the end of the maneuver, the aircraft/pushback tractor set shall be correctly aligned with the taxiway centerline.

(h) When the pushback maneuver is complete, headset operator will receive the “Vehicle Brakes On/Stop” signal (see "GOM 4.12.5.1.4") from the tractor driver to confirm that the tractor parking brake is set. Prior to the disconnection of the tow bar or towbarless tractor from the aircraft nose gear, headset operator:

(1) Request flight crew to set the aircraft parking brake and hold the existing position until final clearance signal to taxi.

(2) When confirmation that the aircraft brakes have been set is received from the flight crew:

(i) Give the “Vehicle Brakes On/Stop” signal as per "GOM 4.12.5.1.4" to the tractor driver and wing walkers, if applicable. Tractor driver releases the tractor parking brake and puts the gear in neutral to release any pressure on the towbar.

(ii) Give authority to disconnect pushback equipment.

4.18.6.4.1 Pushback and Pull Forward

When a pull forward manoeuvre is performed after a pushback manoeuvre, particular attention must be paid to the end of the pushback manoeuvre and during the whole pull forward manoeuvre. To prevent the aircraft from overtaking/pushing the pushback vehicle during the pull forward phase, the following precautions shall be applied:

(a) The aircraft engines shall be at idle thrust during all of the pushback/pull forward manoeuvre.

NOTE

If the requirement to pull forward is known in advance, consider not starting the engines until the pull forward maneuver is completed.

(b) The pull forward manoeuvre shall be performed with the pushback vehicle in the lowest gear available.

(c) Braking shall be performed smoothly and without jerks.

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(d) The flight crew shall be alerted immediately to stop the aircraft using gentle braking if aircraft control cannot be ensured/maintained from the pushback vehicle.

NOTE

The following factors increase the risk that the aircraft will overtake/push the pushback vehicle and shall be, therefore, taken into account:

(i) Aircraft type and number of engines started/running

(ii) Slope of the parking stand and taxiway

(iii) Use of a tractor and towbar to undertake the pushback/pull forward maneuver.

(iv) Adverse weather conditions

If the requirement to pull forward is known in advance, consider not starting the engines until the pull forward manoeuvre is completed.

CAUTION

Care shall be taken to avoid a jackknife situation between the aircraft and the pushback vehicle due to asymmetric thrust from the aircraft (one engine running) during the transition from push to pull or vice versa. Do not exceed the manufacturer's maximum tow angles.

ALERT MESSAGE

Danger: If the aircraft overtakes/pushes the pushback vehicle, the responsible ground staff member shall ensure they stay well clear of the path of the pushback vehicle and the aircraft nose landing gear wheels.

CAUTION

Flight crew and aircraft maintenance personnel must be informed if the aircraft overtakes/pushes the pushback vehicle, as both the pushback vehicle and the aircraft nose landing gear may be damaged by the incident.

To relieve torsional stresses applied to the landing gear components and tires, move the aircraft in a straight line for a few metres to ensure the nose wheels are in the straight-ahead position when completing the pushback manoeuvre.

ALERT MESSAGE

Danger: If the nose wheels are not in the centred position, they can turn quickly to their centred position when the steering bypass pin is removed. This can result in personnel injury and aircraft damage.

CAUTION

Locking Pin - Electrical Box Installation on A320 aircrafts

Locking Pin located on Electrical Box with part number D23119751 & D23119751-1 has been installed on each A320 aircraft operated by Pegasus. This locking pin is used before towing operation to power off the Nose Landing Gear hydraulic using by fixing the lever into towing position. After towing, the lever is set back to normal position. The lever has a loaded spring to force the locking pin into its original position on the Electrical Box when the pin is set free. In several cases, this Locking Pin has been found damaged or missing on the Electrical Box, leading to Electrical Box replacement and subsequent maintenance costs. We would like to have your valuable efforts and pay special attention for setting the lever of the electrical box by using the locking pin into towing positon and normal position slowly to avoid physical damage on the locking pin on A320 type aircraft.

A video may be provided from "ground.doc@flypgs.com" to show how to slowly install the locking pin properly.

Figures of Electrical Box, Lever and Locking Pin

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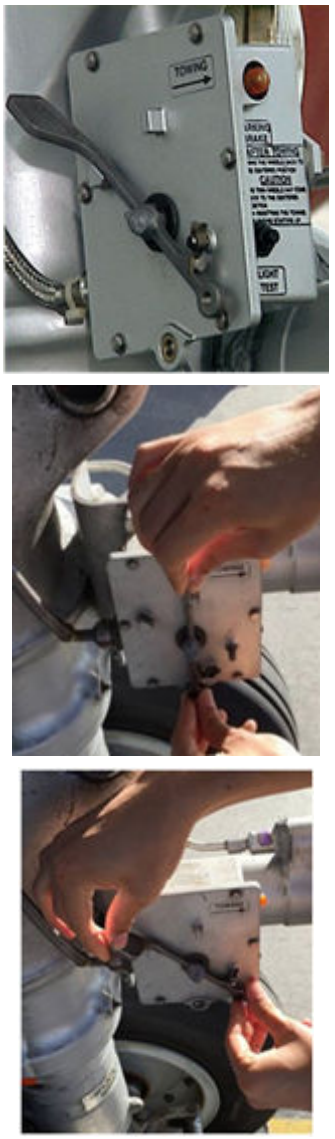


Figure 4-138: Figures of Electrical Box, Lever and Locking Pin

4.18.6.4.2 Pushback Completion

Pushback completion includes repositioning the pushback tractor, removing the nose gear steering bypass pin and displaying the steering bypass pin to flight crew, if equipped:

(a) Remove the nose gear steering bypass pin and/or ensure the nose gear steering mechanisms are set to normal conditions for taxiing (as applicable to the aircraft type).

(b) If previously disconnected, reconnect the torque link and inform flight crew.

(c) Complete the headset communication and, after receiving flight crew approval, disconnect the headset and close the access panel (if applicable to the aircraft type).

(d) Move clear of the aircraft to a safe position visible to the flight crew ad away from its intended path.

(e) Display the steering bypass pin to the flight crew (if applicable to aircraft type).

(f) Give the “All Clear” signal (see "GOM 4.12.4.6") once eye contact has been made with the flight crew and they are expecting the signal. In low-light conditions, the flight crew will turn on the interior lights of the flight deck.

(g) Remain in position until an acknowledgement from the flight crew is received.

(h) Drive the tractor back to the terminal, the appropriate holding position, or to the next task.

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ALERT MESSAGE

Danger:

If the nose wheels are not in the centered position, they can turn quickly to their centered position when the steering bypass pin is removed. Personnel injury and/or aircraft damage could result. Do not disconnect the interphone communication cable until the towbar or TWL tractor has been disconnected from the nose gear.

ALERT MESSAGE

Danger:

After disconnection of the headset, no attempt shall be made to approach the aircraft unless

cleared by the flight crew to do so via hand signals.

4.18.6.5 Responsible Ground Staff Member for Departure/Ground Staff Member Responsibilities

(GRH 3.2.2 v)

The following procedures shall be followed to ensure the safety of ground personnel and to avoid damage to the aircraft and ground equipment: The responsible ground staff member is defined as the person performing the communications with the flight crew. The responsible ground staff member in charge of each towing maneuver shall check to ensure all requirements for the towing operation are met prior to commencing towing operations. The responsible ground staff member is defined as the person who has overall responsibility for the towing maneuver and is normally the pushback tractor driver, although the function may be performed by different ground staff members in different roles. This function can be performed by different personnel in different roles and positions on condition that the procedure which is depicted in GOM are met.

Responsible ground staff member for the departure shall:

(a) Be in charge of the entire pushback, once clearance to begin pushback has been given by the flight crew.

(b) Ensure the pushback tractor and towbar/towbarless(TWL) tractor is suitable for the specific aircraft type, weight, the weather conditions, the apron surface conditions.

(c) Ensure the nose gear steering bypass pin is installed prior to towbar/TWL connection to the aircraft and/or ensure the nose gear steering mechanisms are set as required for pushback (as applicable to the aircraft type).

(d) Conduct briefings with all persons involved in the aircraft movement to review and confirm how the aircraft will be maneuvered.

(e) Be in continuous communication with PIC via headset.

(f) Have ultimate responsibility to review pushback procedures based on conditions observed and advise flight crew of any anticipated changes to pushback procedures.

(g) If ramp conditions are below standard for a normal pushback (e.g. hazards, obstacles, slippery or icy) then:

- He/she will inform the PIC that engine start clearances will not be given until either:

  (i) The aircraft is moving over an area of the ramp where the conditions are safe for an engine start; or

  (ii) the pushback has been completed, the aircraft has come to a complete stop and the parking brake has been set;

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(h) Ensure that the nose gear steering bypass pin is installed prior to towbar/towbarless connection and/or ensure the nose gear steering mechanisms are set as required for pushback (as applicable to aircraft type). The wheels off the towbar should be fully retracted/off the ground before the pushback commences. For aircraft fitted with a steering by-pass system, ensure that the by-pass pin is correctly installed prior to connecting the tow bar to the AIRCRAFT and before pushback commences and it is removed after the tow bar has been disconnected.

(i) Connect the interphone and conduct a communication check to:

(i) Verify the communication system is functional;

(ii) Update PIC on progress of the ramp operation;

(iii) Request permission & disconnect ground power after verbal approval is received from PIC.

(j) Conduct a Pre-Departure walk around;

(k) Signal “All Clear” to pushback tractor driver and wing walkers (if applicable) once advised by PIC that the aircraft brakes have been released and approval for pushback given by Flight Crew (according to the clearance for pushback given by ATC), the tractor shall be in the appropriate drive mode prior to the commencement of the operation. Chocks should not be removed from the maingear until tractor and tow bar are fully secured to the nose-gear and the parking brake set on the tractor. When connecting the tow bar to the aircraft’s nose-gear assembly, the tow bar shall be detached from the tractor, the personnel be facing the tractor with both legs on only one side of the tow bar (i.e. they should not straddle the bar).

(l) Be positioned either inside the tractor or walking on the apron at a safe distance from the nose gear and tractor. The tractor and the tow bar shall be in-line with the centre line of the aircraft before the pushback commences.

ALERT MESSAGE

Danger: If walking adjacent to nose gear, wing walker and tug driver shall be in visual contact throughout the pushback. After approval of PIC, the tug driver shall always assure taxiway is free of other aircraft/equipment/obstacles.

(m) Monitor the headset during the pushback and communicate with the PIC as required;

(n) Advise the PIC if for any reason it is not safe to start an engine and stop the engine start procedure.

NOTE

The PIC may advise as each engine is being started.

(o) Advice the PIC to set aircraft brakes at end of pushback. Once confirmation from the PIC has been received, give the brakes set signal to the tractor driver and wing walkers (if applicable). Apply any additional safety measures as required. At the end of the pushback sequence and before the tow bar is disconnected, the PIC shall be instructed to set the aircraft brakes and hold position until receipt of visual signals for final clearance to taxi. “Brakes set” must be confirmed to ground personnel.

(p) Give “Brakes On” hand signal to indicate tractor driver and wing walkers (if applicable) that it is clear to disconnect pushback equipment after PIC advises that engines were started normally and the ramp is clear to disconnect the pushback equipment. Remove the nose gear steering by pass pin and/or ensure the nose gear steering mechanisms are set to normal position for taxiing (as applicable to aircraft type).

(q) Ensure the tow bar is disconnected from the tractor before disconnecting from the aircraft (except where tow bar is specifically designed to be disconnected from the aircraft first.)

(r) After the towbar/towbarless tractor has been disconnected, complete the headset communication.

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After the flight crew approval, disconnect the headset and close the access panel on the aircraft once the approval to disconnect has been given by PIC and the tow bar/towbarless tractor has been disconnected.

(s) Close and latch all access panels and then move clear of the aircraft to a safe position visible to the flight crew. If the torque link has been disconnected it shall be re-connected and flight crew informed.

(t) Display the steering bypass pin to the PIC. If the torque link has been disconnected it shall be reconnected and flight crew informed.

(u) Ensure verification of pin removal has been completed. Show the “All Clear Taxi” signal. Give the “All Clear to Taxi” signal once eye contact has been made with the flight crew and they are expecting the signal. In low-light conditions the flight crew will turn on the interior lights of the flight deck.

(v) Remain in position until acknowledgement from the PIC is received. Get acknowledgement of “All Clear” signal.

CAUTION

The PIC (or brake operator) shall be notified immediately: in the event any connection between the tractor and the aircraft is lost during aircraft movement. Stop the aircraft movement using gentle brake application if the aircraft is about to overtake the tractor.

ALERT MESSAGE

Danger: If the nose wheels are not in the centered position, they can turn quickly to their centered position when the bypass pin is removed. Personnel injury or aircraft damage could result. Do not disconnect the head-set communication cable until the towbar (or towbarless tractor) has been disconnected from the nose gear.

Throughout the pushback operation, all staff walking on ramp (including the headset operator when the aircraft is moving) shall remain clear of:

- The area on the ground directly under any part of the aircraft (including, but not limited to, the fuselage, wings, stabilizer, engines, nose gear)
- The aircraft’s path
- The tractor's path
- Engine danger areas

The headset operator shall:

- Be in visual contact with the tractor driver throughout the pushback.
- Avoid walking backwards and maintain situational awareness to reduce the possibility of tripping.
- Use a headset cable long enough to operate safely and be allowed freedom of movement while not posing a trip or tangle hazard (not applicable when a wireless headset is used).
- Ensure the headset cable remains clear of aircraft/pushback wheels.

If the responsible ground staff member is too close to the nose gear or pushback equipment, the tractor driver shall stop the pushback and review the required safety clearance conducted.

At the end of the pushback sequence and before the tow bar is disconnected, tension must be released from the tow bar. A chock may be positioned in front of the nose-wheel while disconnecting the tow bar.

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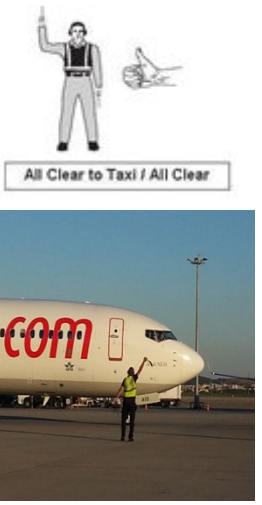


Figure 4-139: Responsible Ground Staff Member for Departure

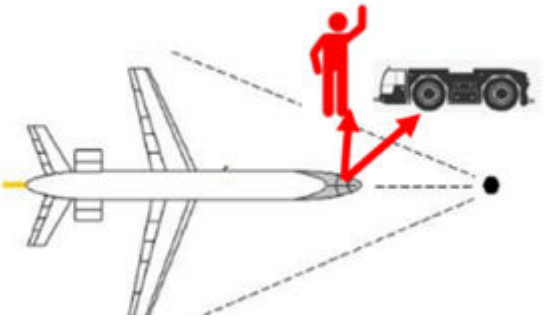


Figure 4-140: Pushback location

The Operational Bulletin shown here (PG-AH-KB-00187 / 1 / 10.5.2023), once disconnected from the aircraft, the tug and towbar should be manoeuvred clear of the nose gear, into a position which is visible to the flight deck crew and in visual contact with the head set operator.

This is in line with the IATA GOM standards 4.6.10.1.e

WARNING

When Steering Bypass Pins are removed following the completion of the pushback operation, staff shall make a visual check of the bypass lever to ensure it has returned to the correct position. The bypass pin must be:

(a) Labeled with the specific aircraft type(s) for which it can be used;

(b) Identified with a “Remove before Flight” streamer;

(c) Checked regularly for proper technical condition, or as per manufacturer instructions.

In the event of exceeding the maximum nose gear steering angle, inform the authorized technical personnel and PIC. The aircraft must return to the parking stand in order to check whether the gear is damaged.

When using a towbarless tow tractor equipped with either an over steer warning or over steer protection device, verify the visual turning limit markings at all times to prevent exceeding the maximum nose gear steering angle. “Over steering” or “over torque” system of the tractor must be operative.

The ground personnel shall ensure that the engine ballast and intake areas are free from personnel or equipment before start-up clearance is given. As soon as the aircraft starts taxiing the PIC is responsible for safe maneuvering of the A/C from the parking position. Since he cannot overlook or authorized technical personnel that shall ensure that the traffic situation on the ramp permits free taxiing before clearance for taxiing is given a qualified marshaller shall perform marshalling duties only.

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CAUTION

During Pegasus Airlines operations, to ensure that safely completion of the push-back process as ground personnel and ground operations.When the push-back is completed, after the pin is removed, head-set is taken from the aircraft and the head-set cover is closed, ground staff who completed the push-back operation must be done necessary checks and must avoid walking backwards until they reach the safe area to be approved by the “all clear taxi” and reach the safety line with quick steps and shall stay in view of the flight deck, remain clear of the hazard zones during operation.

Headset Operator: The headset operator is responsible for communications with the brake operator and/or VHF operator.

VHF Operator: The VHF operator is responsible for communications with ATC and/or ground movement control (GMC).

NOTE

The VHF operator may be positioned in the pushback tractor or on the flight deck depending on the ground staff member functions carrying out the towing maneuver.

4.18.6.6 Wing Walker

(GRH 3.2.2 vi)

Pegasus Airlines GOM establishes requirements for wing walkers. Unless specifically required, the use of wing-walkers should be considered when the aircraft is in close proximity to infrastructure, ground equipment, people, adjacent aircraft or anything else which may cause a collision and / or when any deviation from the stand or taxiway centre line may cause the aircraft to come into risk of contact with those items.The presence of such personnel may also be controlled or restricted by civil aviation authorities or local airport authorities. Where applicable, wing walkers or other assist personnel shall:

(a) Be under the direction of the responsible ground staff member at all times;

(b) Use two marshalling wands, either day-wands or illuminated wands for low visibility operations;

(c) Be positioned before and during movement of aircraft as follows where applicable and/or permitted:

- (i) Approximately 1 m (3 ft.) outboard of the wingtip and with a clear view of wingtip clearance and any potential hazards.
- (ii) In line with the rearmost main gear wheel.
- (iii) Able to maintain visual contact with the person responsible for pushback/towing.
- (iv) At a safe distance from the moving aircraft/pushback tractor during the entire pushback.
- (v) Maintain situational awareness to avoid personal injury hazards e.g., moving equipment and vehicles, aircraft, slip, trip and fall hazards such as chocks, cones, GSE, uneven ground, spillages, etc.

(d) Ensure the aircraft movement path is clear of any obstructions, other aircraft, vehicles etc.

(e) Provide “Clear to Move Aircraft” clearance signals at all times to the person responsible for pushback by using a distinct “Pendulum” motion of the arm.

(f) Continue to monitor the aircraft path until the aircraft is stopped at the departure point;

(g) If at any time during aircraft movement, the wingwalkers are unsure or identify an imminent danger, signal the person responsible for pushback with the “STOP” signal.

(h) When the aircraft is stopped at the departure point, position themselves either at the 11 o'clock or 1 o'clock position in clear visibility of the flight crew on the terminal side, at a safe distance away from the aircraft.

(i) Give the “Hold Movement of Aircraft” signal to the flight crew when the visual “Brakes Engaged” signal has been received from the person responsible for pushback.

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(j) Remain in position until the responsible ground staff member takes over the marshalling clearance of the aircraft;

(k) Return to terminal once marshalling duty has been transferred.

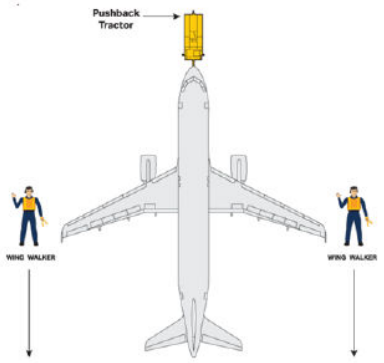


Figure 4-141: Wing Walker

4.18.6.7 Tractor Driver

The pushback tractor driver shall:

(a) Ensure the pushback tractor and towbar/TWL tractor is suitable for the specific aircraft type.

(b) Stand by for clearance-to-push communication from the flight crew or responsible ground staff member or brake operator in case of towing.

> **NOTE**
> When a single person pushback is conducted, the pushback tractor driver shall also carry out the function of the for departure as defined in "GOM 4.18.6.5"

(c) Align the tractor or tractor/tow bar combination with the centreline of the aircraft before the aircraft movement.

(d) Completely raise the towbar wheels before the start of the aircraft movement (if used).

(e) Prior to the aircraft movement, make sure that the parking brakes are released and the anti-collision lights are switched on (depending on the local airport regulations).

(f) Wait for the authorization of the brake operator before moving the aircraft, where applicable.

(g) Select appropriate gear on tractor and slowly begin movement.

(h) Start the towing operation on a straight line.

(i) Keep the maneuvering speed to a minimum, and avoid heavy and/or sudden braking action that could result in damage to the aircraft/equipment.

(j) Scan the apron during towing, monitor clearances and wing walkers (if applicable) to ensure that aircraft is moving clear of all obstructions. Be prepared to stop.

(k) Ensure during the towing manuever the steering turn limits are not exceeded and advise the brake operator and maintenance department if any are exceeded. Damage may occur to nose gear if steering turn limits are exceeded. Refer to the GOM for the specific limits and how they are marked on the aircraft.

(l) Avoid sharp turns that result in excessive tire scrubbing.

(m) If the headset operator is walking on ramp, maintain visual contact and ensure a safe distance is maintained from the nose gear /pushback tractor during entire towing maneuver.

(n) If the headset operator is too close to the nose gear /pushback tractor, the towing maneuver must be stopped and a review of the required safety clearance conducted.

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(o) Align the pushback tractor/towbar or the TWL with the centerline of the aircraft nose gear at the end of the pushback phase of the towing maneuver.

(p) Do not exceed the towing speed limit as regulated by the towing equipment, aircraft and/or airport.

(q) Use relevant apron lines as guidance during maneuvering to ensure safe obstacle clearance. Be aware of the size of the towed aircraft.

(r) Keep a minimum safety distance between vehicles to allow sufficient space to stop. Where required, apply the pushback tug brakes gently.

(s) Stop 50m (55 yds) before a taxiway intersection, if a stop is required.

(t) Relieve torsional stresses applied to the landing gear components and tires by moving the aircraft in a straight line for a few meters to ensure the nose wheels are in the straight-ahead position when arriving at the allocated/relevant parking position.

(u) Apply the tractor parking brake after making a complete stop.

(v) Drive the tractor back to the terminal or appropriate parking position.

NOTE

Some of the above procedural points may not be applicable to TWL tractors.

(w) Reduce and adapt vehicle speed during adverse weather conditions (fog, rain, etc.).

CAUTION

If the nose wheels are not in the centered position, they can turn quickly to their centered position when the steering bypass pin is removed. This can result in personnel injury or aircraft damage.

4.18.6.8 Towbarless Pushback - Nose-Gear Controlled

The tractor shall be suitable for the operation, considering the aircraft type and weight, the weather conditions, the apron surface conditions. The aircraft shall not be lifted while equipment and/or boarding bridge are still connected to the aircraft. Inform PIC prior to lifting the aircraft nose-gear. Chocks shall not be removed from the main gear until the tractor is fully secured to the nose-gear and parking brake set on the tractor.

Ensure that the aircraft nose-wheels are safely locked in the tractors locking mechanism when connected to aircraft and are safely lifted well above ground during the entire pushback. The tractor shall be in-line with the centre line of the aircraft before pushback commences.

Ensure that the by-pass pin is correctly installed prior to connecting the tractor to the aircraft and before pushback commences and is removed after the tractor has been disconnected. At the end of the pushback sequence the flight deck should be instructed to set the aircraft brakes and hold position until receipt of visual signals for final clearance to taxi. “Brakes set” must be confirmed to ground staff. After disconnecting the tractor from the nose-gear and before removal of the by-pass pin, position the tractor in such a way that it is visible from the cockpit (e.g. a 90 degrees angle from the aircraft).

4.18.6.9 Brake Operator (Operation Staff)

Where applicable in accordance with local procedures, the brake operator shall:

(a) Be responsible for communication with ATC.

(b) Complete a flight deck checklist for towing (refer to the Pegasus Airline’s manual).

(c) Ensure all aircraft doors are closed by authorized personnel.

(d) During towing, the brake operator must be seated with the seat belt fastened.

(e) Apply the ‘brakes on’ and ‘brakes off’ procedures in coordination with the headset operator.

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(f) Switch on and switch off the external and anti-collision lights of the aircraft.

(g) Position the seat in such a way that the brakes can be easily applied where required.

(h) Inform the headset operator immediately if potential contact with any objects is detected.

(i) Only apply the brakes during the tow when instructed by the headset operator/tractor operator or when it is clear that the aircraft has become separated from the tractor.

NOTE

For procedures related to incidents during towing, refer to 4.9.3.

NOTE

Presence on board of staff, other than the brake operator, is forbidden throughout the maintenance or repositioning towing operations, except for flight crew and maintenance staff. The brake operator must inform them that they must be seated with the seat belt fastened and must follow his safety orders if necessary.

4.18.7 Open Ramp Departure

An open ramp is a taxi-in and taxi-out operation area. In some locations, the aircraft may be towed from an open ramp to a taxiway, prior to engine start

(a) Complete all pre-departure checks.

(b) Refer to Departure Communication ("GOM 4.18.5.3") and follow the required phases of dialogue.

(c) Ensure all staff and equipment is clear of the aircraft behind the ERA.

(d) Position for marshalling in an area behind the ERA while being in clear view of the flight crew on either side of the aircraft (depending on facility).

4.18.8 Maneuvering During Adverse Weather Conditions

4.18.8.1 General

During adverse weather conditions (fog, rain, etc.) visibility and traction will be affected. The Tractor Driver must reduce and adapt vehicle speed as required by the present conditions.

4.18.8.2 Maneuvering During Wintery or Slippery Conditions

During adverse weather conditions (e.g., fog, rain, ice, snow) visibility and traction will be affected. The tractor driver shall reduce and adapt vehicle speed as required by the current conditions. When maneuvering the aircraft on slippery apron surfaces, extreme caution is required to avoid losing control of the tractor due to skidding, which may also lead to jackknifing (where the tractor is pushed around by the aircraft in an uncontrolled movement). Many elements can contribute to the hazards involved (i.e., strong winds, slippery road surfaces, pavement slopes). Therefore, the following minimum precautions must be observed:

(a) Avoid sudden turns, deceleration or acceleration.

(b) Except when using an ASU, do not start aircraft engines unless:

(1) The condition of the pavement is such that reasonable traction is ensured.

(2) The aircraft parking brake is set.

(3) The aircraft is disconnected from the tow tractor/TWL tractor.

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4.18.9 Nose Gear Steering

4.18.9.1 General

Attention is required to ensure the pin type is correct.

ALERT MESSAGE

Danger: The steering bypass pin must be:

(a) Labeled with the specific aircraft type(s) for which it can be used;

(b) Identified with a “Remove Before Flight” streamer;

(c) Checked regularly for proper technical condition, or as per manufacturer instructions.



Figure 4-142: General

4.18.9.2 Nose Gear Protection And Steering Angles

In order to protect the nose gear from damage, visual turning limit markings indicate the aircraft's maximum nose gear steering angles.

ALERT MESSAGE

Danger: In the event of exceeding the maximum nose gear steering angle, inform the authorized technical staff/maintenance department and PIC, if applicable, and request a technical inspection. The aircraft must return to the parking stand to check whether the gear is damaged.

When using a towbarless tow tractor equipped with either an over steer warning or over steer protection device, verify the visual turning limit markings at all times to prevent exceeding the maximum nose gear steering angle.

When using a towbarless tractor on an aircraft, the “over steer” or “over torque” system of the tractor must be operative.

4.18.10 Anti-Collision Lights

During a standard departure, once all aircraft doors are closed, the flight crew requests pushback clearance from ATC. Once clearance is obtained the flight crew will switch on the aircraft's anti-collision lights.

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CAUTION

Anti-collision lights that are switched on are a visual indication to ground staff of imminent engine start-up or aircraft movement. Vehicle traffic shall stop until the aircraft has departed from the area.

CAUTION

If the anti-collision lights are switched on unexpectedly, (other than in preparation for the departure or towing operation) ground personnel shall move away and remain outside the ERA. The ground staff member shall check with the flight deck before resuming ground handling activities.

CAUTION

In case of the lower anti-collision light failure, the flight crew shall inform the responsible for the departure operation to inform staff involved in the operations about the imminent engine startup or aircraft movement.

4.18.11 Engine Start using Cross-Bleed

Engine start using cross-bleed can only be performed once the pushback has been completed, the aircraft brakes have been engaged, and the area around the aircraft is clear.

CAUTION

With engine(s) above idle thrust, blast and suction effects are greater.

4.18.12 Power Push UnIt (PPU)—(Main Gear Towbarless Tractor) (GRH 3.2.9)

4.18.12.1 PPU Specifics And Safety Measures

(a) Before connecting the PPU to the aircraft, it can be parked in front of the aircraft or outside of the ERA, but never behind the wings. Ensure the remote control system is functioning at normal operating distances.

(b) It is imperative that the driver seat is pulled up, whenever the PPU is connected to the aircraft.

(c) Pushback with a PPU is not permitted in case of an interphone failure.

(d) The agent in charge of the departure operation must be in permanent intercommunication with the PIC. He must stand forward of the aircraft, follow its movements and always be in sight of the PIC. He must stay outside the engines intake/suction area and wheel path of the aircraft during the entire pushback manoeuvre.

(e) In case of overpowering the rollers jacks' resistance of the PPU, due to failure at the end of the pushback operation, it is mandatory:

(i) to ask the material maintenance department for intervention on the PPU.

(ii) to ask the aircraft maintenance department for an inspection of the aircraft.

4.18.12.2 Actions Before Pushback With A PPU

4.18.12.2.1 PPU Connection

Before connecting the PPU:

(a) Inform the PIC that a PPU will be used.

(b) Refuelling must be completed.

(c) Make sure the NLG is chocked

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(d) Make sure the aircraft parking brake is set

(e) Remove the MLG chocks.

4.18.12.2.2 Engine Start-Up When A PPU is Used

The start-up of engine #2 takes place in the normal sequence at the parking stand.

Start-up of the engine #1 must be performed after pushback, with parking brake set, when the agent in charge of the departure operation has moved the PPU to the back of the aircraft stabilizer

CAUTION

In some cases (e.g. start-up with an external air supply), start-up of all engines can take place at the parking stand, provided that:

(a) It has been agreed upon beforehand by the flight crew and the agent in charge of the departure operation.

(b) The hazardous areas around the engines are clear.

4.18.12.3 Pushback with a PPU

CAUTION

(a) An aircraft pushback by using a PPU must be finished by a straight-line length of at least 5 m If this instruction cannot be complied with, it is forbidden to perform an aircraft “pull”.

(b) Likewise, an aircraft pull forward must be finished by a straight-line length of 5 m.

Emergency braking during pushback can be performed by:

(a) PPU engine stop (remotely controlled), or

(b) Brake application by the flight crew.

4.18.12.4 Departure Dialogue when Using a PPU

Dialogue between Ground Staff and Flight Crew (PPU)		
Phase	**Ground Staff**	**Flight Crew**
Preparation (before positioning the PPU)	**Call:** CONFIRM PARKING BRAKE SET. *Check that the steering bypass pin is not installed.* *Position the PPU.*	**Reply:** PARKING BRAKE SET
After completion of the pre-departure servicing checks	**Call:** PRE-DEPARTURE SERVICING CHECKS COMPLETED.	**Reply:** ROGER
Engine No. 2 start	**Call:** CLEAR TO START ENGINE NO. 2 *Remove the aft chock of the nose gear.*	**Reply:** STANDBY **Call:** STARTING ENGINE NO. 2
Pushback	*Remove the forward chock of the nose gear.* **Reply:** COMMENCING PUSHBACK (+ ACKNOWLEDGEMENT OF ANY SPECIFIC PUSHBACK REQUIREMENT) *Activate the PUSH function of the PPU and give the cockpit crew the guidance instructions:* • steering on left or on right • a little bit more or less • straight on	**Call:** PARKING BRAKE RELEASED CLEARED TO PUSH (+ ANY SPECIFIC PUSHBACK REQUIREMENT) *The flight crew steers the aircraft according to the guidance instructions provided by the agent in charge of the departure operation.*
Pushback completed	**Call:** PUSHBACK COMPLETED, SET PARKING BRAKE. *The PPU is moved back below the tail (beyond the rear cabin door).*	**Reply:** PARKING BRAKE SET.
Engine No. 1 start	**Call:** AIRCRAFT CLEAR, CLEAR TO START ENGINE NO. 1	**Reply:** STARTING ENGINE NO. 1
Disconnecting	**Reply:** DISCONNECTING, HOLD POSITION AND WAIT FOR VISUAL SIGNAL ON YOUR LEFT/FRONT/RIGHT.	**Call:** CLEAR TO DISCONNECT. **Reply:** HOLDING POSITION AND STANDING BY FOR VISUAL SIGNAL ON THE LEFT/FRONT/RIGHT.

Figure 4-143: Departure Dialogue when Using a PPU

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4.18.12.5 Actions after a PPU Pushback

Power Push Unit Disconnection

(a) Once the aircraft parking brake is applied, the ground staff member in charge of the departure operation controls the opening of the ollers with the remote control.

(b) With the remote control, the ground staff member in charge of the departure operation controls the move back of the PPU until at least below the tail (beyond the rear cabin door).

(c) Once the aircraft has taxied and, the blast risk has disappeared, the ground staff member in charge of the departure operation withdraws the PPU from the taxiway.

ALERT MESSAGE

Danger:

Whilst maneuvering in the taxiway during tractor disconnection and repositioning, the tractor driver shall drive the pushback tractor at slow speed and shall remain constantly vigilant to the position of other staff in the taxi-way.

4.18.12.6 Incidents During Pushback with PPU

4.18.12.6.1 Incidents During Pushback Involving Pushback Tractor/Towbar or Towbarless Tractor

The list of incidents below outlines the recommended actions to be undertaken immediately by flight crew and/or tractor drivers in the event of an incident during the pushback operation. The list of incidents is not exhaustive and the recommended actions should only be applied if they are deemed the safest course of action given the exact circumstances of the incident. If airport and/or Pegasus Airlines procedures differ from the recommended actions below, those shall be followed.

Flight Crew	Tractor Driver
Tractor Failure	
a. Inform ATC. b. Apply the aircraft parking brake. c. Listen to VHF and wait for assistance. d. Relay information from ATC to headset operator.	a. Stop aircraft/tractor set. b. Apply tractor parking brake. c. Inform the flight crew. d. Contact supervision and equipment maintenance to advise of the situation, as required. e. Follow instructions received from headset operator, as applicable. f. If the TWL/towbar connection with the tractor needs to be reset (i.e., removed and reconnected), the aircraft shall be chocked while the tractor is being replaced.
Tractor/Aircraft Separation	
a. Apply the aircraft brakes. b. As soon as the aircraft is at a standstill, apply the aircraft parking brake before releasing the pedal. c. Inform ATC. d. Relay information received from ATC to headset operator, if applicable.	a. Do not apply tractor brakes. b. Inform the flight crew of separation. c. Follow the aircraft path attentively and stop the tractor according to the aircraft position. d. Apply the tractor parking brake. e. Confirm the aircraft parking brake is set then chock the aircraft. f. Assess the reason for the separation. g. Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required. h. Follow instructions and/or complete pushback maneuver, as applicable.

Figure 4-144: Incidents During Pushback Involving Pushback Tractor

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Tow Bar/Shear Pin Failure (remains attached to the aircraft)	
a. Apply the aircraft parking brake. b. Inform ATC. c. Relay information received from ATC to headset operator, if applicable.	a. Stop aircraft/tractor set. b. Apply the tractor parking brake. c. Inform the flight crew of the towbar/shear pin failure. d. Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required. e. Chock the aircraft and replace the towbar. f. Complete the pushback maneuver.
Pushback Tractor Fire	
a. Inform ATC and headset operator. b. Apply the aircraft parking brake. c. Determine the need for aircraft emergency evacuation and confirm to ATC and headset operator.	a. Inform the flight crew. b. Stop aircraft/tractor set immediately. c. Conduct an assessment of the situation and consider tackling the fire with the onboard tractor firefighting equipment only if it is deemed safe to do so. d. Consider disconnecting and moving the tractor to a safe distance from the aircraft, if deemed safe and appropriate to do so. e. Contact supervision, equipment maintenance and emergency services to advise of the situation, as required. f. If flight crew confirm emergency evacuation, assist in the evacuation as far as is possible/practical by directing passengers/crew toward a safe location.

Figure 4-145: ncidents During Pushback Involving Towbar or Towbarless Tractor

Aircraft Fire	
a. Inform ATC and headset operator. b. Apply the aircraft parking brake. c. Execute onboard emergency procedures.	a. Stop aircraft/tractor set immediately. b. Inform the flight crew. c. If safe to do so, disconnect and move the tractor to a safe distance from the aircraft, where possible. d. If safe to do so, headset operator should maintain communication with the flight crew and follow instructions. e. Contact supervision and emergency services to advise of the situation, as required. f. If flight crew confirm emergency evacuation, assist in the evacuation as far as is possible/practical by directing passengers/crew toward a safe location.
Accident with Other Aircraft or Vehicle	
a. Contact ATC stating position and nature of the accident. b. Listen to VHF and wait for assistance. c. Relay information received from ATC to headset operator, if applicable.	a. Stop aircraft/tractor set immediately. b. Apply tractor parking brake. c. Inform the flight crew. d. Contact supervision, aircraft maintenance, equipment maintenance and emergency services to advise of the situation, as required. e. Follow instructions received from the headset operator and/or wait for assistance. f. Do not disconnect the tractor unless specifically instructed to do so by the headset operator and/or ATC. g. If disconnecting the tractor, the aircraft must be chocked.

Figure 4-146: Aircraft Fire

Interphone Communication Failure
If during the pushback operation the interphone fails, the aircraft must be immediately stopped and an alternate means of communication established before continuing. If this is not possible, assistance must be requested.
Visual Contact with the Wing Walkers Is Lost (if used)
In the event that the tractor driver is unable to establish visual contact with one or both of the wing walkers, when used, the pushback shall be stopped and not recommence until visual contact is reestablished.

Figure 4-147: Interphone Communication Failure

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4.18.12.6.2 Instructions in Case of PPU Fire During Pushback

(a) Aircraft on the parking stand, interphone connected.

The agent in charge of the departure operation must:

(1) Warn the PIC via the ground/aircraft interphone. The flight crew warns the Fire Brigade using VHF.

(2) Controls the release of rollers

(3) If PPU's engine is on:

(i) Remove the PPU by remote control.

(ii) Remain in contact with the PIC.

(iii) Stop the PPU's engine by remote control, if not automatically.

(iv) Leave the interphone contact after consent from the flight crew to fight the fire and report to the PIC about the on-going situation.

(4) If PPU's engine is off:

(i) Leave the interphone contact after consent from the PIC to fight the fire.

(ii) Press one of the three emergency stop buttons (the most accessible)

(iii) Make tow the tractor away from the aircraft and report to the PIC about the on-goingsituation.

(b) Pushback in progress The agent in charge of the departure operation must:

(1) Inform the PIC via ground/aircraft interphone. The flight crew warns the Fire Brigade using VHF.

(2) Stop the pushback.

(3) Request setting of the aircraft parking brake.

(4) Control the release of rollers and remove the PPU by remote control.

(5) Stop the PPU's engine by remote control, if not automatically.

(6) Report to the PIC about the on-going situation.

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4.18.12.6.3 PPU Incidents Checklist

Flight Crew	Ground Staff
Aircraft Unable to Move Alone (PPU removed)	
Asks for aircraft inspection.	• Informs the flight crew that the rollers are open and the PPU is removed. • Leaves the interphone contact after consent from the flight crew.
Aircraft Unable to Move Alone (PPU not removed)	
If the engine on the opposite side of the PPU is running: Shuts down the engine.	Informs the flight crew that the PPU is not removed.
• Forbids the evacuation of passengers via the wing emergency exit on the PPU side. • Asks for aircraft inspection.	• Leaves the interphone contact after consent from the flight crew. • Fights the fire.
Aircraft Able to Move Alone (PPU removed)	
Asks for aircraft inspection.	• Informs the flight crew that the rollers are open and the PPU is removed. • Leaves the interphone contact after consent from the flight crew. • Guides the flight crew to move the aircraft forward.
Aircraft Able to Move Alone (PPU not removed)	
If the engine on the opposite side of the PPU is running: Does not shut down the engine.	Informs the flight crew that the PPU is not removed.
	• Leaves the interphone contact after consent from the flight crew. • Press the most accessible stop button.
• Guided by the ground staff member in charge of the departure operation, moves the aircraft forward with engine thrust overpowering resistance of the rollers/jacks. • Asks for aircraft inspection.	Reestablishes the interphone contact and reports to the flight crew.

Figure 4-148: PPU Incidents Checklist

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4.19 AIRCRAFT TOWING OPERATIONS

(IATA AHM 463) (GRH 3.2.9)

(In accordance with Regulation (EU) No 965/2012- CAT.OP.MPA.205 Push back and towing aeroplanes)

Aircraft towing may be carried out for three reasons:

(a) Maintenance Towing

Towing an aircraft without passengers, without cargo and with minimum fuel on board.

(b) Operational/Dispatch Towing

Towing an aircraft loaded with passengers and/or fuel and/or cargo to/from the terminal gate or parking area to/from a remote location.

(c) Repositioning Towing

Movement of an aircraft to/from a remote parking area with/without cargo or fuel.

During towing there shall be a qualified person in attendance who will ensure that sufficient trained personnel are available and briefed. The overall responsibility for the towing of the aircraft is normally with the tractor driver unless specifically over-ridden by a licensed engineer or supervisor.

4.19.1 Aircraft Towing Requirements

The following requirements shall be met to perform an aircraft tow:

(1) Carry out a predeparture walkaround in accordance with "GOM 4.18.4"

(2) Carry out the requirements, as identified in the predeparture table in "GOM 4.18.3".A, that are relevant to the towing maneuver.

(3) Make sure the flight crew or a qualified brake operator (VHF operator where required) is in the flight deck, if applicable.

(4) Communication shall be established between the headset operator and the flight crew, brake operator (VHF operator, where required), if applicable.

(5) The responsible ground staff member shall conduct a briefing with all persons involved in the aircraft movement to review and confirm how the aircraft will be maneuvered.

(6) Ensure the hydraulic system pressure for aircraft braking and/or the brake accumulator is within required pressure range.

(7) Ensure any electrical systems for towing are energized.

(8) Ensure all landing gear safety pins are installed. After the tow, ensure all pins are removed and stowed.

(9) Connect the pushback tractor/equipment in accordance with the relevant instructions contained in "GOM 4.18.6.2"

(10) 10. Remove the wheel chocks once ready to do so in accordance with "GOM 4.18.1"

(11) All qualified brake operator is in the cockpit.

(12) Establish communication with the brake operator.

(13) Make sure wheel chocks are positioned at the end of the maneuver, prior to disconnecting the towbarless tow tractor or towbar.

CAUTION

Inform the brake/VHF operator, headset operator and/or maintenance department for technical inspection if anyone:

- Observe any type of excessive fluid leakage;
- Notice any signs of unmarked aircraft damage;

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- Observe any fault, failure, malfunction or defect that may affect the safe operation of the aircraft for the intended flight.

4.19.2 Towing Maneuvering

The following minimum safety precautions and procedures shall be followed prior to and during aircraft towing operations:

(1) Align the tractor or tractor and tow bar combination with the centre line of the aircraft before the aircraft movement.

(2) Completely raise the tow bar wheels before the start of the aircraft movement (if used).

(3) Prior to the aircraft movement, make sure that the parking brakes are released and the anticollision lights are switched on (depending on local airport regulations).

(4) Wait for the authorization of the brake operator before moving the aircraft.

(5) Start the aircraft movement on a straight line.

(6) Keep the maneuvering speed to a minimum, and apply the vehicle brakes gently.

(7) Do not exceed the towing speed limit as regulated by the towing equipment, aircraft and/or airport. When towing on ice or snow the towing speed must be considerably reduced and in particular before entering any turns. Under slippery conditions stopping the towing operation while in a turn shall be avoided.

(8) Towing Speeds: Aircraft weight, tractor performance and airfield topography can affect the towing speeds. Towing speeds shall be kept to a minimum and shall not exceed the towing speed limit as regulated by the towing equipment, aircraft and airport. If requested by ATC/GMC to “Expedite” due to a live runway crossing, ATC must be informed if this is not possible. ATC/GMC shall also be informed if towing speeds are restricted when towing on live taxiways, as this can lead to congestion on the airfield.

(9) Towing Limits: Fuel and other loads can affect an aircraft's balance. To avoid tail tipping during towing, ensure the actual centre of gravity of the aircraft is forward of the critical centre of gravity. If unable to determine this, the responsible ground staff member must request assistance from qualified weight and balance personnel of the Pegasus Airlines.

(10) Use relevant apron lines as guidance during maneuvering to ensure safe obstacle clearance.

Be aware of the size of the towed aircraft.

(11) Keep a minimum safety distance between vehicles sufficient in which to stop. Where required, apply the pushback tug brakes gently.

(12) Stop 50 m/55 yd before a taxiway intersection, if a stop is required.

(13) Observe maximum steering angle limit and a avoid sharp turns, which results in excessive tire scrubbing.

(14) Make all stops smoothly.

(15) When arriving at the allocated position, move the aircraft in a straight line for a few meters to ensure that the nose wheels are in the straight ahead position. This relieves any torsional stress applied to landing gear components and tires.

(16) Apply the tractor parking brake after a complete stop.

NOTE

Some of these precautions may not be applicable to towbarless vehicles.

(17) **Movement Into/Out of Hangars:**

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(a) Only those ground staff members trained and qualified in the movement of aircraft into/out of hangars shall perform this operation and a person in charge of the operation must be designated.

(b) Sufficient ground staff (wing/tail walkers) shall be assigned to the operation to ensure clearances between the aircraft and objects in the hangar are maintained.

(c) The method of communication between the ground staff members involved in the aircraft movement into/out of the hangar shall be agreed upon before any movement is started by means of a briefing conducted by the responsible ground staff member in charge of the operation.

(d) Floor markings and stop signs shall be in accordance with the aircraft type operating into/out of the hangars.

(18) **Towing onto Parking Stand:** Immediately prior to the aircraft being towed onto the stand or gate, the responsible ground staff member shall check and confirm that the area is ready (e.g., clear of obstacles, equipment, FOD, wing walkers, if required).

4.19.3 Towing Preparation

Action	**Performed by**	
	Brake Operator	Tractor Driver
Apply the flight deck checklist for towing. Refer to GOM.	✓	✓
Test the means of communication between tractor and flight crew.	✓	✓
Insert the steering bypass pin and deactivate steering.	✓	✓
Give permission to connect the towbar and tractor or TWL tractor after applying the aircraft parking brake.	✓	
Install the landing gear safety pins, if required by Pegasus Airlines procedures.	✓	✓
Connect the towbar; first to the aircraft, then to the tractor and set the parking brake.		✓
Before connecting the TWL tractor, ensure the aircraft main landing gears are symmetrically chocked.		✓
Connect the TWL tractor and set the parking brake.		✓
Once all GSE has been cleared away from the aircraft, remove or check removal of aircraft chocks.		✓
Ensure the aircraft is clearly visible to other parties according to local regulations, especially after dark (e.g. switch on external and anticollision lights).	✓	
Contact the ATC for clearance to start moving the aircraft (depending on local regulations).	✓	✓
After receiving clearance, release the aircraft parking brake.	✓	
Give clearance and instruction to the tractor driver to start moving the aircraft.	✓	

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Request confirmation from the brake operator that the aircraft parking brake has been released.		✓
Conduct tow.		✓

TOWING COMMUNICATIONS:

An aircraft towing maneuver shall always be conducted using interphone communications or hand signals when the brake/VHF operator is present. Certain airlines may have specific requirements for their towing communications that may vary from those described below. If available, refer to the Pegasus Airline's GOM; otherwise, this communication standard shall apply. The specific dialogue contained herein does not forbid the exchange of additional important information between the brake/VHF operator and ground staff using non-standard phraseology (e.g., request for authorization to disconnect ground support units).

Additionally, two-way radio communication shall be maintained between aircraft/tractor set and ATC, except when under escort by an airport operations or emergency vehicle. Always follow local airport regulations for communication and aircraft movement operations.

4.19.4 Towing Completion

The following checklist is to be used at the end of an aircraft tow.

Action	**Performed by**	
	Brake Operator	Tractor Driver
Set tractor parking brake.		✓
Request Brake Operator to set the aircraft parking brake.		✓
Inform ATC that towing is completed and the frequency will be left, depending on local regulations.	✓	✓
Set the aircraft parking brake and check the pressure. Inform the Tractor Driver: PARKING BRAKE SET, PRESSURE CHECKED.	✓	
Chock the aircraft main landing gear.		✓
Switch off the external and anti-collision lights of the aircraft.	✓	
Inform Brake Operator: AIRCRAFT CHOCKED.		✓
Give permission to disconnect the towbar or TWL tractor. Disconnect the tractor ground power (where applicable)		✓
Disconnect the towbar (disconnecting from the pushback tractor first, then the aircraft) or TWL tractor.		✓
Remove the steering bypass pin and activate steering.		✓
Place additional chocks where applicable.		✓
Inform: TOWBAR/TRACTOR DISCONNECTED.	✓	
Release the aircraft parking brake and inform the tractor operator: PARKING BRAKE OFF.		✓
After permission from the Brake Operator, shut down and disconnect the tractor GPU.		✓
Install and connect a GPU.	✓	

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If installed, Remove and stow gear safety pins in the dedicated location.		✓

- Make sure a qualified brake operator is in the cockpit.
- Establish communication with the brake operator by means of the headset. Prior to the commencement of any towing operation a check should be made that the communications link between the tractor and the aircraft is functional.
- Make sure wheel chocks are positioned at the end of the maneuver, prior to disconnecting the towbarless tow tractor or tow bar.
- The tractor and towbar/shear-pin combination shall be suitable for the operation, considering: the aircraft type and weight, the weather conditions, the apron surface conditions.
- Walk-around checks shall be conducted prior to any towing operation.
- The tractor should be in the appropriate drive mode prior to the commencement of the Operation.
- Chocks should not be removed from the main-gear until the tractor and tow bar are fully secured to the nose-gear and the parking brakes on the tractor are set. Remove chocks only when requested to do so by the person responsible.
- Notify the brake operator that chocks have been removed using the recognized hand signals or ground to cockpit communication.
- Ensure that the by-pass pin is correctly installed prior to connecting the tow bar to the aircraft and before pushback commences and is removed after pushback is complete.
- For aircraft not fitted with a Steering By-pass system, ensure that either the steering hydraulic system is depressurized or the nose leg steering torque links are disconnected (as applicable).
- Prior to the commencement of any towing operation a check should be made to ensure the aircraft is "configured" correctly for the operation.
- In the event that the communications link between the tractor and the AIRCRAFT is broken during the tow the operation should be immediately stopped.
- If the aircraft is about to overtake the tractor the brake operator shall immediately be warned by horn signal or radio/headset to immediately apply the aircraft brakes gently.
- The "brake operator' in the cockpit should wear a seat belt.
- There will not be any ground handling staff on board during towing, and the ground handling services will be only continued after the aircraft is parked at the allocated parking position safely.
- The aircraft should have full hydraulic brake system pressure prior to and for the duration of the towing operation.
- When towing on a "down slope" the operation shall be at a very low speed to prevent the aircraft overtaking the tractor.
- When towing during low visibility/night conditions the aircraft should be adequately illuminated.
- If maintenance towing is done, a chock shall be placed behind the main gear before the tug is disconnected.
- An emergency stop shall be reported immediately to Air Traffic Control.

4.19.5 Towbarless

(1) The tractor should be suitable for the operation, considering: the aircraft type and weight, the weather conditions, the apron surface conditions.

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(2) Chocks should not be removed from the main-gear until the tractor is fully secured to the nosegear and brakes confirmed as set on the tractor.

(3) For aircraft fitted with a Steering By-pass system, ensure that the by-pass pin is correctly installed prior to Connecting the tractor to the aircraft and before towing commences and is removed after towing is complete.

(4) For aircraft not fitted with a Steering By-pass system, ensure that either the steering hydraulic system is depressurized or the nose leg steering torque links are disconnected (as applicable).

(5) When towing on ice or snow the towing speed must be considerably reduced and in particular before entering any turns. Under slippery conditions stopping the towing operation while in a turn should be avoided.

(6) If the aircraft is about to overtake the tractor the flight deck operator should immediately be warned by horn signal or radio/headset to immediately apply the aircraft brakes gently.

(7) When towing on a "down slope" the operation should be at a very low speed to prevent the aircraft overtaking the tractor.

(8) When towing during low visibility/night conditions the aircraft should be adequately illuminated.

(9) When approaching any facilities or congested areas the tractor operator should request the guidance of wing walkers.

4.19.6 Incidents During Towing

Table 4-11: Incidents During Towing

Brake/VHF Operator	Tractor Driver
VHF Communication Failure	
(a) Set the aircraft parking brake. (b) Communicate the issue to ATC. (c) Relay appropriate information received from ATC to the headset operator (d) Continue to monitor the ATC frequency and maintain communications with the headset operator/tractor driver. (e) Release the parking brake prior to recommencement of the towing maneuver.	(a) Stop aircraft/tractor set as soon as it is safe to do so. It is not safe to stop on an active runway. (b) Apply tractor parking brake. (c) Communicate the issue to the brake/VHF operator. (d) Attempt to contact ATC via alternative frequency/means. (e) Await assistance (e.g., from “Follow Me” vehicle) before completing the towing maneuver. (f) After completion of the towing maneuver, report VHF failure to equipment maintenance and follow instructions accordingly.
Tractor Failure	

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(a) Inform ATC. (b) Set the aircraft parking brake. (c) Listen to VHF and wait for assistance. (d) Relay information from ATC to headset operator/tractor driver.	(a) Stop aircraft/tractor set. (b) Apply tractor parking brake. (c) Inform the brake/VHF operator. (d) Inform ATC (TWL towing with one-person operation). (e) Contact supervision and equipment maintenance to advise of the situation, as required. (f) Follow instructions received from headset/ brake operator, as applicable. (g) Listen to VHF (TWL towing with one-person operation). (h) If the TWL/towbar connection with the tractor needs to be reset (i.e., removed and reconnected), the aircraft shall be chocked while the tractor is being replaced.
Tractor/Aircraft Separation	
(a) Apply aircraft brakes. (b) As soon as the aircraft is at a standstill, apply the parking brake before releasing the pedal. (c) Inform ATC. (d) Relay information received from ATC to the headset operator/tractor driver, if applicable.	(a) Do not apply tractor brakes. (b) Inform the brake/VHF operator of separation. (c) Follow the aircraft path attentively and stop the tractor according to the aircraft position. (d) Apply the tractor parking brake. (e) Confirm the aircraft parking brake is set, then chock the aircraft. (f) Assess the reason for the disconnection. (g) Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required. (h) Follow instructions to complete the towing maneuver, as applicable.
Towbar/Shear Pins Failure (remains attached to the aircraft)	

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(a) Apply the aircraft parking brake. (b) Inform ATC. (c) Relay information received from ATC to the headset operator/tractor driver, if applicable.	(a) Stop the aircraft/tractor set. (b) Apply the tractor parking brake. (c) Inform the brake/VHF operator of the towbar/shear pin failure. (d) Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required. (e) Chock the aircraft and replace the towbar. (f) Follow instructions to complete the towing maneuver.
Pushback Tractor Fire	
(a) Inform ATC and headset operator/tractor driver. (b) Apply the aircraft parking brake. (c) Determine the need for aircraft emergency evacuation and confirm to ATC/headset operator/tractor driver.	(a) Inform the brake/VHF operator. (b) Stop the aircraft/tractor set immediately. (c) Conduct an assessment of the situation and consider tackling the fire with the onboard tractor firefighting equipment only if it is deemed safe to do so. (d) Consider disconnecting and moving the tractor a safe distance from the aircraft, if deemed safe and appropriate to do so. (e) Contact supervision, equipment maintenance and emergency services to advise of the situation, as required. (f) If the brake/VHF operator confirms emergency evacuation, assist in the evacuation as far as is possible/required.
Aircraft Fire	

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(a) Inform ATC and the headset operator/tractor driver. (b) Apply the aircraft parking brake. (c) Fight the fire with the onboard extinguisher, where possible. (d) Evacuate the aircraft using onboard means, if required.	(a) Stop the aircraft/tractor set immediately. (b) Inform the brake/VHF operator. (c) If safe to do so, disconnect and move the tractor to a safe distance from the aircraft, where possible. (d) If deemed safe to do so, the headset operator/tractor driver should maintain communication with the brake/VHF operator and follow instructions. (e) Contact supervision and emergency services to advise of the situation, as required. (f) If brake/VHF operator confirms emergency evacuation, assist in the evacuation as far as is possible/required.
Accident with Other Aircraft or Vehicle	
(a) Contact ATC stating position and nature of the accident. (b) Listen to VHF and wait for assistance. (c) Relay information received from ATC to headset operator/tractor driver, if applicable.	(a) Stop the aircraft/tractor set immediately. (b) Apply tractor parking brake. (c) Inform the brake/VHF operator. (d) Contact supervision, aircraft maintenance, equipment maintenance and emergency services to advise of the situation, as required. (e) Follow instructions received from the headset/brake operator and/or wait for assistance. (f) Do not disconnect the tractor unless specifically instructed to do so by the operator and/or ATC. (g) If disconnecting the tractor, the aircraft must be chocked.
Interphone Communication Failure	
If during the towing operation the interphone fails, the aircraft must immediately be stopped and an alternate means of communication established before continuing. If this is not possible, assistance must be requested.	
Visual Contact with the Wing Walkers and/or Marshaller Is Lost (if used)	
In the event that the tractor driver is unable to establish visual contact with one or both of the wing walkers or the marshaller, when required, the towing maneuver shall be stopped and not recommence until visual contact is reestablished.	

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CAUTION

A standard communication procedure for abnormal pushback/towing situations (e.g., towbar shear pin failure) cannot consider every possibility that may arise. Therefore, the tractor driver and brake operator shall keep each other informed. Actions should be taken using common sense, taking into account the circumstances of a particular situation.

4.19.7 Towing Limits

Fuel and other loads can affect an aircraft's balance. To avoid “tail tipping” during towing, ensure the actual centre of gravity of the aircraft is forward of the critical centre of gravity. If unable to determine this, the responsible ground staff member must request assistance from a qualified weight and balance personnel in accordance with GOM.

Operational towing (i.e. towing of an aircraft that contains passengers, fuel o.r cargo) from the terminal gate or parking area to a remote location is not permitted unless otherwise authorized by Executive Vice Presidency – Technic and Chief Flight Operations Office and Chief Safety and Security Office on condition that the precautions which are instructed by the aircraft manufacturer are taken and as defined in the Aircraft Maintenance Manual.

4.19.8 Long-Term Parking for Aircraft

Successful execution of the long-term parking operation, as well as the recovery and reintroduction of the aircraft back into service after long-term parking, requires close coordination and cooperation between all of the relevant airside and aviation stakeholders, including (but not limited to) the aircraft operator, airport authority, ground handling provider, and maintenance provider.

See details; PG-TD-EK-002 Contınuıng Aırworthıness Management Exposition (CAME)

4.19.8.1 Aircraft Movement

Based on the airport parking plan, once resumption of operations begins, it is important to ensure there is a well-coordinated aircraft movement plan to ensure there is no damage to the aircraft.

NOTE

(1) Ensure all procedures during aircraft ground movement are adhered to as documented in "GOM 4.18" to "GOM 4.19" .

(2) Ensure during any abnormal operations, a robust safety risk assessment is performed, and implementation of the mitigation plan is followed.

(3) Ensure timely consultation with the airport operator regarding the aircraft movement.

(4) If any surface damage is observed, liaise with the airport management team as per the airport's directives.

CAUTION

After long-term parking, anticipate extra pull or push force required for aircraft wheels to exit any indentations in the pavement and/or to overcome the aircraft tires being out of round. This is to avoid shear pin breakage and/or sudden movement in the direction of travel. Refer to the pushback and pull forward procedure in "GOM 4.18.6.4.1".

Long-term parking of aircraft requires a variety of specific measures to be put in place to ensure the continued safety, security and general airworthiness of the aircraft. These measures are specific to both manufacturer and aircraft type and are detailed in the operator's GOM and manufacturer's AMM. These documents must be complied with.

End of Section

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5 LOAD CONTROL

Ref: Pegasus AHM565, IATA AHM 590, Regulation (EU) No 965/2012, CAT.POL.MAB.100 Mass and balance, loading, CAT.POL.MAB.105 Mass and balance data and documentation.

Please use always latest version of Pegasus Ground Operations Load Controller Quick Reference-PG-DO-BK-003 for following the fresh news and procedure changes. PG-DO-BK-003 is an integral part of this Chapter.

Load control is a process that ensures the production of all applicable documentation complying with Pegasus Airlines and regulatory authority requirements, for the safe and secure handling of an individual flight, so that the aircraft is within operational limits, considering both its weight and center of gravity parameters. This includes planning, supervising, reporting, recording of the loading of the aircraft, and weight and balance calculation.

The Load Control process comprises the following tasks:

(a) Load planning

- (1) Checking, calculating and communicating of load planning information and data.
- (2) Ensuring information about dangerous goods and other special loads is taken into account.
- (3) Planning of the loading and producing a loading instruction report (LIR).

(b) Supervision of aircraft loading and unloading

- (1) Verification and recording of aircraft loading.
- (2) Ensuring the aircraft is loaded in accordance with the loading instructions.
- (3) Load Control Information Exchange including reporting of final loading figures.

(c) Weight and balance calculation

- (1) Ensuring aircraft weight and balance conditions are correct and within limits.
- (2) Production of the loadsheet in accordance with the confirmed aircraft loading.
- (3) The loadsheet reflects the actual loading of the aircraft, including last minute changes (LMCs).
- (4) Production of other loading documents, such as Notification to Captain (NOTOC), if applicable.

(d) Post-departure messages

- (1) Producing and transmitting required messages.
- (2) Document retention, as applicable.

The scope of this chapter is to establish standard procedures for the Load Control process that meet the minimum standards established in the IATA Airport Handling Manual (AHM)–Section 500 “Load Control” and Pegasus Airlines’ requirements.

Documented communication is required to provide an audit trail and accurate weight and balance calculations for the pilot-in-command (PIC) prior to the aircraft's departure.

Load Control shall be performed by qualified personnel, using the operator’s aircraft data and in accordance with the operator’s and with local regulatory processes, procedures and forms, all of which shall be provided by the operator.

5.1 INFORMATION EXCHANGE

(GRH 3.3.2)

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All data pertaining to aircraft weight and balance calculations shall be communicated to the person charged with the load planning task; this information shall be documented and filed using one of the following methods:

(a) Digitally

(b) Written via documentation

(c) Verbal communication; in this case, the person receiving the information must do one of the following:

(1) Read back all information received by radio or telephone or other electronic means to guarantee accuracy of the data.

(2) Record all verbal transmissions in written format (manually or digitally) to be able to clarify all discrepancies before the final load sheet is transmitted.

(3) Digitally record all verbal communications.

(4) A written transmission is always the recommended method. If it is necessary to use verbal communication, ensure the following details are recorded:

(1) Name of the responsible person

(2) Time of transmission

(3) Confirmation that the receiving party has acknowledged the changes.

This record shall form part of the flight file for retention.

5.1.1 Communication of Aircraft Loading to Load Control

Where the communication of aircraft loading, including loading changes and discrepancies, is not carried out by the Loading Supervisor for the flight, but by a designated person, the following requirements apply:

(a) Person responsible for communication of aircraft loading shall be trained in accordance with "GOM 6.11.5.19"

(b) Direct communication with the person charged with the supervision of aircraft loading and unloading task shall be established.

(c) A direct communication means shall be established with the person charged with the load planning and weight and balance calculation task.

(d) Communication protocol, as described in "GOM 5.1" Communication, shall be used.

(e) Written communication methods are recommended, as per "GOM 5.1".

(f) When verbal communication is used, a readback of all weight and balance load control information received shall be carried out.

NOTE

For the task of supervision of aircraft loading and unloading, refer to "GOM 4.15.1."

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5.2 LOAD CONTROL PRINCIPLES

(GRH 3.3.1)

Pegasus Airlines currently operate the Airbus Family (A320, A321) and B737-800, (See Chapter 7&8).

Load Control is an essential process with the purpose of ensuring that the aircraft is safely loaded within operational limits, considering both the weight and center-of-gravity parameters.

To ensure flight safety all items to be loaded into an aircraft must be precisely must be planned, documented and filled. Documented communication is required to guarantee accurate weight & balance calculations for the PIC prior to an aircraft's departure.

Load Control process shall ensure that for each flight:

- Weight and balance of the aircraft are correct and within limits – The total weight and centre of Gravity (CG) shall be within approved and defined safety parameters.
- The aircraft is loaded in accordance with the specific loading instructions and the Pegasus Airlines'' general regulations by considering specific loading instructions (obtained from the PIC or Ground Operations) of the particular flight. – The aircraft shall be loaded in accordance with Pegasus Airlines regulations in general and the Loading Instruction Report for the flight in particular.
- Aircraft – The information on the Load Sheet and balance chart exactly shall be corresponded to the actual load on the aircraft.
- The structural and operational weight limits of the aircraft are not exceeded.
- Information about dangerous goods and other special loads is taken into account.
- Dissemination of dangerous goods and other special load information applicable to each flight.
- The Load Sheet reflects the actual loading of the aircraft, including last minute changes (LMC): Information, to include last minute changes, that is in agreement with the actual load on the aircraft and presented on a final Load Sheet. (GM)
- A Loading Instruction Report (LIR) shall be duly completed, reconciled with the corresponding Load Sheet entries and signed to that effect, before departure of the aircraft.
- Complete applicable load documentation for every departure.
- Load planning entails for ensuring accurate aircraft weight and balance, as a minimum:
- Assemblage of all data relating to the aircraft load (originating and en route stations),
- Planning of the load for ready accessibility, • Planning of special loads according to restrictions, maximum quantities, separation and segregation requirements,
- Consideration of center of gravity parameters affecting aircraft fuel consumption,
- The load documentation demonstrates that the aircraft has been properly loaded making certain that the total weight and C of G are within approved safety parameters.
- Each Load Sheet shall be supported by a completed Loading Instruction Form detailing the baggage/ cargo weight and distribution.
- Accurately record any adjustments to weight and balance.
- In all cases, the PIC shall sign the Load Sheet and retain a copy.
- Operational messages are dispatched to relevant bodies.
- All approved documentation is filed for retention (See: 5.10.1 Records)

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5.3 REGULATORY REQUIREMENTS

5.3.1 General Requirements

Load control function can be carried out by the Pegasus Airlines or contracted ground handling service provider. It can be performed at any dedicated location locally at the departure airport or at a remote centralized load control facility. Load control may be performed with a system (manual or computerized) approved by Pegasus Airlines.

5.3.2 Qualification Requirements

The load controller shall be duly qualified and licensed for the job function. Training for the load control function shall be performed by a qualified instructor authorized by Pegasus Airlines. Load control licensing, training and documentation shall be in compliance with regulations (SHT-Eğitim/HAD, EASA, IATA AHM 1110) and Pegasus Airlines. Any person involved in the Load Control process shall be trained in accordance with Pegasus GOM, IATA AHM 1100/Chapter 11 and AHM 1110 and SHTEğitim/ HAD.

Handling Company staff with responsibilities for the production of Load Sheet documentation and/or the supervision / reconciliation of aircraft loading must receive training in the fundamentals of aircraft weight and balance, load restraint and load control procedures. Applicable staff must have received training, and be able to demonstrate proficiency, in relation to the following competencies:

- Principles of flight and aircraft performance.
- Principles of aircraft weight and balance.
- Principles and practice of load distribution and load restraint.
- Hazards associated with dangerous goods.
- Principles and preparation of load planning.
- Principles and preparation of manual Load Sheet and trim charts.
- Principles and preparation of electronic weight and balance documentation - as applicable to the EDP system in use.

For computerised Load Sheet systems PEGASUS AIRLINES requires Handling Company staff to have recent experience of Load Sheet production using the applicable system. Staff must have produced at least four Load Sheet, for PEGASUS AIRLINES or similar short haul, bulk-loaded aircraft types, within the previous three-month period.

Where PEGASUS AIRLINES has scheduled B737 and Airbus Family aircrafts to operate at an airport, the handling supplier must ensure that sufficient staff remain current on PEGASUS AIRLINES B737 and A320, A321 manual Load Sheets by completing a minimum of one PEGASUS AIRLINES manual B737 and A320, A321 Load Sheets or similar aircraft type and Load Sheet design, per month, to support the operation in the event of a DCS load control failure.

Staff who do not comply with the above recency requirements must carry out a suitable level of refresher training or supervision.

Knowledge verification will be required through a written and/or practical test of the topic trained which shall have a minimum pass mark that demonstrates the subject matter expertise of the person being tested. There may be a review process for addressing all question failures even if the pass mark has been achieved. Upon successful completion of the above, personnel may be considered as qualified to fulfill their assigned duties. To maintain ongoing competence, each individual's performance shall be assessed at intervals that will be not less than once every 36 months or less as defined by the regulatory authorities. e.g. Dangerous Goods.

This may be achieved by:

- Recurrent training and/or

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- Written and/or Practical test(s)

5.3.3 Documentation Requirements

"AHM565@flypgs.com" (Pegasus-Performance and Navigation Department) is responsible for keeping up to date the all relevant documentation for load planning and weight and balance calculations. All related documents and data are uploaded and maintained within our electronic library: "https://document.flypgs.com/Documents/Default.aspx" - LOAD CONTROL Menu by "GROUND.DOC@flypgs.com".

The load controller is responsible for accurately reflecting the data received on all documents, reports and messages with regard to each flight handled as per IATA AHM 590. Network Auditor is responsible to monitor the compliance. Relevant documents shall be manually or electronically signed as per Pegasus Airlines" and regulatory requirements. Specified documents shall be retained for a period in accordance with applicable regulations and the requirements of the operator, but no less than a period of three months. Disposal of documents may also be subject to regulation.

Loading instructions will be generated by:

- The applicable approved weight & balance system (may be PADES by Pegasus Airlines or any approved system by service provider)
- A trained load control agent; including at a centralized load planning facility.

Manual Loading Instructions Report can be downloaded from Pegasus online library, doc.lib and also COMPLY365.

The load controler shall collect all applicable weight & balance and commodity data including:

- Passenger Load Information and distribution;
- Hold baggage and if applicable individual or cumulative weights;
- Gate delivery items, including individual or cumulative weights;
- Other non-normal items that must be considered in the load control process;
- Dangerous goods and other special load information;
- Cargo and mail;
- Ballast;
- Aircraft technical kit in hold.
- The responsibility for completion of the final load sheet shall be by one of the following:
- A trained load control agent at the station
- At a centralized Load Control office;

Ensure the final information provided to the PIC on the final load sheet is in agreement with the actual load on the aircraft.

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5.4 LOAD CONTROL PROCESS FLOW LEGEND

(a) **PLANNING:**

- Aircraft designation: access to permanent and semi-permanent data as per Pegasus AHM565 and maintenance data related to limitations that could affect loading and weight and balance
- Aircraft prepared for service
- Fuel load and distribution
- Aircraft equipment, catering, crew etc.
- Planned Deadload,.
- Data from reservation system to capacity calculation (passenger and bag counts) and check in (SSR), expected passenger load
- Provisional passengers sorted and provisional bags according to Pegasus policy to load planning
- Aircraft manufacturers' defined, and company imposed, limitations
- Pegasus standard operational procedures, business rules e.g. productivity; fuel efficiency
- Estimated/Provisional cargo data including DGSL information, to load planning (special load including IATA Dangerous Goods Regulations (DGR) etc.)

(b) **PRE FLIGHT DUTIES**

- Stand allocation for arriving flight
- Collection of inbound flight information
- Check for serviceability of stand guidance and passenger bridge/external stairs
- Stand inspection for FOD
- Check for serviceability of GSE
- Check that passenger bridge/external stairs are correctly parked and GSE are clear of stand
- Check stand guidance/marshaller in position
- Ensure use of appropriate PPE

(c) **TURNROUND COORDINATION**

- Fueling, Cleaning, Toilet and Catering Services Coordination
- Loading Instructions (Transfer-Local Passenger Baggage, Cargo, EIC, Expedite Rush, WEA, HUM, AVIH, DG to aircraft.)
- Weight/destination/category/DG/Special Load information to Load Control Office/DCS
- Provide EZFW, to flight planning system, ZFW/Aircraft registration/Route to Flight Planning System.
- Operational flight plan to PIC, (Flight plan, Weather Condition Report (where applicable) including Take-off/Trip-Fuel/Maximum Gross Weights to Flight Dispatch/LoadControl Office/DCS)
- Provisional fuel, to calculate the allowed traffic load and verify that load planning is within limits.
- Actual data flowing from check-in (passenger number, baggage pieces and weight, special load information), cargo and mail warehouse (special load information), transfer load.
- Transfer passenger&baggage number/category/destination/class/status to Load Control Office/DCS

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- Local passenger&baggage weight/number/category/destination/class and any special information to Load Control Office/DCS
- Special Baggage weight/number/category/destination/class and any special information to Load Control Office/DCS
- Loading Instruction to Load Supervision and loading team. Segregation plan to sorting area.
- Load to aircraft:
- Baggage loading to aircraft.
- Passengers boarding to aircraft.
- Cross-check documents and LIR information to Load Control Office/DCS for final Load Sheet
- Supervision of the Loading of the Aircraft for safe loading/offloading of the aircraft. This shall include:
- Off-loading and loading information/instructions including any special load.
- Ensure compliance between loading instructions and load presented.
- Check condition of locks and restraints that could affect the load capacity of the aircraft prior to loading.
- Ensure bulk load is correctly secured.
- Ensure lashing/load spreading is correct e.g. overhangs, special loads, etc.
- Check condition of dangerous goods packages presented for bulk loading.
- Ensure that special loads, including Dangerous Goods are stowed according to regulations and Pegasus Airlines' procedures.
- Upon completion of loading, confirm, or advise deviations, according to the procedure defined by Pegasus airlines.
- A basic knowledge of weight and balance principles.
- Load planning.
- Weight and balance calculation.
- Supervision of the loading of the aircraft.
- Load info and variation communication between Load Control and Load Supervision:
- discrepancies between planned and real load weight, nature and distribution.
- Final data confirmation from Loading Supervision and Gate (gate collected items).
- Checking and finalisation of the Load Sheet and other loading documents.
- Checking and Finalisation of the Load Sheet is dependent on the following checks having been completed:
- Flight number and date (flight identifier).
- Correct dry operating weight and index used according to aircraft type, registration, version, number of crew and pantry.
- Final fuel figures. (Final fuel figures communication from the flight planning system or PIC).
- Correct entry of transit load data from incoming load-message/Load Sheet.
- Passenger close out data and loading report.
- Actual loading positions of dangerous goods and other special load entered on the NOTOC.
- Total traffic load not exceeding allowed traffic load.

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- Balance calculation performed correctly and conditions of loaded aircraft, including LMCs, are within prescribed limits.
- Any specific requirements.
- Signatures or electronic identifiers must be obtained for all specified documents.
- Load Sheet verification and release.
- Load Sheet to aircraft.
- Last minute changes.
- Documents shall be retained on the ground for a period of 3 months at least
- Final Load Sheet/LMC/NOTOC/Fuelling Order/Flight Plan to Flight Deck (Cockpit).
- Aircraft hold & Walk around check coordination may be associated with Authorized Ramp Personnel.

(d) **POST DEPARTURE ACTIVITIES**

- Post-departure load messages and DGSL information to station of arrival.
- Signed documents verification and collection.
- File archiving and retention: Set the Trip File up and archive accordingly
- Finalize document hand over to required authorities

Responsibilities; Main responsibilities shall be performed by Load Controller:

(1) Correct Load Sheet preparing and deliverance to PIC in time.

(2) A turnround coordination function may be associated with Authorized Ramp Personnel in accordance with IATA AHM 615.

(A) **Load Control Process Flow Chart**

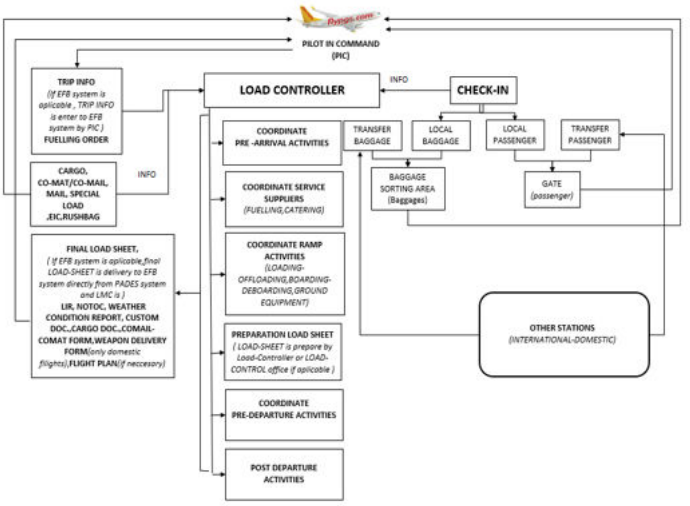


Figure 5-1: Load Control Process Flow Chart

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5.5 LOAD PLANNING AND BASIC PRINCIPLES

Ref. OM Part A Chapter 8.1.8.5 (GRH 3.3.2)

If standard mass values for checked baggage are used and a significant number of passengers check in baggage that is expected to exceed the standard baggage mass, the Duty Officer must determine the actual mass of such baggage by weighing or by adding an adequate mass increment.

The Flight Dispatcher shall ensure that the Commander is advised when a non-standard method has been used for determining the mass of the load and that this method is stated in the mass and balance documentation.

Pegasus stations and handling companies must ensure that the loading of aircraft is performed under the supervision of qualified personnel.

Pegasus Airlines will use load and trim sheet form for the Commander to determine by inspection that the load and its distribution are such that the mass and balance limits of the aircraft are not exceeded.

This form will also be used for determining INFLIGHT CENTRE OF GRAVITY according actual weight in flight.

The person supervising the loading of the aircraft must confirm by signature that the load and its distribution are in accordance with the mass and balance documentation. When it is not possible for the supervising person to sign Load & Trim Sheet, Performance & Navigation Department's Load Form on COMPLY365/ DOC LIB shall be used.

The following considerations are used in the planning process:

- Aircraft prepared for service
- Fuel load and distribution
- Aircraft equipment, catering, EIC, crew etc.
- Planned deadload
- Expected passenger load and distribution
- Aircraft manufacturers' defined, and company imposed, limitations
- Pegasus Airlines' business rules (ideal cg targets for fuel efficiency etc), special requirements, restrictions, limitations
- Special load including IATA Dangerous Goods Regulations etc.

The load planning procedure typically takes into consideration, as applicable for each flight, the following:

(a) Aircraft empty weight and center of Gravity. (*See Pegasus AHM565, Load Sheet)

(b) Operating equipment, e.g.: crew, catering, EIC. (*Follow actual and accurate conditions of each flight)

(c) Aircraft limitations (*See Pegasus AHM565, Load Sheet, GOM)

Verify the aircraft registration with the registration on the LIR.

Carry out a hold inspection once unloading is complete or prior to commencing loading.

The flight plan will state the estimated fuel load which the Load Controller will use to ensure load is optimized without limits being exceeded.

The load distribution shall be planned by the Load Controller adhering to the Pegasus Airlines' specific requirements and procedures which are laid out with in GOM.

The LIR will be released to the airport Ramp Loading Team. After confirmation of final loading by authorized Ramp Loading Team, Load sheet shall be released and provided to PIC.

Loading or offloading may cause the aircraft to become unstable or could cause the aircraft to tip.

Respect loading principles of Pegasus Airlines as follows: .

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Offload aft holds before forward holds when loading, load forward holds before aft holds. Aircraft cargo compartments shall be offloaded from the aft cargo hold first. Alternatively both cargo holds may be offloaded at the same time.

(a) Aircraft cargo compartments loading shall start preferably from front to rear first, or from both cargo holds at the same time.

(b) Non standard boarding or deboarding (through AFT door only) may increase the risk for tail tipping. Please be in alert in case of the passengers' dissembarkation is provided from only one cabin door.

(c) Cargo and passengers' checked baggage may be loaded to the same compartment in a way to enable passengers' checked baggage must be loaded last, but offloaded first on condition that it's stated on LIR and LDM clearly.

(d) Local and transfer baggage may be loaded to the same compartment on condition that they are not completely mixed and not disordered. The number of transfer and local baggage must be stated on LDM clearly.

(e) All loading details must be shown on Loading Instructions Report and Loading Distribution Message accurately by departure station.

(f) Free seating is not allowed on Pegasus Airlines flights except getting written confirmation from GCC.

5.5.1 Off-Load Planning

A Loading Instructions Report-LIR (manual or electronic) shall be issued prior to aircraft arrival for incoming/ transit flights. Refer to LDM, and include the following:

- Cargo, mail and EIC;
- Mobility aids for gate delivery;
- Summary of DG/SL;
- Any relevant plain language text/instruction if required;
- Flight details, which may include date, registration, issue number, etc.;
- Any other requirements

Consideration shall be given to ensure aircraft stability during the offloading process and passenger disembarkation in accordance with the specific conditions of each flight. Load distribution, baggage conveyor belt and passenger stairs availability, offloading flow (assigned-planned man-power/duration for loading/offloading processes), any deviation from the standard flow, type and characteristics of the load shall be taken into the consideration to avoid any possible risk on aircraft stability.

5.5.2 On-Load Planning

A signed LIR (manual or electronic) is issued for each flight and includes the following:

- Load planner or controller and contact details;
- Hold content instructions;
- Planned baggage;
- Planned cargo, mail and EIC;
- Mobility aids;
- Priority baggage;
- DAA baggage if applicable;

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- Crew baggage (for placement and not weight recording);

(In all domestic and international flights, on all crew baggages (duty and pass crew) will be loaded into hold. Crew baggages must be loaded into B737-800 Hold1, A320/A321 Hold5. See details PG-YI-KB- 00011 ABOUT CREW BAGGAGES LOADING/UNLOADING IN HOLD)

- Transfer or connection baggage;
- Summary of Dangerous Goods/Special Loads;
- Flight details, which may include date, registration, issue number, etc.; •
- Any other requirements

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5.6 LOAD CONTROL TASK

(GRH 3.3.1-3.4.1)

5.6.1 Load Planning Task

The person charged with the load planning task shall ensure loads are safely planned and distributed in the aircraft compartments and/or holds considering all aircraft limits.

The Load Planner shall:

(a) Check aircraft basic weight/index (BW/BI).

(b) Check all items to be included in the dry operating weight/index, (DOW/DOI).

(c) Check operational messages from the previous flight or leg, including any special loads, if applicable.

(d) Check aircraft operational limitations or any other restrictions that may limit load planning.

(e) Calculate expected traffic load.

(f) Check any other dangerous goods and special loads (DGSL) that require special handling and segregation.

(g) Plan bulk loading, taking into consideration the expected loading figures, the aircraft configuration and specific requirements of Pegasus. (GRH 3.3.4)

(h) Allocate loading positions for all traffic load and special loads, if applicable, taking into consideration all flight legs.

(i) Calculate the estimated zero fuel (EZFW) and transmit to flight dispatch, as applicable, for flight planning purposes.

(j) Communicate the EZFW every time there is a significant difference from the previous calculation, as per Pegasus requirements.

(k) Check fuel load and distribution.

(l) Perform a pre-calculation of the aircraft weight and balance to ensure the aircraft operational limits are not exceeded.

(m) Consider aircraft ground stability to avoid tail tipping, as per Pegasus requirements and aircraft specifications. Particular attention must be paid to the distribution of the transit load on multi-sector flights. The distribution of the load remaining in the compartments at the next station should be planned such that it meets the above condition. When this is condition cannot be met, the offloading/loading sequence in the transit station shall be planned to ensure aircraft ground stability is maintained.

Methods to ensure ground stability include use of tables or graphs to determine the weight required in forward compartments to counteract weight to be loaded in aft compartments, or calculation of center of gravity for comparison against the applicable tipping and/or towing limit:

Method 1—a scale or table determining the distribution of the loads weight-wise, showing the weight required in the forward compartments to secure ground stability and the load which can be placed in the aft compartments.

Method 2—calculation of the dead load index/% mean aerodynamic cord (MAC), which shall be forward of the dead load index limit on the balance chart and transmitted on the load message (LDM).

Method 3—dynamic calculation of aircraft ground stability using a software application that takes every movement of load into account.

(n) Produce a LIR.

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5.6.2 Loading Instructions Report

(Ref: IATA AHM 515 for manual LIR and 514 for electronic LIR)

(a) An LIR shall be issued for each departing flight, to ensure all safety parameters specific to each flight are adhered to.

(b) Complete load distribution for the departing flight, using provisional data and adhering to the segregation policy, as per AHM 514 to AHM 515 and Pegasus requirements.

(c) Indicate all information that could affect loading in the Supplementary Information (SI) section.

(d) Refer to AHM 514 for Electronic Data Processing (EDP) and AHM 515 for Manual LIR.

(e) LIR revisions shall be immediately communicated via appropriate means to loading staff.

Aircraft shall be loaded in accordance with the LIR. All deviation requests shall be approved as per Pegasus Airlines' requirements. LIR shall be signed by responsible person to confirm that the bulk load have been loaded and secured in accordance with the related instructions.

For all aircraft types of Pegasus Airlines shall be bulk loaded in accordance with written loading instructions and in a manner that satisfies weight and balance requirements. All commodities and loads shall be reported/recorded per destination on the Loading Instruction report (LIR) including:

- The total numbers of bags and commodities in each compartment (e.g. local, connection, priority);
- Cargo net weight (in Kgs);
- DG/SL information;
- Transfer / local baggage
- Transit loading information
- Crew bag count;
- Any other specialized information (HUM, AVIH, WCHR, Buggy etc.)

A written or printed Loading Instruction Reports shall be issued for every departing flight. Forms shall be obtained from "https://document.flypgs.com/Documents/". The actual and correct loaded baggage data must be shown on the L.I.R. It must be considered this form means a remarkable important for baggage reconciliation between different processes.

Forms shall be obtained from "https://document.flypgs.com/Documents/"

The Loading Instruction/Report forms should contain:

- A header line (flight number, aircraft registration)
- A sketch of the compartments layout with compartment doors indicated.
- An arrival instruction part, to be completed by the load sheet agent/load planner to inform the loading supervisor about the incoming load details for intermediate stops on multi sector flights only.
- A loading instruction part, to be completed by the Load sheet Agent/Load planner to instruct the Loading Supervisor about the distribution of the onload for transit flights, the weight and the location of the off load and through load.
- A loading report part to be completed by the Loading supervisor, to confirm that the aircraft has been loaded in accordance with the given instructions. Loading Supervisors are not allowed to deviate from the instructions unless confirmation has been obtained from the Load sheet Agent/Load planner.

  Deviations from the instructions must be clearly stated on the report.
- A special instructions part to be completed by the Load sheet Agent/Load planner to instruct the Loading Supervisor about any other information which might be considered essential for a safe and optimum load handling.

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- The complete Loading Instruction Report shall be filed at the issuing station.
- Any figures passed verbally to the load sheet staff must be confirmed before aircraft departure, preferably in writing or by means of other effective pre-departure checks.
- When a standard weight is used for hold baggage, the number of checked pieces per compartment may be entered as an alternative to the weight.

The accuracy of the calculations must be checked before departure of the flight concerned.

The "Loading Instruction" part of the Loading Instruction Form is prepared by the person responsible for planning the load on the aircraft for weight and balance purposes. These instructions are the authority for the person responsible for supervising the loading of the aircraft, to place the load in the positions and amounts indicated.

The loading Instruction must be completed with name of the person responsible for producing the load plan and issued to the head loader prior to the commencement of loading. The Loading Team Leader will ensure the aircraft is loaded in accordance with the Loading Instruction.

When loading is completed, the person supervising the loading must complete the report section, detailing the exact amount and placement of load. Where no load is placed within a compartment, agents should write “Nil”, the number of pieces (bags) and actual weight should be entered for each compartment.

Once loading is completed the person supervising the loading of the aircraft must confirm by name and signature that the load and its distribution are in accordance with the Loading Instruction Form and deliver it to the Operation Agent. One copy of completed and signed (by Operation Agent and Loading Team Leader) Loading Instruction Report must be hand over to P.I.C with Load Sheet.

The original copy must be kept in the station trip file.

Securing compartment nets during off- and on-loading operations. Compartment nets should be placed inside aircraft compartments and not to be left hanging down outside, to avoid net clips/net attachment points from striking against fuselage especially during windy weather conditions.

*See our electronic library ‘’doc.lib "https://document.flypgs.com" for the manual Loading Instructions Report of B737 and Airbus Family operations.

5.6.3 Offloading Instructions

(a) Offloading instructions may be issued prior to aircraft arrival.

(b) For transit flights, produce offloading instructions as per AHM 514 to AHM 515, where transit load, offload and all positions are reported.

(c) Consideration shall be given to ensure aircraft stability during the unloading and passenger disembarkation process.

5.6.4 Notification To Captain

(GRH 3.3.7) (GRH 3.3.4) OM PART A 9.1.3.6.1

Ref: IATA AHM 381, OM Part A Chapter 9.1.1.5. The PIC shall be provided with a notification concerning dangerous goods and any other special load (PER, AVI, HEG, HUM) onboard the aircraft in the form of a NOTOC (Notification to Captain).

The NOTOC is used to inform the PIC of DGSL carried as cargo or mail.

The cargo department is responsible for providing DGSL information in legible written, printed or digital, form and transmitting it to the person in charge of the load planning task. The load planner shall produce the LIR, taking into consideration DGSL information, their compatibility and segregation criteria.

The information contained in the NOTOC shall be made available to the person charged with the aircraft loading and supervision task. The person shall:

(a) Verify that DGSL are not damaged or leaking.

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(b) Ensure the correct positioning of DGSL as per the LIR and NOTOC.

(c) Report actual loading position.

(d) Sign the NOTOC.

(e) Deliver the signed NOTOC to PIC for signature.

The NOTOC must be issued in an adequate number of copies to provide information to all concerned and for file retention.

DGSL information shall be made available to the next downline airport before the flight arrives.

For NOTOC refer to AHM381 and the current DGR.

The PIC must be provided with a notification concerning dangerous goods and any other special load (i.e. PER, AVI, HEG, HUM) onboard the aircraft in the form of a NOTOC (Notification to Captain).

Wheelchairs with battery can be notified with Load Sheet instead of or besides of NOTOC.

The person responsible for the Load Sheet is liable to decide on the loading positions.

This will be reflected in the the NOTOC. Any change must be agreed and communicate in advance with load controller.

If agreed, NOTOC shall be updated by personnel responsible for loading or loading supervision.

Finalized NOTOC shall be signed and delivered to PIC.

- Such notification must include dangerous goods or other special load items that have been loaded on the aircraft at a previous departure point and that are to be carried on a subsequent flight.
- Transit or joining NOTOC is presented to the PIC
- For changes or repositioning of transit dangerous goods or other special loads, a new NOTOC is issued.
- A separate NOTOC shall be prepared for each station enroute.
- The NOTOC must indicate the location on the aircraft where the Dangerous Good or special item was loaded.
- The NOTOC must contain the name and be signed by the individual who prepared the NOTOC, the loading supervisor and the PIC
- The signed NOTOC verifies:
- The package was not leaking when inspected;
- Was in acceptable condition prior to loading;
- Was secured on aircraft compartment floor when loaded.

  The NOTOC also contains information:
- For use in emergency response to an accident or incident involving dangerous goods on board;
- To provide to air traffic services in the event of an in-flight emergency.

The signed NOTOC must be retained in the flight file at least 3 months.

Pegasus NOTOC can be dowloaded from Pegasus Airlines online library, doc.lib.

As soon as practicable prior to departure of the aircraft, The PIC shall be noticed with NOTOC that contains accurate and legible written information pertaining to dangerous goods on board the aircraft to be transported as cargo which specifies at least the following:

(1) If applicable, Air Waybill number. (GRH 3.3.4)

(2) Proper shipping name and/or UN/ID number, and where required, technical name(s).

(supplemented with the technical or group name(s) if appropriate; and UN Number or ID number as listed in these regulations.

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(3) Class or division, and subsidiary risk(s) corresponding to the label(s) applied, and for Class 1, the compatibility group.

(4) Packing group, (if applicable)

(5) For non-radioactive material, number of packages, exact loading location and, as required, net quantity or, if applicable, gross weight of each package, except.

- For UN 1845: carbon dioxide, solid (dry ice), UN number, proper shipping name, classification, total quantity in each aircraft hold and offload airport.
- 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 4 and

(6) Radioactive material carriage is forbidden on Pegasus Airlines.

(7) Any restriction for transport on cargo aircraft only.

(8) Offload airport.

(9) If applicable, dangerous goods transported under a state exemption.

(10) An indication that aircraft loading personnel observed no evidence of damage to or leakage from packages loaded onto the aircraft.

NOTE

For UN 1845 Carbon dioxide, solid (dry ice), the information detailed above may be replaced by the UN number, proper shipping name, class, total quantity in each hold on the aircraft and the aerodrome at which the package(s) is to be unloaded.

NOTE

For UN 3480 (Lithium ion batteries) and UN 3090 (Lithium metal batteries), the information detailed above may be replaced by the UN number, proper shipping name, class, total quantity at each specific loading location, and whether the package must be carried on cargo aircraft only. A full NOTOC is required when such batteries are carried under a State exemption.

NOTE

The telephone number where a copy of the information to the pilot-in-command can be obtained during the flight is additionally required on the NOTOC should it be intended to make it possible for the pilot-in-command to provide the appropriate Air Traffic Services Unit with a telephone number instead of details about the dangerous goods on board the aircraft in the event of an in-flight emergency.

This information to the PIC shall be presented on a NOTOC form or by another form by the forwarder and should not be by means of Air Waybills, Shipper's Declaration for Dangerous Goods, invoices, etc.

When written information is provided, the PIC must indicate on a copy of it, or in some other way, that the information has been received.

CAUTION

The information to the PIC must also include confirmation that there is no evidence that any damaged or leaking packages have been loaded on the airplane.

The written information to the PIC must be readily available to him during flight.

A legible copy of the written information to the PIC must be retained on the ground at a readily accessible location until after the flight to which the written information refers is finalized.

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In addition to the languages which may be required by the State of Pegasus Airlines' operation, English shall be used for the written information to the PIC.

*See also IATA DGR- TABLE 9.5.A:

Dangerous Goods Not Required to Appear on the Information to Pilot-in-Command (9.5.1.1.3.4)

NOTE

Standard format detailed in IATA AHM 382 when using an EDP system to notify captains when dangerous goods and/or other special loads are included in the load may be acceptable on Pegasus flights. Note: If you guarantee that PIC are informed of special loads (DG, HUM, PER...) through the software, you may not produce hard copy of NOTOC. It means a paper copy of NOTOC may not be handed over to PIC in the event of local conditions provide the connection between Load Control System and PIC's software systems are online and enables to submit the same actual and accurate Load Information data to the users at the same time.

5.6.5 Aircraft Supervision Task

For this task refer to "4.15.1" Supervision Of Aircraft Loading.

5.6.6 Load Reconciliation Process

The Ops/Ramp Agent must carry out the final load reconciliation in the Flight Deck prior to departure.

At this stage the Load Sheet / Loading Form is cross-checked against:

(a) The completed Loading Instruction Report Form

(b) Final Figures

(c) The passenger headcount.

The aircraft is not clear to depart until this reconciliation has taken place, and the Load Sheet or Loading Form after inclusion of any LMCs where required, accurately reflects the actual loading of the aircraft.

Any figures passed verbally that affect the Load Sheet / Loading Form must be confirmed before aircraft departure against written confirmation.

5.6.7 Weight And Balance Calculation Task

(GRH 3.3.2)

(a) The objective of the weight and balance calculation task is to ensure that a final and accurate loadsheet is issued and has been cross-checked with:

- (1) Final LIR from the person in charge of the loading supervision task
- (2) Final passenger close-out data
- (3) Final fuel figures
- (4) All aircraft operational and structural limitations for the appropriate aircraft registration.
  - (1) If a preliminary loadsheet is produced, one or more criteria may not have been finalized.
  - (2) The person charged with the weight and balance calculation task shall ensure all data is finalized or confirmed for manual or electronic loadsheet production.

(b) A loadsheet accuracy check is continuously performed prior to the production or transmission of the final loadsheet with:

- (1) Correct flight number and date (flight identifier).
- (2) Correct aircraft registration.
- (3) Correct DOW/DOI used according to aircraft type, registration, version, number of crew and pantry.

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(4) Underload (total traffic load not exceeding allowed traffic load).

(5) Correct entry of final fuel figures.

(6) Correct entry of transit load data from incoming LDM/loadsheet.

(7) Correct passenger close out data.

(8) Hold baggage weight and gate delivery items.

(9) Actual loading positions of DGSL indicated on the NOTOC, if applicable.

(10) Balance calculation and conditions of loaded aircraft, including LMCs, are within prescribed limits.

(11) Loadsheet shall be checked against the final LIR and other information related to the actual load.

(12) Any operator-specific requirements are adhered to, if applicable.

(13) All specified documents shall be signed by means of manual or electronical identifiers.

(c) Load Sheet format and contents shall meet the minimum criteria set in AHM516,AHM517,AHM518.

(d) The signed loadsheet shall then be delivered to the PIC, either as a manual or digital hard copy or in Aircraft Communication Addressing and Reporting System (ACARS) format.

(e) Any changes occurring after the final loadsheet has been produced must be accounted for by either producing a new edition of the loadsheet or via the documented LMC process as per "GOM Chapter 5.6.8."

(f) Any discrepancy in weight and balance documentation shall be reported to the person responsible for the weight and balance calculations and to the customer operating airline using agreed reporting methods as required by Pegasus Airlines procedures.

(g) If a discrepancy is discovered after the final loadsheet has been issued, the PIC shall be informed via the available channels without delay and be provided with relevant and requested information to prevent unsafe takeoff and/or landing.

5.6.7.1 Weight and Balance Calculation

Ref.OM Part A Chapter 8.1.8; Pegasus current AHM565) 1.4, Commission Regulation (EU) No 965/2012 on air operations and related EASA Decisions (AMC&GM and CS-FTL.1) CAT.POL.MAB.100 Mass and balance, loading

(1) When applicable, a weight and balance pre-calculation shall be produced.

(2) Calculations of the aircraft weight and balance must be conducted to ensure:

- The weight calculation does not exceed the structural limits of the aircraft type which is documented in AHM565 is available in Pegasus Airlines online library doc.lib.
- An accurate balance calculation that results in a centre of gravity within fore and aft balance limits for the aircraft type, as determined in this chapter.

(3) Weight and balance calculations shall:

- Be based on current aircraft weight and balance data which is documented in AHM565 is available in Pegasus Airlines online library doc.lib.
- Consider Pegasus Airlines limitations
- Take into account the expected load;

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(4) The load control process must utilize passenger and baggage weights for weight and balance calculations including:

- Persons traveling in crew seats;
- Accurate weight of the load including bulk, transfer load.

(5) All weight and balance calculations for each passenger flight must account for the individual or cumulative weights of:

- Hold baggage;
- Gate delivery items;
- non-normal load items.

(6) Take action necessary to bring the aircraft centre of gravity defined in this chapter within operational limits.

5.6.7.2 Last Minute Changes

(Ref. OM Part A Chapter 8.1.8.5, IATA AHM 551)

(In accordance with Regulation (EU) No 965/2012 CAT.POL.MAB.105 Mass and balance data and documentation)

(a) Standard procedure: The load sheet presented to the PIC shal include all LMCs. These will be shown as entries in the LMC box and, if required, as corrections to gross weights, fuel figures and balance conditions.

(b) Alternative procedure: It's allowed the load sheet to be handed over to the PIC before any last minute adjustments are made.

> **NOTE**
> Where local regulations require LMCs to be included in the loadsheet, it may be possible for operators to seek the consent of their authorities for use of the alternative procedure.

(c) If LMCs are conveyed to the PIC separately, this may be done by the responsible person, either verbally or in writing, in accordance with Pegasus Airlines procedures. which are depicted within this Chapter. In cases where no changes have to be reported, the responsible person must confirm to the PIC that the data recorded on the load sheet copy already handed over remains unchanged.

(d) LMCs are to be communicated to the PIC only after the responsible person has entered all changes and corrections on the load sheet copies retained on the ground, and after they have carried out the checks.

(e) If the PIC is informed verbally of LMCs, either directly or by using the internal communication facilities of the aircraft (interphone, intercommunication system, ACARS), or by radio communication, the following details must be recorded in writing and kept in the flight file:

(1) Name of responsible person

(2) Time of transmission

(3) Confirmation that the flight crew has acknowledged the changes

(f) If the flight crew has already been provided with a final load sheet, the LMC can be transmitted via headset or VHF. The flight crew adds LMC on the original final load sheet copy and Load Control Agent adds LMC on his copy. In case of EFB availability, Load Controller will check the final load sheet whether LMCs are included accurately by the PIC. To inform the PIC about LMCs, either verbally or in writing, when the responsible person shall include the LMCs on the load sheet which

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is kept in the flight file. The information to be recorded on the load sheet may be limited to the following:

(1) Total weight of all LMCs

(2) Total number of LMC passengers

(3) Corrected balance conditions

(4) This record must be kept in the flight file.

The maximum allowed change in the cumulative weight 200 kg of passenger and load. If cumulative weight changes greater than 200 kg (standart passenger weight+actual baggage weight+cargo weight+EIC+mail), a new load and trim sheet shall be prepared. Apply LMC corrections on the ZFW, TOW and LW.

The load sheet presented to the PIC shall include all last minute changes.

Prior to completion of the LMC entries on the Load Sheet, the responsible person must check that:

(a) The maximum gross weights (ZFW, TOW, LW) applicable for the flight are not exceeded;

(b) The maximum weight limitation of each compartment and, if applicable, the limitations for combined load, cumulative load and asymmetrical load are not exceeded;

(c) The calculated center of gravity at TOW and, if applicable, at ZFW and LW, is within the allowed limits. The centre of gravity must stay within the operational limits. It means that LMC influence on aircraft balance must always be assessed.

(d) The total weight of the LMC must be lower than the underload. The underload is the difference between the maximum allowed payload for that flight and the actual payload. The LMC being lower than the underload ensures that there is no risk of exceeding any aircraft maximum gross weight for that particular flight. This takes into account structural and performance limitations.

(e) The total weight of the LMC must be lower than the LMC tolerance,

(f) For LMC consisting of cargo (baggage or freight), it must be checked that compartment and positions maximum load are not exceeded.

Any LMC must be brought to the attention of the PIC and mentioned on the load and trim sheet.

5.6.7.3 Bulk Load

Full Pegasus AHM565 Data is distributed to all Departure Control System (DCS) suppliers. The DCS supplier must ensure the DCS system reflects the current DOW weights. Confirmation of receipt of the DOW sheets together with compliance is required.

5.6.7.4 Crew Member's Weights

Cockpit crew (including crew baggage) = 85 kg

Cabin crew (including crew baggage) = 75 kg

Crew baggage weights is included in the above mentioned crew weights

Weights of operating crew are included in Dry Operating Weight (DOW) in AHM565 which is available in Pegasus Airlines Documents and Manuals link: "https://document.flypgs.com"

5.6.7.5 Weight Values - Passenger

5.6.7.5.1 Standart Passenger Weights

Ref.Pegasus AHM565, OM Part A Chapter 8.1.8.3; AMC1 CAT.POL.MAB.100(e) Mass and balance, loading,

Ref. IATA AHM 530, 531

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The following standard masses for passengers are authorized for use by the TR-DGCAfor use in Pegasus operations in accordance with AMC1 CAT.POL.MAB.100(e) Table 1. Weight for adults and children include 12 kg for cabin baggage.To prevent and to avoid the 'overloading situation', please consider final passenger figure (distribution of the number of male and female) and use the reasonable weights in accordance with the following table.

Principally, Male/Female Weights shall be used for the passengers in Pegasus Airlines primarily.

Standard weights are detailed below:

Table 5-1: Standart Passenger Weights

Passenger Seats	Passenger Mass		
	20 and more		**30 and more**
	Male	**Female**	**All Adult**
All Flight except Holiday charter	88	70	84
Holiday Charter (=Full Charter) (C)	83	69	76
Children	35	35	35

Cabin baggage weight is included in the above mentioned passenger weights.

NOTE

Flight category (Service Type) are stated specifically on Daily Schedule which Pegasus Airlines send one day prior to the flight:

J:Scheduled, C:Charter, J&S: Split Charter, F: Ferry, P: Positional

NOTE

The definition of a child is a person of an age of two years but has not reached their twelfth.

NOTE

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 passengers who are travelling, 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 operators' staff, representatives of the press, authority officials, etc.

can be included within the 5% without negating the use of holiday charter mass values.

NOTE

Pegasus Airlines primarily uses standard weights for passengers as Male/Female, according to the flight types specified in the above table (ref:OM PART A 8.1.8.3 Passenger Standard Masses) In cases where Male/Female passenger weights cannot be used, all adult weights in the above table (ref:OM PART A 8.1.8.3 Passenger Standard Masses) may be used. This decision will be made by the Commander based on the assessment of Male/Female ratio.

NOTE

The standard masses include hand baggage, and the mass of any infant below 2 years of age carried by an adult on one passenger seat. Infant occupying separate passenger seats must be considered as a child.

5.6.7.5.2 Actual Passenger Weights

(GRH 3.3.3)

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(Ref:IOSA GRH 3.3.3, Regulation (EU) No 965/2012– AMC1 CAT.POL.MAB.100(e) Mass and balance, loading, article g, IATA AHM 530)

Certain passenger groups may fall outside weight allowances (e.g., sports teams) normally applied for weight and balance calculation. If it appears to the person in charge of check in or boarding or any other personnel involved in to the loading process of the aircraft that any passengers to be carried exceeds or deviated the weight stated above, he/she shall, if he/she considers it necessary in the interests of safety of the aircraft, require any such passenger to be weighed for the purpose of the entry on the load sheet.

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 ground handling agent must inform the PIC and should determine the actual mass of such passengers by weighing or by adding an adequate mass increment.

Determination Of Passenger/Baggage Weights When Non-Standard (Ref: IATA AHM 530) Any flight identified as exclusively carrying passengers whose weights are expected to fall outside the standard passenger weight, e.g. fully equipped military personnel or athletic teams, the passenger weight should be determined either by weighing or by requesting the passenger to provide their individual weights.

The load sheet must be endorsed to show whether actual weights or weights provided by the passengers were used. Include the total passenger weight and his endorsement in the SI part of the load message.

If passengers are scale weighed, they shall be asked to carry their personal articles and unchecked baggage while being weighed.

Where such a group forms only a part of the total passenger load, the total passenger weight may be calculated using either actual weights or standard weights. A mixture of both methods is not acceptable.

If standard weights are used, an arbitrary adjustment to the passenger weight must be included in the total passenger weight. Any balance implications have to be accounted for.

When passengers are asked to provide their personal weights, a weight constant being specified by the carrier must be added to account for clothing, personal articles and unchecked baggage.

An identifiable group, e.g. athletic squad, may have a substantial amount of equipment in addition to regular checked baggage.

Since this is defined as non-standard baggage, it must be weighed.

Where standard baggage weights are used, the difference between the actual weight of the group baggage and the standard weights must be included in the total baggage weight. Any balance implications must be accounted for.

Commentary: Differences in national legislation currently prevent the achievement of a Standard Weight for use by all operators. The above recommendations are designed to meet the existing position requirements as far as possible.

Station Manager on duty shall check and verify the method for calculation ot non-standard passenger & bagagage to meet the safety-security requirements in any way and ensure that the correct data are notified to PIC.

5.6.7.6 Standart Weight Values – Other Items

Either an actual weight, or a reasonable assessment of the weight, should be utilised.

For guidance purposes:

Guide / Assistance Dog: A typical weight for an adult Labrador / Retriever breed, or similar sized dog, is 30-35kg. A weight of 35kg may therefore be utilised as a reasonable assessment for a dog of this size.

Cello: A typical weight for a full-sized Cello in a hard case is approximately 75kg. If it is not practical to obtain an actual weight for a Cello, then subject to local assessment a figure of 75kg may be utilised.

It is recommended to buy extra seat for these type of special equipments.

5.6.7.7 INTENTIONALLY LEFT BLANK

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5.6.7.8 Baggage Weights

Ref. IATA AHM 530, 531

5.6.7.8.1 Actual Baggage Weights

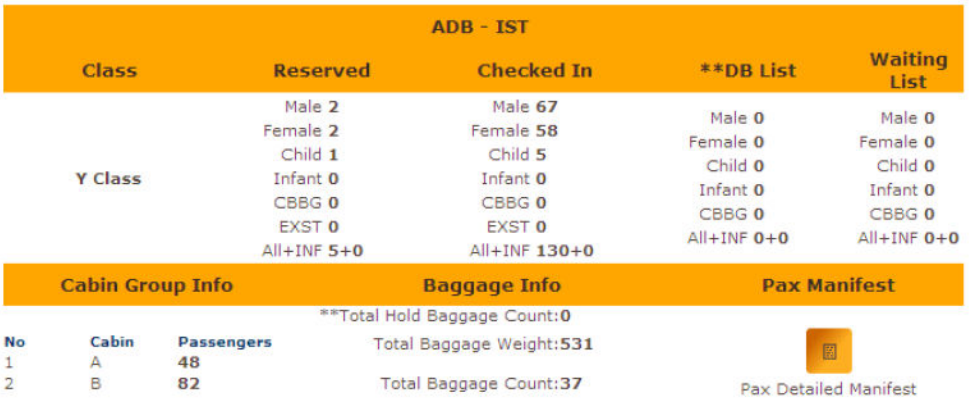
Ref. OM Part A Chapter 8.1.8.3, IATA AHM 530, 531

It is PEGASUS AIRLINES's preference, where the capability exists, to use actual baggage weights.

Stations utilising PEGASUS AIRLINES's supplier system for check-in should utilise actual weights wherever practical.

Any weighing equipment used for determining actual baggage weights should be calibrated and maintained in accordance with manufacturers instructions.

For check-in, the "Flight Close Report" includes an average weight for all baggage items.



ADB - IST

Class	Reserved	Checked In	**DB List	Waiting List
Y Class	Male 2 Female 2 Child 1 Infant 0 CBBG 0 EXST 0 All+INF 5+0	Male 67 Female 58 Child 5 Infant 0 CBBG 0 EXST 0 All+INF 130+0	Male 0 Female 0 Child 0 Infant 0 CBBG 0 All+INF 0+0	Male 0 Female 0 Child 0 Infant 0 CBBG 0 All+INF 0+0

Cabin Group Info			Baggage Info	Pax Manifest
No	Cabin	Passengers	**Total Hold Baggage Count:0 Total Baggage Weight:531 Total Baggage Count:37	Pax Detailed Manifest
1	A	48		
2	B	82		

Figure 5-2: Flight Close Report

cross-check should take place to ensure that the total weight matches the expected figure.

Normally actual baggage masses will be used. If it is not possible to check the actual masses for the checked baggage, the following standard masses - for each piece of checked baggage. Actual baggage weights must be taken for load sheet computation. If -for any reason- weighing will not be possible (for instance LMC´s) a minimum value shall be taken as per below list per piece must be taken.

11 kg - for domestic flight 13 kg - for flights in the European region

15 kg - for intercontinental flights or intercontinental connecting flights

13 kg - for all other flights

For cargo or mail actual weights must be used as documented on the cargo manifest.

To calculate the actual baggage load per compartment the total weight of baggage must be divided by the total number of pieces, to get an average baggage weight per piece.

This average baggage weight per piece must be multiplied with the number of pieces loaded in each compartment, to get the total weight of baggage of each compartment. It is not allowed to sort out the baggage while loading the baggage into the compartments.

NOTE

Do not miss to add the expedite Baggage (Rush Bag) to the total Baggage Weight when loaded.

Transfer baggages must be separated and differently labeled with Transfer baggage tag. It should be loaded if possible separate hold or loaded last (door side). Transfer/transit baggages loading information should be shown at LDM message under SI as baggage piece/loading position/destination.

ALERT MESSAGE

Important: BAGGAGE TAGGED WITH D.A.A. (Delivery at Aircraft) MUST BE CARRIED SEPARATELY in front of the compartment door.

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Weapon and security items must be loaded separately IN HOLD 1 only, and must be stated at LDM.

Weapon must be stated as WEA, other security items (knife, umbrella, scissors etc.) must be stated as SEC.

NOTE

All firearms and parts shall be packed securely in a security item bag separate from any ammunition weapon delivery form must filled and a copy should be put into security item bag.

Police or other Law Enforcement should be contacted.

5.6.7.8.2 Average Baggage Weight

Ref. Om Part A Chapter 8.1.8.5

It means the total weight of baggage must be divided by the number of pieces, to get an average baggage weight. This average baggage weight must be multiplied with the number of pieces loaded in each compartment. It is not allowed to sort out the baggage while loading the baggage into the compartments

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 responsible handling service provider must inform The PIC and should determine the actual mass of such baggage by weighing or by adding an adequate mass increment. (Ref: EU Regulation 965/2012 – AMC1 CAT.POL.MAB.100(e) Mass and balance, loading, article h)

IMPORTANT: Handling Service Provider must ensure that:

- Load sheets must be specified to show which passenger/baggage weights have been used, i.e. Standard or Actual.
- Personnel must be trained and qualified to identify and account for such load situations or deviations to ensure accuracy in aircraft load calculations.,
- The passenger weights include the allowance of cabin baggage and also any infant carried on same passenger seat. That's why cabin baggage and infants must be checked carefully and verified for conformity to the standards.

5.6.8 CG Limits

Ideal Trim Line at TOW for Fuel Saving Purposes (OM PART A), Ref. Om Part B B737 Chapter 7.5 Pegasus Airlines recommend the given details below for CG according to variations of Boeing 737-800 and A320, A321 as “ideal CG values” by flight safety and fuel saving taken into account.

B737-800 between 22% - 26% (Refer to current AHM565 For Boeing B737-800 Fleet; OM Part B B737 6.1.1-002 Chapter 7.5)

A320: (Refer to current AHM565 For Airbus A320-200 Fleet; OM - PART B - A 320 Family PG-UI-EK- 003)

A321: (Refer to current AHM565 For Airbus A321; OM - PART B - A 321)

NOTE

It should be noted that tipping must be considered when using ideal CG values.

Loading distribution charts are a load-planning limit only. In the interest of fuel economy the load in compartments shall, whenever possible, be distributed in such a way that the LIZFW is aft of this line.

Load Control shall ensure that;

(a) Weight and balance of the aircraft are correct and within limits - The total weight and centre of Gravity (C of G) are within approved and defined safety parameters.

(b) The aircraft is loaded in accordance with the Pegasus Airlines’ general regulations by considering specific loading instructions of the particular flight.

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(c) The information on the Load & Trim Sheet corresponds with the actual load on the aircraft, passenger and fuel.

(d) The structural and operational weight limits of the aircraft are not exceeded.

*See and follow related operator manuals and procedures in the event of Wet Lease Operation.

5.6.9 Seating Policy And Passenger Distribution

In the event of a non-normal passenger distribution on board, caused by, for example, a technical restriction, suitable liaison between crew and ground staff must take place to ensure that load documentation accurately reflects the amended seating distribution on board.

5.6.10 Enplaning And Deplaning Tipping Precautions

Ref. Om Part B B737 Chapter 7.4

Tipping is generally not a concern for 737-800 airplanes if good judgement is exercised in maintaining airplane stability during ground operations. Effects of towing and ground operations on the airplane center of gravity must be taken into account. The absolute tipping limit for the 737-800 airplane is at 50.8% MAC, considerably aft of the ground stability limit. Some of the major factors affecting the airplane tipping and stability limits will include, but are not limited to the following items:

- Airplane Empty Weight
- Airplane Attitude
- Fuel Loading
- Passenger Loading
- Cargo Loading
- Ramp Slope
- Runway Surface Condition
- Snow Loads
- Wind Loads

The ground stability limit takes into account the effects of the following:

- 3% Ramp slope
- Towing forces
- 40 knot head wind

By ensuring that the airplane center of gravity during towing is more forward than the ground stability limit, a tipping situation will be avoided.

It should be noted that tipping might occur under the accumulation of the most adverse conditions such as:

- Low airplane weight combined with aft center of gravity
- Very low fuel load or full main tanks with empty center tank
- The aft half of the main cabin full and the forward half empty of passengers during enplaning or deplaning
- Aft lower cargo hold full and forward lower cargo hold empty
- Location and number of crew and ground service personnel on the airplane
- Large airplane nose-up horizontal stabilizer trim
- External condition such as inclined ramps and weather conditions

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The following precautions can be taken to minimize aft center of gravity movement:

- Load the forward cargo hold first and unload it last
- Unload the aft hold first
- Sequence passenger deplaning, cargo, and airplane servicing to avoid large aft movement of the airplane center of gravity
- Monitor passenger deplaning and hold passengers at the forward entry door in the event of midcabin aisle blockage

By ensuring that the 737-800 center of gravity during enplaning and deplaning is forward of the aft tipping limit, a tipping situation will be avoided.

5.6.11 Loading

Before loading, the hold shall be visually inspected for damage and emptiness that can affect the load capacity.

A qualified individual shall supervise the loading of the aircraft and provide a signed confirmation to say:

- The aircraft has been loaded as instructed–including any special load instructions
- The condition of locks and restraints has not affected load capacity
- The bulk load are correctly secured and locks and nets are in use
- Visible dangerous goods packages were inspected prior to loading
- Special loads, including dangerous goods have been stowed and secured according to regulations and Pegasus Airlines procedures
- The holds are free of any foreign objects
- Any deviations are noted and reported

5.6.12 Load Sheet (Mass & Balance Document)

Ref. OM Part A Chapter 8.1.8.2, Pegasus AHM565, IATA AHM 537, 516,517, 518.

5.6.12.1 Production And Preparation Of Load Sheet

In order to produce the Load Sheet, the following criteria shall be met:

(a) Passenger acceptance finalised

(b) All hold load confirmed

(c) Fuel figures finalised

(d) Crew configuration confirmed

(e) All Pegasus specific requirements are confirmed

Load control may release a Preliminary Load Sheet with one or more of the above criteria not yet finalized as per needs.

The Load controller shall confirm that all aircraft limitations are adhered to before any Load Sheet is released.

Applicable use of ballast shall be considered as per AHM 537.

Load Sheet format and contents shall meet criteria set in Pegasus AHM565 and IATA AHM 516, 517, 518.

The load sheet shall enable the PIC to determine that the load and its distribution is such that the mass and balance limits of the airplane are not exceeded.

For each flight a load sheet shall be prepared, using either an approved Computerized Load Sheet Calculation Systems or the manual Load Sheet form. Ground operations staff or the PIC will prepare the Load Sheet specifying the load distribution.

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The person preparing the Load Sheet shall be named on the document.

A signed Load Sheet indicates to the PIC that

- Data have been correctly entered (e.g. airplane version, DOW/DOI, fuel figures, load figures, load distribution) ,
- Actual loading condition corresponds to the figures on the Load Sheet
- Significant differences have been clarified (refer to LMC)
- A manual load and trim sheet must be done if no computerized system available.
- Data and forms like aircrafts registration; Load and Trim forms, maximum weights etc. are available on Pegasus Online library doc.lib.
- Catering groups for the respective flights/aircraft are to be found on the PEGASUS AIRLINES Pantry Code group. The group classifications and corresponding DOW/DOI are dependent on the number of meals carried on board the aircraft and not on the version of the aircraft. Do not forget to include if any extra CSU/catering supply unit in your calculations.
- MTOW must be taken from the Trip Info.
- Special Load Remarks e.g. WEA, DGR, HUM etc has to be mentioned on the load sheet (refer to abbreviations used in regard with load and trim sheet)
- It must be confirmed by signature that the load and it's distribution shown on the load sheet are in accordance with the loading instruction.
- The weight and balance documents (load sheet) must be handed over to the cockpit crew at least 10 minutes prior to departure. In case of Last Minute Changes (LMC) the Load Sheet can be updated according to LMC-procedure.
- The cockpit crew shall prepare the Trip Info Sheet and hand it over to the handling agent. The handling will finalise the Load & Trim sheet.

5.6.12.2 Delivery Of The Load Sheet

Load Sheet shall be delivered and handed over to PIC. Normally both manual, and electronic delivery processes are acceptable.The Load Sheet shall be accepted by the PIC, his acceptance being indicated by counter signature, (See also EFB applications, Pegasus EFB Policy And Procedures Manual - PPM PG-PN-EK-001, PG-AH-TL-037).

One copy is kept on ground, one copy shall be made available for ground staff of the destination aerodrome and the original remains.

Weight and balance calculations shall be: Based on current aircraft weight and balance data which is available Pegasus Airlines online library.

- Taken into account limitations of Pegasus Airlines.
- For each flight, the weight and the center of gravity of the aircraft have to be determined with reference to the actual figures of load on the aircraft. The Load & Trim Sheet contains information on loaded cargo, passenger seating and the actual position of center-of-gravity (CG) at take-off. It is always calculated for TAKE-OFF conditions.
- This document can be prepared in manual format, standard EDP format or by the use of PEGASUS AIRLINES W&B Program (PADES). In every format, the prepared document must be presented to the PIC for final approval.
- Before handing over to the PIC, the responsible Agent confirms by signature that the load and the distribution shown on the Load & Trim Sheet reflect the actual loading of the aircraft.

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5.6.12.3 Load Sheet Discrepancies

Any discrepancies found after the Load Sheet release, shall be communicated to person responsible for the Load Sheet. Pilot in command and Pegasus Airlines representative where is in charge of, also "guestcontrol@flypgs.com"; "ground.doc@flypgs.com"; "safety@flypgs.com"; shall be informed without delay.

BOEING 738-MANUAL LOAD SHEET SAMPLE

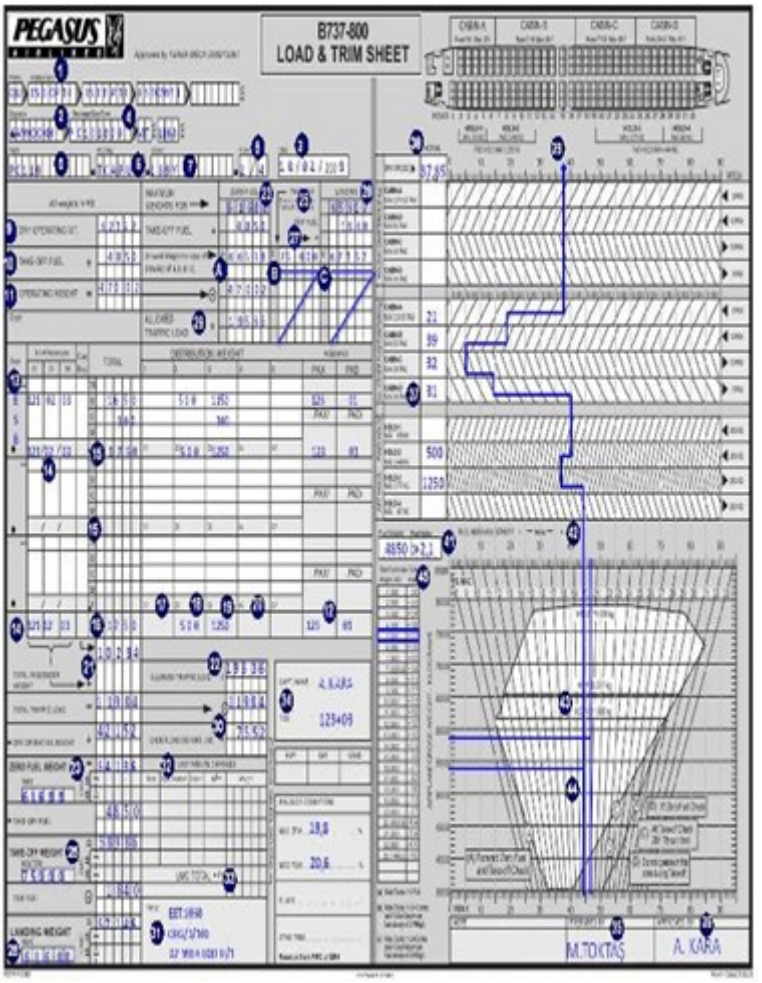


Figure 5-3: BOEING 738-MANUAL LOAD SHEET SAMPLE

Contents of Manual Load & Trim Sheet

Table 5-2: ***Contents of Manual Load & Trim Sheet***

01	SITA code of next station en-route
02	SITA code of station completing the Load & trim Sheet documentation
03	Date of scheduled departure from station of origin
04	Time of scheduled departure from station of origin
05	Flight number
06	Aircraft registration
07	Seating Version
08	Crew composition (number of cockpit crew / number of cabin crew)

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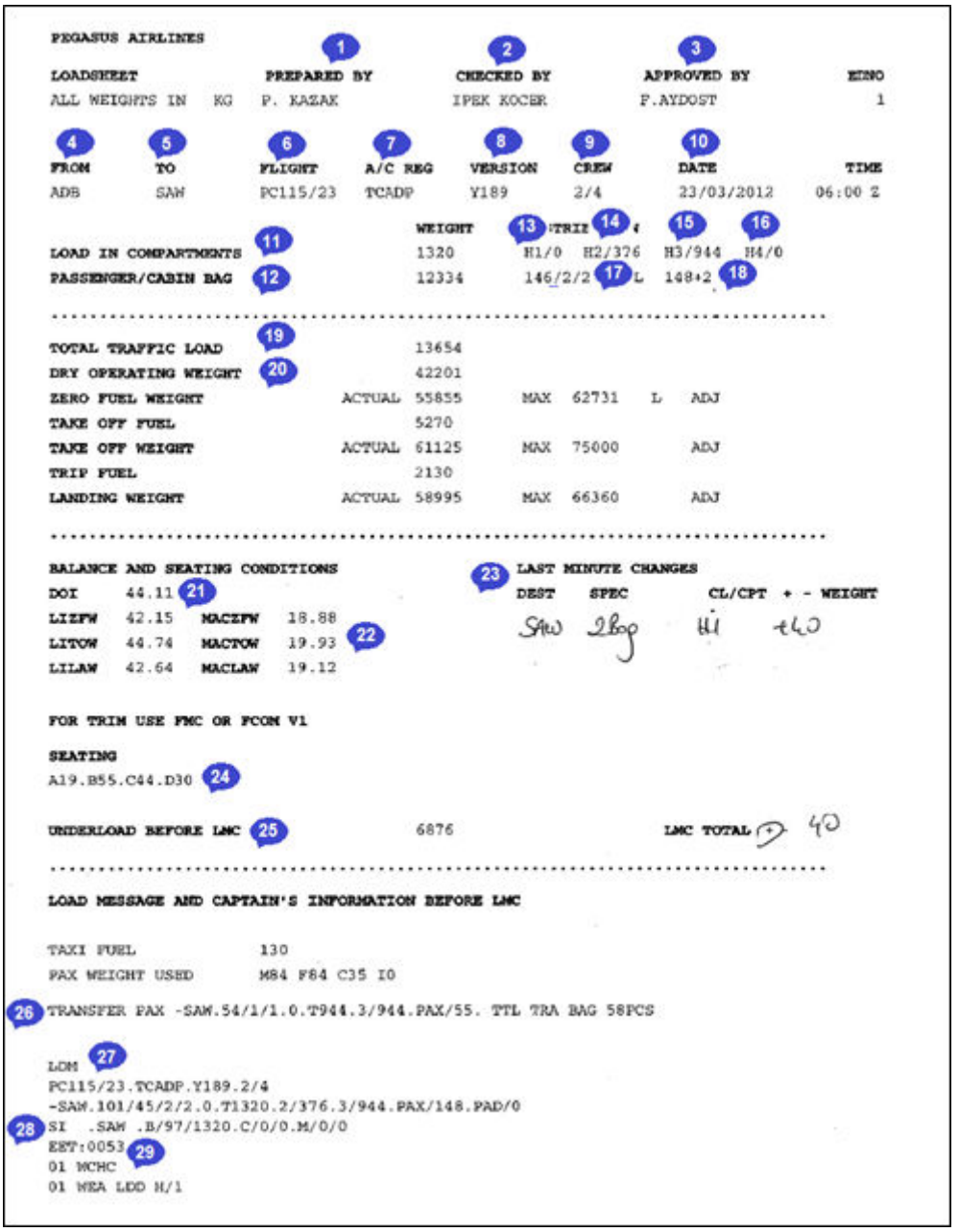
09	DOW/ Dry Operating Weight: weight of the equipped aircraft including crew with their baggage, food supply, pantry and toilets as well as standard quantities of oil and water, but without load and fuel
10	Take-off Fuel (total amount of fuel on board, taxi fuel excluded)
11	Operating Weight (09 plus 10)
12	Number of passenger on board
13	IATA 3-letter codes of destination airports in the sequence (1st, 2nd ...)of routing
14	Details of embarking passengers to be filled in (Male/ Female/ Child/ Infant)
15	Total weight of load for the concerned destination, which shows also the distribution to the compartments 1, 2,3 and 4.
16	Total weight in the compartments
17	Distribution of total weight to compartment 1.
18	Distribution of total weight to compartment 2.
19	Distribution of total weight to compartment 3.
20	Distribution of total weight to compartment 4.
21	Calculation of total weight of every category of passenger on board by using appropriate multiplier.
22	Total weight of all (adult) male and female passengers and children on board. Infants remain ineffective.
23	MZFW/ Maximum Zero Fuel Weight (fixed weight set by the manufacturer): highest permitted weight of an a/c without take-off-fuel
24	AZFW/ Actual Zero Fuel Weight (11 plus 22)
25	MTOW/ Maximum Take-off Weight: This maximum weight is established by the operator, based on the Maximum Taxi Weight and on the Maximum In-flight Weight. The Maximum Take -off Weight is the highest, the aircraft may weigh at the beginning of take-off run.
26	ATOW/ Actual Take-Off Weight (24 plus 10) it must not exceed lowest of A,B,C.
27	Trip Fuel (the planned/calculated fuel consumption from take-off to touchdown)
28	MLAW/ Maximum Landing Weight (set by the manufacturer): highest permitted weight for landing; reduced, where necessary, by runway dimensions/ contamination, auto-brake inoperative etc.
29	Allowed Traffic Load: weight capacity available for dead load and passengers for the respective flight.(Allowed weight for take-off (lowest of A,B,C) minus Operating Weight 11)
30	Underload (29 minus 22)
31	Box to enter Special Load Remarks like Equipment in Compartment (EIC), Passengers Available for Disembarkation (PAD) on board, HUM, AVIH, CGO etc.
32	Last-minute Change (LMC): Line separated into fields >Dest< (IATA 3-letter code of destination), >Specification< (passengers, baggage etc.), >Cpt< (compartment, for dead load), >plus/minus< (depending on if LMC onloaded or offloaded). >LMC Totak, when positive, must not exceed Underload 30

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33	The weight uploaded or offloaded from the aircraft.
34	>SI< (supplementary info): This section shall show the Estimated en-route time (EET), number of return-meal on board (if available), Name of pilot -in-command (PIC)
35	Name of agent completing the Load & Trim Sheet documentation
36	Signature of the pilot -in- command
37	Number of passengers in the respective trim sections 0a, Ob, Oc, Od
38	DOI/ Dry Operating Index : Index for the position of the centre of gravity at the Dry Operating Weight
39	Beginning point (DOI value) for trimming the distributed weights within the aircraft.
40	Influence of the load and passenger distribution on the centre of gravity
41	Fuel Index Correction (influence of the fuel on the centre of gravity) The "Fuel Index Correction" corresponding to the Take-Off Fuel 10 can be found in the „Fuel Index Correction Table"on the reverse side of the Load & Trim Sheet documentation.
42	Appropriate correction according fuel on the a/c.
43	MAC% at Take-Off Weight: Point of intersection of Loaded Index at Take-Off Weight (LITOW, vertical line) and Actual Take-Off Weight (horizontal line)
44	Loaded Index at Zero Fuel Weight
45	Fuel Index Correction Table

SAMPLE OF EDP (PADES) LOAD SHEET

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PEGASUS AIRLINES

LOADSHEET	PREPARED BY (1)	CHECKED BY (2)	APPROVED BY (3)	EDNO
ALL WEIGHTS IN KG	P. KAZAK	IPEK KOCER	F.AYDOST	1

FROM (4)	TO (5)	FLIGHT (6)	A/C REG (7)	VERSION (8)	CREW (9)	DATE (10)	TIME
ADB	SAW	PC115/23	TCADP	Y189	2/4	23/03/2012	06:00 Z

		WEIGHT	TRIM (13) (14)		(15)	(16)
LOAD IN COMPARTMENTS (11)		1320	H1/0	H2/376	H3/944	H4/0
PASSENGER/CABIN BAG (12)		12334	146/2/2 (17)	L	148+2 (18)	
TOTAL TRAFFIC LOAD (19)		13654				
DRY OPERATING WEIGHT (20)		42201				
ZERO FUEL WEIGHT	ACTUAL 55855	MAX 62731	L	ADJ		
TAKE OFF FUEL		5270				
TAKE OFF WEIGHT	ACTUAL 61125	MAX 75000		ADJ		
TRIP FUEL		2130				
LANDING WEIGHT	ACTUAL 58995	MAX 66360		ADJ		

BALANCE AND SEATING CONDITIONS (21)

DOI	44.11		
LIZFW	42.15	MACZFW	18.88
LITOW	44.74	MACTOW	19.93
LILAW	42.64	MACLAW	19.12

(22)

LAST MINUTE CHANGES (23)

DEST	SPEC	CL/CPT	+ - WEIGHT
SAW	2bag	H1	+40

FOR TRIM USE FMC OR FCOM V1

SEATING
A19.B55.C44.D30 (24)

UNDERLOAD BEFORE LMC (25) 6876 LMC TOTAL +40

LOAD MESSAGE AND CAPTAIN'S INFORMATION BEFORE LMC

TAXI FUEL 130
PAX WEIGHT USED M84 F84 C35 I0

(26) TRANSFER PAX -SAW.54/1/1.0.T944.3/944.PAX/55. TTL TRA BAG 58PCS

(27)
LDM
PC115/23.TCADP.Y189.2/4
-SAW.101/45/2/2.0.T1320.2/376.3/944.PAX/148.PAD/0
(28) SI .SAW .B/97/1320.C/0/0.M/0/0
EET:0053 (29)
01 WCHC
01 WEA LDD H/1

Figure 5-4: SAMPLE OF EDP (PADES) LOAD SHEET

Contents Of EDP Load & Trim Sheet

Table 5-3: ***Contents Of EDP Load & Trim Sheet***

1.	Name/signature of handling agent having prepared the Load & Trim Sheet
2.	Name/signature of handling agent having checked the Load & Trim Sheet
3.	Name/signature of the person having approved the Load & Trim Sheet
4.	Departing Airport
5.	Destination Airport
6.	Flight Number
7.	A/C registration
8.	A/C Seat Version (Configuration)

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9.	Number of cockpit/cabin crew
10.	Date of Departure
11.	Total Passengers on-board
12.	Total deadload in compartments
13.	Total weight in Compartment 01
14.	Total weight in Compartment 02
15.	Total weight in Compartment 03
16.	Total weight in Compartment 04
17.	Total Male/female/ child/ infant on board
18.	Total weight of passengers
19.	The sum of passenger and baggage weights
20.	Dry Operating Weight of the aircraft
21.	Dry-operating Index
22.	Actual MAC at take-off weight
23.	Last-Minute Changes (to be entered manually)
24.	Cabin Sections
25.	Remaining Load Capacity (Underload before LMC)
26.	Transfer/Transit pax and load detail
27.	Load Distribution on Aircraft (LDM)
28.	Supplementary Information
29.	Estimate Trip Duration (Estimated En-route Time)

5.6.12.4 Load Sheet Distribution

The Handling Agent shall ensure that one copy of the approved document will be taken by the PIC while the other one retains in the records of the station for minimum 3 (three) months and is destroyed thereafter.

Original: for the PIC

Copy 1: on board of the aircraft in the “Weight Control Folder’’ (o/h Cabin Crew Chief),

Copy 2: to the station trip file,

Copy 3: Airport Authority

Copy 4: Others

5.6.12.5 Load & Trim Sheet (Mass & Balance Document) Types

Ref. OM Part A Chapter 8.1.8 Mass and Centre of Gravity

Pegasus Airlines uses four types of mass and balance documents for internal operations:

(1) Manual system

(2) Computerized system via DCS

(3) PADES

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(4) Computerized system via EFB

5.6.12.6 Manual Load Sheet

OM PART A 8.1.8

The manual Load & Trim Sheet is prepared and/ or filled out in accordance with the sequential explanations as in below sample.

NOTE

For corrections, the wrong figures will be crossed out as single line and the correct figures will be entered in the spare box, next to or under the crossed-out box. Overwriting or erasing must be avoided.

NOTE

The Handling Agent shall ensure that one copy of the approved document will be taken by the PIC while the other one retains in the records of the station for minimum 3 (three) months and is destroyed thereafter.

Distribution: Method of distribution is stated on the document.

All stations fill out the Load sheet form according to Pegasus Airlines AHM565. Loading distribution chart and Load Sheet will be reached on online library doc.lib ("https://document.flypgs.com")

Manual load and trim sheets are prepared in accordance with TR-DGCA requirements and IATA standards by using the aircraft Weight and Balance Manual and Pegasus Airlines passengers' weights.

Turkish DGCA has approved the load and trim sheets.

The manual load and trim sheet are used at airports that are not equipped with the computerized system (DCS-departure control system). It is completed by qualified personnel at the handling company and controlled and approved by PIC.

5.6.12.7 EDP (DCS) Load & Trim Sheet (Computerized System Via DCS)

Computerized system load sheets are used at airports equipped with the DCS system. Pegasus Airlines prepares the AHM565-controlled information, in accordance with manual system, and sends the information to handling companies and DCS suppliers as electronic format (i.e. email) and publishes at online library, to load the DCS system.

The computer load-sheet is produced automatically by the DCS system after completion of check-in and is controlled and approved by PIC prior to takeoff. The computerized system output is quality controlled in periods not exceeding 6 months. The PIC must check the takeoff % MAC that is produced by the computerized system.

The PIC must check the takeoff % MAC that is produced by the computerized system.

The L&T sheet shall be prepared manually once a month and stored minimum 3 months seperatelly at all stations.

The EDP Load & Trim Sheet is produced as explained hereunder.

Following process must be followed while preparing a EDP load sheet.

(a) The responsible agent shall prepare all the pre-information (booked passenger, booked load, etc.) and shall enter this information to DCS related section (s) in order to get Estimated Zero Fuel Weight (EZFW). After entering this information, the responsible staff shall prepare a Loading Instruction Form and hand over the form to the Loading Team Leader.

(b) When the check-in is closed, the responsible staff takes the actual passenger count from passenger services and checks the loading if it is done according to the Loading Instruction Form. If so, the agent enters the actual data to DCS and signs the DCS load sheet.

(c) After signing the load sheet, the responsible agent hands over the load sheet to PIC for his / her approval. PIC shall use MAC values which are shown in the load sheet.

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(d) After the approval the responsible agent distributes the copies as shown in this chapter and store minimum 3 months.

5.6.12.8 PADES

OM PART A 8.1.8

PADES is Pegasus Airlines Weight and Balance System and only used at present stations after formal notification and confirmation of Pegasus Airlines Ground Operations Directorate. Approved stations' staff can only use PADES with their own username and password.

PADES is Pegasus Airlines Weight and Balance System and used for the production of computerized load-sheet at the stations that are confirmed by Ground Operation Directorate.

Pegasus Airlines Performance and Navigation Department keeps up-to-date the database of PADES.

The following steps apply to use PADES created load-sheet for the operations;

- The flight crew fills out the electronic Trip Info form on EFB and sends to PADES staff.
- The PADES staff receives the electronic Trip Info form and creates the load-sheet accordingly.
- After the creation of load-sheet a notification is sent to EFB automatically so that the flight crew updates the Load Sheet section under the Flight Report module to receive the created load-sheet.
- The PIC checks the load-sheet and approves by his/her electronic signature.

All communication between PADES and EFB is provided by wireless internet connection. Therefore an active internet connection is required for the system to work properly.

In the case of LMC is required before or after approving the loads-sheet pilot can make the proper adjustments on the load-sheet and the PIC approves it again.

One or more version of load-sheet may be created from PADES. When pilot updates the Load Sheet section at any time he/she receives the most recently created version of the load-sheet.(*See also EFB applications, PG-PN-EK-001, PG-AH-TL-037)

- SMARTGO/PADES integration for all ground handling services which using Pegasus Airlines' load and balance system (PADES) ; the ground staff who responsible for the load plan and the loadsheet preparation/control, confirmation from the system that it is being controlled before sending the loadsheet which prepared in the PADES system to the EFB system for the approval of the captain.

> **NOTE**
> If load-sheet is not checked by the authorized ground staff via SMART-GO, load sheet can not be displayed on EFB

**See details PG-BD-TL-003- SMART-GO LOADSHEET CHECKED-BY PROCESS

5.6.12.9 Computerized System Filled Manually From EFB (Electronic Flight Bag) By Flight Crew

(Ref: Pegasus EFB Policy And Procedures Manual (Ppm) PG-PN-EK-001, Instructions - PG-AH-TL- 037).

A stand-alone computerized mass and balance system may be a computer, either as a part of an electronic flight bag (EFB) system or solely dedicated to mass and balance purposes, requiring input from the user, in order to generate mass and balance data as an output.

Computerized system via EFB is used in case no qualified ground personal is available or DCS system not approved/available at the station. EFB weight and balance module is approved by Turkish DGCA and controlled by EFB admin.

There are two methods by which the load-sheet produced from EFB is created and stored.

(a) The required input data is entered in the Weight & Balance module of EFB and load-sheet is created in electronic format. The results are copied into the paper EDP load-sheet form and signed by first

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officer. Form is checked and approved by commander. Commander shall make sure that all values are correct.

(b) The required input data is entered in the Weight & Balance module of EFB and load-sheet is created in electronic format. The flight crew submits the electronic load-sheet and it is transferred to the Load Sheet section under the Flight Report module of EFB. The Commander updates Load Sheet section in order to receive the transferred load-sheet. Commander checks the load-sheet and approves by his/her electronic signature. An active internet connection is required for the system to work properly.

The %MAC deviations (ΔZFW and ΔTOW) between the manual and computerized systems must be less than %2 MAC.

The management of software and database are set in Cloud as you see in the figure below. There is a tracking system between users and the admin. Pegasus EFB system is an integrated solution of mixed fleet (Boeing and Airbus aircraft types) construction with these features.

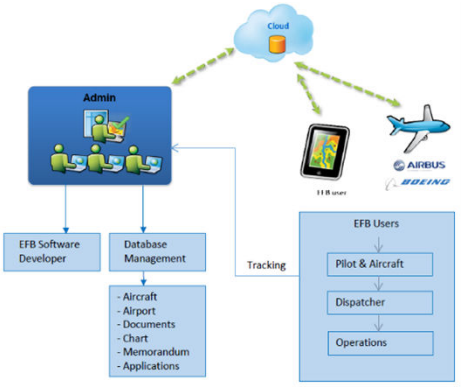


Figure 5-5: Computerized System Filled Manually From EFB

Vice Presidency - Performance and Navigation authorized GHSP-load controller.

Weight and Balance (WB) section is prepared for electronical “Load and Trim Sheet (LTS)”. Electronic Load Sheets are produced in IATA-AHM517 format but, Load Sheets could not printed in aircraft. So, they can use as:

(1) To check the LTSs produced by ground services,

(2) To do the ideal loading calculation,

(3) To do the trim calculations in stations that LTS cannot be prepared (for example Russian airports).

The Load Sheets that prepared by the software could be used to enter the data to empty printed Load Sheets manually, (*see PG-PN-EK-001, 4.6.8) The weight and balance module has been developed to produce and control electronic load and trim sheets. With this module; fuel, passenger and baggage/cargo information can be entered in the appropriate format and can be calculated. When the calculate button is pressed, the envelope is seen and an electronic load and trim sheet can be created.

When preparing weight and balance forms with PADES; passenger and baggage information from DCS, cargo weight entered into the FCC system by Cargo Department (final figure including revisions are entered by Load Controller via PADES) and DOW / DOI value, flight team version, Catering information, MALTOW, MALW and fuel Information is used.

When the weight and balance form is prepared, it is sent directly to the plane in electronic environment.

No matter which application is open in the Pilot EFB, there is a warning appears at the right up side of the screen when the weight and balance form or flight plan comes. It will close when the warning box on the screen is touched. If the pilot does not close it, it closes automatically after a while. Meanwhile, in the Load Sheet section of the Flight Report section, the EDNO of the weight and balance form is seen in the red circle. When you enter the Load Sheet tab, this warning appears on the left side of “Update” button. The pilot can take the weight and balance form to the screen by pressing the “Update” button.

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After the weight and balance form is taken, the LMCs up to 200 kg are filled by the pilot with the LMC button in the left column and added with the “Add” button. When the LMC operation is completed, the “Confirm” button is used to load the Load Sheet and update the weights.

Once the procedures on the weight and balance form are completed, the Captain can approve the Load Sheet. When PIC press the “APPROVE” button on the left column, the signature page will be opened as shown in the picture on the right. The signature page is signed with a finger or tablet caliper and confirmed.

This signature, which the Captain signs, is pasted on Load Sheet and saved in the system. The PADES officer monitors the receipt of the Load Sheet, signing and approve processes from the screen.

For signature security *see PG-PN-EK-001.

The Captain will see his name in the signature window popped up to approve the Load Sheet and assign his signature. (AMC 20-25 Sec 7.10)

NOTE

If the internet connection is not available, Trip Info and the weight and balance form can not be sent electronically, the weight and balance form will be used as paper output.

As seen on the figure below, electronic Load sheets are produced in IATA-AHM517 format. If needed all the data on the electronic Load sheet can be used by writing them on the printed Load sheet.

Manual load sheets may be downloaded through doc.lib in case of need, *See Chapter 5..7.3.4

```
LOADSHEET           PREPARED BY    CHECKED BY     APPROVED BY       EDNO
ALL WEIGHTS IN KG   M. KIZILTUG

FROM/TO   FLIGHT  A/C-REG   A/C TYPE  VERSION   CREW     DATE      TIME
ADA AYT   PC3600  TC-CPL    B737-800  189Y      2/4      20/03/18  12:09Z

                              WEIGHT         DISTRIBUTION
LOAD IN COMPARTMENTS          3300           H1/0 H2/1467 H3/1833 H4/0
PASSENGER/CABIN BAG           14565          115/59/9/3 TTL 189+3
*****************************************************************************
TOTAL TRAFFIC LOAD       17865
DRY OPERATING WEIGHT     41971
ZERO FUEL WEIGHT ACTUAL  59836          MAX  62731      L       ADJ
TAKE OFF FUEL             8000
TAKE OFF WEIGHT ACTUAL   67836          MAX  79000              ADJ
TRIP FUEL                 5000
LANDING WEIGHT ACTUAL    62836          MAX  66360              ADJ
                                      ***************************************
BALANCE AND SEATING CONDITIONS        *           LAST MINUTE CHANGES
DOI     44.15                         *  DEST    SPEC      CL/CPT    ± WEIGHT
LIZFW   48.23  MACZFW  21.24          *
LITOW   57.33  MACTOW  24.11          *
LILAW   48.63  MACLAW  21.32          *
                                      *
FOR IRIM USE FMC OR FCOM V1           *
                                      *
SEATING                               *
A27.B60.C48.D48                       *
                                      *
UNDERLOAD              2595           *
*****************************************************************************
LOAD MESSAGE AND CAPTAIN'S INFORMATION
TAXI FUEL    200
PAX WEIGHT USED M 88 F 70 C 35 I 0

LDM
PC3600/20.TCCPL.189Y.2/4
-AYT.115/59/9/3.0.TO.2/1467.3/1833.PAX/183.CHC/0
SI
.AYT .B/3300.C/0

END OF LOADSHEET
```

Figure 5-6: Electronic Load sheets

5.6.12.10 Contents Of Load & Trim Sheet

Ref. OM Part A Chapter 8.1.8.2.1

The Load Sheet shall contain the following information:

- Airplane registration and type

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- Flight identification number and date
- Identity of the Commander
- Identity of the person who prepared the document
- Dry operating mass and the corresponding CG of the airplane
- Mass of the fuel at take-off and the mass of trip fuel
- Mass of consumables other than fuel
- Components of the load including passengers, baggage, cargo and ballast
- Take-off mass, landing mass and zero fuel mass
- Load distribution
- Applicable airplane CG positions
- Limiting Mass and CG Values

5.6.12.11 Definition Of Terms And Abbreviations On The Load & Trim Sheet Maximum Weight

Ref. OM Part A Chapter 8.1.8.1

Calculation of Estimated Zero-Fuel-Weight

Zero fuel weight calculation for charter/schedule flights a weight of actual standart weights kg per passenger and actual baggage weights shall be used, based on Male/Female passengers.

Passenger Distribution

The number of passengers (without infant) in the respective cabin section according to the actual passenger seating must be filled in the load and trim sheet.

Distribution Charts

Ref. OM Part A Chapter 1.6.2.7Use of Load and Trim Sheet

(a) The Load and Trim Sheet will be completed in triplicate for each departure.

(b) The Load and Trim Sheet indicates the influence of the load distribution on the aircraft CG. It serves the purpose of ensuring safe balance conditions as well as determining the CG position at take off.

(c) The basis for determination of the CG is the “Dry Operating Index” (DOI). The different scales for compartments and passengers will give influences of load distribution on the index movement.

(d) According to aircraft and seating version the applicable Load and Trim must be completed in five copies for each departure in conjunction with the Load Sheet and will be distributed as follows:

Original: for the Pilot in Commander,

Copy 1: on board of the aircraft in the “Weight Control Folder’’ (o/h Cabin Crew Chief),

Copy 2: to the station trip file,

Copy 3: Airport Authority

Copy 4: Others

Maximum Weight: Before a new aircraft type is certified for operation, the manufacturer determines limitations, which must be observed by the operator. The limitations are established by means of comprehensive tests including crack tests, fatigue tests and in-flight tests.

Maximum Taxi Weight: This maximum weight is a structural limit, influenced by the strength of the main landing and nose gear including the maxima for the tires of the gears. The maximum Taxi Weight describes the weight after fueling, loading and boarding of the passengers and before engine start up.

Maximum In-flight Weight: This maximum weight is a structural limit influenced by the power of the engines and the Lift off produced by the wings. Also the wing root structure limits the maximum to a certain

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extent. The maximum in-flight weight is the highest the aircraft may weigh, when influence of force is on the wing-root and engine thrust force.

Maximum Take-off Weight (MTOW): This maximum weight is established by the operator, not by the manufacturer. It is based on the Maximum Taxi Weight and on the Maximum In-flight Weight. Under standard conditions, i.e. normal taxi fuel, the two above-mentioned maximum weights shall not be considered for the determination of the Maximum Take-off Weight for the Load & Trim Sheet. The Maximum Take-off Weight is the highest, the aircraft may weigh at the beginning of take-off run.

This weight may be reduced due to meteorological influences e.g. water on the runway slope, percentage of engine utilization, etc.

Maximum Zero Fuel Weight (MZFW): This maximum weight is a structural limit influenced by the strength of the wing roots. The Maximum Zero Fuel Weight is the highest; the aircraft may weigh in a load condition, but with the fuel tanks empty.

Maximum Landing Weight (MLAW): This maximum weight is a structural weight influenced by the strength of the main landing and nose gear including the maximums for the tires of the gears. The Maximum Landing Weight is the highest, the aircraft may weigh, when touching down after a flight. It is considered, that the aircraft may not touch down with all landing gears at the same time. The Load & Trim Sheet considers the limits of the MZFW, MTOW, and MLAW.

Dry Operating Weight (DOW): DOW is defined as the weight of the equipped aircraft including crew and their baggage, cabin equipment such as pantry and toilets supplies as well as standard quantities of oil and water except usable fuel, traffic load and overwater flight equipment (refer to Pegasus Airlines AHM565-updated AHM565 is available at "https://document.flypgs.com"

Dry Operating Index (DOI): DOI is an index for the position of the center of gravity of the aircraft at DOW (refer to Pegasus Airlines AHM565-updated AHM565 is available at "https://document.flypgs.com")

Operating Weight: Operating weight is obtained by DRY OPERATING WEIGHT + TAKE OFF FUEL

Take-off Weight (TOW): TOW is the actual weight of the fully equipped and loaded aircraft at take-off.

5.6.12.12 Abbreviations On The Load & Trim Sheet

Ref: IATA AHM 510

AOG Aircraft spare parts required for aircraft on ground; followed by their loading position, e.g. AOG/1

ATOW Actual Take-off Weight

AVI Live animals; followed by their loading position, e.g. AVI/1

B Baggage

BED Installed stretcher; followed by the total number of seats blocked by the stretcher, the number of passengers (incl. invalid) traveling on these seats, e.g. BED/9/2 [Not Applicable for current PEGASUS AIRLINES Aircrafts]

BEH Stretcher in hold; followed by its loading position and weight, e.g. BEH/4/40 [Not Applicable for current PEGASUS AIRLINES Aircrafts]

CAB Cabin

CH Child

CKPT Cockpit

COM Company mail; followed by its loading position and weight, e.g. COM/1/15 CPT/ Compartment

CSU Catering Service Unit in compartment; followed by its loading position and weight, e.g. CSU/1/80

DEST Destination

DGR Dangerous Goods Regulations

DHC Deadheading Crew .DHC/1

DIP Diplomatic Mail / Diplomatic Cargo .DIP/1/4

DOI Dry operating Index

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DOW Dry operating Weight

EAT Foodstuffs / eatable materials for human or animal consumption; followed by its loading position eg. EAT/1/55

EET Estimated En-route Time

EIC Equipment in compartment; followed by its loading position and weight, e.g. EIC/1/30

F Female

FKT Flight Kit .FKT/1/75

FWD Forward.

GRP Group

HEA Heavy (bulky) cargo items of 150 kg or more compartment; followed by its loading position and weight, e.g. The max. for HEA is 160kgs. HEA/1/160

HUM Human remains in coffins; followed by its loading position and weight; e.g. HUM/1/86

I Infant

ICE Dry ice; followed by its loading position, eg. ICE/1

LMC Last-Minute Change

M Male

MAC Mean Aerodynamic Chord

MAG Magnetized materials; followed by its loading position, e.g. MAG/4

MZFW Maximum Zero Fuel Weight

MTOW Maximum Take-off Weight

MLAW Maximum Landing Weight

NIL No items listed

NOTOC Notification to the Commander

PAD Passenger available for disembarkation

PAX Passenger

PEF/PER Perishable cargo (plants & plant products), followed by its loading position, e.g.PEF/1 for eatable plant products (vegetables & fruits) to be used with the code EAT, e.g. PEF/EAT/4

PEM Perishable cargo (meat & meat products); followed by its loading position, e.g. PEM/4

PES Perishable cargo (fish & seafood), followed by its loading position, e.g. PES/4

PIC Pilot -in- Command

RCL Cryogenic Liquids; followed by its loading position, eg. RCL/41

RCM Corrosive; followed by its loading position, e.g. RCM/11

RFG Flammable Compressed Gas; followed by its loading position, e.g. RFG/43

RFL Flammable Liquid; followed by its loading position, e.g. RFL/43

RFS Flammable Solid; followed by its loading position, e.g. RFS/43

RFW Dangerous when wet: followed by its loading position, e.g. RFW/43

RIS Infectious Substance; followed by its loading position, e.g. RIS/43

RMOB Return Meal on Board

RNG Non-Flammable Compressed Gas; followed by its loading position, e.g. RNG/41

ROP Organic Peroxide; followed by its loading position, e.g. ROP/41

ROX Oxidizer; followed by its loading position, e.g. ROX/41

RPB Toxic; followed by its loading position, e.g. RPB/41

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RPG Toxic Gas; followed by its loading position, e.g. RPG/41

RSB Polystyrene Beads; followed by its loading position and weight, e.g. RSB/1/15

RSC Spontaneously Combustible; followed by its loading position, e.g. RSC/41

RXS Explosive 1.4 S; followed by its loading position, e.g. RXS/41

SI Supplementary Information

TOW Take-off Weight

ZFW Zero-fuel Weight

5.6.12.13 Acceptance Priority

Ref. OM Part A Chapter 8.2.

The following priority sequence for acceptance of passengers and load shall be adhered to:

(1) Booked revenue passengers requiring special service:

- The passengers requiring special attention to, all PRM (UM, INAD, DEPU, DEPA, PETC, WCHR, BLND, DEAF, MUTE etc...)
- Families with children, infants
- Transit and Transfer passengers
- Group passengers
- Passenger with AVIH

(2) Other passengers holding revenue ticket with "OK" booking for this flight and their bags.

(3) Duty Pass Crew Members-Deadhead Crew

(4) Checked Baggage

(5) Booked Revenue Cargo

(6) Rush baggage

(7) Co-mat (AOG parts has high level priority, it's evaluated particularly)

(8) Un-booked revenue passengers: Passengers holding revenue ticket without "OK" booking for this flight and their bags.

5.6.13 Remote Load Control

Remote Load Control is the process of performing the load planning task and/or weight and balance calculation task for a departing flight in a location away from the departure station.

(a) The key roles of remote load control are:

(1) To perform the load planning task.

(2) To compute the weight and balance calculation task in liaison with the departure station.

(b) The key roles of the departure station are:

(1) To supervise aircraft loading and unloading as defined in 4.15.1.

(2) To communicate to the remote load control any discrepancies and/or deviations during the loading/unloading process.

(3) To report final loading of the aircraft to the remote load control.

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Information exchange is essential for a safe remote load control process. Data shall be transmitted between the remote Load Control, departure station and flight crew either directly or indirectly, using predetermined means of communication as established within GOM.

Agreed and declared stations applies in scope of CLC (Centralized Load-Sheet Center) project on Pegasus operations.

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5.7 POST-DEPARTURE ACTIVITIES AND MESSAGES TASK

- Deliver load&sheets, passenger manifest etc..to the authorities
- Send all post-departure messages and any other relevant messages pertaining to flight handling to the concerning stations which are agreed previously within SGHA.
- Set and archive flight/trip file

Such messages which are produced and delivered in accordance with respective IATA AHM (Ref: IATA AHM 583, 780, 781 etc...) chapters and GOM Chapter 6 may include, but are not limited to:

(a) Load Departure Message (LDM)

(b) Departure Movement (MVT)

A flight (Trip) file shall be maintained for each departing flight in a secure location according to local regulations and "GOM Chapter 5".

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5.8 LOAD CONTROL TASK RESPONSIBILITY

The responsibilities of persons performing the Load Control task may vary depending on the organizational set up. It is recommended that:

(a) The load planning task and weight and balance calculation task may be performed by the same person. The person performing these two tasks should not combine with the responsibility for aircraft loading and unloading supervision task.

(b) The aircraft loading and unloading supervision task, the weight and balance calculation task and the post-departure message task may all be performed by the same person. However the person performing these three tasks should not include the responsibility for the load planning task as well.,

(c) At a station where ACARS is used, finalization of the weight and balance calculation task actions may differ.

(d) When Load Control processes are centralized, the person performing aircraft loading and the supervision task is charged with transmitting all final data to the remote control center.

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5.9 AIRCRAFT SUPERVISOR ROLE

(GRH 3.2.1)

Aircraft dispatch involves the planning, co-ordination and post departure reconciliation of a flight. The Aircraft Supervisor shall:

Organise the aircraft turnround and ensure that the various activities are safely and promptly performed.

Record key timings (local processes apply), including any events impacting On Time Performance.

Issue Loading Instruction Report prior to commencement of loading. Ensure that the completed Loading Report is reconciled exactly with the aircraft Load Sheet and Loading instruction.

Ensure that the baggage and Cargo load is fully reconciled and secured prior to push back.

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5.10 CONTROL SYSTEM

- Pegasus Airlines Performance and Navigation Department shall check and approve TEST Load and Trim sheets and PADES every 6 months in a year by comparing with manuel load & trim sheet and stores the related documents for 2 years period except AHM565 is revised. In case AHM565 is revised PADES is automatically updated by Performance and Navigation Department and TEST Load and Trim sheets are checked and approved accordingly.
- Pegasus Airlines shall advise all changes and updates regarding with the PADES according to the distribution process.
- Weight and balance updates are made according to PG-PN-PR-003 Efb Administrator Procedure 5.1.1

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5.11 CONTROL OF RECORDS & DOCUMENTS

(GRH 1.5.1) (GRH 1.7.1) (GRH 3.3.4)

(In accordance with Regulation (EU) No 965/2012 CAT.POL.MAB.105 Mass and balance data and documentation, IATA AHM 590)

5.11.1 Information To Be Exchanged Between Head Offices

All current Weight and Balance data pertaining to aircraft weight and balance calculations transfer between Pegasus and Departure Control System provider (EDP Load Sheet Suppliers) is managed by Pegasus Performance and Navigation Department. External EDP Load Sheet Suppliers are informed by means of e-mail by Pegasus Performance and Navigation Department directly. Pegasus own system PADES is set and maintained by also Performance and Navigation Department who uploads the data to COMPLY365.

All data pertaining to aircraft weight and balance calculations are communicated to the person in handling company charged with the load planning task by Pegasus Operational Compliance and Documentation Team ("ground.doc@flypgs.com") through doc.lib.

See: PG-KU-PR-008, PG-DO-TL-001 for COMPLY365 and doc.lib management.

A written transmission is always used. Confirmation that the receiving party has acknowledged the changes are accessible via COMPLY365, doc.lib and e-mail. Records of entire communication history is traceable via COMPLY365, doc.lib and e-mail indefinitely and may be checked with any flight file.

AHM565, Load & Trim Sheets, Loading Instructions Forms for B737 and Airbus Family operations, are published through Pegasus electronic library doc.lib "https://document.flypgs.com" for external users and COMPLY365 for internal users. Full instructions regarding the use and validity of the Data will be contained within this document. (For username and password to access the doc.lib please contact "ground.doc@flypgs.com" and/or "area.audıtors@flypgs.com".

Pegasus Airlines Contacts for any data accessibility issue, test load sheet, revisions on load controling:

Ground Operations e-mail	"GROUND.DOC@flypgs.com" "AREA.AUDITORS@flypgs.com"
Performance and Navigation Department e-mail	"AHM565@flypgs.com"
Ground Operations for manual document requests	"stationery.request@flypgs.com"
Electronic Document Library for internal users: COMPLY365	See: PG-KU-PR-008
Electronic Document Library for external users: doc.lib	"https://document.flypgs.com/"

Also "GROUNDTRAINING@flypgs.com" can be accessible for further questions about the training issues.

The data content and terminology for documents reports and messages are defined within GOM and OM PART A.

The person issuing the Load Sheet shall accurately reflect all received data on documents, reports and messages produced for each flight, as per AHM590.

Relevant documents shall be manually or electronically issued and signed as per operator and regulatory requirements.

Specified documents shall be retained.

Ground handling service providers are responsible to follow the current Pegasus Airlines Load Control data (AHM565,Load & Trim Sheet...) and notifications.

5.11.2 Records

(GRH 3.3.7) (GRH 3.3.5)

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- Operational load control records of each specific flight shall be retained and accessible for a period in accordance with applicable local regulations but not less than three months under the control of departure station. Electronic retention is acceptable.The Flight File must contain:
- Movement messages (MVT) for arrival and departure as appropriate
- Dispatch Release RECORDS (where requested)
- Final Load & Trim Sheet including LMC, signed by PIC
- LDM
- Trip Info Sheet
- Final Loading Instruction Report Form (LIR) signed by the responsible persons.
- Copy of Cargo Manifest (where cargo carried)
- Airway Bill
- NOTOC (Notification to Captain) (when applicable).
- Shipper Declaration
- Co-mail/Co-mat Form
- General Declaration,
- Fuel figures confirmation (when applicable).
- The following items must also be retained on station, although may be filed separately from the above. Retention period is 3 months unless stated otherwise: Passenger manifest, Crew Information Sheet/PIL and/or all special passenger informations like PRM etc.

5.11.3 Dispatch Record And Flight Delay Reporting

The Dispatch Record is an essential source of information and must contain information necessary to resolve disputes or establish the cause of any delay.

When the Dispatcher allocates delay reasons it is important they identify the specific reason(s) a flight was late

Pegasus Airlines needs accurate delay reporting in order to collect Data which will facilitate identification of trends or areas requiring improvement.

It is important to communicate and agree the delay reasons with the Flight Crew before departure. If agreement is not achievable before departure and is likely to lead to further delay, it is recommended that each party allocates their delay reason(s) whilst taking note of the reason(s) suggested by the other party. Detailed Delay information must be sent to GCC by handling company.

5.11.4 Documents Deliverance To Aircraft By Load Controller

Ref. OM Part A 8.2.2.17

- Load Sheet, (Mass and balance documentation)
- Flight plan
- Appropriate meteorological information
- Appropriate NOTAM/AIS briefing documentation
- General Declaration
- NOTOC, (if necessary)
- Cargo Manifest, (if there is cargo)

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- Airway Bill, (if there is cargo)
- Co-mail, Co-mat Form, (if there is co-mail/co-mat)
- Weapon delivery form (only domestic flights in Turkey)

End of Section

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6 MANAGEMENT & ORGANIZATION

6.1 ORGANIZATION & RESPONSIBILITIES

6.1.1 Organization Chart of “Pegasus Airlines”

See all Pegasus Airlines Organization Charts through the following link:

See always PG-IK-BK-001 for the current and detailed Board of Directors through COMPLY365

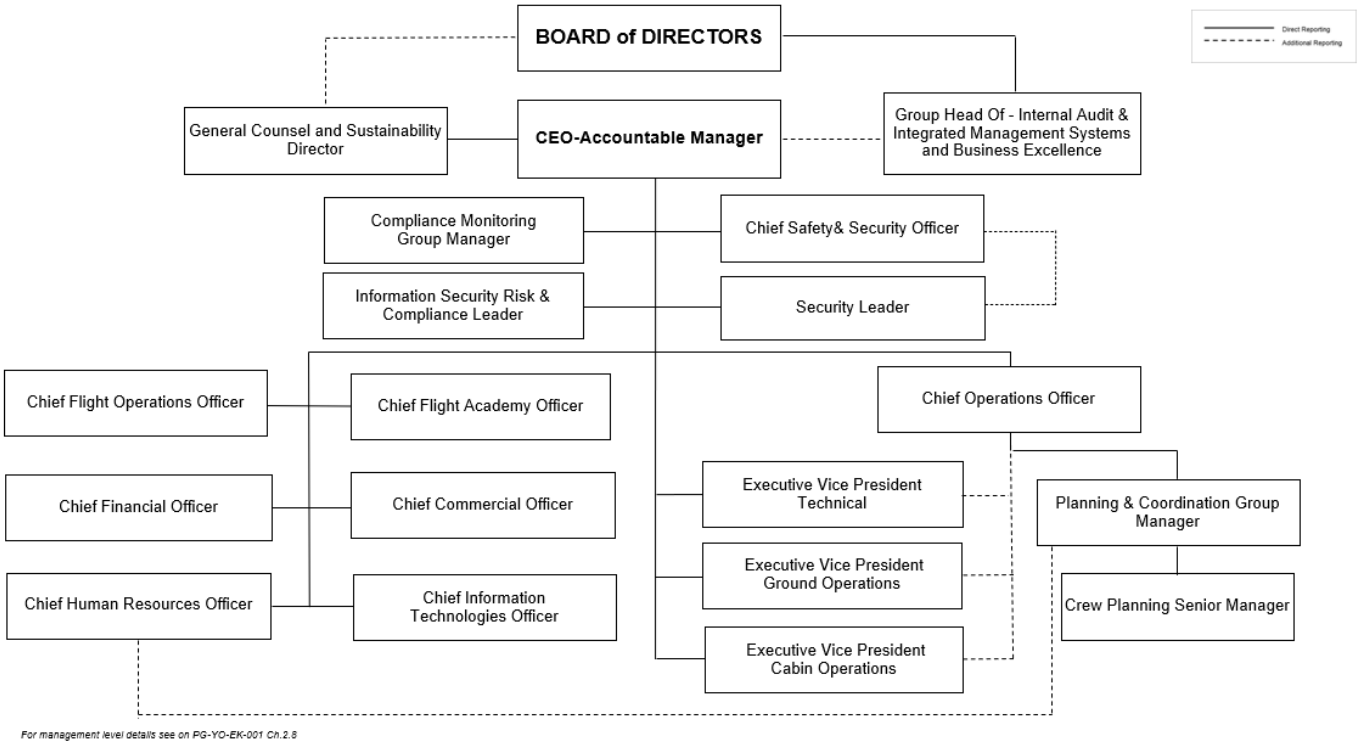


Figure 6-1: Organization Chart of “Pegasus Airlines”

ACCOUNTABLE MANAGER

(ACM) [ORO.GEN.210, AMC1 ORA.GEN.210 (A), GM1 ORA.GEN.210 (A)]

The Accountable Manager is the senior manager within the Operators organization who is ultimately accountable to the Authority for maintaining safety standards required by Regulations and additional standards specified by the Operator. The Accountable Manager is required by TDGCA and EASA to be acceptable to the Authority. The Authority will normally arrange a meeting with the Accountable Manager in order to discuss any issues associated with the safety management of the operation.

Within the Pegasus organization, the role of the Accountable Manager has been assigned to the Chief Executive Officer. The Accountable Manager is ultimately responsible for the overall supervision, organization and administration of all departments. Nominated Persons, Safety & Emergency Response, Compliance Monitoring and Aviation Security responsible persons have all direct access to the Accountable Manager.

The particular responsibilities of the Accountable Manager are defined in the PG-KU-EK-001 Compliance Monitoring Manual chapter 1.6.5 and job description.

If required, the Accountable Manager may delegate a part of his/her responsibilities in accordance with limits defined in the approved manuals.

SENIOR MANAGEMENT LEVEL

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Senior Management Persons (who are enlisted below) are approved by DGCA-TR in compliance with SHY-6A and 965/2012 (Nominated Persons) ORO.GEN.210, ORO.AOC.135, AMC1-2 ORO.AOC.135 (a), GM 1-2 ORO.AOC.135 (a)

MANAGEMENT LEVEL

Organization chart and reporting lines are shown below Management Level Personnel are approved by DGCA-TR (except cargo manager) in compliance with SHY-6A.The Management Level positions are essential to the company's mission and goals, though they have less responsibility, decisionmaking and accountability than senior managers.

NON-MANAGEMENT LEVEL

All positions (include department head) excluding Accountable Manager, Senior Management and Management levels are considered as non-Management persons. Non-management persons are responsible for their own performance within the Pegasus organization. The duties and responsibilities of each of these roles are contained in the Job Descriptions held by the HR Department. The senior management, management and non-management level positions Compliance Monitoring, Safety (SMS) and Security (SeMS) responsibilities in organization are defined Corporate Manuel Ch. 2.9- 2.10.-11.

6.1.1.1 Responsible Personnel For Management And Nominated Persons

(ORO.GEN.210 / ORO.AOC.135/ AMC1-2, GM 1-2 ORO.AOC.135 (a)) (FLT 1.3.1, FLT 1.3.2, FLT 1.3.3)

This section mentions the names, the functions and deputies of the CEO and the nominated persons for flight operations, maintenance system, crew training and ground operations acceptable to the authority as required by TR-DGCA and EASA. In the absence of a nominated person, his deputy ensures continuity of supervision.

In the event of any absence of a nominated person, he shall advise all other nominated persons, approved persons and other managers (as applicable) of the planned absence and the individual to whom his responsibilities have been delegated according to PG-YO-YN-011 Delegation Regulation.

NOMINATED PERSONS' SAFETY RISK TOLERABILITY AND RISK ACCEPTANCE

Nominated Persons, in accordance with Air Operations ORO.AOC.135, are those senior managers charged with statutory responsibilities for the conduct of safe operations and maintenance activities. Reporting directly to the Accountable Executive, each Nominated Person is responsible for all of the activities in their department and has the freedom to act and make decisions on behalf of the Accountable Executive to ensure safe, compliant and cost-effective operations and maintenance functions.

Safety responsibilities including the authority to make decisions regarding risk tolerability and ensuring operations are conducted in accordance with applicable regulations and standards are specified in job description cards (refer to chapter 6.1.1).

For further information to determine the tolerability of the safety risks in related area of operations refer to PG-EM-EK-001 Chapter 4.10 Organizational Implementation of the Process.

The following table gives functions, names and deputies of nominated persons in Pegasus Airlines.

RESPONSIBLE PERSONNEL FOR MANAGEMENT

Table 6-1: RESPONSIBLE PERSONNEL FOR MANAGEMENT

FUNCTION	RESPONSIBLE MANAGER	DEPUTY
Accountable Manager (CEO)	Güliz Öztürk	Cpt. Gençer Karatepe Mahmut Barbaros Kubatoğlu
Chief Operations Office	Ergün Demirci	Tahsin İstanbullu Boğaç Uğurluteğin Ersel Geyik

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Chief Flight Operations Office	Cpt. Gençer Karatepe	Cpt. Serkan Kılıç Cpt. İlker Dimrilli Cpt. Hakan Evci Duygu Tabay
Chief Flight Academy Office	Cpt. Yavuz Selim Özmen	Cpt. Korhan Çelik Cpt. Ayhan Tunçay Cpt. Ömer Sinan Derya Şimşek
Chief Safety and Security Office	Cpt. Murat Tünay	Cpt. Tulga Yiğiter Cpt. Barış Şahin
Compliance Monitoring Department	Onur Öztuna	Ebru Gökçin Kizilkaya
Aviation Security Department	Tayfun Bora	Kemal Kutlu
Executive Vice Presidency - Cabin Operation	Ersel Geyik	Cenk Durmuşlu Hande Dilmen Duyar
Executive Vice Presidency - Ground Operations	Boğaç Uğurluteğin	Mustafa Yavaşoğlu
Executive Vice Presidency - Technical	Tahsin İstanbullu	Kerem Ağartan Tarık Kızıltepe
Crew Planning Department	Murat Hasanusta	Abdul Kaan Çakar Ömür Aydeniz İbrahim Önen Cengiz Can Gümüş
Cabin Training Department	Derya Şimşek	Şaziye Banu Çirpan

NOMINATED PERSONS

Table 6-2: NOMINATED PERSONS

FUNCTION	HOLDER	DEPUTY
Chief Flight Operations Office	Cpt. Gençer Karatepe	Cpt. Serkan Kılıç Cpt. İlker Dimrilli Cpt. Hakan Evci Duygu Tabay
Chief Flight Academy Office	Cpt. Yavuz Selim Özmen	Cpt. Korhan Çelik Cpt. Ayhan Tunçay Cpt. Ömer Sinan Derya Şimşek
Executive Vice Presidency - Technical	Tahsin İstanbullu	Tarık Kızıltepe Kerem Ağartan
Executive Vice Presidency - Ground Operations	Boğaç Uğurluteğin	Mustafa Yavaşoğlu

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The main functions of the management are:

(a) Determination of the operator's flight safety policy and security policy;

(b) Allocation of responsibilities, duties, and issuing instructions to individuals, sufficient for implementation of Pegasus Airlines policy and the maintenance of safety and security standards;

(c) Monitoring of flight safety and security standards;

(d) Recording and analysis of any deviations from Pegasus Airlines standards in respect to: "Passenger Comfort, Timetable Efficiency and Economy" and ensuring corrective action;

(e) Evaluating the safety record of the Pegasus Airlines in order to avoid the development of undesirable trends;

(f) Compliance monitoring;

(g) and Liaison with the Authority.

CEO- General Manager- Accountable Manager

(1) TITLE

CEO- General Manager- Accountable Manager

(2) CAREER BAND

Management

(3) FUNCTION

CEO Office

(4) UNIT GROUP

CEO Office

(5) UNIT

CEO Office

(6) MANAGER

Chairman

(7) ROLE DEFINITION

SHY 6A, SHT-6AF, SHT OPS, EC 965/2012 PART ORO.AOC.100(C) (3), ORA.GEN.200, ORA.GEN.210, ARO.GEN.305, ICAO Doc. 9859, IOSA ORG 1.1.2, 1.3.3, SHY-CA, SHT-145 145.A.30, SHT-CAM, Part-CAMO CAMO.A.305 ORO.GEN.210.

The Accountable Manager has by virtue of position the corporate authority and responsibility, and thus is accountable for ensuring within all operational areas:

- Irrespective of other functions, establishing, implementing, and maintaining safety, security, compliance monitoring and quality management systems.
- The allocation of resources necessary to manage safety risks and security threats to aircraft operations and their required maintenance activities.
- Operations are conducted in accordance with conditions and restrictions of the Air Operator Certificate and in compliance with applicable regulations and standards required by DGCA-TR and other authorities (i.e. foreign authorities, environmental protection etc.). Lead Pegasus for sustainable profitable growth with a transformational change while ensuring the safety standards for both customers and employees and has the corporate authority for ensuring that all operations and maintenance activities can be financed and carried out to the required standards by the DGCA-TR.

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- Liaison (on behalf of the Company) with regulatory authorities, original equipment manufacturers (OEM) and other operational internal/external entities.

(8) AUTHORITY, ACCOUNTABILITIES and RESPONSIBILITIES To be responsible for managing Pegasus Airlines organization under the terms of SHY 6A, SHT OPS, SHT UYUMLULUK İZLEME TALİMATI, EASA Air Operations Regulation 965/2012, EASA Air Crew Regulation 1178/2011, EASA TCO - Third Country Operators Regulation 452/2014, SHY-CA, SHT-CAM, Part-M, Part-CAMO, SHT-145/Part-145, SHT-66/ Part-66, SHT-147/Part-147, ISO 9001, 14001, 45001, 27001, IOSA ISARPS and Company Procedures.

- To be responsible that Pegasus operates in accordance with AOC, Operations Specifications, CAMO, ATO, AMO, AMTO Approvals, Authorizations, Certifications and statutory, regulatory requirements and standards where operations are carried out.
- To be responsible for leading the development and execution of the Company's long-term strategy with a view to create shareholder value.
- To lead overall organization with strong coordination role.
- To oversee alignment between strategic priorities and resource allocation, and ensure consistent, transparent and well-supported decision-making when considering new or difficult programming and operational opportunities, and expenditures.
- To oversee budget, income statement, balance sheet and cash flow statement.
- To define and execute strategic initiatives; deliver on key elements of business, operation and financial strategy.
- To maintain an effective and transparent dialogue with Board and investors.
- To lead organizational transformation and consolidate leadership team
- To simplify organization and governance structure
- To review and revise compensation and performance management systems
- To prioritize attracting/retaining/investing in top talent and developing people
- To create a high-performance culture at Pegasus
- To manage senior level government and regulative body relations
- To be responsible for presenting the information in the financial information set in timely, wholly and accurate manner.
- To determine the lines of safety and security accountability throughout the organization
- To have direct accountability for safety and/or security throughout the organization
- To have the authority to ensure all necessary financial and human resources are available to meet and maintain the required regulatory and safety standards.
- To encourage the personnel in increasing voluntary and mandatory safety reporting and in writing Hazard reports, promoting safety policy and implementing principles of Just Culture and the nonpunitive policies
- To determine the tolerability of the safety risks in all areas of operations in accordance to the PG-EM-EK-001 Chapter 4.10 Organizational Implementation of the Process and accepted standards.
- To manage appropriate company risk profile and ensure compatibility with safety and compliance requirements.
- To be responsible for ensuring appropriate actions are taken to address safety issues and safety risks.

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- To be responsible for ensuring the Safety Management System is properly implemented and performed to requirements in all areas of Pegasus Airlines.
- To manage the safety risks and security threats to aircraft operations,
- To have authority for conducting over operations under the certificate, authorization or approval of the organization, including the authority to stop the operation or activity.
- To have accountability for establishing and promoting the safety policy and the non-punitive policy, setting of the acceptable safety risk limits and resourcing of necessary controls, promoting a positive safety culture, seeing the continuous improvement of the SMS.
- To be responsible for the active implementation of the peer support program and the establishment of an organizational structure in line with the standards. CSEO will take active part in the implementation and compliance monitoring on behalf of the CEO for this responsibility.

  Related regulations:

  - Commission Regulation (EU) 965/12 as amended by Regulation (EU) 2018/1042 covering:
    - AMC1 – AMC2 – AMC 3 – AMC4 CAT.GEN.MPA.215
    - CAT.GEN.MPA.215
    - GM1 CAT.GEN.MPA.215 through GM8 CAT.GEN.MPA.215
  - SHT-PSP (Article 11 Requirements Specific to the Accountable Executive)

- To act as the chairman at Safety Review Board Meetings and providing the necessary resources for safety issues.
- To establishing and defining desired Safety and Security Objectives which are consistent with Pegasus safety and security policies and to set Performance Indicators in all areas of operations by supporting Safety, Compliance Monitoring and Security Departments in managing an effective SMS, FRMS, SEMs and meeting the safety, security objectives of the organization as per accepted procedure and standards.
- To ensure that for monitoring and auditing compliance with all applicable regulatory requirements in order to ensure the adequacy and processes of Pegasus Airlines' compliance monitoring activities and safe and efficient operations and training activities as well as the requirements and provisions of all standards adopted by Pegasus Airlines.
- To ensure Company remains compliant with applicable regulatory, company and safety requirements.
- To ensure that all necessary resources which are needed for effective implementation of corrective actions are available and the related actions are taken as necessary.
- To periodically review the compliance monitoring function is effectively established, implemented, and maintained.
- To ensure that all necessary resources which are needed in all areas of operations are available to meet and maintain the required regulatory and standards.
- To ensure personnel who perform functions relevant to the safety or security of aircraft operations are maintained competence based on continued education and training and for the specified positions, continued to satisfy any mandatory technical competency requirements.
- To Act in accordance with role and responsibility for management systems instruction PG-EY-TL-002.

(9) JOB REQUIREMENTS

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The corporate needs defined by the board of directors as well as requirements of the competent authority (TR-DGCA) will be fulfilled as per SHY 6A.

- University Graduate
- Excellent command of English
- Experience in a senior management position
- Integrate the business to deliver results.
- Collaborate and thrive in cross functional working environment.
- Act fact based - action oriented.
- Demonstrate strong communication, persuasion and negotiation skills.

(10) ACTING

Chief Operations Officer

Chief Flight Operations Officer

Chief Financial Officer

Chief Commercial Officer

For further details please refer to PG-YN-GT-001 CEO job description card.

6.1.2 Ground Operations Organization Chart

See current edition PG-DO-BK-020, PG-IK-BK-006 (Ground Operations Organization Chart and Corporate Manual which are published on the COMPLY365 .(GRH 1.2.2)

Pegasus employees can see the entire job descriptions via the company documentation system COMPLY365. Delegation rules, qualification standards, legal terms, promotion, discipline, award and other related topics are regulated, documented and published through COMPLY365 by Pegasus Human Resources Department, (See: PG-YO-YN-011 and the Compliance Monitoring Manual, PG-KU-EK-001)

Ground Operations Organization Chart (GRH 1.2.2)

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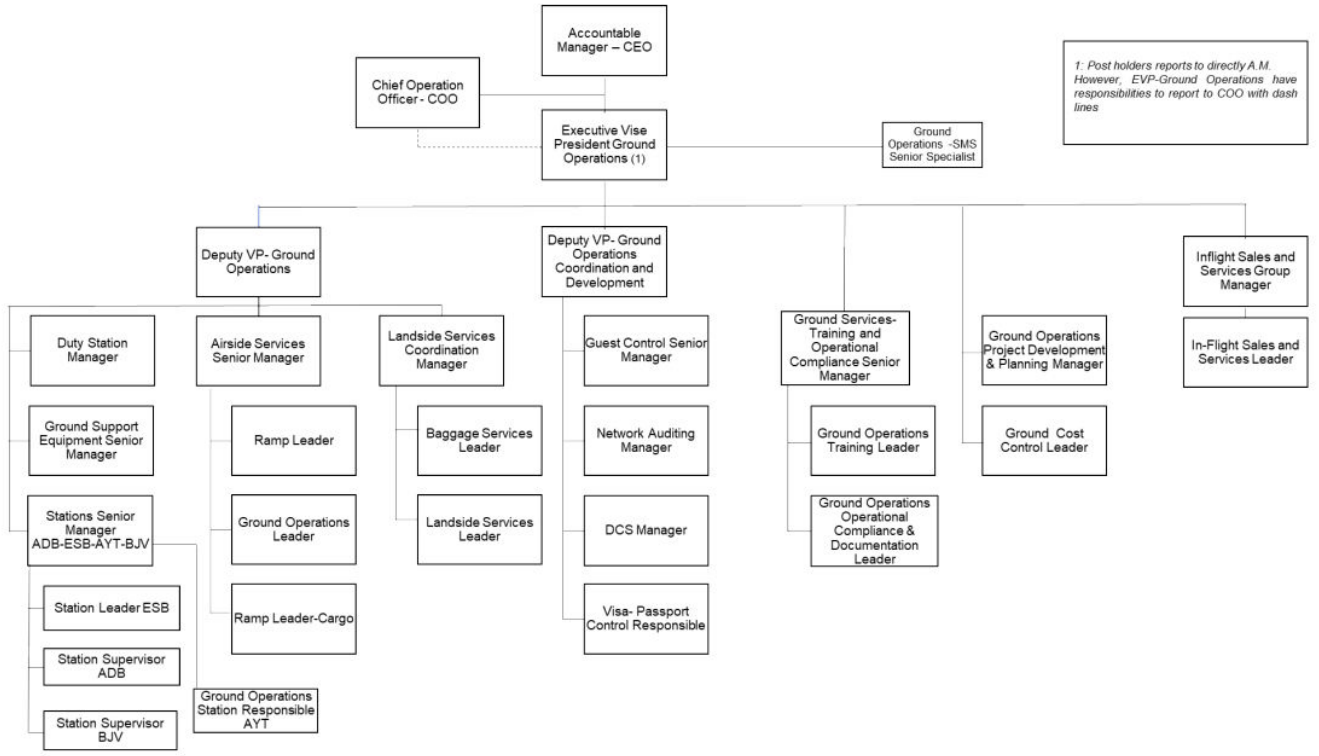


Figure 6-2: Ground Operations Organization Chart

Executive Vice President- Ground Operations Duties and Responsibilities

See current edition PG-YI-GT-001

(1) **Title**

Executive Vice President- Ground Operations

(2) **Career Band**

Management

(3) **Function**

Executive Vice Presidency- Ground Operations

(4) **Unit Group**

Executive Vice Presidency-Ground Operations

(5) **Unit**

Ground Operations

(6) **Manager**

Chief Operations Officer

(7) **Role Definition**

To ensure the performance and management of Ground Operational activities in cooperation with other disciplines and departments, stakeholders and suppliers, relevant institutions and organizations in accordance with Pegasus Airlines standards, vision, mission, values, policies, (safety, security, quality, environment, occupational health & safety, information security, etc.), defined objectives, business ethics rules, Pegasus Airlines Ground Operational Manual and accepted, applicable corporate, sectoral, national, international legislation and legal requirements.

(8) **Duties and Responsibilities**

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- The duties and responsibilities of the assigned officer responsible for the Ground Operation are as follows:
  - Carrying out Ground Operational activities as a "Nominated Person" in order to ensure safe and secure flight of Pegasus Airlines in accordance with all national and international civil aviation rules, in accordance with the Pegasus Airlines Ground Operational Manual, and carrying out Ground Operational activities in accordance with the conditions and restrictions of the Airline Operating License (AOC) and the applicable regulations and standards of Pegasus Airlines.

- Among other responsibilities, also has the following:
- Resources required to manage safety and security risks within the scope of Pegasus Airlines Ground Operations operation for the implementation and maintenance of Safety (SMS) and Security (SEMS) Management Systems implemented in Ground Operations in order to ensure the management of safety and security risks related to Ground Operations activities, including those carried out with service providers within the scope of Ground Operations operation,
- General responsibility and obligation to ensure that ground operations are carried out in accordance with the conditions and restrictions of the Airline Operating License (AOC) and Pegasus Airlines' applicable regulations and standards,
- Ultimate responsibility and obligation for the implementation and continuity of Safety and Security Management Systems within the scope of ground operations,
- The responsibility of Pegasus Airlines to ensure that safety and security management systems are properly implemented and implemented in the ground operation areas in accordance with the specified conditions,
- Responsibility to ensure that Pegasus Airlines ground operations comply with accepted national and international legislation, as well as its own policies and procedures that may exceed existing regulations or shed light on issues not included in the regulation,
- Responsibility for the implementation, maintenance and daily management of SMS and SeMS throughout the Ground Operations organization on behalf of the Responsible Manager (General Manager/6.1., Chief Operation Officer) and senior management,
- Responsibility of performing daily audit of SMS and SeMS within the scope of ground operations,
- Has the authority to make decisions regarding risk tolerability with respect to the safety of ground and cargo operations in accordance the PG-EM-EK-001 Chapter 4.10 Organizational Implementation of the Process.
- Within the scope of ground operation, the responsibility to ensure the requirements of safety, security, quality, environmental and occupational health & safety management systems in harmony and cooperation with other disciplines, to show continuous improvement,
- Identification, reduction, management of risks within the scope of ground operation, responsibility for presenting the results to the senior management,
- Responsibility to ensure that process (business), cost (income-expense) and brand value are managed in accordance with goals and policies within the scope of ground operation
- The general obligation related to organizational safety and security belongs to the Executive Vice President- Ground Operations as the nominated person within the scope of the ground operation.
- To contribute to the implementation of the general objectives and strategies of Pegasus Airlines, to contribute to the departmental objectives, to determine the objectives of the Ground Operations organization considering its relationship with the general objectives, to cooperate with other departments in line with these objectives, to work together.

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- To create the annual personnel plan of the Ground Operations organization and to submit the plan to the approval of the Chief Operation Officer.
- To ensure that the services provided by the Ground Operations organization comply with the criteria of safety, quality, punctual service, cost, earnings and guest satisfaction and to manage the problems arising in relation to this and to lead in this regard.
- To ensure that all works in all work areas (including outsourced services and works to service providers) are provided and received within the framework of optimum cost-maximum efficiency.
- To ensure the planning and availability of the equipment, human resources, technological (software, hardware) and infrastructure (buildings, work areas, facilities), all resources related to support services (transportation, communication, information systems) required to ensure that the activities and works within the scope of ground operation are carried out in accordance with the management systems, general acceptance and standards, targets, internal and external customer and product conditions, needs, to ensure the execution of the related activities, to ensure the execution of the necessary revision works for optimum resource planning
- To represent the company in the presence of all civil aviation authorities, institutions and organizations as the "Nominated Person" on behalf of the Ground Operations discipline and to report to the Chief Operation Officer on these issues.
- To work or ensure to work in cooperation with the Chief Human Resources Officer in relation to the management of human resources issues such as the development of ground management organization personnel, the provision of necessary training to the relevant personnel and the realization of promotions in line with career plans.
- To take or ensure that necessary measures are taken to ensure the smooth management of operations at new airports where Pegasus Airlines will carry out operations.
- To ensure and control that all administrative transactions in the Ground Operations organization are carried out in accordance with the company procedures.
- To lead the organization in order to increase the motivation of the relevant employees and to create a team awareness.
- To manage new ventures and to work to increase the profitability of the company and to lead these studies.
- To lead other duties assigned by the Chief Operation Officer.
- To carry out the budget planning of the Ground Operations organization, to approve the station budgets and to follow them.
- To ensure that all risks related to the Ground Operations arising from audits and all communication channels are managed in cooperation with other disciplines within the management systems and to ensure the continuity of continuous improvement.
- To have the authority and responsibility to contact equipment manufacturers, authorized officials, external organizations and service providers regarding operational issues when necessary, to participate in activities and activities related to business continuity and business development, to initiate if necessary.
- To provide a harmonious business environment for the following issues by assuming responsibility within the framework of management systems:
  - AOC conditions and limitations
  - Applicable legislation and conditions
  - Standards and acceptances by Pegasus Airlines

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- To check and approve the Ground Operations Manual; to ensure that the necessary changes are carried out in a timely manner and that the distribution is carried out in accordance with the distribution procedures.
- To ensure that necessary measures are taken to prevent ground accidents.
- To control and manage the Pegasus Airlines baggage services program.
- To manage Pegasus Airlines' excess baggage gain strategy.
- To organize the grounding times of the aircraft according to the services they will receive on the ground and to include them in the tariff in coordination with the Deputy General Directorate of Trade.
- To be responsible for the implementation of the requirements of Integrated Management Systems in Ground Operations. In this context,
- Establishing the In-flight Sales and Services organization and ensuring and controlling the execution of this operation without any disruption.
- To ensure the establishment and maintenance of long-term good business relationships and partnerships with appropriate service providers and suppliers on behalf of the Ground Management discipline on behalf of Pegasus Airlines, to organize access to company objectives in cooperation with business partners in accordance with company policies and commitments.
- In line with Pegasus Airlines policies and departmental objectives designed and implemented according to Pegasus Air Safety and Security Management Systems (SMS-SEMS) and communicated to all Ground Operations units:
  - Identify/address safety hazards, security threats and errors in ground operations.
  - Ensure implementation of remedial actions to control safety & security risks.
  - Ensure continuous monitoring and evaluation of safety & security performance.
  - To continuously improve the level of safety and security in ground operations.
  - Regularly review performance-based indicators within senior management.
  - Regularly analyze disruptions or undesirable operational consequences.
  - To be responsible and liable for ensuring safety, security and management of safety risks and security threats related to aircraft within the scope of ground operations in order to monitor corrective actions and adequacy related to increasing operational performance in its field (Ground Operations).
  - Participating in the Safety Review Board and within the scope of Ground Operations, to ensure:
  - Safety performance according to safety policy and objectives,
  - Effectiveness of the SMS implementation plan,
  - Effectiveness of safety inspection of contracted operations,
  - Whether the necessary corrective measures have been taken on time,
  - The effectiveness of the safety management processes of the Ground Management organization, which supports the corporate priority of the safety management, which is declared as another main business process,
  - Compliance with the applicable regulations and standards of Pegasus Airlines,
  - Ensuring the management of safety risks related to aircraft ground operations,
  - Promoting safety awareness throughout the Ground Operations organization,

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- To allocate sufficient resources to achieve the determined safety performance of ground operations by monitoring the continuous improvement of ground operation performance.

- To take the necessary measures to encourage Ground Operations personnel (including service providers' personnel) to report hazards in aircraft operations, as well as to define Pegasus Airlines' disciplinary practice, including:
  - Types of operational behavior that are unacceptable
  - Conditions under which disciplinary action will not be effective

- Regarding all management systems defined in section 6 of the GOM:
  - To strategically use the analysis and information related to compliance, adequacy, continuity of the activity, including the outputs from the monthly Operational Compliance Performance reports of the meetings such as Safety Action Group, Ground Safety & Security Group, etc. in order to keep the risks at an acceptable level, to present them to the senior management together with improvement opportunities, suggestions and change needs,
  - Define the responsibility framework of management systems in the Ground Operational Organization
  - To have the responsibility to be directly accountable and auditable in matters related to management systems in the Ground Operations Organization,
  - To keep available and usable the resources needed to meet and meet the legal requirements and standards required within the scope of ground operation
  - In accordance with General Directorate of Civil Aviation - Regulation on the Rights of Passengers Traveling by Air (Shy-Passenger) and Turkish Ministry of Transport, Maritime Affairs and Communications General Directorate of Civil Aviation legislation and 'Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91, to ensure that the activities required by the rights of our guests/passengers, including those carried out through the supplier when necessary, are carried out, to ensure the availability of the necessary documentation for this, to ensure that the necessary data and information related to the Ground Operations process and operation are kept available and accessible, to be presented to the relevant departments, institutions, organizations and authorities when necessary, regarding payments, claims, complaints and activities.
  - To ensure compliance with the legal requirements required by the management systems within the scope of Ground Operations, to make improvements, to report the results.
  - To be directly responsible for the safety and security of the Ground Operation and therefore to have the authority to develop and implement the necessary corrective actions for the audit findings in the Ground Operation area.

-Act in accordance with role and responsibility for management systems instruction PG-EY-TL-002

(9) **Job Requirements**

- Knowledge of English
- Vocational college or university graduate
- High communication skills
- At least 5 years of experience in ground operations
- To have received Ground Operations trainings

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- To have received the trainings defined in the PG-YO-EK-001 and PG-YE-EK-001 documents

(10) **Acting**

In his/her absence, the Deputy VP - Ground Operations will act. Where he/she is absent from duty, the Deputy VP - Ground Operations has the authority to represent and is responsible for ensuring the continuity of duty. In case of power of attorney, the relevant persons are informed via e-mail.

6.1.3 Ground Operations Management System

GRH 1.1.2, GRH 3.2.1)

(Ref: In accordance with Regulation (EU) No 965/2012)-ORO.GEN.200 Management system, ORO.GEN.210 Personnel requirements)

Pegasus Airlines Ground Operations-EVP ensures the management systems include planning processes for Ground operations which define desired operational Management System objectives; which Managements Systems and their main legal basis are:

- Safety Management System

  ICAO Doc 9859 AN/474, ICAO Doc 9859 AN/460, ICAO Annex 13, ICAO Annex 19, ICAO Doc 9803, ICAO Doc 9376, EASA regulations and directives, SHY-SMS, SHT-SMS/HAD, SHT-Olay, Turkish Civil Aviation regulations, IOSA Standards Manual IATA AHM 610, SHT OPS EK 3 ORO.GEN.200 Yönetim sistemi, SHY-6A Madde 20 ve Madde 40, ISM ORG 1.1.1, PG-EM-EK-001, PG-EM-EK-002, PG-EMPO- 001

- Security Management System

  ICAO Annex 17, Ecac Policy Statement In The Field Of Civil Avıatıon Facilitation, Ecac.Ceac Doc No. 30, Standard 3.3.1 of Annex 1 of the Chicago Convention, Article 5(4) of Regulation (EC) 300/2008, EU 185/2010, EU Decision 8005/2015, EU 2015/1998, MSHGP (National Civil Aviation Security Programme), IATA AHM 621, SHY-6A Madde 20, TDGCA- SHT 17.3 Havacılık İşletmeleri Güvenlik Yönetim Sistemi (Sems) Talimatı, ISM ORG 1.1.1, SHY 22, PG-GU-EK-001, PG-GU-PO-001

- Compliance Monitoring Management System

  SHT OPS/ EASA AIR OPS 965/2012 ORO.GEN.125, AMC1ORO.GEN.125, ORA.GEN.125, AMC 1 ORO.GEN.200(6), AMC1 ORA.GEN.200(6), TS EN ISO 9001, IATA AHM 615, SHT OPS EK 3, ORO.GEN.120 Uyumluluk yöntemleri ve ORO.GEN.200 Yönetim sistemi, SHY-6A Madde 20 ve Madde 40, SHT Uyumluluk İzleme, ISM GRH 1.6.1, ORG 1.1.1, 1.2.2, PG-EM-EK-001, PG-EM-EK-002, PGEY- EK-001, PG-EY-TL-002, PG-KU-PO-002

- Information Security Management System

  TS ISO/IEC 27001, PG-EY-TL-002, PG-EY-PO-008

- Environment Management System

  TS EN ISO 14001, PG-CV-PR-001, PG-EY-TL-002, PG-EY-PO-006

- Occupational Health and Safety System

  ISO 45001, PG-IG-EK-001, PG-EY-TL-002, PG-EY-PO-007

- Address operational resource allocation requirements.

- Take into account requirements originating from applicable external sources, including regulatory authorities and original equipment manufacturers.

- The definition of desired objectives which are set and monitored through concrete goals belonging to the functions and individuals shall take into account and be consistent with the Pegasus Airlines policies.

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- Pegasus Airlines Ground Operations Department publishes the job descriptions and organization charts through COMPLY365 only for internal using. Each employee has access to it by using personal user name& password which is given by Pegasus Airlines at the beginning.
- All personnel shall conform to the provisions contained within the Safety Management System Manual and Emergency Response Manual which are the key instruments for communicating the approach to safety for the ground operations organization and it documents all aspects of the SMS, including the safety policy, objectives, procedures and individual safety accountabilities. Safety specifications applicable to functions within the scope of ground handling operations are located in Chapter 6 of this manual.
- Responsibilities for setting the security standards and promoting security within the ground operation organization are documented in Air Carrier Security Programme.

NOTE

Detailed description of the authorities and responsibilities within the management system for ground operations are defined and retained with the Human Resource Department and Ground Training and all positions are filled with personnel on the basis of appropriate knowledge, skills, training and experience appropriate to the position.

6.1.3.1 Delegation of Responsibilities

(GRH 1.2.2)

Delegation of responsibilities within the ground operation management system are defined and communicated throughout all areas of Pegasus Airlines where ground operations are conducted to assure managerial continuity when management positions critical to operational safety and security including nominated post holders, authority approved management level employees if applicable are absent from workplace as stated on Pegasus Human Resources Procedures (PG-YO-YN-011,) through COMPLY365 with all details.

*Also See Compliance Monitoring Manual PG-KU-EK-001 "VEKALET@flypgs.com" group e-mail address is used for managing delegation flow.

(a) **MANAGEMENT LEVEL**

All relevant persons shall be informed of the job holder's absence within the management level from the office. Duration of absence and owner of delegation are notified to Human Resources Business Partnerby the job holder. Onformation exchange must be achieved by:

- Verbally informing co-workers within the same office
- Issuing a bulletin / announcement to all departments through "VEKALET@flypgs.com" group email address by Human Resources Business Partner,
- Setting a Microsoft Outlook or Webmail out of the office message by job holder,
- Setting in accepted software according to PG-YO-YN-011 (eBA-airflow,) by job holder.

(b) **NON-MANAGEMENT LEVEL**

Human Resources Department, person responsible from the working planning, team members from top to down beginning from the job holder and the first superior of job holder must be informed of the job holder's absence with details (duration, reason, current man-power planning...) verbaly or by e-mail within the non-management level.

Any system which is used to planning must be adapted to absence of the job holder in a way all Ground Operation functions can be performed safe and secure way.

6.1.3.2 Supervision and Ground Handling

(GRH 1.6.3)

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Executive Vice President-Ground Operations reports to his Accountable Executive for all ground handling activities. Compliance with SHT-OPS, EASA OPS and national law is assured by internal audits according to the related legislation and CAA audits as appropriate.

Supervision and ground handling are contracted by Pegasus Airlines. Authorities and responsibilities are defined by the IATA SGHA. Also a specific Ground Handling Service Level Agreement may be arranged between Pegasus and GHSP, (*See: PG-HM-KZ-00013, Ground Handling Service Level Agreement).

The responsibility lies with the Service Procurement Management, Ground Operation-Nominated Person and Contracts Manager of the operator who signed the contract. Ground Operation-Nominated Person and Contracts Manager shall have access to ground handling agreements/service level agreements concluded by Pegasus Airlines. The ground handling activities are monitored by regularly station checks by ground operations management and audits by quality&safety system of Pegasus Airlines.

A daily monitoring is mostly done by the flight crews and other related agents and irregularities &nonconformances may be reported to Pegasus Airlines via any communication channel which is defined in GOM. Internal and external customers' feedbacks, Area Auditors' visits, spot checks and audits are also remarkable source to monitor the Daily Operation.

The station checks include monitoring of the activities of outsourced ground handling activities.

A function of supervision and ground handling includes:

- Passenger handling (check-in, boarding, arrival, irregularity handling)
- Baggage handling (check-in, lost and found, loading and unloading)
- Cargo and mail handling (loading and unloading)
- Aircraft handling and loading (arrival and departure handling, servicing and cabin cleaning, loading and unloading, transportation, ground support equipment operation)
- Catering uplift/exchange and cabin supplies, where applicable
- Load control (load planning and weight & balance)
- Briefing of flight crew for operations or whenever a crew change becomes necessary
- Airside safety and security
- Fueling
- De-/anti-icing procedures

6.1.3.3 Responsibilities and Qualifications Of Aircraft Handling Personnel

To ensure quality, proficiency, safety and security, definitive performance and responsibility criteria are required of personnel engaged in aircraft handling functions. The functions of aircraft handling include, but are not limited to: assembly of load in bulk, loading/off-loading of aircraft; aircraft movement; operation of ground support equipment; servicing, aircraft de/anti-icing; efficient management of resources, such as personnel, loading and servicing equipment etc.; coordination between departments and functions involved in the handling of an aircraft.

Responsibilities

- **Basic level** follow safe working practices.
- **GSE operator/service specialist tasks** vehicle/equipment checks; follow standard operating procedures; damage/accident reporting.
- **Supervisory level** allocation and direction of resources; coordination of aircraft handling functions; performance monitoring.
- **Management level** provision of resources; health- safety and security management; reporting of occurrences, incidents and accidents to ground operations.

Organization and management

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The handling agent shall have an organization and management system, including definition of responsibilities and authority, for the management of all ground handling functions associated with ramp operations, passenger services, baggage services, cabin cleaning services, weight and balance control, ground support equipment and fuel services.

Safety and security management system

The handling agent shall have a safety management system that includes: policy, purpose, applicability, responsibilities, training, operating procedures, risk management, audits, inspections, performance monitoring, emergency response, non-punitive system for reporting of incidents and occurrences, risk assessment and hazard/mishap evaluation.

The handling agent shall have a Local Notification List (LNL) for the management and coordination of activities associated with the response to a major accident, incident or other disastrous occurrence at any location where ground operations are conducted. Such plan shall be in accordance with:

- The airport ERP, if applicable
- The requirements of Pegasus Airlines

Training

The handling agent shall have a system for the management of personnel assigned to its ground handling operations, to include assurance of competence, training, education, skills and experience.

6.1.3.4 Duties and Responsibilities Of Supervision Agent

Duties and responsibility of supervision of ground handling activities are laid down in the contract with a separate agent for supervision or are part of the contract with the handling agent (SGHA according to IATA AHM).

In general areas of supervision are:

- Administration functions
- Representation
- Coordination functions
- Passenger service
- Aircraft servicing
- Catering and catering supplies
- Load control
- Aircraft on- and offloading
- Cargo warehouse handling
- Communication
- Safety and security
- Emergency

6.1.3.5 Duties and Responsibilities of Ground Handling Agent

(GRH 1.6.4 – 3.4.2)

The duties and responsibilities of the ground handling agent are laid down in the contract (SGHA according to IATA AHM). The liability process agreed on SGHA shall be applied for any damage on a/c (except the damages reported Handling Company that a/c arrived with damage).

All services must be performed by qualified staff only. Where this is not practicable (e.g. single charter flights) a handling request including the required standard of work (according to IATA SGHA) shall be made.

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The Handling Company acknowledges the Quality Standards of the Pegasus Airlines and will make all efforts to reach the standards. All the following targets are to be achieved by 100% unless otherwise agreed. The percentages of agreed targets must not be below 85%.

According to SMS (Safety Management System), Handling Company shall assign a responsible person for safety & security issues.

Only the responsible and assigned staff with ID cards shall be around/inside the Pegasus Airlines' aircraft.

The Handling Company shall perform a quality audit over subcontracted services at least once a year to make sure that these services are carried out in compliance with international standards and the Pegasus Airlines' procedures. The Handling Company has the responsibility for keeping the audit reports and to submit them on the Pegasus Airlines' request.

The Handling Company shall allow the Pegasus Airlines access at all reasonable times, by appointment, to audit the books, records, correspondence, instructions, receipts and memoranda of every description relating to SGHA and according to AHM060.

The Handling Company shall take the necessary corrective actions within the target dates given on quality & safety audit report by Pegasus Airlines.

The Pegasus Airlines will (upon request and inquiry to be mutually agreed) receive a quality report incl. If needed plans for corrective actions. If no improved quality within 28 days the Handling Company (if it is not agreed otherwise) and the Pegasus Airlines will together look into possible ways of compensation. Written claims shall be answered by the Handling Company within 3 working days.

The efficiency of the entire operation will rest on the adequacy of communication and effective liaison.

This will be achieved by establishing an Incident Control Centre (ICC) as the local command centre by the Handling Company, on behalf of the airline, to coordinate the local response to the incident In the immediate aftermath of an incident an Initial ICC will be established at the airport of emergency or accident or, if off-airport, at temporary premises acquired near the scene of the accident e.g. in a village hall, hotel, local government offices, private house or commercial premises.

In this scenario the ICC will require temporary communications provided by the local telephone company because mobile phone communications are insecure, and more likely to be affected by system overload, so much so that the Emergency Authorities could possibly black out the networks.

When surviving passengers are moved away from the scene of the accident to hotel accommodation, a Secondary ICC will be established close to where the survivors and relatives are located. When the Support Teams arrive they will be based and accommodated nearby and will assume control of the Secondary ICC. In summary; they are responsible for implementing the necessary activities until Goteam reached the site. They render also assistance to the Go-team.

The handling agent shall ensure that a designated ramp coordinator (ramp agent or red cap) is available during the complete ground time to coordinate and supervise all activities concerning the aircraft, crew, passengers, baggage, cargo and ramp handling. Only duly authorized staff, wearing proper identification shall be allowed at and/or in the aircraft.

Ground service equipment (GSE) must be well maintained and operated only by trained and qualified staff.

Arrange for necessary equipment: (position and remove)

- Aircraft chocks, GSE as passenger steps and/or passenger bridge; loading equipment, toilet and water service etc.; assure fuel supply has been arranged.
- Tow-in and push-back if required.

Arrange for personnel to:

- "Arrival Safety Check" shall be completed by Handling Company by walking around aircraft before the service equipments being connected. In case of damage inform the flight crew and/or line maintenance and Guest Control Center. The damage shall be reported and a written message shall be sent to the "safety@flypgs.com", "guestcontrol@flypgs.com", ISTFPPC, ISTOWPC addresses in 15 minutes after ATA.

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- Any ground incident & irregularity related safety shall not be buried and be immediately reported by Handling Company to the flight crew. Afterwards & before departure an incident report shall be prepared / sent to the same addresses of the Pegasus Airlines given above.
- Offload baggage and cargo and mail.
- Prior to reloading verify, that holds are empty and do not contain any prohibited articles or “foreign objects”.
- Perform catering exchange galley/hold if requested.
- Perform cabin cleaning and cabin preparation.
- Assemble, deliver and distribute on-load as per loading instruction.
- Secure load.
- Secure and close cargo doors when loading is completed.
- Check that all doors and access panels are closed prior departure.
- Check aircraft for signs of exterior damage prior departure. In case of damage inform the flight crew and/or line maintenance and Guest Control Center.

Arrange for transportation of: passengers, baggage, cargo/mail and crew (if required)

Airside coordination / supervision - the designated ramp coordinator shall:

- Check all required equipment for ramp handling, loading, de-boarding is available
- Supervise aircraft movement (marshalling, FOD prevention, aircraft towing)
- Perform ground equipment NOT to be in direct contact with the aircraft and perform a gap of 5cm from aircraft fuselage
- Supervise aircraft fueling when passengers are onboard
- Supervise aircraft servicing (e.g. toilet service, potable water service, catering loading)
- Supervise ramp security and airside safety precautions
- Check all loads for destination are offloaded. Transfer baggage shall be offloaded first. Cargo load shall be offloaded last.
- Check that dangerous goods and the compartment/hold where they have been loaded are checked for any damage/spillage directly after offloading
- Ensure that as much water/snow is removed from the folds of any plastic wrapping or covers before loading cargo into an aircraft
- Check with loading staff if all baggage, cargo, service cargo for the flight concerned has been loaded and distributed according to the issued loading instructions
- Inform commander if any live animal and/or special load are loaded in hold
- Check that dangerous goods are only loaded by a qualified and responsible person and that a final visual check has been performed during loading
- Ensure proper loading and securing of loading. Transfer baggage loaded last (door side).
- Coordinate with load control or Commander any loading deviations
- Confirm correct load distribution and securing of load by signature
- Perform visual inspection of transit cabin cleaning
- Coordinate standard boarding with gate
- Supervise passenger movement during boarding / deboarding in a secure and safe way.

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- Inform commander in advance about any special loads (dangerous goods, heavy items etc)
- Ensure that all doors and access panels are closed, all hold nets are fitted prior to departure
- Perform visual ground to cockpit clearance procedure. Never leave an aircraft ready for departure until the commander has acknowledged the clearance
- Coordinate actions in case of incidents/accidents on the ramp and ensure that a report is send to the appropriate addresses

Passenger service, Baggage handling and lost and found, Weight and balance, as contracted.

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6.2 CONTACTS & COMMUNICATION

(GRH 1.3.1)

6.2.1 Pegasus Ground Operations Contacts

Current Pegasus Contact List PG-DO-FR-016 is available on "http://document.flypgs.com". Revisions are noticed to each electronic library users by Ground.Document Team.

NOTE

Please do not share it with the passengers under any circumstances.

Table 6-3: Pegasus Ground Operations Main Contacts

Subject	Group E-mail	Tel
Any question (especially for operational issues and flight irregularities, on time performance issues, delays required immediate actions) within the scope of ground operation and any operational/ flight irregularity including Ground Irregularity and Safety Reports and Dangerous Goods Occurrence Reports sending 7/24:	"guestcontrol@flypgs.com" ; 7/24 " ground.doc@flypgs.com" (weekly days) "AREA.AUDITORS@flypgs.com "SITA: ISTFPPC	**Guest Control:** 0216 560 7206 0216 560 7455 **Flight Control:** 0216 560 7220 0216 560 7221 **DCS Control:** 0216 560 7222 **Only for Emergencies:** 0533 716 13 08
'Travel Documents Control Central Office-Sabiha Gokcen Airport' if you have any question about the passengers' travel documents 7/24:	(1) "pegasusvisa@flypgs.com" for the questions and assisstance (2) "pegasusvisa@flypgs.com" for informing about the passenger(s) who are denied our flight for the reason of travel document violation by filling Pegasus 'Potentially Disruptive Passenger Information Form'. "inad@flypgs.com" "security@flypgs.com" for travel documents violations, INAD, DEPA guests' traveling processes.	Tel: 00 90 216 588 86 81 Mobile: 00 90 530 108 21 71
Management System(s), document management, electronic library access (user name &password requirements), training issues:	"ground.doc@flypgs.com"	00 90 216 588 8695
Training issues (planning, requirements, demands etc.):	"groundtraining@flypgs.com"	00 90 216 560 7204
Baggage services (lost &found, left behind, expedite rush, damage etc.) issues:	"pbsmerkez@flypgs.com"	00 90 216 560 7542

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PNL (Passenger Name List, Reservation List) issues:	"pnl@flypgs.com"	
Excess Baggage Rates & SSR Fares:	"xbag@flypgs.com " "GROUNDADMIN@flypgs.com"	00 90 216 560 7203
Pegasus-DCS System issues (failure, errors, cut overs, news, technical instructions etc.):	"dcsgroup@flypgs.com"	00 90 216 560 7218
Providing Pegasus stationary, material, document, tool etc. :	"stationery.request@flypgs.com"	00 90 216 560 7201
Improvement of compliance monitoring & safety & security management system(s) in scope of ground operations, operational irregularities and corrective actions, Compliance Monitoring Program etc.:	"area.auditors@flypgs.com"	00 90 216 560 7209
AHM565 revisions, load control data, load control limits, test load sheets:	"AHM565@flypgs.com"	00 90 216 560 7253
Handling Agreements- Service Procurement Management	"CONTRACTS@flypgs.com"	00 90 216 560 7370

Pegasus Call Centre telephone numbers, if requested:

0888 228 12 12 (calling from Turkey)

0090 850 250 67 77 (other than Turkey)

0850 250 67 02 (for only involuntary transactions)

6.2.2 Communication

Pegasus Airlines communication systems, backup, best practices, rules, official mediums and information security policies are documented by 'Information Technologies Department which is published through COMPLY365 for internal users.

Internal user can have access to Pegasus Airlines Information Technologies resources (all possible mediums, servers, databases, software, systems, hardware) by defined request forms through COMPLY365 are filled in and confirmed by affiliated superior and confirmation of Information Technologies.

Specific means of communication system that enables an effective exchange of information relevant to the conduct of ground handling operations throughout the management system for ground handling operations and in areas where ground handling operations between management and operational ground handling personnel are composed of following communication channels basically.

6.2.2.1 Ground Operations Electronic/Online Library (doc.lib)

Doc Lib - Document Library It is one of the distribution channels where external users (Service Providers) can access Pegaus Airlines documents by logging in with their username and password via the link sent to them from the PIN Application.Authorisations of external users regarding the documents distributed in this system have been determined.

Service providers can access to the Electronic/Online Library (doc.lib): "https://document.flypgs.com/"

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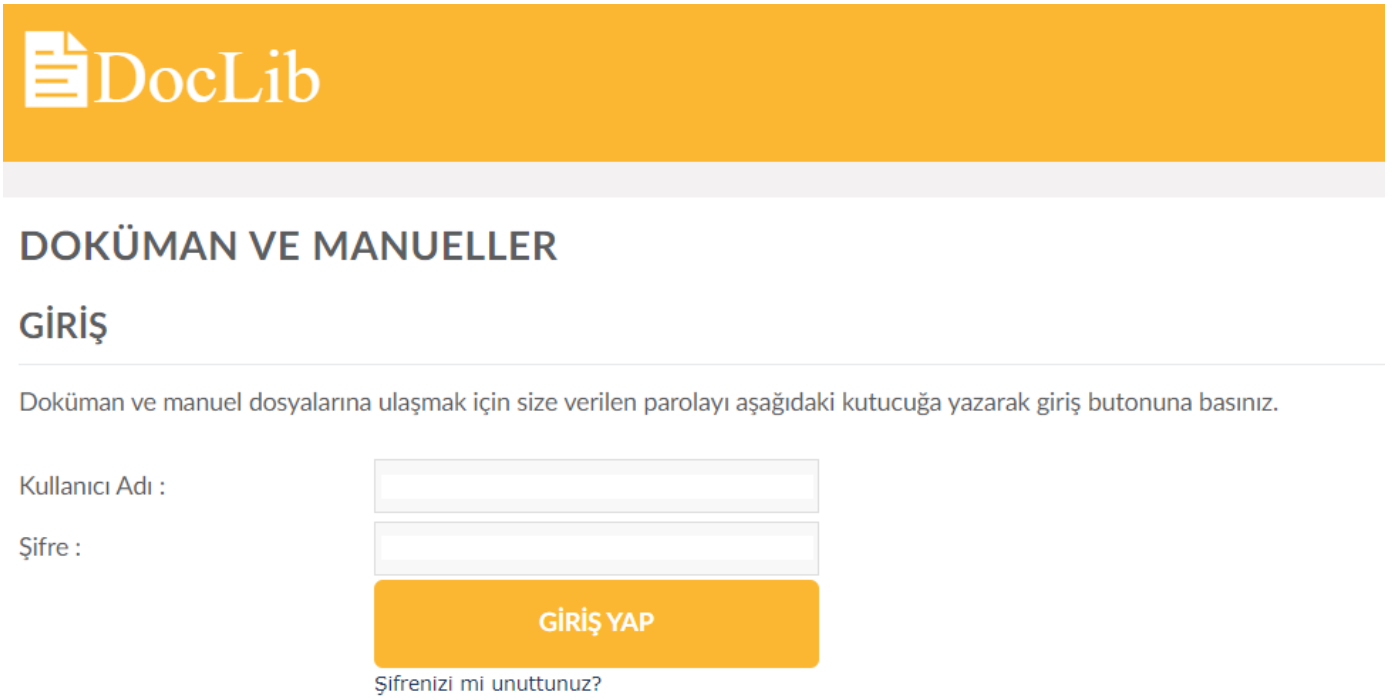


Figure 6-3: 6.2.2.1

The user needs a username & password for accessing the Online Library. Please contact with Ground.Document Team or GCC to receive a password with following e-mail adresses: "ground.doc@flypgs.com", "area.auditors@flypgs.com", "guestcontrol@flypgs.com" (7/24) This site provides all users with the following:

- Manuals
- Load Control data (AHM565, Load Sheet, Loading Instructions Report...)
- Actual Contact Lists
- Document list
- Procedures
- Booklets
- Instructions
- Lists
- Performance Reports & Targets
- Read & Sign, Memos
- Ground Safety Bulletin
- Pegasus Baggage Services Bulletins
- Local Notification Forms
- Check Lists
- Forms
- Tags & cards samples
- Other important operational issues and more

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All revisions are published by Ground Document Team or Guest Control Center to defined users' email addresses on the doc.lib system. Information and news must be distributed to the relevant department and complied with, according to their effective date by users.

The announcement (information e-mail) is sent to all related service suppliers. A Sample of the notice is as follow:

“Dear Partners, Revised “PG-XX-XX-00X ..... Operations Manual” has been added to the online library You can access to" https://document.flypgs.com" with your own username and password and you are supposed to download it from the library.

When a revision notice of the Operation Manual is received, it is the user's responsibility to discard any outdated revision and remove it from usage in whatever format it is (hard copy, cd, electronically etc).

Pegasus Document Responsible Personnel and /or outsourced company shall check the users' activity on their own electronic library to ensure that the Operations Manual is read within 15 days and shall remind the user to download the current version.

Please do not hesitate to contact with ""ground.doc@flypgs.com"", ""guestcontrol@flypgs.com"" and/or ""AREA.AUDITORS@flypgs.com"" if you have any further questions or concerns. After receiving the revision notification, the responsibility of to keep available the current edition of the Operations Manual in a usable format at each location where ground handling operations are conducted belongs to the Handling Service providers and each user stated on the Distribution List.

Pegasus Airlines make sure that the Operations Manuals are available or not at the applicable locations with quality audits in scope of the Compliance Monitoring Management. Any contact information change must be noticed to the Related Department to enable the document library system to be updated immediately."

Pegasus Airlines make sure that the Operations Manuals are available or not at the applicable locations with quality audits in scope of the Compliance Monitoring Management. Any contact information change must be noticed to the Related Department to enable the document library system to be updated immediately.

6.2.2.2 SITA

Provided by the Societé Internationale de Telecommunications Aeronautiques, the network covers practically all airports around the world and is in most cases the appropriate mean for transmission of all kinds of messages. SITA messages will be addressed in the 7 letter form, i.e.: the first three letters designate the IATA location indicator, letters four and five show the office location, the final two letters are the airline designator.

Whenever SITA connection is possible, it is to be used, because it is the least expensive communication channel. On one telex a maximum of 32 addresses is allowed: 4 lines with 8 addresses each. Maximum length of SITA telexes: 3.500 characters.

Government regulations absolutely forbid the transmission of private matters over the SITA network.

Penalties will be pending and service will be discontinued.

SITA messages are handled at origin and destination according the priority indicator given by the originator. Handling / Supervision agents are requested to honour the following Priority indicators:

QS: Only for messages concerning the safety of human lives, related to aircraft accidents or incidents. Never use this priority indicator for other types of messages, this will be checked by SITA.

QU: To be used for Movement-, Delay-, AOG- messages and for matters of extreme urgency.

QD: To be used for all other types of messages.

(a) Indicator QK is identical to "no indicator"

(b) SITA charges for transmissions (1MB characters) are:

QU/QX150 %

QN/QK100 %

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QD 85 %

(c) SITA messages require conscious evaluation for the most cost saving priority indicator.

(d) Addressing of copyreaders "cpyxxxx" should be limited to justified addresses only.

6.2.2.3 Ground Operations File Master

This server enables to keep all documents, correspondence, records and provides for a scheduled generation of backup record files under the specific department's file.

6.2.2.4 Other Internal Tools

SmartGO: The software is used in Pegasus Airlines Ground Operations for Supervision of aircraft on the ground. See details PG-BD-KE-00002

IOT (Digital tracking system for vehicles and equipment in Pegasus Airlines Sabiha Gökçen Airport.

See details PG-BD-PR-001 “DIGITAL APRON (IOT) PROSEDÜRÜ”)

EFB Electronic Flight Data Base

Human Resources Organization Charts

FIT-JIRA Services

Air Flow- eBA

ENOCTA

FLY-CO

DCS- CRC PAX

WELP (Whatsapp Help Desk)

PİN

Yammer

Aristo

ONEDRIVE

SKYPE

Pegaflow

WEB FCC (FCC Display)

Pegasus Cafe – In Flight Sales&Services System

Power BI

Selfly

Pegasus Akademi DİO

KEY

Fit

Zoom

Microsoft Teams

ICRON

Ensemble; is a business process management, performance management and balance scorecard management software. The process drawing module of the COMPLY365system.

Intranet (PİN):
"https://flypgs.sharepoint.com/sites/pin/tr"

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Some documents, records, information, corporate applications' connections and news are published under the related tabs with confirmation of related department and under the control of Information Technologies Department.

6.2.2.5 IQSMS (Integrated Quality and Safety Management System)

IQSMS (Integrated Quality and Safety Management System) software is used in Pegasus Airlines for reporting, auditing, hazard identification and safety risk management. IQSMS (Integrated Quality and Safety Management System) is a comprehensive and integrated set of tools to support Quality and Compliance Monitoring Management covering all functions from accident/ incident/occurrence/nonconformance/ near misses reporting, analysis and investigation through to auditing and corrective action tracking.

All Pegasus employees can access IQSMS Portal interface with personal user name/password via PİN application "https://pgt.asqs.net". IQSMS applications also are available Ipad and Android tablets.

6.2.2.6 Electronic-Mail (Outlook)

Electronic mail has become the most widely used communication medium in internal and external communication. E-mail is used as an official medium for communication with ground handling operational personnel; the process is typically formalized on E-mail Policy through COMPLY365 to ensure control and effectiveness.

6.2.2.7 Verbally Communication

Verbally communication can be used for especially top urgent message requiring immediate action or reply. Keep the call as short as possible. If urgent communication is required, following channels may be used provided that the conversation is confirmed immediately by one of the other methods e.g. by SITA or email:

- Direct, face to face
- Phone
- Radio, walkie-talkie
- VHF: VHF communication between ground and aircraft, on an approved "Company Frequency", is routinely used for operational purposes. Operational staff utilizing VHF for such communication should be familiar with standard transmitting techniques, pronunciations, and phraseology, to ensure that all such communication is clearly understood. Confirmations, including the read-back of data, should be utilized as appropriate. Any radio contact with an aircraft on behalf of a passenger is not permitted.
- Head set

6.2.2.8 Pegasus Magazine

Important news, agenda and information are published in Pegasus Magazine.

6.2.2.9 Internet

Especially specific official web-site which is related their working area can be useful.

6.2.2.10 VPN

Procedure of remote access to Pegasus Airlines- Information Technologies' resources link in the public domain through acceptable networks is defined on Information Technologies Manual.

6.2.2.11 Pegasus Official Web-Site

Web-site "http://www.flypgs.com" can be accessible via internet by anyone has also multiple functions including ticket sales, general rules, on time performance, track baggage, terminal information, airport transfer, guest awareness, flight schedule, actual flight information, passenger rights, dangerous goods awareness, terms and conditions of carriage, flight services, excess baggage, car hire, hotel booking, promotions, Passenger Compensation and Care Service System etc...

6.2.2.12 Fax

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6.2.2.13 Official Letters & Notice

6.2.2.14 Agreements (SGHA, SLA etc.)

*See Pegasus Ground Handling Service Level Agreement (Domestic) PG-HM-KZ-00013; Code Share Agreement PG-NP-FR-003

6.2.2.15 Interoffice Memo & Announcement Form

6.2.2.16 Sales Force

Salesforce is a software to bring together all customer information in a single, integrated platform that enables to build a customer-centred business through the entire travel experience and related processes, customer service and business analysis. It's used for management of passengers' feedbacks, to identify the problem(s), to understand the passengers' requirements and relations with them. Authorized personnel in name of their own processes in Ground Operations follow the passengers' feedback to improve both our service provision by simplifying it, but without reducing the quality by connecting the all relevants and outcomes, also to increase the customers's satisfaction and/or resolve the dissatisfaction by reacting in real time.

6.2.2.17 Comply 365

Pegasus Airlines uses Comply365 Documentation System for Document Management.

All users at Pegasus Airlines use mobile applications on their personal and/or business mobile devices (IOS/ Android) and can use the software on the web interface. All users log in to the system with SSO (SINGLE SIGN ON) business username and passwords created by themselves, provided by API connection.

6.2.2.18 World Tracer

Global bag-tracing and matching baggage system from check-in to final destination is used to maintain an accurate inventory of baggage by monitoring the acquisition and delivery of baggage, comply with IATA PSCM – Resolution 753. It is a standard global method of reporting and tracing lost baggage to reduce the cost of managing multiple systems by having one system that meets all their airline customers' data requirements.

Pegasus Baggage Services ("pbsmerkez@flypgs.com") converts the manual report(s) coming from the Ground Service Provider who is not the user of World Tracer.

6.2.2.19 AMOS

The software system and application enable that GSE Maintenance Program is used at Istanbul Sabiha Gökcen Airport, (Ref: PG-AL-PR-001).

6.2.2.20 Meetings

SMM 6.7

Regular meetings have as follows:

- Collecting for safety and security incomes
- Defining the part of the department within the corporate needs, plans and actions
- Creating the formal corporate memory Type of Meeting in Ground Operations (*See Corporate Manual)
- Corporate Meetings (See: Compliance Monitoring Manual, Corporate Manual)
- Ad hoc meeting, a meeting called for a special purpose (in case of a minor ground incident, irregularity...)
- Investigative Meetingins case of ground accident, major accident) The purpose is to define the corrective actions, award/penalty applications clearance etc.

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- MOC-Management of Change Meeting, the meeting with the project team and the client of the project to discuss the role of each team member, action plan, risk assessment and setting the barriers up...(*See PG-EM-PR-001)
- Management meeting, a meeting among managers: Pre-Delay meetings on every Sunday with the represantative of related units within the Ground Operations. Each ground operation unit and hub service suppliers' reprasantatives (where available) involved in on time performance are participants. On-time performance related with the ground operations is evaluated and delay explanations are recorded and prepared for Corporate Delay Meetings.
- Ground Operations Safety&Security Performance Group Meeting in monthly basis: Each ground operation units' and related departments' (if necessary) reprasantatives are particaipants. Safety and security incomes related with the ground operations are evaluated. The subjects to be needed into the Corporate Mediums (Safety Action Group etc) are defined. Ground Operation-Safety Advisor informs and invites the participants by e-mail.
- Meeting with the service provider, contractors or third parties on request.
- One-on-one meeting, between two individuals (in case of a non-compliance on a specific procedure with the personnel involved and his/her trainer/superior)
- Staff meeting, typically a meeting between a superior and those that report to the superior (to improve the service quality, to discuss and act a specific irregularity, to inform about a procedure change...)
- Team meeting, a meeting among colleagues working on various aspects of a team project, to coordinate the working flow.
- Annual Meeting with the Service Provider where possible. Participants are the ground handling provider's represantative and Pegasus Ground Operations Department and Units' represantatives. The purpose is to review the performance evaluation of previous year and to be prepared for the next period in mutual cooperation by discussing the specific and sectoral problems, trends and solutions. Meeting Agenda and Meeting Minutes are prepared by Ground DOCUMENT Team who also invites the participants.
- Ground operations customer experience meeting on request; actions analysis to enable better customer experience by connecting the ground operations and customer expectations.

Meeting minutes and results may be recorded and disseminated within the following methods:

- E-mail
- Form: Meeting Attendance Form and

*See also Training Meetings (See: Ground Operations Training Manual)

Ground Operations Regular Meeting (In addition to Corporate Meeting which are described in Corporate Manual).

(1) INTERNAL OCCUPATIONAL HEALTH & SAFETY COMMITTEE MEETING

Table 6-4: INTERNAL OCCUPATIONAL HEALTH & SAFETY COMMITTEE MEETING

Participants	EVP-Ground Operations or representative who are assigned by EVP-Ground Operations, all ground operation units' employee representatives, assigned Business doctor(s), representatives of Integrated Management Systems and Business Excellence Department, Operational Compliance- Documentation/ Ground Operation representive(s), Human Resources Department's representative(s)

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Purpose	Management of the risks for occupational accidents and diseases at work by the employers and workers who are faced with them in order to ensure effective actions are taken and to establish occupational safety and health (OSH) management systems at all workplaces for continual improvement of working environment and corrective measures by evaluation the monthly Ground Operation – Occupational Health and Safety Performance, including occupational accidents to enable the mitigation of risks and improvement of the performance level.
Frequency	At least – twice a year unless otherwise authorized by EVP Ground Operation
Conduct	Internal notice / Operational Compliance-Documentation/Ground Operation
Agenda	Preparation for corporate Occupational Health and Safety meeting, Operational, financial, administrative and management systems subjects that affect the ground Operation Occupational Health and Safety performance. Reviewing and resolving the reasons for occupational accidents and studying the required actions. Hazards, weekly reports on safety and security, evaluation of the risk and their current actions with the concerned departments
Minutes	Operational Compliance-Documentation/Ground Operation publishes these.

(2) INTERNAL WEEKLY COORDINATION AND DELAY MEETING

Table 6-5: INTERNAL WEEKLY COORDINATION AND DELAY MEETING

Participants	All ground operation units
Purpose	Evaluating the weekly Ground Operation performance, including the on-time performance to enable scheduled ground activities to be synchronized and to develop the performance level.
Frequency	Once a week, on Mondays
Conduct	Internal notice / EVP Ground Operation
Agenda	Preparation for Corporate Delay Meeting Operational, Financial, Administrative and Management Systems subjects that affect the ground operation performance. Review and resolve the reasons for delay and study the required actions, hazards, weekly reports on safety and security, evaluation of the risks and their current actions, Schedule Coordination within the department
Minutes	Guest Control Centre publishes

(3) GROUND OPERATIONS SAFETY & SECURITY ACTION GROUP MEETING

Table 6-6: GROUND OPERATIONS SAFETY & SECURITY ACTION GROUP MEETING

Participants	All ground operation units, representatives from Safety Management, Compliance Monitoring Management and Security Management, Cargo Department, Ground Operations Training, (representatives from HR in case of need)
Purpose	Evaluation of safety &security performance level in the context of ground operations to mitigate the risk raised by ground operations and to improve the safety and security performance

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Frequency	At least - once in a month unless otherwise authorized by EVP Ground Operation (frequency may be reduced or increased depending on operational reasons during the year.)
Conduct	Internal notice/ EVP Ground Operation
Agenda	Operational, financial, administrative and management systems subjects that affect the performance level of safety & security in the context of ground operations , related actions
Minutes	Safety Advisor publishes.

(4) GROUND OPERATIONS INCIDENTS MEETING

Table 6-7: GROUND OPERATIONS INCIDENTS MEETING

Participants	Related Ground Operation Units , representatives from Safety and Compliance Monitoring Management, Environment and Occupational Health and Safety Management **NOTE** Service suppliers' representatives and business partners involved in operational occurrences may be invited too (in case of need).
Purpose	Evaluation of the results and analysis of ground incidents and occupational accidents and/or specific occurrences which must be investigated to decide and review the action taken in real time. A decision will be taken on the type of action to be taken for the occurrence based on investigation results. Actions may vary such as corrective actions as well as disciplinary actions, penalty, end of contract etc.
Frequency	On request in case of need *** except for the Ground Operations Safety & Security Action Group Meeting
Conduct	Internal notice/ EVP Ground Operation
Agenda	Ground incident, accident, near misses, occupational accidents, requirement of the evaluation any specific hazard or risk subjects that affect a safe/secure ground operation.
Minutes	Safety Advisor publishes.

(5) WEEKLY GROUND OPERATION SAFETY REVIEW MEETING

Table 6-8: WEEKLY GROUND OPERATION SAFETY REVIEW MEETING

Participants	Safety Advisor / EVP Ground Operation
Purpose	Review of weekly safety issues monitoring of safety risk assessments
Frequency	Weekly
Conduct	Safety Advisor / EVP Ground Operation
Agenda	Weekly safety issues monitoring of safety risk assessments
Minutes	Safety Advisor (in case of need)

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6.2.2.21 EGITA

All training records are kept and maintained on EGITA software which is established Pegasus Airlines Information Technologies Department. Internal users are authorized via Ground.TRAINING can monitor and follow training planning, actual training, training history of a particular staff, training activities chronologically. System is able to keep the entire records indefinitely.

6.2.2.22 FCC (Flight Control Centre) Database

A Pegasus application which are used by different departments within Pegasus shows all Pegasus airlines fleet activities, (flights, movements, ground time duration, gain of ground time, on time operation performance, duration of delays, delay reasons...), flight information, (aircraft type, flight type, registrations, seat configurations, actual loading information) records, flight irregularities (cancellation, delays, diversions...) records, message records moment-to-moment.

6.2.2.23 Reports

All defined reports defined in Peganet and electronic library are used and referred.

6.2.2.24 Audits, Spot Checks and Visits

Audits and Visits are very effective mediums to:

- Define the existing conditions
- Take the opportunity of study on the areas requires improvement
- Exchange mutual understanding
- Development the empathy

Serve to the:

- Risk assessment and mitigation;
- Hazard identification
- SMS implementation, analysis and continual improvement;
- Emergency response preparedness

6.2.2.25 Trainings

Standard Training aids (staff bulletins, pocket guides, manuals, etc... Information exchange can be provided in training phase between trainer and trainee also trainee-trainee. This information flow can feed the operational view, training contents & highlights and can promote the safety and security.

6.2.2.26 Leaflets, Posters, Announcements, Bulletins, Read & Sign, Staff publications, Briefings

Standard Training aids (staff bulletins, pocket guides, manuals, etc

6.2.2.27 Surveys

SMM 4.2.2

6.2.2.28 Aircraft Message

Be always clear and concise. Use standard text abbreviations whenever possible. Pre-typed messages will save time. Depending on type and / or urgency of a message to be sent, an appropriate means of transmission will be selected.

In according to AHM 730 Handling Companies shall: 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.

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6.2.2.28.1 SITA Operational Messages

- SITA messages for Operations have to be sent only to the destination(s) and copied to GCC (ISTFPPC) and OCC (ISTOWPC)
- Stations must utilize the priority code QD whenever messages are of a nonoperational or nonurgent type. QK (normal - usually within 30 minutes), QU(urgent operational - 15 minutes), or QS (Emergency / Distress only – immediate priority) should be utilized where appropriate Operational messages, where required, should conform to IATA standard formats. (See Chapter 6). If the first message was wrong due to handling agent fault, the handling company's identifier code must be used for SITA charge.

  Sending the standard message outlined within this Chapter through the mediums other than SITA can be acceptable on condition that it's been known and used in accordance with the rules depicted in this Chapter by senders and receivers where it's manageability with all aspects.

  Following reason can cause this:

  (1) System failure

  (2) Expenditure policies and practical reasons

6.2.2.28.2 General

Aircraft movement messages enable the company to control the punctual and regular operation of all Pegasus Airlines flights. They are also used as basis for aircraft co-ordination and crew rotation. All Stations report departures, arrivals and delays by sending a departure, arrival or delay message as appropriate means. The message shall be sent in 10 minutes after the departure or arrival of a flight. It is also due whenever a delay of more than 15 minutes is expected. The sequence of lines and spacing is standardized and will be used as per examples in this chapter.

Whenever a flight arrives late at your station, the declared minimum ground time is 40 minutes for Charter/ International and 20-25-30 minutes for Domestic flights. The Guest Control Center (GCC) and The Operation Control Centre (OCC) in Aircraft Movement Messages shall never be forgotten.

6.2.2.28.3 Ad Hoc / Sub Charter Flights

For ad hoc Charter flights and / or Sub charter flights (Pegasus Airlines for other carriers) the involved Stations receive from a separate telex with special information about this flight. The PIC must have a copy of this telex and all other attachments. All involved Stations are requested to act accordingly.

6.2.2.28.4 Definition of Abbreviations

Abbreviation in the Aircraft movement message (MVT) will be defined as follows.

AA: actual arrival touch-down time in a four digit-time group, oblique, on-block time in a four digit time group (i.e. aa1315/1327)

AD: actual departure, off-block time in a four digit-time group, oblique, airborne time in a four digit time group (i.e. ad1435/1442)

DL: delay departure message: two characters delay code for each delay and four digit-time groups for duration of each delay. All figure groups to be separated by oblique. (i.e. dl72/0115 or dl13/81/0020/0010)

Delay message: three characters delay code, maximum three codes (i.e. dl41 or dl15/91/32)

DR: diversion reason (same as delay reason) (i.e. dr72)

EA: estimated arrival time followed by a four-digit time group (i.e. ea1400)

EB: estimated on-blocks time followed by a four-digit time group (i.e. eb1510)

ED: estimated date / time of departure in a two-digit date group and a four-digit time group (ed041620)

EO: estimated take off time followed by a four-digit time group (i.e. eo1600)

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FR: return from airborne followed by touch-down time in a four-digit time group, oblique and onblock time in a four-digit time group (i.e. fr1315/1325)

NI: date / time in a two-digit date group and a four-digit time group when next information will be given in case unknown delays (i.e. ni211700)

PX: number of seats occupied by passengers per destination, shown in sequence of routing commencing with the next station ahead. Figure groups to be separated by an oblique. (i.e.px003 or px050/084 or px024/045/102)

RR: return to ramp in a four-digit time group (i.e. rr1234)

SI: supplementary information - free text possible

6.2.2.28.5 Aircraft Movement Message (MVT)

Movement messages must be sent no later than 10 minutes after on blocks or 10 minutes after airborne.

- All times must be given in UTC.
- If an LDM is not issued, the number of bags must be shown within the SI section.

Corrected versions always have to be sent as complete messages; in this case the remark >Corr.version< has to be stated under SI (Supplementary Information). The times in the Aircraft movement messages form shall be defined as follows:

AA Actual time of Arrival, consisting of

- touch down time
- on block time (actual time when the chocks applied)

AD Actual time of Departure, consisting of

- off block (time the aircraft commences to roll with its own or external power)
- time of take off (airborne time)

EA Estimated time of Arrival

ED Estimated time of Departure

NI Time, when Next Information will be given in case of indefinite delays.

Examples of Messages

The Standard format for Aircraft Movement Message (MVT) will be used for departure, arrival and delay message. Practically all operation / movement communication traffic between Stations will be transmitted via SITA network. Therefore the SITA message format is used for the following examples:

MVT

PC120/10.TCAAJ.SAW Flight number/date.reg.origin

ED101500 Estimated departure date time

DL87 Delay code

SI 87 parking stands / ramp congestion Supplementary information (SI) reason for delay

6.2.2.28.5.1 Departure

A departure message shall be sent in 10 minutes after the aircraft has taken off.

Departure : Priority indicator QN

Addresses : Always to be to sent destinations departments and OCC (ISTOWPC) and GCC (ISTFPPC)

Signature : Message Originator, date / time group

Text : Message Identifier MVT

Flight Number, Scheduled UTC date of departure, Aircraft registration - preceded by a full stop, Airport of Movement-IATA three-letter code preceded by a full stop, Departure Identifier AD, Time of Departure (off-

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block / airborne time in four-digit time group), Estimated Arrival Identifier EA, Time of Arrival, Airport of Destination, Delay Identifier DL, Delay Reason Code(s) as per GOM chapter 5.5.1, Three delay reasons –two character delay code for each delay and four-digit for time group duration of each delay (hours and minutes),. All figures groups to be separated by oblique.

Passenger Identifier PX, number of seats occupied by passengers, (no infant shall be mentioned)

Use 'Supplementary Information- Identifier SI', (free text) if in any delay except 93 and 81.

Example:

PC121/12.TCAAN. ADB Flight number/date.reg.origin

AD1500/1512 EA1557 SAW Off block/airborne time estimated arrival time at destination

DL75/0010 IATA delay code(s)/time in hours and minutes

PX100 Actual passenger/infants separated by an oblique

SI REQ GPU UPON ARRVL SI PLUS 02 INF Supplementary information(SI) for required information

6.2.2.28.5.2 Arrival

An arrival message must be sent immediately after the aircraft is on-block.

Arrival : Priority indicator QN

Addresses : Always to be to sent destinations departments and OCC (ISTOWPC) and GCC (ISTFPPC)

Signature : Message originator, date / time group

Text : Message Identifier MVT,

Flight Number, Date of Arrival, Aircraft registration code preceded by a full stop, Airport of Movement - IATA three-letter code preceded by a full stop, Arrival Identifier AA, Time of Arrival (touch-down / onblock) in a four-digit time group or six-digit date/time group, separated by a slash.

Example:

MVT

PC132/12.TCAAH.IST Flight number/date.reg.airport of movement touch-down / on-block

6.2.2.28.5.3 Delay

A delay message must be sent whenever an aircraft appears to depart 15 minutes after scheduled departure time and / or seems to exceed the scheduled ground time by 15 minutes or more and include:

- The estimated time of departure (ED) or next info (NI)
- The delay code(s)
- The reason for the delay in plain language under SI

If the advised ETA is likely to be exceeded again, an additional delay message must be sent stating a revised estimated time of departure.

A further delay message with a revised estimated time of departure will be launched if the estimated time of departure stated in the delay message is likely to be exceeded. This message with the revised departure time will be dispatched prior the time advised in the previous message.

Delay : Priority indicator QN

Addresses : Always to be to sent destinations departments and OCC (ISTOWPC) and GCC (ISTFPPC)

Signature : Message originator, date / time group

Text : Message Identifier MVT

Flight Number, Scheduled UTC date of departure, Aircraft registration - preceded by a full stop, Airport of Movement - IATA three-letter code preceded by a full stop, Estimated Departure Identifier ED, Day and Time Estimated Departure Time information is composed of eight characters. The identifier ED is followed by two digits to indicate the UTC date and four digits for the UTC time group of the event, Delay Identifier DL, Delay Reason Code as per GOM Chapter 6, Supplementary Information Identifier SI, (free text) if needed.

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Or in case of indefinite delay:

Example:

Delay : Priority indicator QN

Addresses : Always to be to sent destinations departments and OCC (ISTOWPC) and GCC (ISTFPPC)

Signature : Message originator, date / time group

Text : Message Identifier MVT,

Flight Number, Scheduled UTC date of departure, Aircraft registration - preceded by a full stop, Airport of Movement - IATA three-letter code preceded by a full stop, Next Information Identifier NI, Day and Time, Next Information is composed of eight characters. The identifier NI is followed by two digits to indicate the UTC date and four digits for the UTC time group of the event, Delay Identifier DL, Delay Reason Code as per GOM chapter 6, Supplementary Information Identifier SI, (free text) if needed

Example:

MVT

PC133/12.TCAAI.IST Flight number/date.reg.origin

ED121630 Estimated departure date time

DL41 Delay code

SI HYDRAULIC PROBS Supplementary information (SI) optional delay in plain language or other additional information.

6.2.2.28.5.4 Delayed Take-off

A delayed take-off message must be sent whenever an aircraft appears to take-off 30 minutes after scheduled departure (off-block) time.

Delay : Priority indicator QN

Addresses : Always to be to sent destinations departments and OCC (ISTOWPC) and GCC (ISTFPPC)

Signature : Message originator, date / time group

Text : Message Identifier MVT

Flight Number, Scheduled UTC date of departure, Aircraft registration - preceded by a full stop, Airport of Movement-IATA three-letter code preceded by a full stop, Departure Identifier AD, Time of Departure (off-block), Estimated Take-off Identifier EO, Estimated Take-off Time in four-digit time group, Delay Identifier DL, Delay Reason Code as per GOM chapter 5.5.1, Supplementary Information Identifier SI, (free text) if needed.

Example :

MVT

PC133/12.TCAAU.SAW Flight number/date.reg.origin

AD1630 EO1730 off-block/ estimated time at destination

DL72 Delay code

SI DEICING Supplementary information (SI) optional delay in plain language or other additional information.

6.2.2.28.5.5 Return To Ramp

A return to ramp message shall be sent whenever an aircraft returns to on-block again. A further delay message with a revised estimated time of departure must be launched. This message with the revised departure time will be dispatched according to GOM chapter 6.

Delay : Priority indicator QN

Addresses : Always to be to sent destinations departments and OCC (ISTOWPC) and GCC (ISTFPPC)

Signature : Message originator, date / time group

Text : Message Identifier MVT

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Flight Number, Scheduled UTC date of departure, Aircraft registration - preceded by a full stop, Airport of Movement - IATA three-letter code preceded by a full stop, Departure Identifier AD, Time of Departure (off-block), Return to Ramp Identifier RR, Return to Ramp Time in four-digit time group, Supplementary Information Identifier SI, (free text) if needed

Example:

MVT

PC141/12.TCAAV.AYT Flight number/date.reg.origin

AD1600 RR1625 off-block/return to ramp

SI Supplementary information (SI) reason for returning

6.2.2.28.5.6 Return From Airborne

A return from airborne message shall be sent whenever an aircraft returns to the airport of departure.

A further delay message with a revised estimated time of departure must be launched. This message with the revised departure time will be dispatched according to GOM chapter 6.

Delay : Priority indicator QN

Addresses : Always to be to sent destinations departments and OCC (ISTOWPC) and GCC (ISTFPPC)

Signature : Message originator, date / time group

Text : Message Identifier MVT

Flight Number, Scheduled UTC date of departure, Aircraft registration - preceded by a full stop, Airport of Movement - IATA three-letter code preceded by a full stop, Forced Return Identifier FR, Touch-down Time in a four-digit time group, On-block Time in four-digit time group, Supplementary Information Identifier SI, (free text) if needed.

Example:

MVT

PC122/12.TCAAS.IST Flight number/date.reg.origin

FR1500/1510 Forced return touchdown/ on-block

SI Supplementary information (SI) reason for returning

6.2.2.28.5.7 Revised Estimate Time Of Arrival

A revised ETA message shall be sent whenever the estimated time of arrival, given by prior departure station, exceeds 15 minutes.

Delay : Priority indicator QN

Addresses : Always to be to sent destinations departments and OCC(ISTOWPC) and GCC (ISTFPPC)

Signature : Message originator, date / time group

Text : Message Identifier MVT

Flight Number, Date of Arrival, Aircraft registration - preceded by a full stop, Airport of Movement - IATA three-letter code preceded by a full stop, Estimated Arrival Identifier EA, Revised ETA in a four-digit time group, Supplementary Information Identifier SI, (free text) if needed.

Example:

MVT

PC123/12.TCABP.ESB Flight number/date.reg.origin

EA1600 Revised estimated arrival time

SI Supplementary information (SI)

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6.2.2.28.5.8 Arrival Taxi Time Variance

An arrival taxi time variance message shall be sent whenever an aircraft appears to taxi more than 30 minutes.

Arrival : Priority indicator QN

Addresses : Always to be to sent destinations departments and OCC (ISTOWPC) and GCC (ISTFPPC)

Signature : Message originator, date / time group

Text : Message Identifier MVT

Flight Number, Date of Arrival, Aircraft registration - preceded by a full stop, Airport of Movement - IATA three-letter code preceded by a full stop, Arrival Identifier AA, Touch-down Time in a four-digit time group, Estimated on-block Time Identifier EB, Estimated on-block Time in a four-digit time group Supplementary Information Identifier SI, (free text) if needed.

Example:

MVT

PC025/12.TCARP.SAW Flight number/date.reg.origin

AA1300 EB1330 touch-down Estimated on-block Time

SI NO STAND AVAILABLE Supplementary information (SI)

6.2.2.28.6 Diversion

A diversion message shall used for notification of in-flight diversion.

Diversion : Priority indicator QN

Addresses : Always to be to sent Airport of diversion, Airport of departure, Airport of scheduled destination and OCC (ISTOWPC) and GCC (ISTFPPC)

Signature : Message originator (scheduled station of destination or any other station having noticed the diversion), date / time group

Text : Message Identifier DIV

Flight Number, Date of Departure, Aircraft registration - preceded by a full stop, Airport of Originally Intended Landing - IATA three-letter code preceded by a full stop, Estimated Arrival Identifier EA, Estimated Time of Arrival at diversion airport (in UTC) in a four-digit time group, Airport Code (of intended diversion) - IATA three-letter code, Identifier for reason of diversion DR, Reason Code as per GOM chapter 6. Passenger Identifier PX, number of seats occupied by passengers (adults and children only), Supplementary Information Identifier SI, (free text) if needed.

Example:

DIV

PC030/12.TCAAU.ESB Flight number/date.reg. intended landing

EA2215 IST Estimated arrival at diversion airport

DR72 PX130 Diversion reason passengers on board

SI THUNDERSTORM AT ESB Supplementary information (SI)

6.2.2.28.7 Load Distribution Message (LDM)

Load Message

Recommended that, Member shall:

(1) Use the Standard format for manual and automatically composed load message.

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(2) Abolish the load message on point-to-point flight as well as on the last leg of multi sector flight, except for wide-bodied freighter aircraft.

NOTE

The load message is sent primarily to enable the transit station to know in advance the load which continues on the same aircraft

NOTE

If load information is needed for point-to-point flights or for its last sector of multi-sector flights see AHM 584 or AHM 587.

(3) The message is composed of four parts. (AHM 583)

A load message has to be always sent.

LDM : Priority indicator QK

Addresses : Always to be to sent destinations departments, OCC (ISTOWPC) and GCC (ISTFPPC)

Signature : Message Originator, date / time group

Text : Message Identifier LDM

Flight Number, Scheduled UTC date of departure out of its originating station, oblique followed by two numeric which are included of the flight number, Aircraft registration preceded by a full stop, Version of aircraft preceded by a full stop, Number of crew.

One digit for cockpit crew, oblique, one digit for cabin crew

Destination. Airport of disembarkation of passengers and / or unloading of dead load. Use new line, preceded by hyphen. NIL, if there is no traffic load to this destination. NIL is printed and preceded by a full stop. Number of passenger, per weight category. Adults/children/infants, preceded by a full stop.

NOTE

If there is dead load to this destination but no passengers, zeros must be filled in. Total dead load. 1-5 digits, preceded by a full stop and letter T. Load in compartments and / or positions of unitized load. 1-2 digits compartment/unitized load designator, oblique, 1-5 digits weight of dead load, preceded by a full stop. This element repeated for each compartment containing dead load for this destination.

Seat occupying passengers including PAD‘s. Element identifier PAX, proceeded by a full stop and followed by an oblique and seat information.

PAD, seats occupied by outgoing PAD‘s per class including LMC. Element Identifier PAD preceded by a full stop, followed by an oblique and seat information. All PAD‘s are included in PAX distribution.

Supplementary Information Identifier SI, (free text) i.e. for weapon, buggy, buggy with DAA, own WCHR, WCHR with DAA total baggage pieces, Transfer and transit baggage pieces/loading positions/destination if needed as below.

Example:

PAD, seats occupied by outgoing PAD‘s per class including LMC. Element Identifier PAD preceded by a full stop, followed by an oblique and seat information. All PAD‘s are included in PAX distribution.

Supplementary Information Identifier SI, (free text) i.e. for weapon, buggy, buggy with DAA, own WCHR, WCHR with DAA total baggage pieces, Transfer and transit baggage pieces/loading positions/destination if needed as below.

Example:

LDM PC157/17.TCAMP.189Y.2/4

- SAW.40/45/08/03.T/2500.1/1000.3/1500.PAX/093.PAD/000.AVI/1/35 SI SAW .B/89/2500.C/0/0.M/0/0

05 PCS ADA TRS BAG IN H1

12 WEA LDD H1 GZTSAW

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01 DAA LDD H1

1st line	flight number PC157 / date 17 / registration TCAMP / cabin configuration Y189 / crew version 2/4
2nd line	load to SAW: 40 male / 45 female / 8 children / 3 infants / total dead load (T) 2500 kg / 1000 kg loaded CMPT 1 / 1500 kg loaded in CMPT 3, total passengers (without infants) 093., PAD (without infants), special load live animal 35 kg (AVI) loaded in CMPT 1
3rd line	supplementary information (SI) actual net weight of baggage (B), cargo (C),equipment(E), mail (M) / weight (BAG) , 5 pieces of transfer baggage for ATH ,12 weapon in Hold 1, 1 Delivery at aircraft in Hold 1

6.2.2.28.8 Correction Of Message

To correct a message already transmitted it is necessary to send a new complete message.

To identify such messages the standard message identifier (COR) must be shown on the first text line.

The standard message identifier (MVT) shall be on the second text line.

Where there is no corrected date/time group element available, the date/time group shall be replaced with “9” for each digit (eg.9999 or 999999). This will erase the incorrect data. (Ref. AHM 780)

Example:

COR

MVT

PC131/12.TCAAI.SAW Flight number/date.reg.origin

AD1510/1512 EA1607ADB Off block/airborne time estimated arrival time at destination

DL75/0010 IATA delay code(s)/time in hours and minutes

PX132 passengers on board

SI Supplementary information (SI) optional delay in plain language or other additional information.

6.2.2.28.9 Request Message (RQM)

For all missing message the RQM shall be sent to the department from which report is expected. When no reply is available, the headquarters must be contacted immediately.

Example:

RQM

MVT Message identifier for required message

PC116/13.ADB.AD/DL Flight no/date.reg.station from which report expected

6.2.2.28.10 Cargo Sent Message (FFM)

To notify details of consignments loaded on to specified flight, this message must be sent after each flight if cargo loaded.

Message ID: 071653 JUN 2008.

FFM/8

1/PC671/10MAR/SAW

MUC

624-73754070SAWMUC/T37K235/TEXTILE

LAST

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6.2.2.28.11 Passenger Handling Message

6.2.2.28.11.1 Seat Occupied Message (SOM)

In order to inform the next down line station of seats occupied by transit passengers or seats protected for down line boarding. Handling Company shall use the Seats Occupied Message (SOM) as described below. Ref: IATA PSCM (Recommended Practice 1712)

SOM : Priority indicator QN

Addresses : Always to be to sent destinations departments and GCC (ISTFPPC)

Signature : Message originator, date / time group

Text : Message Identifier SOM

Flight number, Scheduled UTC day / month of departure, departure station, part number, Each Destination, row- and seat letter of occupied seats, Supplementary Information Identifier SI, (free text) if needed End of Message.

Example:

SOM

PC125/17MAY AYT/ADB/AMS

-AMS.02AB.03A.04DEF.05BC.11ROW.13ROW.17ROW

TTL026

1st line	standard message identifier code
2nd line	flight number/date/departure
3rd line	Each destination enroute will start on a new line preceded by a hyphen and followed by a full stop. All occupied seats must be entered by destination. Row numbers should be in numeric ascending order, seat letters in alphabetical order. if all seats in one row are occupied, "ROW may be entered in place of individual seat letter
4th line	Total used seats

Seats Element for Protected Seats

This section is used if there are down line seat protections out of this station. This section uses the header PROT EX (Protected Out of).

All down line protected seats are entered by down line board point. Enter only those stations that have seats protected. Each down line board point starts on a new line.

Example:

PROT EX

PC125/17MAY AYT/ADB/AMS

-AMS.22AB

6.2.2.28.11.2 Passenger Service Message (PSM)

As soon as possible after the departure of the flight, the number of disabled persons and persons with reduced mobility on that flight requiring assistance shall be transmittedtoinform the disembarking (and optionally transit) station(s) of any passengers carried on a flight.

PSM : Priority indicator QN

Addresses : Always to be to sent destinations departments and GCC (ISTFPPC)

Signature : Message originator, date / time group

Text : Message Identifier PSM,

Flight number, Scheduled UTC day / month of departure, departure station, part number, Each Destination, Supplementary Information Identifier SI, (free text) if needed

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Example :

PSM

PC920/17.ADB PART1

-AMS ----------UM/00/15A

----------WCHR/OWN/04A

END OF PSM

1st line	standard message identifier code
2nd line	flight number/date PART number
3rd line	if required on multi-sector flights, the airport of disembarkation, followed by passenger's name, the category, details of each passenger requiring special handling, such as (but not necessarily limited to) the following and the occupied seat. unaccompanied minors age/seat
4th line	wheelchair passengers – seat

PSM is not required on domestic flights in Turkey, because Pegasus Airlines-DCS system is the only facility for check in/boarding processes in Turkey. Instead of PSM message, SSR record of passenger and header line comments on a specific flight indicates all special service requests. Arrival station in domestic flights shall check Pegasus Airlines-DCS for preparing and organizing arrival operation.

6.2.2.28.11.3 Passenger Transfer Message (PTM)

In order to inform arrival stations of transfer passengers and their baggage, Handling Staff use the PTM that shows those passengers and their baggage transferring at the arrival station, having a connecting flight that departs within the time scale. This message contains the name list of passenger who has connection in 24 hours after arrival, and their name, class, connection flight's number, destinations and number of their through checked baggage. This message is needed to inform en route stations of transfer passengers and their checked baggage and is dispatched immediately after flight departure.

The standard IATA format for PTM shall be used for manually issued as well as machine-issued departure, (Refer to IATA Passenger Services Conference Resolutions Manual / Recommended Practice 1718).

- If you don't use Pegasus DCS for check in, send PTM to related addresses of arrival station even if it is NIL.
- Use the following IATA format for PTM.
- State exact number of transfer baggage within.

Example

PTM

PC801/06JUL AYTTXL PART 1

LH166 LHR 02Y 03B GULSEVEN/IMRS/AMRS

LH166 LHR 01Y 01B BENSON/OLIVIAMRS

LH166 LHR 04Y 03B DUBOUIS/ALISONMRS/JOHNMR/JIMMR/SARAMRS

AA177 SFO 2Y 2B SALTIK/DENIZ/CAN/ANT.CHD1.INF1

ENDPTM

6.2.2.28.11.4 Passenger Name List (PIL)

PIL (instead of Crew Information Sheet) may be accepted in order to provide the cabin crews with necessary information concerning special services requested passengers on board (except of Turkey).

PIL is a printed message at a time close to flight departure and handed over to cabin crew to inform Cabin Crew about special service required passengers.

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Please refer for the format IATA Passenger Services Conference Resolutions Manual - Recommended Practice 1716.

6.2.2.25.11.5 Passenger Assistance List (PAL) / Change Assistance List (CAL)

Ref: IATA Passenger Services Conference Resolutions Manual / Recommended Practice 1708a, REGULATION (EC) No 1107/2006 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air, SHT/ ENGELSİZ

PAL: is a list of PRM concerning a particular flight and board point. The message is produced by DCS system or reservation system for special assistance handling of passenger. A PAL shall be sent for each departure and arrival airport on the route of a flight departs from or arrives at any airport within the Pegasus Flights Network. The list contains the passenger names with selected SSR codes that apply to PRM requirements, the marketing flight (when appropriate), one inbound connection and one outbount connection. A PAL List is always sent even when there are no PRMs on board; in such cases a NIL value is used. The PAL/CAL Lists are sent via SITA and are address specified and confirmed by Agreement/Network Auditing Management.

When a notification of the need for assistance at least 48 hours before the published departure time for the flight has been received it shall transmit the information concerned at least 36 hours before the published departure time for the flight:

(a) to the service provider/managing body of the airports of departure, arrival and transit, and

(b) to the operating air carrier, if a reservation was not made with that carrier, unless the identity of the operating air carrier is not known at the time of notification, in which case the information shall be transmitted as soon as practicable.

In all cases other than those mentioned in paragraph (a) or (b), the information shall be transmitted as soon as possible.

Stations use Pegasus DCS shall refer to SSR List on related flight through the DCS instead of PAL/CAL /PSM in the time line laid down here to be prepared previously.

CAL: The Change Assistance List (CAL) is an update list of passenger changes that occurred in the reservations system since the dispatch of the flight's PAL or previous CAL. The list contains the names (addition, change, delete) of passengers who requires special assistance and any change in their request. If there is no change for PRM, no CAL is sent.

CAL and PAL formats are same. Format in IATA Recommended Practice 1708a shall be used.

6.2.2.28.12 Delay Codes

DELAY CODES CHART PG-DO-BK-018 which is accessible through doc.lib and COMPLY365 is used for delays on PEGASUS Airlines flights.

Ref: IATA AHM 730 and AHM 731 for delay codes.

NOTE

Specific local intructions may be given by Network Auditor Team and followed by GCC for delay codes, (*See: PG-MK-BK-001)

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6.3 ON TIME PERFORMANCE POLICIES

We will never compromise safety in order to achieve an on time departure. In light of the strong correlation between OTP and guest satisfaction, we will accept limited degradation to the guest experience in order to achieve an on time departure. For example guests may be required to experience an extended wait to board the aircraft in order to ensure that there is a constant flow of passengers to the aircraft once boarding commences.

6.3.1 Offloading Passengers Late To Boarding Gate

Where passengers fail to show for a flight, the passenger offload process must strictly commence at STD -10 for all departures.

All baggage belonging to the no show passengers must be offloaded and removed from the manifest prior to aircraft departure.

In the event that the guest reports to the gate after closure but prior to their baggage being offloaded, the Handling Superior and /or Pegasus Airlines Superior is accountable for deciding whether the passengers should be accepted or not. The decision must be based on delivering the best outcome in terms of punctuality (with no compromise to safety).,

- Once baggage has been found, the passengers should be refused travel if he/she is still no – show at gate. It's not necessary to ask P.I.C.
- On coached departures, the departure time of the last coach from the gate must not be delayed.

  It is therefore anticipated that late-reporting passengers would be denied travel on coached departures.
- The Ground Handling Agent is accountable for management of delays associated with late passengers, and is responsible for making this decision. Delays due to offload of baggage for late reporting passengers, or in the event of deciding to accept passengers in line with the above, remain the accountability of the handling agent.

6.3.2 Exceptional Circumstances

In exceptional circumstances, Supervisor may override the policy in relation to offload of passengers, e.g. due to major operational difficulties in an airport affecting a significant volume of guests. The handling agent must liaise with Supervisor in such situations.

6.3.3 Early Departures

The Commander may consider an early departure up to a maximum of 10 minutes ahead of schedule in all circumstances if the Dispatcher has confirmed that boarding and loading have been completed.

If the aircraft is ready to depart prior to STD-10 the aircraft doors may be closed at this time with the aircraft departing at STD-10. A departure earlier than 10 minutes may only be made in consultation with GCC if operational conditions exist which might endanger the aircraft or cause significant operational impact. Such conditions might include strike action, extreme weather conditions (including unusually strong headwinds, particularly on longer sectors), systemic computer failures affecting ATC networks etc.

6.3.4 Delay Coding Definition

Actual Time of Departure (ATD) and Arrival (ATA): The ATD is the time of Departure, consisting of actual time, when the aircraft doors are closed. The ATA is the Actual time of Arrival, consisting of touch down time.

Calculation of Time Allocated (Gain on Ground Time): Handling contracts may contain a minimum target turnaround time. This may be less than the scheduled turnaround time and is to be taken into consideration when an aircraft arrives late inbound. For example, a turnaround may have a scheduled turn time of 35 minutes but a contracted minimum turn time of 25 minutes. If the aircraft was late inbound by 10 minutes, the expectation would still be that it departed at STD. If this aircraft experienced a delay which caused it to depart after STD, code 93 cannot be used.

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Communication: Any flight irregularity which may affect the on-time operation shall be managed by using the communication procedures and standards on Chapter 6.

Example 1:

An airport has a minimum contracted turnaround time of 25 minutes. An aircraft has a scheduled turn of 40 minutes with an STA of 09:30 and STD of 10:10.

The aircraft arrives inbound at 09:40 and pushes back at 10:35 following late boarding of PRMs.

This would be coded as 25 minutes due to code 16. Since there was still more than 25 minutes available between ATA and STD for a minimum turn to be performed.

No delay will be allocated to code 93.

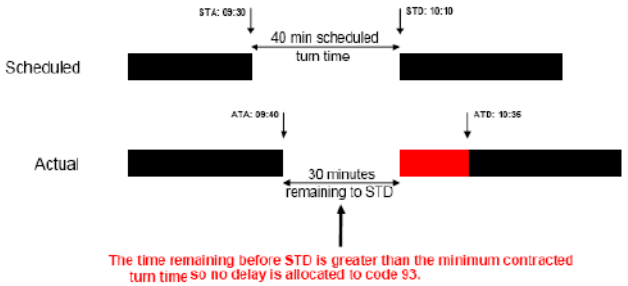


Figure 6-4: Example 1:

Example 2:

An airport has a minimum contracted turn time of 25 minutes. An aircraft has a scheduled turn time of 35 minutes with an STA of 14:45 and STD of 15:20 The aircraft arrives at 15:10 and departs at 15:40. Since the minimum turn time is 25 minutes, 5 minutes needs to be coded to a delay code other than 93.

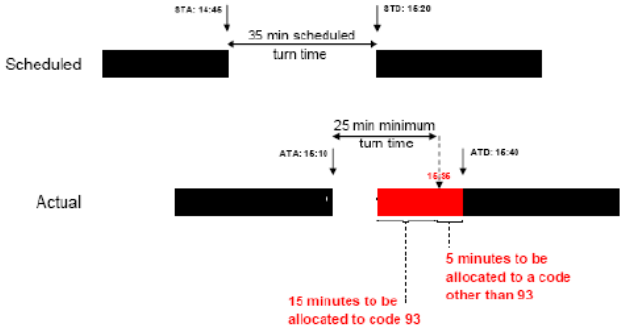


Figure 6-5: Example 2:

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6.4 DOCUMENT MANAGEMENT

(GRH 1.5.1) (1.5.3)

6.4.1 Control Of Documentation And Records

*Ref: PG-DO-TL-001, PG-KU-PR-008, PG-KU-PR-006, PG-KU-EK-001

(a) **Ground.DOCUMENT Team** (Ground Operation - Operational Compliance-Documentation Unit is responsible from the general document management (including external documents) in Pegasus Airlines Ground Operations in accordance with company standards which are referred above.

E-mail addresses: "GROUND.DOC@flypgs.com"

The primary purpose of document control list to ensure necessary, accurate and up-to-date documents are available to those personnel required to use them, to include in the case of outsourced operational functions, employees of external service providers.

Document Control List Electronic system of document management and control is an acceptable means of conformance. Within our system, document files are created, maintained, identified, revised, distributed, accessed, presented, retained and/or deleted using three main mediums as computer / web-based system as follows:

(1) Ground.DOCUMENT Team keep the documents current through the electronic library (doc.lib) for business partners which are not Pegasus family members and cannot access COMPLY365: "https://document.flypgs.com"

(2) Ground.DOCUMENT Team keep the documents current through the COMPLY365 electronic library for Pegasus Airlines employees.

(3) Ground.DOCUMENT Team keep the document masters, archives and drafts within Ground Operations File: Master. \\filemaster-abh\Yer Isletme Affiliated agents who are in charge of document management within Ground Operations works in cooperation Ground.DOCUMENTS and in accordance with the Pegasus standards referred above.

- Hard copy using is in the minimum level

Ground.DOCUMENT Team is responsible for following items within the three main mediums of document management: (GRH 1.7.1)

- Retention of a master copy
- Examination and approval prior to issue
- Review and update, to include an approval process, maintain the documents,
- Revision control (electronic documents)
- Identification of revision status
- Identification and retention of revisions as history
- Identification and retention of back ground or source references as history
- Distribution to ensure appropriate availability at points of use, to keep the documents current through the three main mediums at the same time,
- Checking of documents to verify they remain legible and readily identifiable
- As required, identification, update, distribution and retention of documents of external origin
- As applicable, identification and retention of obsolete documents
- As applicable, disposal of documents
- To prepare correct records belongs to the management systems and archive them in accordance with the legislation.

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(a) Internal and external document users are responsible to use and access the current documents and inform the current necessities to Ground.DOCUMENT y Team or Network Auditors.

(b) Network Auditors are responsible to monitor the compliance on document management.

(c) Internal Writers: If any need, Units can prepare and disseminate new document on behalf of their units and working area in compliance with Pegasus standards under the control of Ground.DOCUMENT Team. (*See PG-DO-TL-001). Internal Writers of Ground Operations use "YERISLETMEDOKUMAN@flypgs.com" group e-mail adress.

(d) Ground Handling Providers are responsible to have the latest versions of effective documents through doc.lib and to prepare correct records belongs to the operational processes and archive them in accordance with the legislation. (GRH 1.7.1)

Operational records and documentation (e.g., training records, flight files, etc.) shall be managed and controlled to ensure:

- Currency - Obsolete documents are identified and removed from the operational environment.

  The method depends on the user's local facilities and circumstances.
- Documents are clearly identifiable and reachable in terms of revision number, and other applicable information easily (e.g. Flight number, date, etc. as appropriate.)
- Documents are legible.
- Documents are stored and maintained effectively. Pegasus Ground Operations units use Ground Operations Archive Control Form -PG-DO-FR-053 to define the Document/records, their duration of retention, medium type assigned to keep the records, assigned agents who are in charge of this management of records.
- Retrieval - Documents can be readily retrieved for reference within an appropriate time scale.
- Protection, integrity and Security - Documents are stored within an environment with an appropriate level of access control.
- Following the required period of retention, or upon a document becoming obsolete, disposal should be via an appropriate secure process for purposes of data protection, (e.g. Shredding or other means of secure disposal). In order to prevent the unintended use of obsolete documents, and to apply suitable identification out-of-date documents or older versions of revised documents the disposal of obsolete documents become valid at the time of the amendment is received by the holder of the manual irrespective of the proposed date of issue shown on the distribution sheet and on the top right hand corner of the individual page. They are destroyed by each manual holder or documentation specialist immediately after replacement.
- The deletion of electronic records is performed by the documentation specialist or Ground.DOCUMENT Team as an interim arrangement by deleting and/or uploading the state-of-art document. .(*See PG-KU-PR-008, 5.16)
- Obsolete documents that are kept for reference or other purposes are maintained by the Ground.DOCUMENT Team (unless otherwise specified) in a separate storage area or in electronic medium.(*See PG-KU-PR-008, 5.16)
- All record binds should be labeled with understandable
- All records must be stored for defined periods.

Pegasus Airlines management of records system, backup methods via COMPLY365supplier and Pegasus Information Technologies resources (servers, databases, software, systems, hardware), best practices, rules, official mediums and information security policies are documented through COMPLY365 (Yedekleme Politikası,Yedekleme Talimatı, Tedarikçi İlişkileri Bilgi Güvenliği Politikası, Temiz Masa Temiz Ekran Politikası, Bilgi Güvenliği Yönetim Sistemi Prosedürü and more).. The computer system backups are obtained by Information Technologies.

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Where operational data is maintained electronically, the Handling Agent must maintain a structured process of scheduled back-up files for all such documents.

Retention of operational documents/records will be based on the following table: (SHT OPS COMMISSION REGULATION (EU) No 965/2012 ORO.GEN.220 Record-keeping, ORO.MLR.115 Record-keeping, CAT.GEN.MPA.185 Information to be retained on the ground, SPA.DG.110 Dangerous goods information and documentation)

(A) Retention Of Operational Documents/Records Will Be Based On The Following Table (GRH 3.3.4 -3.6.4-3.3.5)

Table 6-9: Retention Of Operational Documents/Records

Type of Document	**Minimum Duration for Retention**	**Responsible**	**Where**
PIL and/or Crew Information Sheet	3 months	Passenger Services Department	Departure Station
Loading Instructions	3 months	Operation Department	Departure Station
Load Sheet	3 months	Operation Department	Departure Station
General Declaration	3 months	Operation Department	Departure Station
Balance Charts	3 months	Operation Department	Departure Station
NOTOC	3 months	Operation Department	Departure Station
Cargo Manifest	3 months	Operation Department	Departure Station
Passenger Manifest	3 months	Operation Department	Departure Station
Passenger documents (health reports, Indemnity Forms etc.)	3 months	Passenger Services Department	Departure Station
Company Mail Form	3 months	Relevant Department	Relevant Station
Accident & Incident Reports	3 years	Safety Management Department	Chief Safety and Security Office
Shipper Declaration	3 months	Operation Department	Departure Station
In-Cabin Live Animal Acceptance Checklist Form	3 months	Passenger Services Department	Departure Station

See for details PG-DO-L-001 Ground Handling Record Retention List

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Compliance of the standards is checked on compliance monitoring audits by Pegasus Airlines.

Ground Operations define, separate, categorize and keep all required records in both ways:

- Electronically (computerized mediums which are addressed at GOM Chapter 6)
- Hard-copy (paper)

Retention period is defined minimum time for a record. Name of record, storing environment, retention time and archive location (responsible department) is listed on Ground Operations ArchiveControl Form by each unit of Ground Operations.

NOTE

Documentation and Records for Cargo

(Ref: Pegasus Airlines Cargo Operations Manual Chapter 4)

Documents used directly in conduct or support of cargo operations are managed according to Pegasus Airlines documentation standards which is stated in Pegasus Airlines COM use the current IATA Cargo Regulations (TACT), Live Animals (LAR) and Perishable Cargo Regulations and Dangerous goods regulations (DGR).

All documents and records are saving by either digital (COMPLY365/doc.lib/file master) and as hard copy.

Pegasus Airlines cargo is responsible from saving the documents with hard copies and digital form. All digital documents back up activity are performed by Pegasus Airlines Information Technologies Department one time in daily periods.

- Keeping the bookings and AWB's coming from CGSA by e mail as a hard copy.
- The manifest coming from handling agency by email keeping as a hardcopy

Detail information for cargo documents please refer to doc.lib "http://document.flypgs.com"

6.4.2 Document Management Tools

Main tools are to manage the documentation in Pegasus Airlines-Ground Operations:

6.4.2.1 Comply 365

COMPLY365 is a cloud-based digital workplace platform. This platform enables you to provide documents, forms, communication, training, and tasks in one place on any device using adaptable applications. All users with assigned account roles access the necessary documents and content within the permissions granted to them. It allows you to distinguish between all employees of the business, service providers, contractors, subcontractors, regulatory authorities and agencies, and customers.

Pegasus Airlines uses the COMPLY365 software for end-to-end document management system. The system is customized according to the organizational structure, with technical infrastructure and document workflows set up to comply with documentation system regulations. It operates with role-based access controls, ensuring that document management adheres to operational activities, organizational requirements, and regulatory compliance.

COMPLY365 System Features are;

- Creates new documents.
- Views documents,
- Accesses up-to-date doc. through the system in line with the authorizations given for end users,
- Identifies changes and current revision status,
- Retains reference sources and past revisions as reference identification re disposal of documents,
- Document revisions, reviews and approvals,
- Document controls before publication
- Documents are legible, contain direct information and are clearly recognizable,

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- Identifies, updates, distributes and maintains external documents,
- Prevents access to passive documented information by system archiving,
- Provides access for employees to the updated documents on the system within the scope of the authorizations.
- Determines the retention period and destruction methods of the records,
- Distributes controlled copies of documents,
- Identifies passive and active archive methods and points for records,
- Prevents access to the repealed documented information by archiving in the system,
- Provides access for employees to the updated documents on the system within the scope of the authorizations,
- Controls the distribution of documents suitable for usage needs,
- Determines the active and passive storage periods of the records in the archive,
- Assigns review tasks to document owners by the system once a year,
- Assigns and follows up reading tasks to distribution groups and/or individuals.
- The expiration date for approved revisions is set to 1 year, during which documents are reviewed and updated as necessary.
- Reading assignments are made to distribution groups and/or personnel, with report tracking.
- Pegasus Airlines centrally manages and coordinates all documents (operations, maintenance, safety, etc.) under the responsibility of the DCMM, ensuring corporate standardization and regulatory compliance.
- Changes requiring preliminary approval are coordinated with the relevant authority by the document owner, Responsible Manager, and Operations Compliance Monitoring Team before submission for revision review.
- The document system coordinators in all departments ensure the preparation, updating, and compliant content creation of documents, monitoring of current revisions, preservation of revision histories, and distribution of necessary, accurate, and current information.
- Responsible Managers are accountable for the content control of documents related to their departments, with Manager Approval roles defined in the document workflow processes.
- In order to protect the documented information kept as proof of conformity against undesired changes, user permissions, transaction restrictions and authorizations are defined for each document.

All users at Pegasus Airlines use mobile applications on their personal and/or business mobile devices (IOS/ Android) and can use the software on the web interface. All users log in to the system with SSO (SINGLE SIGN ON) business username and passwords created by themselves, provided by API connection.

6.4.2.2 Electronic Library (doc.lib):

Each supplier of Ground Operations Department has access to the electronic library (doc.lib) "https://document.flypgs.com" for checking current documents of Pegasus Airlines by using its particular user name &password is given by Ground.DOCUMENT Team: "GROUND.DOC@flypgs.com"

Additionally the Handling Service Provider shall have a library or other organized system for the document retention that contains current manuals, regulatory publications and other essential documents associated with ground handling operations. Current editions shall be available at appropriate ground handling facilities. All Pegasus Airlines required documents (including GOM) for ground operations are available on electronic library (doc.lib): "https://document.flypgs.com/".

It's required only a user name/password which shall be requested from Ground.DOCUMENT Team ("GROUND.DOC@flypgs.com") to access to Pegasus doc.lib.

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All Pegasus Airlines Ground Operations current documents (including Contact Lists, performance reports, regular publications etc...) are available in online library. Each revision or change on documents is noticed to all online library user defined by Ground.DOCUMENT Team under the' NOTIFICATION / Pegasus Airlines-Ground Operation' header line by means of e-mail at the same time.

Changes become effective whenever it's published by e-mail unless otherwise stated on the own document. User must check the system and download the document to keep their personnel aware about Pegasus Airlines regulations and agenda. Our main goal is providing the continuity in the flow of information to personnel.

Please contact with "GROUND.DOC@flypgs.com" in case of any irregularity, if you need any support or if you have any question.

6.4.2.3 File Master

Authorization for read and change is given by Pegasus Airlines according to the necessity. YES System (Yetki ve Erişim Sistemi) is used to manage authorization through "https://apps.pegasusum.com/YES/"

6.4.2.4 Common Language

All core PEGASUS AIRLINES manuals; documentation, procedures, and computer systems are in the English language. There should be sufficient local proficiency in English amongst management and operational personnel (including, for example, Passenger Services and Dispatch roles) to ensure effective delivery of PEGASUS AIRLINES policies and procedures.

6.4.2.5 Minimum Requirements

(GRH 1.6.3)

The following manuals should be available at all locations:

- IATA AHM (Airport Handling Manual) accessible for operations, cargo and ramp staff
- IATA LAR accessible for operations, cargo and ramp staff
- IATA Passenger Service Conference Resolutions Manual - accessible for ticketing and checkin staff
- IATA TACT
- IATA PCR (Perishable Cargo Regulations) - accessible for cargo sales agents and cargo handling agents The latest versions of following manuals / Procedures shall be available and in use at all locations where Pegasus Airlines flights are handled:
- Pegasus Airlines Ground Operation Manual PG-DO-EK-001
- Pegasus Airlines Ground Operatıons Traınıng Dangerous Goods Handlıng Rules PG-YE-BK- 001
- Pegasus Airlines Ground Operations Quick Reference PG-DO-BK-002
- Pegasus Airlines Ground Operations Load Controller Quick Reference PG-DO-BK-003
- Pegasus Airlines Passenger Baggage Services Quick Reference PG-TH-BK-001
- Pegasus Airlines Ground Operations Boarding Announcements PG-DO-BK-004
- Pegasus Airlines Passenger Rights Leaflet PG-MD-BK-002 (In different languages)
- Pegasus Airlines Passenger Rights Notification PG-DO-BK-007
- Pegasus Airlines Cargo Operation Manual PG-KA-EK-001
- Pegasus Airlines De/Anti-Icing Manual PG-DO-EK-002
- Pegasus Airlines Passenger Baggage Service Manual
- Pegasus Airlines Emergency Response Manual PG-EM-EK-002
- Pegasus Airlines Station Emergency Response Procedure PG-EM-PR-002

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- Pegasus Airlines Local Notification Form PG-EM-FR-011/PG-MK-FR-000, (filled in and customised to each specific GHSP)
- IATA DGR (Dangerous Goods Regulations) - accessible for all staff, where ground handling operations are conducted, (at locations where passenger check-in and/or boarding operations are conducted and each location where ground handling operations involving the acceptance or loading of dangerous goods as cargo are conducted).
- Emergency Response/alarm plan of the airport - accessible to all staff
- Internal handling agent's SOP (standard operational procedures) / duties and responsibilities - accessible for all staff
- local required manuals of the relevant authorities - accessible to staff as required

***For Wet Lease Operations please refer to Wet leased Airlines' Operational Manuals Required manuals must be provided and kept current by the handling agent or company who provides the contracted service.

6.4.2.6 References and Related Documents

6.4.2.6.1 Internal/External

Ground Operational Manual is compatible with prominent legislations and entire Pegasus documents which are published through COMPLY365at the point of intersections.

6.4.2.7 Support Material/Stationary/Supplies

The Handling Service Provider is responsible to order from Pegasus the required station material and stationery for the handling of Pegasus aircraft at the particular station.

Ordering of handling material and stationery shall be made by filling in the list in Stationary Request Form and form shall be delivered to Pegasus by electronic mail:

Email: "stationery.request@flypgs.com"

Please check current document list via doc.lib (electronic library) under "GO-FORMS" title.

"http://document.flypgs.com"

NOTE

Operational stationery and documents demands of ground handling organizations and Pegasus stations will be evaluated by taking the number of monthly projected flight and guests into consideration.

The quantity of material that ordered may cover but not exceed a four-month stock, according to the flight-schedule.

- Operational stationary documents demands must be requested on a monthly basis of on last Mondays of each month with the stock request form.
- Document shipments to the related airport ground services will be sent within 7 working days.
- All station material requests must be made directly to Pegasus Ground Operations Department.
- The ordering of material shall be made in advance by considering that a delivery may take up to one week.
- In case of wet lease/code share flights, documents must be provided by the relevant Operating Airlines.

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6.5 SAFETY, SECURITY, COMPLIANCE MONITORING, ENVIRONMENTAL, OCCUPATIONAL HEALTH AND SAFETY, INFORMATION SECURITY MANAGEMENT SYSTEM

6.5.1 Pegasus Airlines Corporate Commitment

CORPORATE COMMITMENT PG-KU-PO-001

In all of its activities Pegasus Airlines is committed to

A culture that has safety, security and compliance monitoring as fundamental operational priorities, to promote this Pegasus Airlines shall act in full compliance with the current national and international rules and laws regulating the company's field of activity in conjunction with environmental protection and occupational health and safety requirements,

Working towards the continuous improvement of;

- Compliance, safety and security elements in all departments depending on the Company performance.
- Ability to maintain and improve the performance results in all aspects while implementing national and international rules and regulation, Company Procedures and the provisions of relevant statutory and regulatory requirements, any other standards.
- Follow-up of corrective actions and their effectiveness in operational performance.

Ensuring an effective management system is fully implemented and functional with a clear consistency and unity of purpose between corporate management and management of operational areas.

Defining employee accountabilities and responsibilities for delivery of safety, security and customer satisfaction,

Continually striving for improvement in matters related to safety, compliance, security and guest satisfaction, and to internalize the necessity of developing better systems by working to learn from mistakes and reduce human errors,

Encouraging uninhibited reporting of all incidents and occurrences that compromise safety and security to enhance safety and security outcomes and for appropriate human error management,

Ensuring externally supplied systems and services are selected based upon continuous compliance with Aviation Safety, Compliance Monitoring, Security, Information Security and Environment, Health and Safety performance standards to support business activities,

Prohibiting the offering, giving, solicitation or the acceptance of any bribe or corrupt inducement in any form,

Ensuring sufficient skilled and trained resources are available to implement Company strategies and processes,

Maintaining physical infrastructure, including buildings, plant and equipment, in a condition that ensures it is safe to use and consistent with environmental management and minimizes waste and pollution, as far as practical,

Striving to reduce our carbon emissions through technological, infrastructural, operational measures and via application of the emissions reduction principles.

Improving environmental performance continuously and to adopt the attitude of sustainability in order to reduce the impacts of activities on environment, and also to execute studies with the aim of increasing environmental awareness,

Regularly review and measure the performances of the company management systems by analyzing all data coming from audits, inspections, performance-based indicators, the company employee surveys, guest relations feedback system, employee e reporting system,

Assigning accountability and responsibility to all department heads, managers, and employees to strictly adhere to published regulations and orders of safety, security, compliance monitoring, data protection and for all processes to fulfil environmental, occupational health and safety requirements with sensitivity.

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6.5.2 Pegasus Corporate Policies

OUR SAFETY, QUALITY, ENVIRONMENTAL, OCCUPATIONAL HEALTH AND SAFETY POLICIES Pegasus Airlines prides itself on its commitments to Safety, Security, Information Security, Quality, Environmental and Occupational Health and Safety Policies. They are the most important features of our operations, the measures by which we judge success.

Pegasus Airlines applies the Compliance Monitoring Management System which has been implemented to meet the requirements of SHT-UYUMLULUK İZLEME and has been approved as Pegasus Airlines Compliance Monitoring Manual by TR-DGCA. Pegasus Airlines prides itself on its commitment to Safety, Quality, Environmental, Occupational Health and Safety, Information Security policies. They are the most important features of our operations, the measures by which we judge success. Management of Pegasus Airlines is committed to continuously verify what has been achieved regarding Safety, Quality, Environmental, Occupational Health and Safety, Information Security. The implementation of these policies are also a commitment of management and a shared responsibility with our employees. We strive to achieve our commitment through the following guiding principles:

SAFETY POLICY PG-EM-PO-001

We believe that Safety Management System can only be obtained with the participation of all employees. All levels of management and all employees are responsible for the delivering of this highest level of safety performance, starting with the CEO. Senior Management continually promote the safety policy to all personnel and demonstrate their commitment to it, provide necessary human and financial resources for its implementation and establish safety objectives and performance standards.

Our commitment is to:

Support the management of safety with the provision of all appropriate resources that will result in an organizational culture that fosters safe practices, encourages effective safety reporting and communication.

Encourage the management of safety as a primary responsibility of all managers and employees.

Clearly define for all staff including managers and employees, their responsibilities for the delivery of the organization's safety performance and the performance of the safety management system.

Establish and operate hazard identification and risk management processes that views all risks together in a way that can present the result holistically, support decision-making and deploy the resources needed to mitigate risks effectively.

Implement "Just Culture" and ensure that no action will be taken against any employee who discloses safety concern through the hazard reporting system, unless such disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or wilful disregard of regulations or procedures which are considered as unacceptable behaviours. Apart from these unacceptable acts, disciplinary action would not apply. The purpose of safety reporting and internal investigations is to improve safety, not to apportion blame to individuals.

Comply with legislative and regulatory requirements and standards and exceed those standards wherever possible.

Ensure that sufficient skilled and trained Pegasus employees are available to implement safety strategies and processes.

Ensure the effective implementation of Human Factor Principles into operational practices.

Establish and measure our safety performance by using realistic safety performance indicators and safety performance targets against safety policy and objectives.

Ensure externally supplied systems and services to support our operations are meeting our safety performance standards.

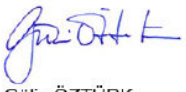
Publish procedures, assign responsibilities and provide necessary authorization and equipment to ensure a coordinated execution of the corporate Emergency Response Plan.

Carry out implementing and monitoring activities within the scope of identifying fatigue hazards, determining and assessing fatigue risks, promoting fatigue reporting and analysis processes in order to maintain the company safety performance by managing the fatigue effect of flight duties on the flight crews.

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Encourage the safe integration of new technologies, innovative solutions and operating concepts into the safety management system and facilitate the integration of such new technologies and solutions.

Continuously improve our safety performance.



Güliz ÖZTÜRK
Accountable Executive / President and CEO

QUALITY POLICY PG-KU-PO-002

We are committed to continually improve our quality management system in our passenger and cargo air transportation activities by providing secure, safe flight operation and service conditions, increasing guest satisfaction, acting in compliance with compulsory aviation laws, regulations, standards and procedures, supporting our strategic objectives together with human factors in accordance with purpose and context.

ENVIRONMENTAL POLICY PG-EY-PO-006

We are committed to constantly improving our system by realizing environmental targets, enhance environmental performance, prevention of pollution and protecting the environment, complying with applicable laws and all applicable standards, creating sustainable environmental awareness in our passenger and cargo air transport activities.

OCCUPATIONAL HEALTH AND SAFETY (OHS) POLICY PG-EY-PO-007

We are committed to improving our OHS performance in line with determined OHS targets, to be ensure comply with the legislation, prevent the possible injury and health deterioration, provide safe and healthy working conditions, eliminate the potential dangers and reduce risks, provide employee participation and consultation in our passenger and cargo air transportation activities.

INFORMATION SECURITY POLICY PG-EY-PO-008

We are committed to continually improve the system by identifying our information assets as well as by determining and managing risks that threaten the confidentiality, integrity and availability of our assets acting in accordance with all applicable standards and regulatory requirements, defining the necessary roles and responsibilities for the operation of information security processes and raising awareness of our stakeholders about information security.

SECURITY POLICY PG-GU-PO-001

In all of its operations, Pegasus Airlines hereby commits that;

- **Operational Security:** Pegasus Airlines guarantees to ensure the Security of operations, employees, passengers and service providers. For this purpose, the company ensures to implement an effective Security Management System (SeMS) by clearly determining the lines of implementation as well as Security duties and responsibilities the employees throughout the organization.
- **Compliance with Regulations:** In all its activities, Pegasus Airlines ensures that security processes are performed in compliance with applicable National and International Civil Aviation regulations and standards.
- **Continual Improvement:** For a continual improvement of Security Management System, all necessary Security practices and processes are supported and periodically reviewed by Senior Management. Pegasus Airlines Security Policy is then periodically reviewed and revised if necessary to ensure a continuous relevance to the organization requirements and applicable national and international regulations and standards.
- **Resources Provision:** In order to ensure a successful implementation of Security Management System, Pegasus Airlines ensures that Senior Management provides financial, human, material, equipment, training and all other necessary resources.
- **Corporate Security Culture:** Pegasus Airlines ensures that Security is a fundamental operational priority and an integral part of the Corporate Commitment. “Corporate Security Culture” is promoted by Aviation

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Security Management by increasing Security Awareness of employees and service providers with trainings, bulletins and all necessary arrangement.

- **Threat Assessment and Risk Management:** Pegasus Airlines' objective is to prevent unlawful acts. To achieve this goal, it is ensured that operational security threats are identified, evaluated and mitigated in order to properly manage Security risks.
- **Security Training:** Pegasus Airlines ensures and requires that the qualifications and trainings of its employees and sub-contractor employees who perform Security functions are in compliance with the requirements of applicable national, international and Pegasus Airlines regulations and standards.
- **Incident Reporting System:** Pegasus Airlines ensures that communication between Senior Management and employees is monitored in a non-punitive approach in manner that encourages all employees to report any security-related issue. This is a fundamental part of Security Management System and all employees shall be aware of its importance and participate.
- **Performance Monitoring:** Pegasus Airlines Security objectives are determined by Senior Management. In order to achieve these objectives, Security performance standards are set, monitored and actions are taken if necessary.

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6.6 COMPLIANCE MONITORING SYSTEM

(Ref: PG-KU-EK-002) (GRH 1.9.4) (GRH 1.9.2) (PG-KU-EK-001) (GRH 1.9.1)

Pegasus Hava Taşımacılığı A.Ş. (hereinafter referred to as “Pegasus”) Compliance Monitoring Group Management has prepared Compliance Monitoring Program in order to ensure its main processes, products and procedures which are applicable for operational part of entire organization including passenger/cargo transportation, training and maintenance functions;

- are conducted in accordance with national and international regulations as per our obligations,
- operational needs are satisfied, fields requiring improvement and relevant hazards are identified,
- operational threats are determined for risk assessment and assessing the effectiveness of safety risk controls,
- that continuous improvement cycle functions throughout Pegasus.

Compliance Monitoring activities shall be fulfilled through audits, monitoring (oversight) and/or inspections in Pegasus. The objective of Compliance Monitoring Program includes:

- Monitoring compliance with all regulations and standards applicable to Pegasus,
- Drawing up all documents pertaining to the Compliance Monitoring Program,
- Providing compliance to the senior management and to the authorities that the operations satisfy the stated operational needs,
- Identifying areas requiring improvement as part of the continuous improvement program,
- Planning, carrying out and reporting audits, inspections and oversight activities,
- Monitoring which identified hazards and risks to the operations,
- Determining and ensuring the implementation of corrective actions effectively,
- Developing and reporting a working culture that takes into consideration compliance, safety and security and customer focus as the priorities for the conduct of the day-to-day operations,
- Assessing the effectiveness of safety risk controls,
- Managing records of the Compliance Monitoring Program.

All audits, inspections/oversight, corrective actions, and preventive actions available in the Compliance Monitoring Program shall be carried out and recorded through IQSMS software.

When performance not in compliance with company obligations and standards is identified (processes, procedures or practices fail to meet regulatory or company requirements, or prove to be ineffective or unsatisfactory for the operations assessed) a non-conformance (commonly known as finding) is raised to highlight the area of improvement or an operational deficiency. A remedial corrective action is required to be put in place to solve the deficiency identified and prevent recurrence.

Periodical review committees are held by the Quality and Compliance Monitoring Management to discuss the achievements of the Compliance Monitoring Programme.

A process for promulgating and disseminating information for the purpose of maintaining ongoing awareness of compliance issues that might impact operational safety or security is in place.

Audits will be rated and findings within the scope of ground operations will be addressed to the Ground Operations-Nominated Person according to SMM/QM to ensure: (GRH 1.9.2)

- Identification of root cause
- Development of corrective action, as appropriate, to address finding(s)
- Implementation of corrective action in appropriate operational areas
- Evaluation of corrective action to determine effectiveness

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Significant issues arising from audits of functions within the scope of ground handling are subject to regular review by ground operations and senior management in the way documented on Management Review Procedure. Also Ground Operations takes part within the Safety Action Group, Safety Review Board to review for ensuring continual improvement of the SMS within the ground operations as documented in SMM to include:

- Identification of the cause(s) of substandard performance of the SMS
- Determination of the implications of substandard performance of the SMS in ground operations
- Elimination or mitigation of such cause(s) of substandard performance

Pegasus Airlines' main resources to monitor the processes are:

IQSMS Reports (non-conformances' analyse)

Audit Reports (external, internal)

Feed backs (all via defined communication channels including trainings, meetings...)

On Time Performance measurement data from FCC (delay codes and reasons' analyse)

Gain on ground time reports from FCC

Guest Control Centre - shift reports

Performance measurements

On-site reports

Visiting reports

Customer Relations Department reports (feedback coming from the guests directly)

Safety Analysis

Employee feedbacks via Corporate Climate Survey

Safety Surveys

Any feedback by means of communication channel mentioned on GOM Chapter-6 (including verbal feedbacks)

GISR

DGR Occurrence Report Each communication channel defined in GOM Chapter 6

The respective Ground Operation-Nominated Person is responsible for the systematic surveillance of ground handling. Periodical station inspections or checks are performed by quality and ground operations department of Pegasus Airlines or inspectors approved by the Ground Operation-Nominated Person or Quality and Compliance Monitoring Management. Conducted in accordance with applicable internal/ external requirements station audits are required within the scheduled interval as laid down in the Safety Management System Manual and Compliance Monitoring Manual and required by the appropriate Authority.

During station visits to regular destinations the following will be inspected and checked:

- Management and Organization
- Load control activities
- Passenger handling
- Ramp Handling
- De/Anti-icing
- Fuel
- Co-mail, co-mat handling
- Cargo handling

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- Training and Qualification of staff
- Manuals, Forms and Procedures (GOM, Pegasus Airlines AHM565 etc.)
- Emergency Response (Airport and service provider's ERPs, LNL)
- Quality system and staff awareness
- GSE history and maintenance
- Dangerous goods qualification
- Security

The handling agent agrees to the performance of station inspections and audits.

The quality control system of the operators of Pegasus Airlines is based on feedback/reports from crews, tour operators, passengers, handling agents/local representatives, airports and civil aviation Authorities.

6.6.1 Outsourcing and Product Quality Control

(GRH 1.10.1) (GRH 1.10.3)

All units, divisions, station managements within Ground Operations, external ground handling service providers, subcontractors and suppliers are inspected and audited under the principles and methods explained in Compliance Monitoring Manual PG-KU-EK-001 and laid down in: PEGASUS: Compliance Monitoring Program PG-KU-EK-002 and it Annexes by Pegasus Airlines.

External organizations conduct ground handling operations functions shall have own monitoring and control process to ensure each external organization either uses the Pegasus Airlines-GOM, SGHA, and SLA and/or has its own published operational manual that fulfils operational safety, security and quality requirements of Pegasus Airlines and also internal auditing.

The Handling Service Provider shall take the necessary corrective actions within the target dates given on quality & safety audit report by Pegasus Airlines.

Following inspection programs are used as part of the monitoring of service providers by Pegasus Airlines:

IATA De-Icing/Anti-Icing Quality Control Pool (DAQCP): The group coordinated by IATA and consisting of airline operators with the purpose of checking aircraft anti-icing and de-icing activities, and sharing the reports obtained upon such checks, by means of workload sharing at all locations, where aircraft anti – icing and de-icing activities are conducted.

IATA Fuel Quality Pool (IFQP): The group coordinated by IATA and consists of airline operators with the purpose of performing fuel checks, and sharing the reports obtained upon such checks, by means of workload sharing at all locations, where aircraft fueling is conducted.

(*See Compliance Monitoring Manual for the applications about the Pools, and also PG-KU-PR-010, PG-KU-FR-022, PG-KU-FR-069 and also ACSP 16.1.1).

6.6.2 Root Cause Analysis

(GRH 1.9.2) (Ref: PG-KU-EK-001) Compliance Monitoring Manual 2.4.20)

Root Cause Analysis uses a specific set of steps, with associated tools, to help find the primary cause of the problem so that the assigned person can;

- Determine what happened,
- Determine why it happened,

Root cause analysis assumes that systems and events are interrelated. An action in one area triggers an action in another, and another, and so on. By tracing back these actions, you can discover where the problem started and how it grew into the symptom you are now facing.

Root cause analysis is a tool used to determine the real cause or “root” cause as to why a failure occurred, thus minimizing the risk of a repeat of irregularities. A common mistake in trying to accurately identify the

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root cause is to identify a casual factor to the failure or attribute the failure to a human factor, lack of time etc.

The most effective method of applying a root cause analysis is to apply the “5 WHYS” in all stages of the analysis. Start by asking “why the finding occurred?”, and then answer the question. Then use the answer you have just established and continue to ask and answer “why?” through five different stages of analysis in an effort to determine the root cause.

It is the Lead auditor’s/auditor’s/ Compliance Monitoring Group Manager(s) responsibility to ensure that each audit finding will be root-cause-analyzed accordingly.

The root cause analysis is used as a reactive method to identify causes of findings (non- conformances) or events, revealing problems and assisting in solving them. In the context of an audit, the RCA is done after a finding has been raised. However, RCA should also be used as a proactive method to forecast or predict probable events even before they occur.

Root cause analysis is based on the principle that before defining a corrective action plan, the “true” problem must be understood and the “true” root cause must be identified. This avoids masking problems and prevents ineffective actions.

When conducting and RCA consider the following elements:

(a) When conducting RCA consider the following categories of potential causes

- Management (organizational and economic related) & Organization
- Human Factors
- Method/Process (procedures)
- Material/Machinery (tools and equipment) /Technical Issues
- Mother Nature (environment)
- Infrastructure (facilities)
- Insufficient Data to make classification

(b) Initiate the investigation of the root cause of a non-conformance (finding) by asking “why” the problem occurred? (Why was the finding raised?)

(c) Proceed by asking “why” to the answer obtained, and investigate the other categories of potential causes outlined in the item (a) in the previous page.

Step 1: Identifying the cause

Step 2: Identifying the Consequence

Step 3: Defining a corrective action plan

The root cause classification devised by IATA to help airlines develop training programmes for flight crew, cabin crew and other airline employees is to be used by Pegasus Airlines. The root cause classification which is available in Compliance Monitoring Manual 2.4.20. For more details refer to PGKU- PR-002 Corrective Action Procedure.

6.6.2.1 Root Cause Classification

The root cause classification is defined on IQSMS. These classifications can help identify the main areas of concern where remedial action should be taken.

In IQSMS system “5WHY analysis” and “cause definition list” is defined for determining the root cause of findings.

In “5WHY analysis” section, the auditee is encouraged to ask the question of “why?” five or more or fewer times to progressively identify deeper forces that are related to a problem. After the 5 WHYs are completed, the auditee shall verify and select the results from “cause definition list” section. One or more of the cause definitions could occur as the result of the 5 WHY study. They shall select all the corresponding reasons.

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If a root cause analysis is being conducted without IQSMS, PG-KU-FR-014 numbered Determining Root Cause with Five Why Method form shall be used. The related form is in compliance with IQSMS system. For more details refer to "PG-KU-PR-002 Corrective Action Procedure".

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6.7 REVIEW AND IMPROVEMENT

(GRH 1.9.3)

[AMC 1 ORO.GEN.200 (6), AMC 1 ORA.GEN.200 (6)], Compliance Monitoring Manual 1.5.9

Compliance monitoring activities are reviewed at Management Compliance Monitoring Review (MCM) Meetings twice a year by the responsible manager to ensure continuing suitability, adequacy and effectiveness in the management and control of operations and associated risks. A review shall include assessing opportunities for improvement and the need for changes to the system, including, but not limited to:

(i) Organizational structure;

(ii) Defined safety objectives;

(iii) Reporting lines, authorities, responsibilities;

(iv) Policies, processes and procedures;

(v) Allocation of resources;

(vi) Identification of training needs.

However SHY / EASA PART-147 requires to inspects the management system once a year to ensure the continuity of management and control, adequacy, and effectiveness.

Refer to "PG-KU-PR-009 Management Compliance Monitoring Review Procedure".

Ground Operations Safety&Security Performance Group submit the safety&security incomes&outcomes to EVP-Ground Operations in monthly basis. Specific topics may be transmitted to the management level by EVP- Ground Operations via SRB or other means. Some specific topics may be transmitted to SAG by Safety Advisors.

6.7.1 Compliance Monitoring Program

Compliance Monitoring Program and audits are carried out in accordance with PG-KU-EK-002 Compliance Monitoring Program.

6.7.2 Monitoring External Service Providers

The regulatory control process is carried out to monitor external service providers that conduct outsourced operations, maintenance or security functions for Pegasus Airlines to ensure requirementsthat affect the safety and/or security of operations are being fulfilled in accordance with PG-KU-EK-002 Compliance Monitoring Program.

Pegasus Airlines is p articipant to the other inspection programs that might be considered for use as part of the monitoring of service providers include:

IATA De-Icing/Anti-Icing Quality Control Pool (DAQCP)

IATA Fuel Quality Pool (IFQP)

IATA Drinking-Water Quality Pool (IDQP)

6.7.3 Monitoring Function Of The Evaluation Of Goods And Supplies

(GRH 1.10.4) (PG-SN-PR-001)

Service Procurement Management, Network Auditors,Business Development Management and own user unit (for example GSE Maintenance Department) shall research, study and investigate to ensure equipment or other operational products relevant to the safety or security of aircraft operations that are purchased or otherwise acquired from an external vendor or supplier meet the product technical requirements specified by Pegasus prior to being used in the conduct of operations in cooperation with all concernings. Results are submitted to EVP- Ground Operations.

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Generally Local Offical Minimum Equipment List, aircraft manifacturer instructions, IATA AHM 900 are referred. Sectoral trends, results of the know how studies are taken into the consideration for deciding during the purchase phase.

All controls are performed and managed in scope of Management of Change in the event of new destination opening, handling supplier change, wet lease aircraft operations, setting a new software up etc by using related check lists by Network Auditors, user teams and the corporate team where applicable. All risks are evaluated and the results are reported to EVP- Ground Operations in order to be integrated to corporate progress.

* (See Management of Change Procedure and Compliance Monitoring Manual) Ground.DOCUMENT Team and Network Auditors is responsible for monitoring the contractual commitments of the approved technical suppliers and contractors in accordance with the Pegasus Ground Operations requirements.

Periodic audits by the Compliance Monitoring Management shall be conducted to assess the procedures in place for purchasing and acceptance of goods.

Controlling continued ability of contractors / sub-contractors and suppliers meeting the company work order, safety, security, quality and operational requirements related to delivering of goods and services shall be the responsibility of Nominated Persons - EVP-Ground Operations and Ground Operations Department Functional Heads.

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6.8 SAFETY MANAGEMENT

(GRH 1.11.1)

(Ref: PG-EM-EK-001)

COMMISSION REGULATION (EU) No 965/2012 ARO.GEN.135 Immediate reaction to a safety Problem The safety assurance is to provide confidence to Pegasus corporate management, is based on our risk controls put in place are able to identify mitigate and/or eliminate hazards to the operations. The safety assurance includes safety reviews, evaluations, audits and inspections, as well as data tracking, analysis and investigations, audits and evaluations support the essential function of the Safety Management System by ensuring that safety objectives have been met. The SMS audits have been integrated into and are carried out by Compliance Monitoring Program and its Annexes.

6.8.1 Safety Responsibilities and Accountabilities

(GRH 1.4.1)

SMM 3 & SMM 1.2 & SMM 1.4 & SMM 1.5, ICAO Doc. 9859 4.Ed. Chapter 9.3.5.14

Pegasus Airlines' management is firmly committed to providing and maintaining a safe and healthful working environment regarding with necessary facilities, workspace, equipment and supporting services, as well as entire related work environment and human resources management on the basis of knowledge, skills, training and experience for the personnel' position appropriately, also to satisfy ground handling operational safety and security requirements. To accomplish this all individuals will be held accountable for their role in the SMS.

6.8.2 Safety Advisor within Ground Operations

In addition to the Safety Advisor functions which is laid down in *See SMM 3.4.3.15. There is an assigned a Safety Advisor from Ground Operations has overall responsible for the safety functions in ground operations area of responsibility and reports directly to the EVP- Ground Operations and Chief Safety and Security Office in ground operations areas regarding safety.

The Safety Advisor-Ground Operations takes part in Safety Action Group. The safety action group reports to Chief Safety and Security Officer (CSSO) and takes strategic direction from the Safety Review Board. The safety action group will review resolve differences in safety recommendations, evaluate the effectiveness of previous safety recommendations, and promote safety awareness in their areas of responsibility.

The Safety Advisor must complete Safety Management Systems Course and necessary trainings according the SMM 6.3.5. He/She should be familiar with ICAO and EASA-OPS documents relating to safety, and Turkish DGCA procedures. Strong discussion skills and analysis/synthesis capabilities are also required.

The Safety Advisor is responsible for the following activities in scope of Ground Operations:

- Monitoring all safety-related occurrences and reports within the Ground Operations department and relaying them to the EVP-Ground Operations.
- Taking part in Safety Meetings (SAG (SMM 6.7.3), Weekly Safety Review Meeting (SMM 6.7.2), Weekly Ground Operation Safety Review Meeting, Ground Operation Monthly Safety & Security Meeting)
- Participating in near-miss, incident and accident investigations
- Participating in safety studies and safety trend analysis i
- Disseminating safety lessons in-house
- Preparing the Safety Bulletins on a monthly basis by evaluating the non-conformances and occurrences/ incidents/accidents/near misses, risk level areas
- Overseeing and report the hazard identifications to seniors in Ground Operations department
- Resolving identified risks and ensure risk management is performed in accordance with corporate standards and culture
- Assessing the impact on safety of operational changes

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- Implementing corrective action plans and ensuring that corrective action is achieved within agreed timescales
- Coordination of the reporting required cases to IATA IDX and TDGCA
- Monitoring hazard identifications and risk management activities and ensuring they are compliant with SMS Manual.
- Monitoring incident and accident meetings and investigations and ensuring the standards are met
- Participating the safety studies and safety trend analyses and ensuring the standards are met
- Establishing and monitoring the safety objectives and SPIs are worked in accordance with corporate standards, reporting the actual situation and deviation with feedbacks with Operational Compliance and Safety Reports in monthly basis to EVP-Ground Operations and all related parties including the service suppliers.
- Coordinating the risk management tasks and assessing the impact on safety of operational changes.
- Conducts Safety Issue Risk Assessment (SIRA) process related to the department by using allhazard/risk identification methods and sources and gathering risk-related data from internal or external resources.
- Assists and takes part in related safety investigations with Safety Department and he/she has the responsibility to conduct safety investigations of own department.
- Conducts department related Management of Change studies with department managers and attends MOC studies of other departments when required.
- Evaluates and advises Nominated Person/Responsible Manager for actions of safety recommendations of investigations and occurrences.
- Safety Advisors are responsible to review risk register and IQSMS reports daily (SMM 6.7.1)

6.8.3 Safety Action Group Meetings

SMM 6.7.3

The safety action group (SAG) is established and reports to and takes strategic direction from the safety review board. It is comprised of Safety Advisors from operational areas. Representatives from Technical, Flight Operations, Ground Operations, Cabin Operations, Cargo, Security, OCC, Crew Training and Quality Departments are taken part to SAG. Representatives from Human Resources and Internal Audit are also taken part to SAG when necessary. The SAG is tactical and deals with implementation issues to satisfy the strategic directives of the SRB. The safety action group will review resolve differences in safety recommendations, evaluate the effectiveness of previous safety recommendations, and promote safety awareness in their areas of responsibility.

Safety Department conducts SAG Meetings monthly in a year with managers from operational areas and deputies may also attend the meetings if managers are not available. SAG meetings frequency may be reduced or increased depending on operational reasons during the year.

SAG:

- Monitor operational safety performance within their functional areas of the organization and ensure that appropriate SRM activities are carried out,
- Review available safety data and identify the implementation of appropriate safety risk control strategies and ensure employee feedback is provided,
- Assess the safety impact related to the introduction of operational changes or new technologies,
- Coordinate the implementation of any actions related to safety risk controls and ensure that actions are taken promptly and within agreed timescales,
- Review the effectiveness of specific safety risk controls,

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- Review the effectiveness of previous safety recommendations and safety promotion.

The safety action group:

- Oversees operational safety performance within the functional areas and ensures that hazard identification and safety risk management are carried out as appropriate.
- Coordinates the resolution of mitigation strategies for the identified consequences of hazards and ensures that satisfactory arrangements exist for safety data capture and employee feedback.
- Assesses the impact of operational changes on safety.
- Coordinates the implementation of corrective action plans and convenes meetings or briefings as necessary to ensure that ample opportunities are available for all employees to participate fully in management for safety.
- Ensures that corrective action is taken in a timely manner.
- Reviews the effectiveness of previous safety recommendations.
- Oversees safety promotion and ensures that appropriate safety, emergency and technical training ofpersonnel is carried out that meets or exceeds minimum regulatory requirements.

6.8.4 Safety Review Board Meetings

(SMM 6.7.5)

The safety review board in Pegasus Airlines is a committee that considers strategic safety functions.

The board is chaired by the Accountable Executive and is composed of heads of each functional area such as Technic, Ground Operations, Quality and Flight Operations. Heads of Crew Training, Security and Cabin Operations are also taken part in the SRB when necessary. Chief Safety and Security Officer (CSSO) participates in the SRB in an advisory capacity only. The safety review board ensures that appropriate resources are allocated to achieve the established safety performance of the company and provide strategic direction to the safety action group. These meetings are conducted four times a year with the attendance of SRB members and directed by Accountable Executive.

The safety review board monitors:

- Safety performance against the safety policy and objectives;
- The effectiveness of the SMS implementation plan;
- The effectiveness of the safety supervision of contracted operations;
- That any necessary corrective action is taken in a timely manner;
- The effectiveness of the organization’s safety management processes which support the declared corporate priority of safety management as another core business process.

6.8.5 All Personnel

All personnel are responsible for working safely and maintaining a safe work environment. Personnel are required to conduct themselves in a manner that is consistent with the company safety rules and policies. All personnel are also responsible for safety performance of the SMS.

6.8.6 Risk Management in Ground Operations (ERA & PORA)

(GRH 1.9.1)

SMM 4 & SMM 4.3 & SMM 4.5 & SMM 4.6 & SMM 2.6 & SMM 4.12 ICAO Doc. 9859 4.Ed. Chapter 2.5, AMC1 ORO.GEN.200(a)(3), PG-KU-EK-002

The risk management system itself is structured to provide a continual and comprehensive oversight of the Pegasus Airlines Ground Operations business activities for the purpose of identifying any aspects that

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might pose a safety or security threat to aircraft, passengers, operational personnel, facilities, systems or equipment.

The risk mitigation part is an integral part of the Pegasus Airlines SMS and is defined in Pegasus Airlines SMM 4.9. The Safety Action Groups, under the oversight of the Safety Review Board and Nominated Persons (as well as the Accountable Executive) are in key role in managing all safety related actions.

Once identified, the risks are prioritised according to their significance to the operation.

The next step is key: analyse why certain risks exist, whether they can be controlled, and the extent to which they can be controlled in order to prevent harmful consequences. If adverse consequences cannot be completely prevented, then the company must decide what level of risk is acceptable and whether it will assume and control the risk, finance it or transfer it to someone else.

Once a risk is controlled, it is important to measure whether the control has been effective or not.

The results is followed-up and reported from the station level to the corporate level, usually through the e-mail and meetings. Finally, the process must be repeated continually.

Event Risk Assessment (ERA) Study (SMM 4.3)

All Pegasus Flight Safety Reports are subject to an Event Risk Assessment (ERA). The ERA delivers two outputs:

- A notion of urgency for further analysis / action based on the report
- A risk index

The former of the two outputs above translates into a triage between:

Red: the event had very high risk. Therefore, action must be taken immediately to make sure a similar risk does not still exist and threaten the safety of the on-going operation.

Amber: due to the moderate risk level of the event, it is considered important that further analysis is performed, building more knowledge and checking whether other safety data shows similarities with some aspects of the experienced event. There is no immediate urgency for this further analysis.

Green: the event will contribute to statistical analysis but does not give reason to further analysis at the level of the individual report.

Risk indices facilitate the statistical safety analysis performed in SMM under 4.4 section below.

ERA is carried out using Pegasus Airlines customized risk matrix, based on the ERCS matrix and a dedicated database where values are entered and registered. The customized version of the matrix ensures a better fit with the Pegasus Airlines operation, while remaining compatible with the standard ERCS.

The Pegasus Airlines ERA follows the logic of the European standard ECRS method, which is largely based on the ARMS method (ARMS 2010). Acknowledging the high number of safety reports to process, the ERA method is customized to Pegasus Airlines to ensure both consistent results and highperformance level in terms of ensuring that all received Air Safety Reports are risk assessed timely.

The customized ERA matrix is presented in Figure 3 below. Compared to the ERCS matrix, precision had been added in the severity scale, and for higher consistency of probability estimates, some categories have been combined in the probability ranges where more precise assessment is in practice not realistic. Calculation of resulting risk indices is identical to the original ERCS matrix.

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SEVERITY				CLASSIFICATION					
Potential Accident Outcome	Reference Value	Score	Points						
Extreme catastrophic accident with significant potential fatalities (200+)	500	X	5000000	X/6	X/4	X/3	X/2	X/1	X/0
				5	500	5,000	50,000	500,000	5,000,000
Catastrophic accident with significant potential for fatalities (100-200)	150	C	1500000	C/6	C/4	C/3	C/2	C/1	C/0
				2	150	1,500	15,000	150,000	1,500,000
Significant accident with significant potential for fatalities and injuries (19-100)	100	S	500000	S/6	S/4	S/3	S/2	S/1	S/0
				0.5	50	500	5,000	50,000	500,000
Major accident with potential for some fatalities/life changing injuries (2-19) or major aircraft destroyed	10	M	100000	M/6	M/4	M/3	M/2	M/1	M/0
				0.1	10	100	1,000	10,000	100,000
Single Individual fatality/life changing severe injury or extreme damage (A/C write off)	1	I	10000	I/6	I/4	I/3	I/2	I/1	I/0
				0.01	1	10	100	1,000	10,000
Minor and Serious Injury (not life changing); significant damages	0.1	E	1000	E/6	E/4	E/3	E/2	E/1	E/0
				1E-03	0.1	1	10	100	1,000
	0	A	0	A/0					
			Score	6+	4-5	3	2	1	0
			Barrier Score	11+	7-10	5-6	3-4	0-2	0
			Ref Value	1.E-06	1.E-04	1.E-03	1.E-02	1.E-01	1
				LIKELIHOOD OF ACCIDENT OUTCOME					

Figure 6-6: ERA Matrix

Figure 3. Pegasus Airlines customized ERA matrix The necessary higher level of urgency for acting on high-risk safety events has been implemented by enlarging the red and amber zones towards the left in selected areas. This reflects Pegasus Airlines' increased risk aversion compared to the original ERCS.

In order to ensure speed and accuracy in the ERA process, ERA results can be entered in two alternative ways: either using the matrix or entering the severity and probability values directly in a dedicated database. The database records, for each event:

- A unique event identification code.
- Title
- One-sentence description of the event
- Reference scenario(s)
- Severity value (in points, in line with the matrix)
- Probability value (as a number, in line with the matrix)

Based on these entries, the database calculates the resulting risk index and color.

For a more precise numerical result, the analyst can choose on a case-by-case basis to enter values directly in the database. For example, if the exact number of potential fatalities is known (e.g. 22), entering the value of 22 x 10,000p = 220,000p is more precise than the matrix value which uses the average values within each severity range (e.g. for 22 fatalities the value 50 would be used, giving 500,000p)

Any event whose potential safety impact is below the score E in the matrix (1000p) is considered to belong to the lowest score A (zero points, green color).

ERA barrier score is also used for determination of ERA probability value.

Evaluate&prioritize the risk by giving a value according to the Risk Matrix.

Identified risks, threats and hazards which are not be able to be collected via safety data shall be analyzed with Risk Analysis IQSMS Risk Management Module. During risk analysis, SMEs are responsible to define if there is a safety issue arised. Defined safety issues shall be assessed with SIRA tool. All the Risk Analysis studies should be logged to Pegasus Airlines Risk Register.

The final outcome of this step is the identification of Safety Issues. These are descriptions of how hazards may combine in the operation of Pegasus Airlines to create specif ic safety threats. Unlike events (which are

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historical), Safety Issues are risks in the current and future operation of Pegasus Airlines, that need to be managed.

Barrier number	Barrier	Barrier weight
1	'Aircraft, equipment and infrastructure design', includes maintenance and correction, operation support, the prevention of problems related to technical factors that could lead to an accident.	5
2	'Tactical planning', includes organisational and individual planning prior to the flight or other operational activity that supports the reduction of the causes and contributors to accidents.	2
3	'Regulations, procedures, processes', includes effective, understandable and available regulations, procedures and processes that are complied with (with the exclusion of the use of procedures for recovery barriers).	3
4	'Situational awareness and action', includes human vigilance for operational threats which ensures identification of operational hazards and effective action to prevent an accident.	2
5	'Warning systems operation and action' that could prevent an accident and which are fit for purpose, functioning, operational and are complied with.	3
6	'Late recovery from a potential accident situation'	1
7	'Protections', when an event has occurred, the level of the outcome is mitigated or prevents the escalation of the occurrence by intangible barriers or providence	1
8	'Low energy occurrence' scores the same as 'Protections', but for low-energy key risk areas only (ground damage, excursions, injuries). 'Not applicable' for all other key risk areas.	1

Figure 6-7: ERA barrier score 4

Figure 4. Pegasus Airlines ERA barrier score 4

SAFETY ISSUE RISK ASSESSMENT (SIRA) (SMM 4.6)

A safety Issue which has been identified and defined is require a further risk assessment which is called Safety Issue Risk Assessment (SIRA).

SIRA tool template is customized by Safety Department and published as PG-EM-FR-039 numbered form by COMPLY365 to all company.

As a result of the knowledge-building and the analysis, a new risk is placed into the risk picture and all the knowledge and assumptions around it are recorded properly in the risk register.

The main advantage of the risk picture becomes evident during risk evaluation when all risks are visualized at the same time.

Pegasus airlines safety risk assessment process is defined as a systematic approach to managing risks, including the necessary organizational structures, accountabilities, policies and procedures.

According to the Pegasus Airlines safety risk assessment process, nominated persons are responsible for risk management and mitigating process. Chief Safety and Security Officer (CSSO) is responsible for monitoring and the assurance of the safety risk assessment process and applicability of safety risk controls.

**See more details for;

- Risk Picture And Risk Register (SMM 4.7)
- Risk Evaluation, Acceptance And Decision Making (SMM 4.8)
- Risk Mitigation / Treatment (SMM 4.9)
- Organizational Implementation Of The Process (SMM 4.10)

Pegasus Operational Risk Areas (PORAs) (SMM 2.6)

PORA-1: CFIT (Controlled flight into or toward terrain)

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PORA-2: RE (Runway Excursion)

PORA-3: RI (Runway Incursion)

PORA-4: LOC-I (Loss of control - Inflight)

PORA-5: MAC (Airprox/ ACAS alert/ loss of separation/ (near) midair collisions)

PORA-6: F-NI (Fire/smoke (non-impact)

PORA-7: GCOL (Ground Collision)

- Includes collisions with an aircraft, person, animal, ground vehicle, obstacle, building, structure, etc. while on a surface other than the runway used for landing or intended for takeoff.
- Ground collisions resulting from events categorized under Runway Incursion (RI) or Ground Handling (RAMP) are excluded from this category.

PORA-8: RAMP (Ground Handling): Occurrences during (or as a result of) ground handling operations.

- Includes collisions that occur while servicing, boarding, loading, and deplaning the aircraft also during boarding and disembarking.
- Includes injuries to people from propeller/main rotor/tail rotor/fan blade strikes.
- Includes pushback/powerback/towing events.
- Includes Jet Blast and Prop/rotor down wash ground handling occurrences.
- Includes aircraft external preflight configuration errors (examples: improper loading and improperly secured doors and latches) that lead to subsequent events.
- Includes all parking areas (ramp, gate, tiedowns).
- Except for powerback events, which are coded here, if a collision occurs while the aircraft is moving under its own power in the gate, ramp, or tiedown area, code it as a ground collision (GCOL).
- Includes operations at aerodromes and unprepared operating sites.

  Basicly, Ground Operations Departments manages the risk raised on ground operation processes in following categories:

(a) General

- Ground Operations department-Safety Advisor & Ground.Document Team identifies the risky areas by examining and evaluate each non-conformance and feedback accepted through defined communication channels on GOM-Chapter 6.
- Safety Advisor & Ground.Document Team accepts and evaluates the feedback and starts to investigate it if it's not started yet. Corrective action is required from the process owner it it's caused by any deviation from the defined standards on ground operation process. Regulary each irregularity is monitored with its specific root cause and required corrective actions are taken and their effectiveness spontaneously (during the day to day operation).

  Rates are also calculated as per the number of planned non-conformances flight sectors.

  Non-conformances raised in:

  - Domestic stations are investigated by Ground.DOCUMENT and Network Auditors
  - International stations are investigated by Ground.DOCUMENT & Network Auditors
  - Istanbul Sabiha Gökçen- Ground.DOCUMENT The risk assessment progress is performed coordinated by Safety Advisor, Ground.Document and Network Area Audiors together:

    (1) Guest Control Centre searchs and studies the irregularities/non-compliances especially affect daily on-time operation spontaneously, 7/24. The result of the studies are shared within the daily

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operational report. Specific investigations are made through the e-mail with the process owners.

Ground.doc and Network are always in the e-mail distribution address list.

(2) Safety Advisor and Ground.Document Team trace each notification/feedback through the communication channel described in this chapter and evaluate its risk value in terms of each Management System, coordinates the risk management in scope of ground operations.

- Catch the current and pro-active hazardous statement by studying the each feedback/report even if an undesirable result doesn't exist yet.
- Evaluate&prioritize the risk by giving a value according to the Risk Matrix
- Registering:

(a) Register the each report to the ERA/Hazard Library by considering the possible undesirable result from the standpoint of each Management System (SMS, SeMS, Quality, Occupational Health & Safety, Environment, Information Security) withpossible frequency and severity value of each one in terms of each management system at the same time. This enables to follow up the repetition according to the certain criteria.

(b) Create a specific control folder to collect each document (e-mail, photo, objective proof, report etc related the specific case) under the concerning Station/Month File within the File Master.

This risk register with two phases includes:

(1) Description of each risk

(2) Ranking according to significance to the company

(3) Existing mitigation plan or "control"

(4) Corrective action

(5) Ownership (accountable person) for corrective action

(6) Completion date assigned

(7) Actual completion date

(8) Comments/explanation

(9) Integration of Risk Management System

- Provide to take the CAPA and control the measurements in cooperation with GCC & Network Teams and process owners.
- Analyzing the statistic, reports the results to all concernings including contracters to provide that:
- Be integrated with all business management systems throughout the organisation, not just those systems that address ground handling operations on a day-to-day basis, be "integrated" with the other management systems.
- Be used as an input data and one component of a larger approach to managing the company's legal, financial and strategic risks. Integration also means that the two systems are linked together between the corporate level and the station level. Integration is accomplished through a company's formal, organizational framework, but as a practical matter it is done through day-to-day activities such as documentation, meetings and other communications, risk management reviews, and reporting of accident and incident information, potential hazards.

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- Station level risk management activity is tied together and information is shared horizontally across all stations through the entire network. The sharing of information across all stations is essential to analysing why irregularities, non-conformances, accidents and incidents are occurring and how they can be prevented or at least minimized in the future.
- Encourage to share the significant safety concerns and the critical elements of a safety oversight system with the objective of assisting the stations in addressing their serious safety deficiencies in a prioritized manner.

  Safety Advisor and Ground.Document Team read each notification without prejudgement and categorize it by try to catch and foresee the any current hazard existence and possible or potential hazard may be raised. Each report is registered into the ERA/HAZARD LIBRARY with its specific present/possible hazard category even if the any hazard does not happen yet.

  Root causes, case description, non-conformances definition, corrective actions are taken, effectiveness of the proceeding are monitored by Safety Advisor, Ground.Document, Guest Control, Network Auditor in cooperation with the related process owner(s). Safety Risks are assessed according to matrix in Pegasus SMM (SMM 4.3).

  Ground.Document publishes the compliance reports in monthly basis:

  - Pegasus Airlines International Stations Compliance Report
  - Pegasus Airlines Domestic Stations Compliance Report
  - Pegasus Airlines Istanbul-Sabiha Gökçen Compliance Report
  - Pegasus Airlines Safety Performance Report (by Safety Advisor)
  - Pegasus Airlines Istanbul Sabiha Gökçen Airside Safety Performance Report (by Safety Advisor)

    which contains processes, fault categories, risk valuesand station data in monthly basis. This report is prepared for domestic and international flights separately. We encourage this study serves to think proactively on the operational issues by focusing prominent risk areas regardless of which irregularity occurred where. We think that all outsourced processes are always Pegasus Airlines' process. We highlight that all precautions will affect our Management Systems directly or indirectly. This report is also shared with related departments in Pegasus to be integrated and be used within the the corporate risk management.

- Network Team performs the audits, meetings, visits and spot check to the service providers and contractors in order to control and monitor the process and service in accordance with the legislation and result of the risk analysis report by Ground.Document Team. Team also performs IATA Drinking- Water Quality Pool (IDQP), IATA Fuel Quality Pool (IFQP) and IATA De-Icing/Anti-Icing Quality Control Pool (DAQCP) audits accordingly, (See: Compliance Monitoring Manual PG-KU-EK-001, PG-MK-TL- 003). The Team also conducts new station risk assessment.

  Multifunctional Audits:

  Typical Standard Operational Procedure-SOP is created by considering that each possible risk is managed and reduced in optimum/acceptable level in terms of each management system at the same time.

  Design of any SOP can not ignore one or another management system requirement while it’s being creating.

  Each point of view belongs to each management system is taken into the consideration when a SOP is planing within the mutually interacting between the other SOP as well.

  That’s why it’s possible an SOP can be audited with the quality/compliance point of view, security point of view and safety point of view and more at the same time.

  Each process in civil aviation as laid out in IATA, ICAO, EASA, TDGCA is designed and planned by focusing any aspects that might pose the threat in order to prevent harmful consequences to the

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aircraft, passengers, operational personnel, facilities, systems, environment or equipment at the same time.

Network auditors use all these point of views during the audit of a process or SOP or service production at the same time due to the nature of the work.

That's why the senior management official in charge of the risk management system for operational risks is likely the Chief Safety and Security Office. The SMS audits have been integrated into and are carried out by Compliance Monitoring Program and its annexes (See: IATA AHM 621, 1-5 and Compliance Monitoring Manual 6.1.1)

In this respect Ground Operations' ERA/Hazard Library (PG-DO-FR-058), covers each possible undesireable result of each fault category and distinguishes the each one under the related fault categories/process.

ERA/Hazard Library is an excel datasheet which shows current general condition that can per to undesireable result as a consequence of a hazard measured in terms of likelihood (probability) and severity to identify and analyze hazards, and their associated risks, inherent to the operation in monthly basis.

Hazard Library/ERA (PG-DO-FR-058) recorded into the ground ops.and safety risk management file master. Risks are followed according to SMM 4.3.

SMS stands alongside any other core business management function. SMS is a comprehensive process, it includes all aspects of the operation and management systems.

(b) Management Of Change (SMM 5.3, PG-EM-PR-001 - Management of Change (MOC), AMC2 ORO.GEN.200(a)(5))

Risk analysis is performed for the following in the context of ground operations:

- To help the final decisions to be taken before any changes (managerial, organizational, operational, administrative...)
- For the new destination: New Destination Check Listare filled in. New Destination Checklist, (PG-EM-FR-001),
- For a specific wet lease operation: Wet Lease Check List is filled in.
- For the closing any destination: Concerning check list is used.
- For the change of service providers: Concerning check list is used.
- For any other changes, if required according to Safety Management System Manual and Management of Procedure

Management of change studies in Pegasus Airlines are carried out according to the "Management of Change Procedure" numbered PG-EM-PR-001. MOC studies are done via Risk+ Assessment Section of IQSMS Risk Management Module. Please refer to PG-EM-PR-001 Management of Change Procedure for all details on how to conduct MOC studies via IQSMS. Once a change requiring MOC is perceived, please refer to PG-EM-PR-001 - Management of Change, which includes the application steps of the MOC study, responsibilities in this context, and how the 2-step approval mechanism works after the MOC study is completed and, if necessary, the verification process.

(c) Specific Issues, Hazards, Risk Identification

SMM 4.2

Topics, non-conformances, irregularities, cases, incidents, occurrences, accidents, implementations, significant issues, the area requires improvement in the Ground Operations Department's agenda are evaluated and may be studied as a particular risk management. This definition may be made according to the:

- Results of Safety Review Board Meeting and Safety Action Group Meeting,
- Repeating findings raised on Management Systems audits

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- Observing that any risk area requires a special risk examining although it's assessed already in scope of first two categories of risk management.
- Operational requirements
- Any other required issue (e.g.Safety reports (flight crew, cabin crew, ground, maintenance, etc.), Audits, Spot Checks, Training data, IDX and other external sources, Fatigue data, FDM,LOSA, etc.) Some of these sources describe individual safety events (e,g,Flight Safety Reports, Cabin Safety Reports, Ground Safety Reports etc.), while other sources produce relevant safety information at a more generic level (i.e. safety audits, statistical results from FDM, etc.)

(d) **Ground Incident, Accidents, Near Misses**

Risk management is studied for each near misses, incident, accident according to the investigation results, (root causes, process owner, fault categories, repetition frequency, local conditions etc...) of the case. This study may be part of the any other risk management study or may be an individual study.

But safety advisor will ensure each incident/accident/near miss shall be taken with its risk value (overall assessment of the safety risk: safety risk probability and safety risk severity tables are combined into a safety risk assessment matrix).

(e) **Method**

Enhance safety shall be provided through the following measures:

(1) To identify and monitor existing types of safety risks and security threats in scope of ground operations and develop and implement an effective and relevant response to emerging risks and threats.

(2) To ensure the timely implementation of Pegasus Airlines, ICAO, IATA, EASA, TDGCA provisions by continuously monitoring the progress toward compliance through entire network and within Pegasus Airlines.

(3) To conduct aviation safety oversight audits and security audits to identify deficiencies and encourage their resolution by process owners.

(4) To develop corporate remedial plans that target the root causes of deficiencies in cooperation with all parties.

(5) To encourage the exchange of information between all parties of ground operations (stations, contractors, third parties, customers...) to promote mutual confidence in the level of safety and security and accelerate the improvement of safety oversight.

(6) To develop and maintain safety-security training packages in a way using the ‘’communication’’ as a training tool by focusing the digital facilities.

(7) To improve safety+security through technical cooperation programmes and by making critical needs known by supporting business & research&development.

(8) To support the implementation of safety and security management systems across all safety/security-related disciplines (Compliance Monitoring, Occupational Health&Safety, Environmental Management, Information Security, Customer Experience Management, Cost Management Systems: CASK-Cost per Available Seat Kilometer, RASK-Revenue per Available Seat Kilometer) in Pegasus Airlines and through the network.

Objectives (SMM 2.9, ICAO Doc. 9859 AN/474 4.Ed. Chapter 4.2, AMC1 ORO.GEN.200(a)(3) Our objectives are shared within the risk&performance reports regularly with our business partners and Pegasus Airlines related department may be involved in the objectives.

To implement our objectives, following necessary steps shall be taken in cooperation with all parties:

(1) Operate in a transparent manner and communicate effectively both externally and internally;

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(2) Maintain the effectiveness and relevance of all documents and materials;

(3) Identify risk management and risk mitigation strategies as required;

(4) Continuously improve the effective use of our resources;

(5) Enhance the use of information and communication technology integrating it into our work processes at the earliest possible opportunity;

(6) Take into account the potential impacts on the environment of its practices and operations;

(7) Improve and set up a safety culture where employees practice habits including reporting that will benefit all companies, business partners, customers, employees and entire industry.

(8) Operate effectively with the highest standard of legal propriety.

(9) Safety risks are conceptually assessed as acceptable, tolerable or intolerable. Safety risks assessed as initially falling in the intolerable region are unacceptable under any circumstances. The probability and/or severity of the consequences of the hazards are of such a magnitude, and the damaging potential of the hazard poses such a threat to safety, that mitigation action is required, or activities are stopped.

(f) **Hazards relevant to the conduct of ground operations are potentially associated with:**

- Aircraft loading/unloading operations (e.g. unsafe airside driving, unsupervised ground operations activities at the airside, lack of PPE, ineffective baggage reconciliation process).
- Aircraft special loads (e.g. for dangerous goods, live animals, perishables, valuables, time/temperature-sensitive products: lack of or incomplete NOTOC, lack of or inadequate security controls).
- Aircraft servicing (e.g. for water/toilet service, catering: lack of guide man, lack of proper periodic water testing, lack of proper inspection before/after service).
- Passenger embarkation/disembarkation (e.g. Passengers walking on the ramp).
- Fuelling operations (e.g. fuelling with passengers on board the aircraft).
- De-/anti-Icing operations (e.g. lack of effective pre-departure checks, glycol/water mixture not effectively checked or tested, incorrect de-/anti-icing procedures).
- Aircraft towing and pushback (e.g. lack of wing walkers, improper connection/disconnection of tow-bars, improper ground-to-cockpit communication).
- Adverse weather conditions (e.g. low visibility, high wind, extreme temperatures, volcanic ash).
- Management of Ground Support Equipment (GSE) (e.g. lack of daily equipment checks, lack of proper identification of out-of-service GSE).

Cyber Threats (SMM 4.2)

The civil aviation operation environment is changing rapidly and significantly, with the deployment of new advanced technologies and communication systems, shifting from manual processes to more efficient automated processes, communications, and storage, in order to enhance security and facilitation. In this context, Pegasus Airlines is certified with the standard of ISO/IEC 27000 Information security management systems.

Appropriate measures have been developed to protect critical technology systems and data from unlawful interference and are implemented within the company in accordance with risk management principles. For more information refer to PG-GU-EK-001 Air Carrier Security Program (ACSP) Manual Chapter 19.

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6.8.7 Ground Operations Risk Assessment Flow Chart

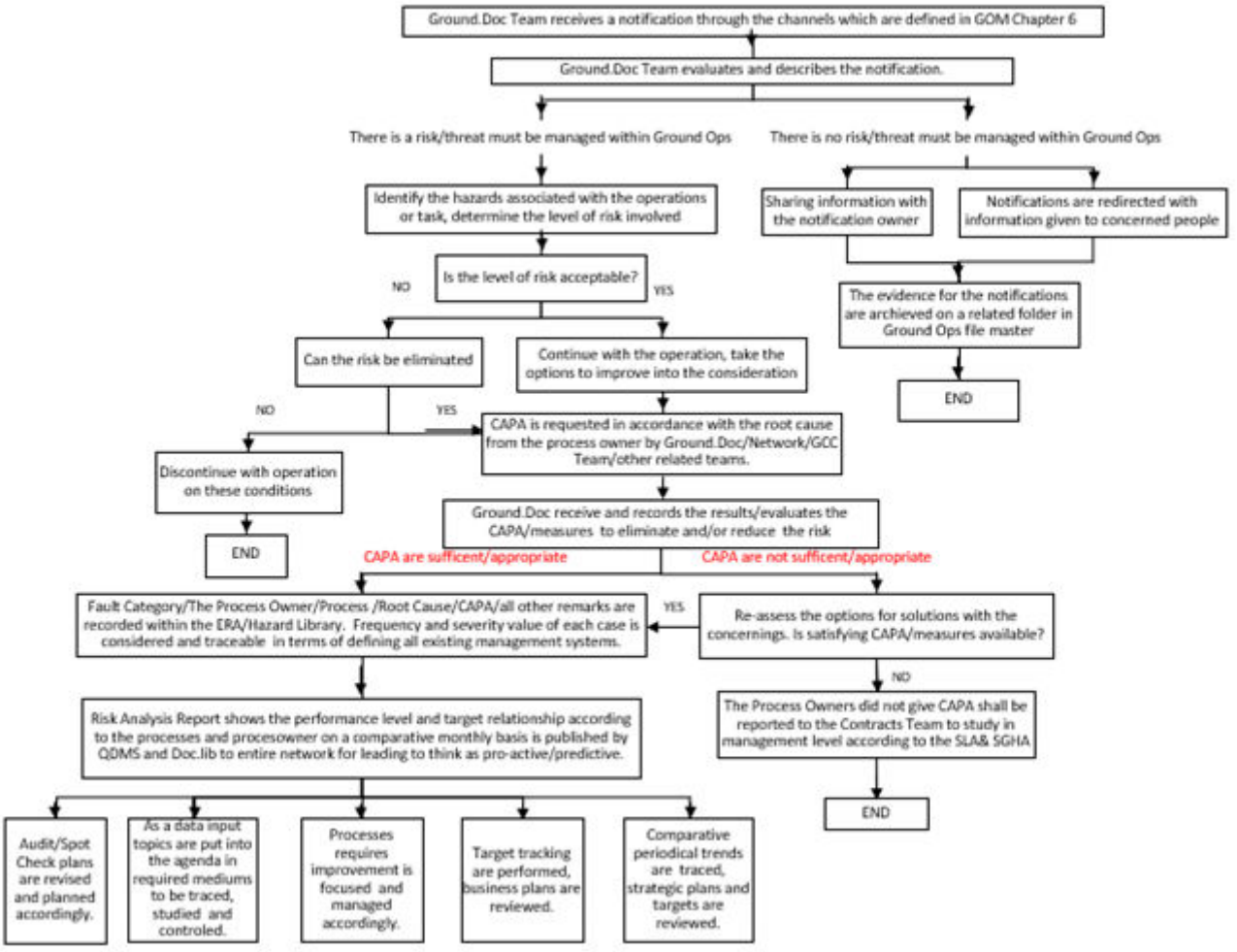


Figure 6-8: Ground Operations Risk Assessment Flow Chart

6.8.8 Safety Performance Monitoring, Measurement, Objectives

(GRH 1.11.5)

SMM 2.9 & SMM 5.1 AMC1 ORO.GEN.200(a)(2)

Safety objectives are defined as a specific, measurable result required to achieve a goal, assigned to an organizational element or individual for completion by a prescribed date in accordance with a defined standard. Safety performance targets (sometimes referred to as goals or objectives) are determined by considering what safety performance levels are desirable and realistic. Safety targets should be measurable.

PG-EM-FR-019 Safety Performance Indicators And Safety Objectives Form is used to document safety objective processes. The objectives are followed up by the Safety Department to measure safety performances. When necessary, the objectives are reviewed during the SRB meeting in order to decide on periodic resource allocation and a revision can be made if necessary, depending on the results achieved.

Safety performance indicators (SPIs) are a measure of the safety performance. Safety indicators should be easy to measure and be linked to the major components of the SMS.

Pegasus Airlines determines its safety objectives before the first Safety Review Board (SRB) Meeting of each year. Each operational department sets their own objectives according to the risk area and considering relevant operational factors which are linked to the safety performance indicators.

Safety objectives are designed to be challenging, which, in turn, enhances the effectiveness of the risk management system. When safety objectives are established, it is distributed via e-mail or intranet.

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The objectives are followed up by Safety Department to measure safety performances.

Department managers follow through and hold responsible to account for their progress toward the targets. Progresses are reviewed quarterly during Safety Action Group Meetings. At the end of first quarter, the objectives are reviewed during the SAG meeting and a revision can be made if necessary, depending on the results achieved. When targets are not achieved and/or alert levels are breached, the corrective or follow-up action is taken by related department and monitored by Safety Department by trend monitoring, auditing and reporting. Target and alert levels may be revised or necessary corrective actions are taken (i.e. procedure changes).

Default alert levels and necessary actions for safety objectives are as follows:

95% - 100% Success Rate: Green Colour – No action is necessary

75% - 94% Success Rate: Yellow Colour – No action is necessary, but it is discussed in SAG Meetings.

50% - 74% Success Rate: Orange Colour – Action is assigned to relevant department via COMPLY365.

0% - 49% Success Rate: Red Colour – RCA, action is assigned to relevant department via COMPLY365.

Information sources for safety performance monitoring and measurement includes but not limited to:

- Safety audits (SMM 4.2.3)
- Safety surveys (SMM 4.2.2)
- Safety reporting systems (SMM 4.2.1, PG-EM-PR-009)
- Safety studies
- Safety reviews
- Internal safety investigations
- Safety advisor announces the department safety objectives to all Pegasus Airlines Ground Operations personnel and service providers by e-mail or safety performance report whenever it's defined in a yearly basis.
- Prepares and notifies the Safety Peformance Reports (by safety advisor) and Pegasus Airlines Operational Compliance Report ' to all Pegasus Airlines Ground Operations personnel and service providers by in monthly basis.
- The results of the report are put into the agenda by Safety Advisor, Ground.Doc, Network Auditors and all other involving units and service providers in Ground Operations.
- Prepares the Monthly Safety Bulletins based on the outcome and results of the all risk management reports including Pegasus Airlines Operational Compliance Report Ground Operations' SPI (Safety Performance Indicators are listed within PG-DO-FR-058 Pegasus Ground Operations ERA/Hazard Library under the 'Fault Categories'. Each indicator is also valued in terms of the accepted Management Systems are describe in this Chapter.

  SPIs are determined by safety department coordinated according to hazard categories directly related to ground operation safety.

  Types of Safety Performance Indicators: (SMM 2.9)

Lagging SPIs – Lagging or reactive indicators are most commonly used to assess the effectiveness of safety policy, procedures and practices. Under certain conditions, they can be used for benchmarking against similar organizations or industry trends. The investigation of accidents, serious incidents and other operational occurrences are examples lagging or of reactive indicators.

Leading SPIs – Leading or proactive indicators are most useful as a precursor to safety degradation for early management reaction. Mandatory and voluntary reporting systems, safety audits, scientific research and safety surveys are examples of proactive indicators. In most cases, proactive indicators are present where minor triggering events, with little or no consequence, are present. They are good pointers to latent system failures and weaknesses.

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Predictive SPIs – Predictive indicators are those derived from normal operations, where no trigger occurrence may have taken place. Predictive indicators include hazard reporting, analysis of normal operational feedback and observations, and identification of adverse trends in the FDM data analysis.

Analysis of reports for Industry forums may also provide the basis for predictive risk metrics. This methodology involves data gathering in order to identify possible negative future outcomes or events, analyzing system processes and the environment to identify potential future hazards and initiating mitigating actions.

6.8.9 Exercises

Chief Safety and Security Officer (CSSO) shall arrange current, various emergency response scenario and exercise. Pegasus Airlines is conducted either a desktop exercises or an onsite exercises for aircraft occurrences in a year. Also minimum one time fire and first aid exercise is performed in a year. When the exercise is executed, detailed debriefing and critique will be done and announced by Emergency Response Manager. Also critiques have been done after actual events.

Then, emergency manual and plans are reviewed and changes are made by Safety Management Department, if any change is required.

*See Emergency Response Manual PG-EM-EK-002 for further details.

6.8.10 Wet Lease/Code Share Operations

The Operating Carrier is responsible, in every respect, for the overall management of any incident /accident in accordance with its crisis/emergency management procedures.

*See Emergency Response Manual for further details.

6.8.11 Emergency Response

SMM 3.5, PG-EM-EK-002 Emergency Response Manual, ICAO Doc. 9859 AN/474 4.Ed. Chapter 9.3.7 Pegasus Airlines has a published Emergency Response Manual (PG-EM-EK-002). The Manager - Safety & Emergency Response is responsible for assuring that all personnel are trained to handle organization emergencies based on their role in the organization. Chief Safety and Security Officer (CSSO) is responsible to control and observe the emergency management activities. Excercises of the response plan shall be conducted annually to ensure employees are competent.

Duties and Responsibilites of Ground Operation (Ref ERM 4.8 GROUND OPERATIONS DEPARTMENT) Pre-Emergency, to provide Local Notification List forms and keep up to date on the document library system for each International Stations that Pegasus has scheduled flight.

In Emergency, Responsibilities and duties are described in PG-EM-FR-013.

Communications and Duties (Ref ERM 4.17 Stations)

Local Notification Form is the core element of the safety communication between stations and Headquarter. These lists are updated by Network Area Auditors in Ground Operations Department for International Stations. Domestic Stations LNL forms are included in the Airport Security Plans prepared by Aviation Security Department and checked at least twice a year. Also at least 5 International stations are called from Headquarter in monthly basis to check and ensure that the correct contact information is available. The forms, manuals, security plans related with Emergency Management are published and keep up to date in COMPLY365.

6.8.12 Emergency Response Management Process

SMM 3.5, GOM-Chapter 4 and PG-EM-EK-002 Pegasus Airlines Emergency Response Manual for further details.

6.8.13 Safety Promotion

SMM 6.1, ICAO Doc. 9859 AN/474 3.Ed. Chapter 5.3, AMC2 ORO.GEN.200(a)(5

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- Pegasus personnel who contribute to safety outside the scope of their routine duties may be given an appreciation certificate with the signature of Accountable Executive and Chief Safety and Security Officer (CSSO) . The assessment of these contributions is done and approved by Chief Safety and Security Officer (CSSO). The rewarded personnel are announced and listed on Pegasus intranet page.

  Company personnel who contribute to safety outside the scope of their routine duties may be given safety appreciation certificate. The process for personnel who are entitled to receive the safety appreciation certificate is as follows:

  (1) The requests of the safety appreciation certificate are submitted to Safety Department.

  (2) If any submitted name is evaluated worthy to get certificate, those names are shared with Human Resources Department to be informed.

  (3) The safety appreciation certificate is given to the personnel with the signature of Accountable Executive and Chief Safety and Security Officer (CSSO).

  (4) A copy of the certificate is forwarded to Human Resources Department by Safety Department to be kept in the file of the relevant personnel.

  (5) The rewarded personnel names are listed on Company intranet page.

- External Service Provider personnel who contribute to safety outside the scope of their routine duties may be given an “Ground Operation Appreciation Certificate (PG-DO-KT-00004)”with the signature of Executive Vice President (EVP)-Ground Operation by coordination with the Chief Safety and Security Office.

  The process for external service provider personnel who are entitled to receive the safety appreciation certificate is as follows:

  (1) The requests of the safety appreciation certificate are submitted to Ground Operation/Safety Advisor by the station managers or Network Team

  (2) Evaluated by the Ground Operation-EVP and Chief Safety and Security Office,

  (3) If any submitted name is evaluated worthy to get certificate, Ground Operation Appreciation Certificate (PG-DO-KT-00004) is prepared by the safety advisor with the signature of EVPGround Operation.

  (4) The safety appreciation certificate (hard copy) is sent to the station to be given to personnel by the co-mail and external service provider is informed via e-mail with the copy of the certificates as attached.

  (5) A copy of the certificate is kept in the Ground Operation file master.

  (6) The rewarded personnel and station names are presented at Ground Operation Safety & Security Action Group Meeting and SAG Meeting

6.8.13.1 SMS Training

SMM 6.3

Our motto is “safety is everybody’s responsibility". Personnel that perform functions within the scope of ground handling operations shall be trained and competent to perform SMS duties. The scope of such training shall be appropriate to each individual's involvement in the SMS.

All Pegasus Family Members receive safety training as appropriate for their safety responsibilities. In particular, management and non-management personnel (all managers, supervisors and operational personnel) shall be trained and competent to perform their SMS duties. Chief Safety and Security Officer (CSSO) provides current information and training related to safety issues relevant to the specific operations and operational units. The provision of appropriate training to all staff, regardless of their level in the organization, is an indication of management’s commitment to an effective SMS. Safety training and

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education consist of the initial (job specific) SMS training and recurrent safety training. Recurrent training schedules are defined according to the operational needs.

SMS training content includes but not limited to an overview of the elements of SMS and modules that address:

- Event investigation and analysis techniques
- Hazard/risk identification, risk assessment and risk mitigation
- Safety management support (including evaluation and audit programs)
- A validation process that measures the effectiveness of training
- Initial and recurrent training requirements
- Organizational SMS processes and procedures
- Human Factors
- Audit principles and methodology
- Communication techniques
- Safety reporting
- SMS implementation, analysis and continual improvement
- Emergency response preparedness
- IQSMS (Integrated Quality and Safety Management System) using
- Ground Irregularities and Safety Report using
- Dangerous Goods Occurrence Report using

The following figure describes the safety training requirements within the SMS:

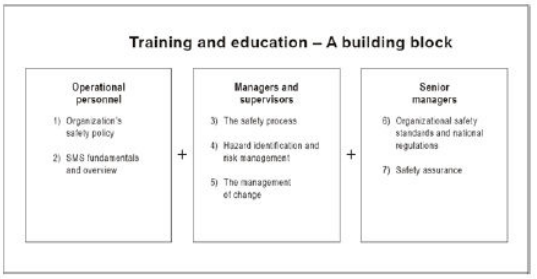


Figure 6-9: SMS Training

SMS and emergency response management trainings are incorporated into the orientation training given upon employment and given according to Pegasus Ground Operations Training Manual Recurrent safety trainings are planned for the ground operations personnel in accordance with Ground Operations Training Manual. Safety Trainings are given by Chief Safety and Security Office and its authorized personnel.

Conformity of the contracted service providers' to SMS trainings provisions shall be audited in accordance with related Turkish Civil Aviation regulations and ICAO Annex 19- ICAO Safety Management Manual (SMM), Doc 9859.

6.8.13.2 Safety Communication

(GRH 1.3.1)

SMM 6.2

Communication of safety information throughout the organization (including service providers) to ensure personnel maintain an awareness of the SMS and current operational safety issues is a core element of the Safety Promotion component of the SMS framework. The general intent of safety communication is to foster a positive safety culture in which all employees receive ongoing information on safety issues, safety metrics, specific hazards existing in the workplace, and initiatives to address known safety issues. Such

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communication typically conveys safety-critical information, and explains why particular safety actions are taken and why safety procedures are introduced or changed.

Pegasus Airlines encourages all employees and also service providers to report in an effective way for managing the safety, which we need to acquire safety data on hazards that allow for measurement to

take place. Most of such data will be acquired through voluntary and self-reporting by operational personnel. It is essential therefore to develop working environments where effective safety reporting by operational personnel takes place.

Pegasus Airlines Ground Operations Management actively encourages the operational personnel to identify and report hazards to achieve the safety performance will be more efficient. Safety communication should flow between the safety accountable and operational personnel throughout the organization therefore aims to:

- Ensure that all staff is fully aware of the SMS,
- Convey safety-critical information, especially relating to assessed risks and analysed hazards,
- Explains why particular actions are taken,
- Explain why safety procedures are introduced or changed; and
- Convey neccesary information.

Safety Advisor, Ground.Doc, Network Auditors and Guest Control receive and monitor the reports mainly.

Measurement and risk analyse are conducted by Safety Advisor and Ground.Document.

Executive Vice President and Manager-Ground Operations are informed regularly.

Risk analyse reports are disseminated to Service Providers and Pegasus Ground Operations and Chief Safety and Security Office regularly.

Pegasus Airlines-Ground Safety Bulletins and Risk Reports are prepared:

- To share safety lessons learned and best practices through the active exchange of safety information.
- To share data and exchange of safety information.

By doing our main motto is: “learn from the mistakes of others, you are not going to live long enough to make them all yourself”.

We encourage our Service providers, (stakeholders) and all Pegasus members can assist organizational decision makers by ensuring that communication about the safety risks under consideration takes place early and in a fair, objective and understandable way. For safety communication to be credible, it must be consistent with the facts, with previous statements from management and with the messages from other authorities. All reports are evaluated accordingly.

Service providers shall develop and maintain formal safety training and safety communication activities to create an environment where the safety objectives of the organization can be achieved.

As part of the safety promotion activities, service providers must develop and maintain formal means for the safety communication, to:

- Ensure that all staff are fully aware of the SMS
- Convey safety-critical information
- Explain why particular safety actions are taken
- Explain why safety procedures are introduced or changed and
- Convey generic safety information
- Formal means of safety communication shall include inter alia:
- safety policies and procedures
- newsletters

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- bulletins and
- website

The general intent of safety communication is to foster a positive safety culture in which all employees receive ongoing information on safety issues, safety metrics, specific hazards existing in the workplace and initiatives to address known safety issues. Such communication typically conveys safety-critical information, explains why particular actions are taken to improve safety and why safety procedures are introduced or changed. External Service Providers are communicated on safety related issues through the following methods.

- E-mail and phone,
- Safety or operational reporting system; reports can be confidentially assigned to External Service Providers through the IQSMS system and the actions taken are managed by the External Service Provider through the system,
- Safety Bulletin to share safety critical information,
- Monthly Safety Performance Reports to promote safety awareness ans share statistical data,
- Safety Appreciation Certificate to encourage reporting of occurrence and appreciate the relevant personnel of external service provider,
- Safety related documentation (manuals, newsletters, policy)

Pegasus Ground Operations- Safety Advisor:

- Publishes 'Ground Safety Bulletin' in monthly basis, it's available in electronic library chronologically.
- Should also ensure that lessons learned from investigations and case histories or experiences, both internally and from other organizations, are distributed widely.

  Summary:

- Each report/feedback is evaluated through communication channels are defined in GOM Chapter 6 by Pegasus Airlines. Please report any case, occurence, near miss, non-conformance, noncompliance, irregularity, recommendation; feedback may have a safety aspect through one of the communication channel mentioned in GOM- Chapter 6.
- Safety Management Systems Manual (SMM), safety processes and procedures, safety newsletters, notices and bulletins, all risk management reports, survey results, magazines, meeting minutes, related regulations and documents, politics, objectives, forms, lists, master reports , manuals, presentations, procedures, plans, bulletins, monthly performance reports are accessible on COMPLY365 for internal users and doc.lib (electronic library) for external users.
- Ground Operations disseminated Monthly Safety Performance Report and Risk Analysis Reports on electronic library to communicate the SMS objectives and procedures to all operational personnel, and the SMS should be visible in all aspects of Pegasus Airlines' operations supporting the delivery of services.
- Bulletins focus the major risk levels and topics defined the Risk Reports and accident/incidents/near misses in the first place.
- Safety Advisors are discuss the previous 24 hour’s reports to identify new hazards. If necessary, they give a briefing to nominated persons. Safety Advisors can conduct daily meetings individually or in groups, depending on the content of the subjects. The purpose of these meetings is to develop a follow-up mechanism about IQSMS reports and risk. This follow-up mechanism feeds the weekly safety review meeting agenda. There is action taken, therefore no decision minutes are published.

  (SMM 6.7.1)

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6.8.13.3 Occurence and Hazard Reporting

SMM 4.2.1

(In accordance with Regulation (EU) No 965/2012)-ORO.GEN.160 Occurrence reporting)

Pegasus Airlines asks reports from anyone who witnesses or was involved in an occurrence or situation which he or she believes poses a potential threat to safety. In short, everyone is invited to report all perceived hazards.

Please refer to PG-EM-PR-009 Occurrence and Hazard Reporting Procedure for more information about the report management process, mandatory and voluntary occurrence reporting, list of events to be reported and report forms in the IQSMS reporting module.

6.8.13.3.1 Types of Reporting:

SMM 4.2.1 & OM PART A 11.9 & PG-EM-PR-009

Effective incident reporting systems can be organized in many ways. There are, however, three main types that characterize the majority of systems in referred to as mandatory, voluntary and confidential reporting systems are used by aviation administration:

(1) SMM 4.2.1 & OM PART A 11.9.1: Pegasus Airlines obeys Turkish DGCA regulations (SHTOLAY,) for mandatory reporting. Pegasus Airlines shall report occurrences which may represent a significant risk to aviation safety and which are classified in OM Part A 11.9.3, no later than 72 hours through the T-DGCA mandatory occurrence reporting system. The mandatory occurrences shall be reported by the departments which are categorized in the published Safety Bulletin number PG-EMKB- 00324 through safety occurrence reporting system. Refer to OM Part A, Chapter 11 for further details. Reports are sent to reporting@shgm.gov.tr by Chief Safety and Security Office Mandatory reporting may be done by anyone involved Pegasus Airlines Ground Operations with any report defined format on IQSMS, or any communication channel defined in GOMChapter 6, or with Dangerous Goods Occurrence Report PG-DO-FR-014 and/or Ground Irregularity and Safety Report PG-DO-FR-020 (*See: "https://document.flypgs.com/" for the Reports which are available on online library doc. lib). Whenever report is received by Pegasus Airlines, it may be moved into IQSMS by the receiver and recorded into the related station file in the Ground Operations-File Master.

(2) SMM 4.2.1 & OM PART A 11.9.2: Voluntary reporting may be done by anyone involved Pegasus Airlines Ground Operations with any report defined format on IQSMS, or any communication channel defined in GOM-Chapter6. Whenever report is received by Pegasus Airlines, it's moved into

(3) IQSMS by receiver if it's proper and recorded into the related station/fault category file in Ground Operations-File Master, if required. For this purpose the IQSMS Form can also be used and put into the locked box located where some points at the offices within Pegasus Airlines for evaluating by the Integrated Management Systems and the Business Excellence Department & Compliance Monitoring Management

(4) SMM 4.2.1 & OM PART A 11.9.2.1: In the confidential reporting system, the aim is to protect the identity of the reporter. This is one way of ensuring that voluntary reporting systems are nonpunitive. Confidentiality is usually achieved by de-identification, and any identifying information about the reporter is known only to “gatekeepers” in order to allow for follow-up or “fill in voids” in the reported event(s). Confidential incident reporting systems facilitate the disclosure of hazards leading to human error, without fear of retribution or embarrassment, and enable broader acquisition of information on hazards. A Confidential Report Form is available on IQSMS and it can only be seen by the Chief Safety and Security Officer (CSSO), SMS Senior Manager and FDM Senior Manager, SMS Leader. They take the necessary actions for the report submitted. Feedback to the reporter is provided via IQSMS or e-mail, any means available.

6.8.13.3.2 Reporting Tools

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6.8.13.3.2.1 Communication Channels

All communication channels defined in GOM-Chapter 6 can be used for the reporting.

6.8.13.3.2.2 Reports

Following reports shall be filled in to report the defined areas by service providers due to they have no access to IQSMS-Pegasus:

- Ground Irregularity and Safety Report PG-DO-FR-020
- Dangerous Goods Occurrence Report PG-DO-FR-014

(*See "https://document.flypgs.com/ "for the current versions of related reports which are available in online library doc. lib)

IMPORTANT: Each Pegasus Airlines employee has IQSMS access, that's why IQSMS shall be preferred to fill in the any kind of report.

6.8.13.4 IQSMS (Integrated Quality and Safety Management System)

SMM 4.2.1 & 4.12 & 4.13

IQSMS (Integrated Quality and Safety Management System) software is used in Pegasus Airlines for reporting, auditing, hazard/risk identification and safety & risk management and is a comprehensive and integrated set of tools to support Safety (SMS) & Security (SeMS) & Compliance Monitoring Management covering all functions from accident/ incident / occurrence reporting, analysis and investigation through to auditing and corrective action tracking. There are three main modules in IQSMS as Reporting, Risk Management and Quality Management.

All Pegasus family members can access IQSMS via intranet, web and application which can be installed on a mobile device. IQSMS ensures generation and retention of all records necessary to document and support operational requirements. Flight safety, cabin safety, ground safety, maintenance safety and cargo safety occurrences can all be captured in a single database. Customized report forms are based on the requirements of the regulatory authority, or Pegasus Airlines' internal reporting mechanisms.

Occurrence reports are the primary means for organising, managing and distributing information relating to events of interest to operation. This includes the ability to monitor the health of the organisation, through identification of occurrence trends. IQSMS includes a combination of reactive, proactive and predictive methods of safety data collection by its online reporting tool. IQSMS has an alerting tool to notify appropriate level of management when a report is submitted. This process allows management to review safety reports. Reports submitted through IQSMS are approved within 7 days within the company. Reports processed through the IQSMS should be closed within 30 days by the administrator. IQSMS also provides a feedback to the reporter. Also, the reporter can follow-up the report status on IQSMS main menu. A report administrator should select adequate risk severity and likelihood of the event. Residual risk is entered to the report once it is closed.

Previously registered risks in IQSMS Risk Module are reviewed to validate the effectiveness of safety risk controls regularly according to review date by the owner of the risks. When the reminder warning about risk review date is taken by risk owner via IQSMS. Reviewed risks are imported to Pegasus Airlines risk register in Safety Risk Management Filemaster if the risks still exist. Nonexisting risks can be retired with the approval of Nominated/Responsible Persons. Reasons should be recorded to retire the risk from risk register.

Please review the "PG-EM-PR-010 Risk Management Procedure" on how to conduct risk analysis studies.

IQSMS System, ERA and SIRA provides the control processes necessary to ensure appropriate, identification, legibility, storage, protection, archiving and retrieval, audit and risk assessment records.

Other safety records and documentation are kept in electronic format. Safety documentation and records are preserved for minimum 3 years.

Risk Management studies are documented through IQSMS Risk Module/ERA and SIRA.

Safety advisor initiates, leads and coordinates the process by ensuring:

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- Identification, (reactive, proactive, predictive),
- Analyze
- Assessment
- Mitigation (avoidance, reduction, segregation of exposure techniques)
- Control of the risk and hazard on the reports incurred by Pegasus Airlines ground operations association with related process owners, departments, personnel, service providers and external organizations to achieve the highest standard of safety through the risk management.

  Continuous improvement in safety as a “core value” is achieved through internal evaluations, internal and external audits and applies to:

- Proactive evaluation of facilities, equipment, documentation and procedures,
- Proactive evaluation of an individual’s performance, to verify the fulfilment of that individual’s safety responsibilities,
- Reactive evaluations in order to verify the effectiveness of the system for control and mitigation of safety risks,

In addition, we ensure the following to continually improve the safety level of Pegasus Airlines.

(1) Adjust the acceptable level of safety yearly to show improvements in dealing with trends.

(2) Conduct risk management assessments on all operational departments to minimize risks associated within the operations.

(3) Increase the submission of hazard reports.

(4) Increase the number of actions rose from safety meetings.

(5) Reduce the number of non-compliances with standard procedures as measured by observation.

(6) Increase compliance with the safety processes including reporting, classification, root cause investigation, and implementation of corrective actions.

Safety Levels shall be catagorized as follows on IQSMS: (SMM 4.1)

Reactive: This methodology involves analysis of past outcomes or events. Hazards are identified through investigation of safety occurrences. Incidents and accidents are clear indicators of system deficiencies and therefore can be used to determine the hazards that either contributed to the event or are latent.

Proactive: This methodology involves collecting safety data of lower consequence events or process performance and analysing the safety information or frequency of occurrence to determine if a hazard could lead to an accident or incident. Safety information for proactive hazard/risk identification primarily comes from Flight Data Monitoring (FDM) programmes, safety reporting, brainstorming during safety training, associated analysis and assessment processes and involves analysis of existing or real-time situations which is the primary job of safety assurance function with its audits and evaluations.

Predictive: This methodology involves data gathering to identify possible negative future outcomes or events, analysing system processes and the environment to identify potential future hazards and initiating mitigating actions. The core of predictive analysis relies on capturing relationships between variables from past occurrences and exploiting them to predict the unknown outcome. Some systems allow users to model different scenarios of risks or opportunities with different outcomes. This enables decision makers to assess the decisions they can make in the face of different unknown circumstances and to evaluate how they can effectively allocate limited resources to areas where the highest risks or best opportunities exist.

Please refer to PG-EM-PR-009 Occurrence and Hazard Reporting Procedure for more information about the report management process, mandatory and voluntary occurrence reporting, list of events to be reported and report forms in the IQSMS reporting module.

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6.8.13.5 Just Culture, Non-Punitive Policy and Human Factor Principles

SMM 2.3 & SMM 1.4 & SMM 2.4, OM PART A 11.4, 11.5, ICAO Doc. 9859 AN/460 1.Ed. Chapter 4.5 “Just Culture” means a culture in which front-line operators or other persons are not punished for actions, omissions or decisions taken by them that are commensurate with their experience and training, but in which gross negligence, wilful violations and destructive acts are not tolerated.

To foster a safe working environment, we have approved the implementation of a “Just Safety Culture”.

A “Just Safety Culture” fosters an atmosphere of trust in which people are encouraged, even rewarded, for providing essential safety related information, but in which they are also clear about where the line must be drawn between acceptable and unacceptable behavior. A “Just Safety Culture” does the following:

- Eliminates the notion that blame is a useful concept. The root cause for error will never be identified if the only goal is to find someone to blame. Holding individuals responsible for their actions is different than laying blame.
- Defines clear lines between acceptable and unacceptable performance. Once the lines have been drawn, individuals need to know what is expected of them and understand that they will be held responsible for their performance.
- In cases of non-compliance, there should be provides clear guidelines about what should happen.

We often fail to determine the reason for the non-compliance. Before sanctions are applied, it is imperative that the reason(s) for the non-compliance be identified. Only then can appropriate action be taken.

The ideal safety culture is where staff and systems work supportively and constructively together in an environment in which discovered errors are recognized and utilized in a positive and constructive way with a no-blame culture as back ground. Therefore the adopted culture is intended to encourage an open reporting culture based on learning from experiences and failures and seeking to handle all deviations in relation to a "Just Culture" for all involved. A "Just Safety Culture" shall ensure that human error is recognized as “normal and non-repetitive”. This culture will seek to resolve and improve on all contributing factors while still maintaining a clear distinction between human error, negligent conduct, reckless conduct, and intentional violations.

Our "Just Safety Culture" is a combination of four complimentary cultures:

- An “Informative” culture, which requires the management of all systems to have a positive knowledge view concerning human, technical, organizational and environmental factors which impact/contribute to the organization, allowing for errors to occur.
- A “Flexible” culture open for changes based on “learning from experiences” and a solid safety culture with priorities on SAFETY.
- A “Reporting” culture based on an open organizational climate where all involved are encouraged to report all occurrences deviating from known standards and requirements, hazards and errors without any retribution.
- A “Learning” culture willing to perform proactive and corrective actions, and take appropriate action and decisions based on conclusions from relevant information. Willing to implement major reforms where deemed necessary.

To maintain a safe operation, all staff need a positive questioning attitude, and is resistant to complacency and be committed to excellence. Bear in mind that Safe Operation does not mean Risk Free. The "Just Safety Culture" is intended to emphasize responsibility and a corporate self-regulatory attitude in all safety related matters. It relies on the organization, corporate structure and all staff involved to allow active identification of safety related issues and to ensure proper action is taken.

Below the Process of the "Just Culture" is explained.

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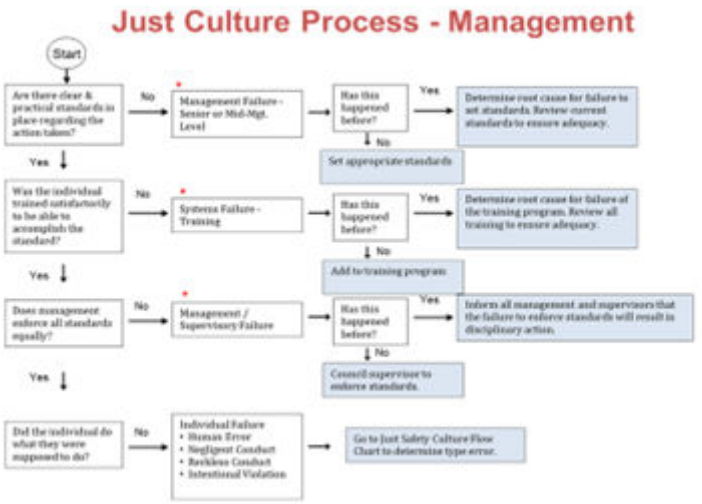


Figure 6-10: Just Culture

*Indicates a System's Failure. Managers and supervisors must evaluate what part of the system failed and what corrective and preventative action is required. Corrective and preventative action shall be documented for management review.

Management and supervisors are responsible for setting clear and practical standards. While you cannot be expected to set standards for all behavior, setting basic standards and general guidelines regarding what you expect from employees is essential. Failure to set standards is a management failure, not an individual failure.

Appropriate training to accomplish standards is essential. While you cannot be expected to train common sense standards you need to provide guidelines to employees in what the organization expects them to do in situations where there are no clear written standards. Failure to provide training is not an individual failure but a failure in the training system.

Managers and supervisors must enforce the standards. Inconsistency in the enforcement of standards is a management/supervisory failure, not an individual failure.

When standards are clear, training appropriate, and supervisors enforce the standards we expect individuals to do the right thing. When they don't, we need to know what type of error was made before we can take the appropriate corrective action.

This flow chart is used to determine individual error.

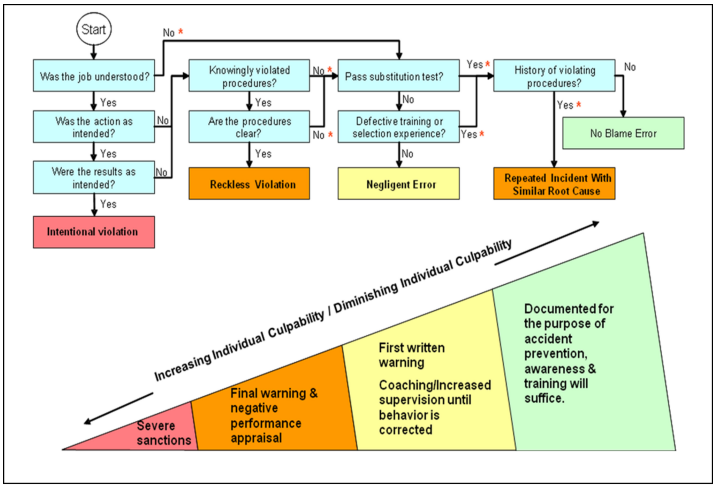


Figure 6-11: Individual Error.

Substitution Test: Ask "Would a reasonable sample of the organization have done the same thing or made the same error?

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* Indicates a System's Induced Error. Managers and supervisors must evaluate what part of the system failed in order to determine what corrective and preventative action is required. Corrective and preventative action shall be documented for management review.

If any error, violation, or negligence related to the occurrence and in the event of an occurrence leading to an investigation is identified, the Just Culture Process Form (PG-EM-FR-006) is used.

Non-Punitive Policy (SMM 1.4)

ICAO Doc. 9859 4.Ed. Chapter 2.6.15

The reporting of accidents, incidents or events/errors is an essential element of SMS and is therefore non-punitive. All personnel must and can feel confident that they can disclose any such information without fear and retribution. Additionally, all information concerning safety is made freely available to personnel within Pegasus Airlines.

As such, we fully endorse non-punitive accident, incident or event/error reporting within Pegasus Airlines which develops and fosters a culture of trust and honesty.

It is understood and accepted that wilful violations of established policies, processes, procedures, regulatory requirements, regulations and/or gross negligence are not tolerated

Human Factor Principles

(SMM 2.4)

The consideration of human factors, people can be both a source and a solution of safety risks by contributing to an accident or incident through variable performance due to human limitations, anticipating and taking appropriate actions to avoid a hazardous situation and solving problems, making decisions and taking actions to mitigate risks. Therefore, the consideration of human factors is an integral part of safety management, necessary to understand, identify and mitigate risks as well as to optimize the human contributions to organizational safety.

Pegasus Airlines SMS is aware that human factors can contribute to an incident and an accident.

Accordingly, the human factors principles are taken into consideration with the following implementations;

Employees are encouraged about reporting that has critical importance to obtain information (Non- Punitive Policy).

Safety investigations are carried out to identify the causes of errors in a positive and constructive way with a no-blame culture (Just Culture). Employees are cognizant that they should report any safety concerns and errors without hesitation, and they are aware that as part of which procedures and policies are carried out safety investigations.

6.8.13.6 IATA IDX (Incident Data Exchange) (Ref: IATA AHM 650, 4.2)

The Incident Data Exchange (IDX) is IATA's safety and security incident data management program.

Safety and Security information is shown on key performance indicators to benchmark our performance and establish safety performance targets in accordance with ICAO requirements for Safety Management Systems. With the IDX program, critical trends are highlighted on a regional and global scale, allowing for comparative evaluation, operational challenges at specific airports are anticipated, critical incident trends are determined whilst setting targets for improvement.

IATA's Global Aviation Data Management (GADM) department produces safety information that can be used by industry to improve safety performance and operational efficiency. The Incident Data Exchange (IDX) program is IATA's safety incident data management and analysis program and one of the sources of the Global Aviation Data Management (GADM). Incident Data Exchange (IDX) consists of a world-wide aggregated de-identified database of incident reports, including flight operations, cabin safety, ground safety, engineering and maintenance and security occurrences.

IDX offers a secure password protected platform and provides participants with a seamless experience to view their own safety and security data benchmarked against global aggregated data.

The IDX infrastructure has been designed to accommodate operators of varying scale, and the site provides users with three core areas to self-manage activity associated with program participation:

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- User Management
- Data Consumption
- Data Contribution and Quality Oversight

The IDX portal is accessible for users from IDX registered Operators and other industry stakeholders, with valid membership, and who have been granted GADM User roles.

This reporting program is the responsibility of the Operational Compliance and Documentation team on a monthly basis.

Ref: IATA IDX Program Guidance Document-GADM-M09 (COMPLY365)

https://identity.iata.org/s/login/?language=en_US&startURL=%2Fs%2Fgadm%3FserviceName%3DGADM&ec=302

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6.9 SECURITY MANAGEMENT

(Ref: ACSP 0/1, Scope, Purpose And Applicability Of The Air Carrier Security Program)

Pegasus Airlines ACSP and all other documents pertaining to security requirements, guidelines and operating procedures is available to all staff members affected by the document. Clearly, not all air carrier employees will need to have access to all security procedures and documents drafted by Pegasus Airlines.

As the contents of the documents are typically of a sensitive nature, some control over who has access is to be outlined by the Aviation Security Management. The document sensitivity is set out during preparation process on the COMPLY365 system.

Contractors should also be in possession of the Pegasus Airlines ACSP or procedures deriving from it, either in its entirety or, at a minimum, of the sections that affect their service to Pegasus Airlines.

Within all this process is to be implemented to amend or modify any security documentation that can certify that all interested and affected parties are in possession of the latest version of the specific security document.

On this part of the security manual described are the Security Management processes to be managed by the Pegasus Airlines Aviation Security Management.

Security management system (SeMS) provides an organization with a structured approach to managing security as an integral part of its overall business. SeMS serves as a tool for systematically integrating security risk management into an organization's day-to-day operations in close alignment with other risk management systems.

Implementation of SeMS in Pegasus Airlines contributes to the development of proactive security practices in place of more traditional reactive procedures. SeMS is built on existing procedures and practices with the goal of adopting "best practice" standards. Consequently, SeMS serves to:

(a) strengthen the security culture;

(b) promote a threat-based managed approach to security;

(c) focus on performance, results and impacts; and

(d) promote effective internal and external partnership, collaboration and cooperation.

Development and implementation of a SeMS is also be guided by the principles of interoperability (with other risk management systems), flexibility and adaptability. Cost effectiveness and appropriateness are also important considerations for an organization.

For optimum effectiveness, the security aspects of daily business activities, operational decisions and planning must be consciously considered at every level of an organization always. Aspects of a SeMS is integrated into the organization's structure in terms of coordinated activities, responsibilities, practices, procedures, processes and resources. At the same time, a strong security culture must prevail.

SeMS is designed to be integrated with or connected to other structured management systems such as a safety management system (SMS) and quality management system, while also incorporating relevant parts of any informal management systems in Pegasus Airlines. Other management systems serve as a foundation for SeMS, thus minimizing duplication and expense while contributing to an organization's business capability and credibility.

SeMS leads to a threat-based risk-managed approach under which an organization can assess and best manage its own unique security risks, threats and impacts. It provides a framework that guides risk-based decision making at all levels of an organization by Pegasus Airlines. When documented, the rationale for arriving at such decisions strengthens corporate accountability and demonstrates due diligence.

Given the, SeMS may be defined as a formal, risk-driven method of integrating security into an organization's daily business operations and its management systems. It is used to implement an organization's security policy and to fulfil any regulatory requirements while optimally managing security risks, threats and impacts in the context of an enterprise's risk management framework.

Examples of items typically not covered by the national authority regulation/requirement are listed below:

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- Security objectives/measurements/KPIs
- SeMS review and improvement process
- Management of the security component within subcontracted functions and purchased products
- Specific oversight measures of security subcontractors
- Risk assessment of new destinations
- Continuous threat assessment and risk management of routes, destinations and en-route alternate airports
- Security measures for crew members during layovers

As per Standard 3.2.4 of ICAO's Annex 17, the ACSP should be developed in written form and shared with the State's Appropriate Authority for formal approval. That formal approval should be recognized as legal coverage for airlines implementing security measures at airports.

“Aircraft operator security programs are generally drafted to meet the requirements of a National Civil Aviation Security Program and other regulations of the aircraft operator's home State. To address the need for aircraft operator security program variations required by other States and perhaps an aircraft operator's special circumstances, aircraft operators should develop a supplementary station procedures program that may be appended to the aircraft operator security program”.

SECURITY MANAGEMENT REVIEW

Security Manager is a part of a MRM. Pegasus Airlines senior management reviews operational security issues for the purpose of ensuring:

(i) Senior management oversight of security in operations;

(ii) Continual improvement of the security management system;

(iii) Security threats are being identified and controlled;

(iv) The promotion of security awareness.

Meetings dedicated for security reasons, are chaired by General Manager and facilized by Security Manager and include other members of senior management and representatives from the major operational areas.

Beside an MRM, Security reviews take place during the regular Coordination Meetings. In this case, meeting minutes for Coordination Meeting are prepared by Assistant of General Manager, but before distribution checked by Security Manager in parts related to security review. A security review typically is carried out every two months to review the security performance in operations, address security concerns, provide feedback and instructions to the operating units, and set priorities for sub-teams.

When needed, it may be more frequent meetings, especially to create an awareness of management system throughout the organization.

The executive level will ensure security objectives are linked and complimentary to the overall business and risk management strategy.

The executive statement of commitment to security is available to all Pegasus Airlines employees and subcontractors to promote the message that Pegasus Airlines is strongly committed to security.

Furthermore, subcontractors may be required to confirm their agreement with the executive statement in writing.

For detailed description of meeting attended by aviation security management please refer to Corporate Manual PG-YO-EK-001 and Management Review Procedure PG-EY-PR-004

6.9.1 Pegasus Airlines Security Communication

(Ref: ACSP is accessible through our electronic library https://document.flypgs.com Chapter 1.2.

Air Carrier Security Organisation

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Aviation Security Management of Pegasus Airlines is using e-mail & hard copy letters especially for the communication with the TR-DGCA and other related authorities, "info.security@flypgs.com" & "security@flypgs.com" are e-mail groups who all aviation security management staff is determined, and important alerts or information's are sent from TR-DGCA and other related authorities to this address.

- Airport security committee are in communication with Pegasus Airlines Aviation Security Management via representative ground handling agents.
- In order to distribute all security information's in all relevant areas such as flight crew, cabin crew and operational personnel Aviation Security Management prepares and issues Security Bulletin. Security Bulletins disseminate by e-mail system as priority to related personnel, then transfer to COMPLY365
- Security Procedures, Risk and threat assessment and other publications related Security can also be published by e-mail orEFB or COMPLY365
- The communication with subcontractors is provided by e-mail or "document.flypgs.com" an online library platform for subcontractors.
- Weekly executive operations meetings are ensuring the sharing of operational security information between the operational department. Please refer to Corporate Manual PG-YO-EK-001

6.9.2 Sensitive Aviation Security Information

Sensitive aviation security information will be restricted to those persons who require such information in the performance of their duties and are therefore authorized to have access thereto. This is known as the need-to know principle.

Sensitive aviation security information will be securely stored when not in use to prevent unauthorized access. For example, the use of security cabinets, locked rooms or safes may be considered a way of affording greater protection by Aviation Security Managements Office if considered necessary.

Electronic copies of sensitive aviation security information documents will be equivalently protected in accordance with the Information Security Management Systems.

Operational security sensitive information is distributed in level of need to know via the COMPLY365documentation system, it is clearly defined according to each document the access or printing levels.

Pegasus Airlines has adopted measures to ensure that authorized persons with access to sensitive aviation security information do not disclose such information to any unauthorized persons. All authorized staff with access to the such information signs the "non-disclosure agreement" before being allowed access to such information.

6.9.3 Bomb Threat

ACSP 14.1.2

Initially, any bomb threat received should be taken seriously. Any bomb threat received or discovered before the aircraft has taken off is considered to be a bomb threat to an aircraft on the ground. Bomb threats are normally received in three different forms: by phone, in person (usually hearsay) and in writing either electronically or hand written.

Since anyone working for the Pegasus Airlines can receive a bomb threat, every station employee should have a Bomb Warning Report Form with instructions on what to do in case they receive a bomb threat. Also, Pegasus Airlines should have a capability to trace and to record phone conversations in order to hear to it again for details initially missed and for prosecution purposes. Bomb threats are usually received on air carrier phone lines but there have been some occasions where threats were made on other phone lines.

ACSP 14.1.2.1

The person receiving telephone threats should:

- Listen carefully and make a note of the actual words used by the caller;
- Take such action as necessary to record the call, where this is not done automatically;

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- Prolong the call and ask open questions to obtain as much information as possible.

The PG-GU-FR-007 Bomb Warning Report Form must be filled immediately, and the OCC must be informed via the phone numbers written on the form.

6.9.4 Description Of Airline Security Incident Reporting Procedures

ACSP 15.1

Pegasus Airlines and its contracted service supplier's personnel shall report all unlawful or suspicious acts which have or may have an impact on Pegasus Airlines. In order to record security related events and warnings or to be able to give information to Security Forces for legal investigations when necessary, Pegasus Airlines ensures that a report is prepared by those who have knowledge about the event and breaches.

CAUTION

Pegasus Airlines and its contracted service supplier's personnel must inform aviation security department about the security incidents or threats via using printed forms or sending e-mail to the "security@flypgs.com" address and using the following emergency contact numbers:

24/H Contacts			
Unit	Operation Control Center (OCC)	Unit	Guest Control Center (GCC)
Duty Manager	+90 216 560 7264	Duty Manager	+90 216 560 7222
Office Phone	+90 216 560 7260/61/62/63	Office Phone	+90 216 560 7223
Fax	+90 216 560 7083	Fax	+90 216 560 7076
E-mail	occdutychief@flypgs.com	E-mail	guestcontrol@flypgs.com

Unit	Cargo Operation Center
Duty Manager	+90 549 744 64 18 +90 549 742 76 36
Office Phone	+90 216 585 59 83
E-mail	pegasuscargo@flypgs.com

Figure 6-12: Contacts

ACSP 17.1

For communication during any incident, Local Notification Form (PG-EM-FR-011/PG-MK-FR-000) that includes all station contact informations is available in the COMPLY365 and Pegasus Online Library (doc.lib).Also EFB/FCC is refered by PIC for communication during any incident "security@flypgs.com" will be notified.

6.9.4.1 Confidentiality

ACSP 15.1.1

Pegasus Airlines employees must not make any statement to persons outside the company regarding accidents or occurrences involving aircraft operated by the company. The publication of this information in respect of accidents is the responsibility of the CEO or his authorized deputy, and in respect of occurrences is the responsibility of the Flight Operations Post Holder. Any breach of this confidentiality can lead to suspension from duties or, in serious cases, instant dismissal.

Pegasus Airlines staff can report also via the IQSMS software confidentiality reports for assessments.

By sending this report the name of the sender can't be seen.

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6.10 HEALTH AND SAFETY

(GRH 1.4.1)

Handling Companies and Pegasus employees must have auditable policies and processes to prevent adverse effects on the environment and to protect and promote the health, safety and welfare of employees whilst at work. This policy must extend beyond staff to passengers, visitors, contractors and members of the public, and its operations and must accord with national and European health and safety regulations. It is expected that Pegasus Airlines's Ground Handling Agents accord with the principles of the Pegasus Airlines commitment which is as follows:

- Provide and maintain a safe working environment for employees without risks to health, with adequate facilities and arrangements for their welfare at work.
- Maintain the premises in a condition that is safe and without risk to health, with safe means of entry and exit.
- Ensure the use, handling, storage and transportation of articles and substances are safe and without risk.
- Carry out risk assessments and continuous monitoring to ascertain potential risk to environment, health and safety.
- Provide information, instruction, training and supervision as is necessary to mitigate risks and promote health and safety.
- Ensure that employees are reminded of their legal responsibilities to care for the health and safety of themselves and other members of staff.
- Personal Protection Equipment: Handling staff should be issued with PPE (Personal Protection Equipment) as required for their role. Personnel must use their PPE as and when necessary as detailed by their managers and supervisors. Personnel are forbidden to enter the ramp or any of its associated areas without the relevant safety clothing and equipment as defined by the local airport regulations.
- Safe Baggage Handling: It is important that personnel are aware of all risks associated with baggage handling, and that they are properly trained, and follow the guidance below as a minimum to ensure their health and safety:

  (a) Handling techniques

    (1) Baggage handling operations require personnel to manually handle equipment and baggage such as pushing and pulling non-motorized GSE (e.g. Baggage cart), loading heavy bags, ULDs, etc.

    (2) Baggage staff member should be aware of best lifting techniques to be utilized at all times to reduce the risk of injury whilst handling baggage.

  (b) Baggage staff members should not lift more than their physical capabilities to avoid injuries. Where available, make use of assistive devices for moving heavy loads.

  (c) Ensure that appropriate personal protective equipment (PPE) is available and used.

  (d) Ensure that baggage is handled in an appropriate manner, e.g. positioned rather than thrown onto the belts.

  (e) Verify the coupling/uncoupling of the baggage carts, dollies/trailers and ensure nobody is working between or nearby prior to moving.

ALERT MESSAGE

Danger:

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

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6.11 TRAINING AND QUALIFICATIONS

(GRH 1.4.2)

Executive Vice President- Ground Operations is responsible of Ground Operations Department Staff trainings are conducted according to Turkish DGCA SHT OPS, SHT/HAD Eğitim Talimatı, and industry standards (e.g. IATA AHM 590/1110 (Load Control), IATA AHM 462 (Aircraft Handling), IATA AHM 463 (Aircraft movement operations), IATA AHM 634 (Passenger Boarding Bridge Operations), IATA DGR 1.5), IATA AHM 611. IATA AHM 1110 Ground Operations Training Program)

Prerequisite criteria for each position are documented on specific job descriptions against which candidates would be evaluated, ensure personnel are appropriately qualified for management system positions and operational roles in areas of the organization critical to safe and secure operations.

Job Descriptions are published through COMPLY365 for Pegasus employee.

All training program, requirements and rules for Pegasus Ground Operations employee compatible with defined positions by Human Resources and Ground Operations are documented in Pegasus Airlines Ground Operations - Training Manual to ensure that all personnel can acquire the necessary skills and remain competent to perform their duties.

Conformity of training requirements shall be checked on audits by Pegasus Airlines for each discipline.

Pegasus Airlines Ground Operations Department can give the training to the other company's personnel by the approval of the concerning authorities. Basic Ground Operations Training must be provided for each Ground Operations staff member who is newly assigned to participate in the daily supervision and follow up of aircraft operations.

All staff should be recruited and selected with the appropriate level of proven experience, skills, and previous training (if applicable) to fulfil the defined job role. They shall subsequently receive the appropriate level of training for the tasks for which they are employed.

All staff that performs operational duties in functions within the scope of ground handling must complete initial training and assessment prior to being assigned such duties, and subsequently receive recurrent training as appropriate to the role.

The training program must be developed based on procedures and best practices described in the IATA Ground Operations Manual (IGOM), the Airport Handling Manual (AHM), as well the ISAGO Standards and Recommended Practices.

Objectives:

Personnel who perform operationally critical functions are required to acquire and maintain competence on the basis of continuing education and training. The objective of training is to enable learning to take place, for the retention and utilization of the learning to be assessed against a required standard which has to be met and to ensure that personnel can perform their duties in a competent and safe manner.

Training Program Components:

As a minimum the training program should address:

(a) Initial and Continuing Qualification–including training frequency:

(1) Initial Training prior to being assigned to perform such operational duties;

(2) 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 IATA DGR and "GOM 6.11."

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(3) Re-qualification Training applicable to personnel that become unqualified for any reason, prior to being reassigned to perform operational duties as applicable, (SAFA, travel documents, software and system trainings...)

> **NOTE**
>
> Requirements for initial, recurrent and re-qualification training apply to all personnel that perform duties within the scope of ground handling operations for Pegasus, both at the main base and at all other locations.

(4) Update Training, as applicable

(5) Other specialized training requirements, including those required by equipment manufacturers/suppliers, system developers/suppliers or by the regulatory/legal authorities, any training as part of the corrective action, as applicable)

(b) Training methods

(c) Testing and evaluation processes

(d) Management of the training documentation and records

(e) flight planflight plan and competency requirements for instructors and evaluators

(f) Training Modules, syllabus, schedule

The training program should be reviewed at least once a year, or more frequently as required, to ensure that:

(a) The training program and modules meet current and expected needs;

(b) All training material and training plans are up-to-date and meet the operational and regulatory requirements.

Personnel must receive training in the requirements commensurate with their responsibilities.

Training must include (as a minimum):

- General familiarization training on general provisions and regulations.
- In-depth training on requirements, including policies, procedures, and operating practices.
- Conflict management training (e.g. management and de-escalation of disruptive passengers) particularly for front-line staff.
- Fire safety training – appropriate to their job role.
- Safety training on associated operational hazards.
- Function and/or equipment-specific training including service equipment.
- Application of required security measures.
- Dangerous Goods Training in accordance with IATA Regulations.

The content of all training material should be reviewed on a regular basis, and in conjunction with published updates, to ensure that it remains current.

Initial And Continuing Qualification

Personnel needs to undergo initial training before being assigned to perform new duties. The initial training should include evaluation or testing by written or practical means.

Maintaining ongoing competence may be achieved by recurrent training supported by written or practical means.

Recurrent training shall be performed at the specified frequency, but not less than once during every 36-month period, to ensureall personnel remain qualified to perform operational duties, according to the applicable regulations.

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Recurrent training sessions should be planned such that the training is performed and any evaluation done prior to the current expiry date. If however the expiry date should be exceeded, the training will be considered valid provided that the training session is completed within the same calendar month as the expiry date.

Successful completion of the required courses is necessary to maintain the training qualification.

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

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

Staff delivering training should be properly qualified, and it is recommended that trainers have been formally trained in instructional techniques. They should have an in-depth knowledge, and practical experience, relevant to the subject matter.

Personnel must not undertake any tasks until they have been fully trained and relevant training records have been completed.

All training must be validated via use of a test or evaluation, by written, oral, or practical means as applicable, to satisfy the requirement of the operational personnel to demonstrate adequate knowledge, competency, or proficiency to perform duties, execute procedures, or operate equipment.

Training Records AHM 1110:

Training records of all employees including any contract/part-time employees shall be maintained by GHSP. Training records shall be included in the documentation control system and retained for at least the period required by regulatory authorities. All training, testing, evaluations and competencies should be documented in a timely and consistent manner. An employee training record must be maintained for every employee. Where electronic or computer based training record systems are maintained, the record should identify as a minimum:

- which task training has been given
- the student's name and ID number
- area of training, evaluation
- pass mark or percentage to be achieved
- actual test mark or percentage achieved,
- date of training,
- date of re-currency (if any).
- In the case of paper records:
- The trainer will sign or initial that they have delivered the training. (Name of trainer where delivered by a trainer)

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- The learner will, as acknowledgement and understanding of the training, sign or initial the appropriate subject matter on the training record form.

In the case of electronic or computer based training record systems the record shall include a course reference and electronic acknowledgement (as applicable). Regular back-up data processes shall be established to ensure data safety.

All training and competencies shall be recorded in an employee's training file utilizing a standard format.

The handling agent shall have a system for maintaining training records that provides for retention, identification, storage, protection, retrieval and disposition of records. Training content and records shall be made available for review as needed by an authorized Pegasus Airlines representative and/or regulatory Authority, (i.e. during an audit, on request of airside incident or irregularity investigations etc.). All practical hands-on/on-the-job training shall be documented using a formal written testing/evaluation process (checklists). Training Records shall be available for a minimum period that enables to check the any initial and the valid latest recurrent training and for a minimum period of 3 years.

NOTE

The DGR training records must be retained by the employer for a minimum period of thirty-six months from the most recent training completion month and must be made available upon request to the employee, auditor or appropriate national authority, (*See IATA DGR 1.5.5).

Training records retention period–might be governed by regulatory requirements (Civil Aviation Authorities). A controlled record needs to have defined the retention period, filing system (i.e., how the record is filed) and location (i.e., where the records are kept). Personnel should be familiar with and trained on the documentation rules. Retention of Pegasus Ground Operations personnel training records is depicted within Ground Operations Training Manual PG-YE-EK-001.

Ground Training Team is in charge of standardization and printing the Achievement Certificates, Participation Certificates or Transcript for the trainings of Pegasus employee, (*See in Ground Training Manual in accordance with SHT-Eğitim HAD-Havaalanları Dairesi Eğitim Talimatı).

Pass Standards, Testing and Evaluation Process

Knowledge verification is required, where applicable, by means of a written test of the topic trained. In addition there should be a review process for addressing all question failures even if a pass mark was achieved. Practical competency verification should be achieved by means of evaluation by the trainer or superior. Upon successful completion of this, personnel can be considered as qualified to fulfil their assigned duties.

Any classroom training shall include a formal testing process with the required standard set sufficiently high to ensure that only learners having a very comprehensive understanding of the course material can achieve a pass. Appropriate duration for achieving test objectives is set. A minimum of an 70% pass mark should be established for each classroom training unless otherwise legalized by local legislation and/or based regulation (IATA DGR, SAE De/anti-icing standards etc...). Pass standart may be governed by regulatory requirements (Civil Aviation Authorities, SAE, IATA DGR: 80% etc) and may vary according to which task training has been given. It must be defined for each task clearly.

All practical training should be conducted using a standardized and controlled checklist or form for each training task with points being assigned for each successful practical task completion. Similarly, the practical training evaluation should also be conducted using a standard and controlled checklist or form.

A minimum of an 70% pass mark must be established for each practical evaluation checklist or form training unless otherwise legalized by local legislation and/or based regulation. A checklist (or form) must be completed for each student in the training course and must be kept as part of the student's training record file

(a) Pass standards is defined in Ground Operations Training Manual PG-YE-EK-001 for Pegasus employees.

(b) If the trainee cannot reach these requirements, then extra days will be given him before the last examination.

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(c) After competition of Ground Operations Training a certificate will be given to the successful trainees. If the sufficiency exam is not performed, certificate is arranged with '- has attended the following course ...' phrase. If the sufficiency exam is performed, certificate is arranged with ' - has successfully completed the following course ...' phrase.

(d) For details please see GROUND OPERATIONS TRAINING MANUAL PG-YE-EK-001

Qualification And Competency Requirements For Instructors And Evaluators

Training Instructors, including On-the-job-Trainers and Evaluators should be appointed by the manager responsible for training and be competent, qualified and, if required, certified, to conduct training.

Pegasus Ground Operations Instructors' pre-requisites are defined in Ground Operation Training Manual and approved by Turkish CAA.

As a minimum Instructors and Evaluators should be qualified in accordance with the standards outlined in this section. Theoretical and practical skills training shall be conducted by personnel who have demonstrated the skills to deliver the training effectively, and who have competence (knowledge, skills, qualifications and experience) in the subjects to be instructed.

Instructor (Trainer)

Training instructors for Ground Operations shall have technical knowledge of the courses that will be delivered.

Pre-requisites

A training instructor should have a minimum of 36 months of operations or training experience in their disciplines of training. In addition, he/she should meet the following requirements:

(a) Proven presentation and facilitation skills, including knowledge and experience in the use of presentation software and standard Audio/Visual (A/V) equipment.

(b) Training experience should include training in interpersonal skills and the "soft skills" of training, such as communication, motivation and related areas. (An individual cannot only have strictly technical skills and/or safety skills training experience).

(c) Experience in communicating with a diverse audience. Diversity includes education, literacy, position in a company, and related diverse backgrounds.

Initial Qualification

(a) Meet pre-requisites

(b) Successfully complete instructor training or an instructor preparation e.g. workshop, briefs

(c) Successfully complete instructor certification (if required by regulatory requirements)

(d) Observe a minimum of one training course delivered by a qualified instructor

(e) Conduct at least one training course under the supervision of a qualified instructor or evaluator

Continuing Qualification

In order to maintain qualification, an instructor should conduct:

(a) Recurrent training for instructors or an instructor preparation e.g. workshop, briefs

(b) Recurrent certification for instructor (if required by the regulatory authority)

(c) At least 1 training course per year for each discipline they are qualified to instruct

Evaluator/On-the-job Trainer

Evaluator/On-the-job Trainer training and evaluations should be conducted by persons who have the knowledge, skills, qualifications and experience in the functions being assessed. Usually this role is performed by operational employees who, when needed, may act as training assessors in cooperation with the training department.

Pre-requisites

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An Evaluator/On-the-job Trainer should have a minimum of 36 months of operational experience in the disciplines being trained and is competent with the following elements:

(a) Training Techniques

(b) Course preparation and evaluation

(c) Effective one-to-one communication

Initial Qualifications

(a) Meet pre-requisites

(b) Complete instructor initial training

(c) Conduct at least one evaluation under the supervision of a person responsible for training Continuing Qualifications

Complete instructor recurrent training within a 36 month period

Training Documentation and Records Management

Training Plan

A training plan should be prepared, reviewed on a regular basis, which shall take into consideration:

(a) The regulatory requirements for training and training programs

(b) Pegasus standards and procedures, where possible

(c) The number of personnel that need to be trained per job role assigned

(d) The training objectives to be met

(e) That sufficient resources (e.g. staff, facilities, equipment) are allocated to perform the training sessions in a timely manner.

The Training Plan should be made in conjunction with the operational plan for definition of resources

Training Content (Syllabi and Training material)

Any training material shall be tailored to take into account variables such as geographic locations, languages, local regulations, equipment used etc. It shall be relevant to the needs of the industry as well as the specifics of the location(s) involved.

To minimize language barriers, training material should maximize illustrations and minimize lengthy written/ verbal explanations.

Training should be delivered in the local language or at least with local language support except when other languages (different from the local one) are clearly understood as defined by the company.

Companies should define the roles and processes regarding the maintenance of the training content in an up-to-date condition. This should include current industry standards, regulations, resolutions, customers' requirements, service bulletins, system updates, recommended practices, current operational necessities, risk barriers against to the current threats etc.

All material shall be included in the documentation control system and display, as a minimum, a version and revision date and evidence of being regularly reviewed and updated as needed.

Understanding that each company has its own organization structure and defined roles for each job position with a multitude of tasks, the Training Requirements are developed based on the functional task as outline in the specific matrixes in IATA AHM 1110. The functional tasks primarily cover operational functions within the IGOM scope, however may not represent all operational functions which may exists within a company.

GOM Chapter List for IRM GRH 2.2.4 and IOSA Standards Manual IATA Standards and Recommended Practices Table 6.1

Passenger Services, Ramp Services, Load Control Training Elements

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Passenger Services:	GOM 6.11.3
Aviation Basics;	6.11.3.1
Arrivals/Departures;	6.11.3.3
Baggage Services;	6.11.3.4
Check-in;	6.11.3.6
Passenger Assistance and PRM (passengers with reduced mobility);	6.11.3.8
Post-Flight Requirements;	6.11.3.9
Special Category Passengers;	6.11.3.10
Transfer of Load Information;	6.11.3.11
Transfer, Transit and Connection;	6.11.3.12
Boarding Bridge Operations;	6.11.3.14
Aircraft Cabin Access Doors.	6.11.3.15
Ramp Services:	6.11.5
Basic Ramp;	6.11.5.1
Airside Driving;	6.11.5.3
Basic Hand Signals;	6.11.5.4
Aircraft Marshalling;	6.11.5.5
Boarding Bridge Operations;	6.11.5.6 & 6.11.3.14
Aircraft Cargo Access Doors;	6.11.5.7
Aircraft Cabin Access Doors;	6.11.5.8 & 6.11.3.15
Aircraft Loading;	6.11.5.9
Aircraft Arrival;	6.11.5.10
Aircraft Departure;	6.11.5.11
Aircraft Pushback;	6.11.5.12
Aircraft Towing;	6.11.5.13
GSE Operations;	6.11.5.14
Ground-to-Flight Deck Headset Communication and Engine Start;	6.11.5.15
Ramp Baggage Handling;	6.11.5.16
Aircraft Loading Supervision;	6.11.5.17
Airside Safety Supervision.	6.11.5.19
Load Control:	6.11.6
Aviation Basics;	6.11.6.1

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Aircraft Weight & Balance Principles;	6.11.6.2
Load Planning and Load Sheet;	6.11.6.3
Documentation and Messaging.	6.11.6.4

NOTE

Subject areas in the tables specified above are typical for training of personnel in each associated ground handling function. Personnel assigned to perform more than one ground handling function as defined by Pegasus or GHSP could have different ground handling roles and responsibilities that would require training in a combination of the functions specified in the provision, (See; IATA AHM 1110, PGYE- EK-001, SHT/HAD-Eğitim).

Training Records

All training, assessments and competencies shall be documented in a timely and consistent manner.

The record shall identify the date when the particular subject matter has been delivered to the learner.

The trainer will sign or initial that they have delivered the training.

The learner will, as acknowledgement and understanding of the training, sign or initial the appropriate subject matter on the training record form.

Training records of all employees including any contract/part-time employees must be maintained.

Training records shall be included in the documentation control system and retained for at least the period required by regulatory authorities or more restricted duration.

All training, testing, evaluations and competencies should be documented in a timely and consistent manner. The record should identify as a minimum:

(a) the student's name,

(b) area of training, evaluation, training scope/name

(c) pass mark or percentage to be achieved

(d) actual test mark or percentage achieved,

(e) date of training,

(f) date of re-currency (if any)

(g) trainer name

In the case of paper records:

(a) The trainer will sign or initial that they have delivered the training.

(b) The learner will, as acknowledgement and understanding of the training, sign or initial the appropriate subject matter on the training record form.

In the case of electronic or computer based training record systems the record shall include a course reference and electronic acknowledgement (as applicable). Regular back-up data processes shall be established to ensure data safety.

Training content and records shall be made available for review as needed (i.e. during an audit, on request of regulatory authority etc.).

Issuance and Validity of Certificates

Upon satisfactory completion of the course and passing the test, the student should be issued with a certificate, the validity of which corresponds with the period defined by the training policy, but which does not exceed 36 months (i.e. DG training 24 months) or as set by the a company and/or the local governmental authority, if more restrictive.

The certificate should contain as a minimum the following information:

(a) Full name of the student

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(b) Student ID (as applicable)

(c) Title of the course

(d) Date of issue

(e) Date of expiry

(f) Name of the training company

(g) Signature, name and title of the person responsible for training (i.e. Trainer, Person(s) responsible for training)

DGR Training Requirements

The successful application of regulations concerning the transport of dangerous goods and the achievement of their objectives are greatly dependent on the appreciation by all individuals concerned of the risks involved and on a detailed understanding of the Regulations. This can only be achieved by properly planned and maintained initial and recurrent training programmes for all persons concerned in the transport of dangerous goods.

Personnel identified in the categories specified ,minimum Requirements for Training Curricula shall be trained and training shall be verified prior to the person performing any duty specified in IATA DGR Chapter 1.5.5 IATA Dangerous Goods Training Workbooks.

Recurrent training must be provided within 24 months of previous training to ensure knowledge is current. Recurrent training in dangerous goods is completed within a validity period that expires 24 months from the previous training to ensure knowledge is current, unless a shorter period is defined by a competent authority. However, if recurrent training is completed within the final 3 months of validity of previous training, the period of validity extends from the month on which the recurrent training was completed until 24 months from the expiry month of that previous training. (However, when such recurrent training is completed within the final 3 months of the 24-month validity period, the new validity period may extend from the month on which the recurrent training was completed until 24 months from the expiry month of the current validity period. If such recurrent training is completed prior to the final three months of the validity period, the new validity period would extend 24 months from the month the recurrent training was completed.) For example, a person attends an initial course finishing on 14 April 2017; their training validity therefore expires 30 April 2019. They may attend recurrent training any time between 1 February and 30 April 2019 and their next recurrent training date will remain 30 April 2021.

If, however they complete recurrent training in January 2019, then as this is more than 3 months prior to the end of April then their training expiry date becomes 31 January 2021.

The curriculum for dangerous goods training for ground handling personnel will vary depending on specific responsibilities and duty function(s), but will typically address the following subject areas:

- General philosophy;
- Limitations;
- List of dangerous goods;
- Labeling and marking;
- Recognition of undeclared dangerous goods;
- Storage and loading procedures;
- Flight crew notification;
- Provisions for passengers and crew;
- Emergency procedures.

A test must be provided following dangerous goods training to verify understanding of the regulations. Confirmation is required of successful completion of the test.

Definition Of Job Role And Functional Tasks

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All personnel who conduct ground handling operations shall have full initial and recurrent training modules successfully completed and current as per their functional tasks.

The job roles and associated functional tasks according to the operational needs shall be defined, for example “an engine start” task may be performed by different job functions e.g. Ramp Agent, Pushback Driver, or other.

Training modules shall be based on providing competencies in functional tasks which can then be grouped to match certain job roles as determined previously to meet in scope of operations.

As such, the Job Roles listed below, are but one of the of many possible ways in which the functional tasks can be grouped to define job roles. Since the responsibilities assigned to the various job roles (e.g. ramp agent) may differ from one company to the next, or even within the same company but at different locations, the functional tasks that employees are assigned to perform will determine which training modules they are required to complete.

Training Requirements and Specifications shall be as follows:

6.11.1 Training of Pegasus Airlines Staff

All training (Initial & Recurrent) procedures are defined in Pegasus Airlines Ground Operations Training Manual.

All staff that performs operational duties in functions within the scope of ground operation must complete initial training and assessment prior to being assigned such duties; subsequently receive recurrent training as appropriate to the role and also shall be trained and be competent to perform SMS duties as appropriate to each individual’s involvement in the SMS

6.11.2 Training of Handling Agents And Service Providers (other than pegasus ground handling agents)

The Ground Handling Company is responsible of Ground Handling Staff training according to Turkish DGCA legislations, and industry standards (e.g. IATA AHM 590/1110 (Load Control), IATA AHM 462 (Aircraft Handling), IATA AHM 463 (Aircraft movement operations), and IATA AHM 634 (Passenger Boarding Bridge Operations), IATA DGR 1.5, IATA AHM 1110).

To ensure flight safety and security through an acceptable level of standardization and proficiency, the following requirements shall be recognized in the training of ground handling personnel.

All staff that performs operational duties in functions within the scope of ground handling must complete initial training and assessment prior to being assigned such duties; subsequently receive recurrent training as appropriate to the role and also shall be trained and be competent to perform SMS duties as appropriate to each individual’s involvement in the SMS.

External service provider safety trainings are monitored by Compliance Monitoring Department via external audits. If a safety related nonconformity is determined, the audit report is shared with the Safety Department through IQSMS.(SMM 6.6)

External service provider safety trainings are monitored by Compliance Monitoring Department via external audits. If a safety related nonconformity is determined, the audit report is shared with the Safety Department through IQSMS.(SMM 6.6)

Pegasus considers any of the following options as means for ensuring personnel of service providers complete training that satisfies the requirements of its own Safety Training:

(1) If a service provider has an SMS, accept the service provider’s Safety training;

(2) If a service provider has an SMS, specify training in addition to that of the service provider (i.e. gap training) as applicable to ensure Pegasus’s own Safety Training requirements are satisfied;

(3) Have applicable personnel of service providers complete the Pegasus’s own SMS training;

(4) Deliver specific SMS training to personnel of service providers (e.g. hazard recognition, use of the operational safety reporting system, insider threat).

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If it needs, Chief Safety and Security Office can also meet these requirements through external experts to deliver Safety Management Training presentations and assigned e-learning Safety Management System training to staff on a periodic basis

The handling agent shall have initial and recurrent training requirements designed to establish and maintain standardization and proficiency among all ground/cargo handling personnel, including personnel of external entities that provide handling for Pegasus Airlines.

Training requirements for handling personnel shall ensure acceptance or approval of the regulatory Authority, as applicable and that initial training is completed prior to assignment to positions that require the performance of operational handling duties for Pegasus Airlines.

The training programs shall distinguish between theoretical and practical (on the job) training and include basic and recurrent courses. The syllabus shall constantly be reviewed to allow for continuous improvement and effectiveness and incorporation of the latest regulatory and operational changes.

The training programs and syllabi must include (as a minimum):

- Familiarization training on general provisions and regulations
- In-depth training on requirements, including policies, procedures and operating practices
- Training in human factors
- Safety training on operational hazards associated with ground handling and cargo operations
- Dangerous goods training in accordance with applicable requirements of the State in which personnel carry out such duties, or if there are no such requirements of the current edition of the IATA DGR

The duration of the training shall be sufficient to comply with above requirements.

Training shall be conducted by personnel who have demonstrated competence in the subjects to be instructed and who have the skills to deliver the training effectively.

For the different tasks of ground operations, initial and recurrent training must include, but is not limited to:

- Load control / operations
- Aircraft ramp handling
- Aircraft marshalling
- Cargo handling
- Passenger handling
- Dangerous goods IATA DGR Chapter 1.5.5 IATA Dangerous Goods Training Workbooks as appropriate for the different personnel categories
- De/anti-icing handling
- Fuel handling Initial and recurrent training (technical, safety and practical) is required for all staff involved in:
- Aircraft fueling
- Aircraft de-/anti-icing (based on the latest " SAE Global De/Anti-Icing standards: and according to ICAO Doc 9640-AN/940, Chapter 13, which addresses training for personnel that conduct aircraft de-/anti-icing operations.

As appropriate, all staff must complete initial training for companies' safety, personnel protection, ground support equipment operations, airside safety and airport security procedures.

Recurrent training must take place according to local regulatory Authority (except DGR -2 years).

Control of compliance to training standards:

Training content and records shall be made available for review by Pegasus Airlines when it's required.

Passenger Services Job Task

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Table 6-10: ***Passenger Services Job Task***

Job Role	Description of Role	Functional Tasks
Meet and Greet Agent	provides direction and assistance to passengers at the check in area, or for kiosk/bag drop support.	• Provides basic customer service • Directs passengers • Assists PRM passengers • Kiosk or bag drop support
Check-in Agent	works in the check-in area and kiosk/bag drop area accepting passengers and baggage.	• Check in preparation • Passenger acceptance • Checked & carry-on baggage acceptance • Fee collection • Documentation checks, vetting • Kiosk or bag drop support
PRM Agent	provides assistance to passengers requiring assistance and passengers with reduced mobility. Includes identification, physical assist.	• Provide assistance through the airport, onto the aircraft • Use appropriate coding • Knowledge of medical equipment • Handling of UMNR, passengers with assist animals , • Transfer of passengers using various lift devices / methods
Arrival Agent	The arrival agent meets inbound aircraft and provides arrival support functions including operating of passenger bridge.	• Meet inbound aircraft, manage passenger offload • Provide transit/transfer/connection information/ direction • Provide PRM assistance
Departure Agent	manages the departure gate including boarding, information to crew and load control, securing the flight.	• Manage passenger on load including PRM, UMNR Documentation checks • Secure the flight, provide load information to crew • Open ramp safety and direction • Baggage monitoring

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Connection Agent	coordinates inbound and outbound passenger movement and communication that includes transit/transfer/connection passengers and baggage.	• Flight monitoring • Communicate passenger and baggage information Provide transit/transfer/connection information /direction to passengers and baggage. • Manage IRROPS for transit/transfer/connection passengers
Baggage Agent	handles mishandled baggage and communicates with passengers and other stations.	• Processing of on hand, missing, delayed and damaged baggage • Tracing of missing baggage • Forwarding of found baggage • Completion of reports • Knowledge of customs and regulatory requirements
Claims & Settlement Agent	processes baggage files/claims by providing financial settlement to passengers for mishandlings	• Review of baggage claims • Communication with passengers • Claims settlements based on applicable tariff or convention
Passenger Services Supervision	Oversee and coordinate all Passenger Services according to the company, customer procedures and in accordance with legislation	• Management and organization of ticket counter personnel and passenger service operation • Constant liaison with Check-in, transfer desk, and other related areas ensuring a timely departure of the aircraft • Responding to passenger concerns, baggage handling and various trouble shooting • Monitor that service level agreements are met • Monitor safety, security procedures are followed • Coordinate and resolve any non-standard situations • Communicate with the customer, airport representatives, and other operational units regarding on operations issues, the delays, and non-standard situation

Ramp Services Job Roles & Functional Tasks

Table 6-11: ***Ramp Services Job Roles & Functional Tasks***

Job Role	Description of Role	Functional Tasks
Basic Baggage Loading Agent	works in the baggage-make up areas	• Sorting baggage • Loading baggage into carts • Recording baggage details

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Aircraft Loading Agent	responsible for loading of aircraft using dedicated GSE	• Operates conveyor loaders • Operates Transporter vehicles • Operates baggage tracking system
Aircraft Loading Supervision	Supervisor of aircraft loading process	• Coordinate all ramp activities during aircraft turn around • Report to the appropriate departments any anomalies • such as visible damage, hold inoperative, missing • and/or damaged restraints not previously highlighted. • Ensure that the loading is consistent with the LIR • Check the apparent condition of special load, including • dangerous goods

6.11.3 Passenger Services Syllabi

General Training for Passenger Handling

Personnel should, as appropriate to their job function, receive training on the applicable subjects, as a minimum:

General Check-in and gate personnel

- Passenger check-in policies and procedures;
- Baggage check-in policies and procedures;
- Manual check-in procedures;
- Cabin seating considerations, to include exit row, special category passengers;
- Passenger boarding policies and procedures;
- Cabin access door operation, if applicable;
- Boarding bridge operation, if applicable;
- Dangerous goods regulations, considerations and procedures;
- Security regulations, considerations and procedures;
- Load control consequences, coordination and procedures;
- Handling and boarding of weapons and authorized persons carrying weapons;
- Passengers requiring special handling;
- Communication procedures (customer airlines, load control, authorities, others);
- Data protection and security;
- Document protection and security;
- Abnormal and emergency procedures (fire, dangerous goods, security, other);
- Health and safety;

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- Emergency response procedures
- Safety and security regulations
- Irregularity/incident/accident reporting procedures
- Handling of dangerous goods and prohibited articles
- Principles of check-in, boarding and the passenger flow
- Use of the local departure control system or local procedures for manual check-in
- Local procedures for determining baggage weights
- Transmittal of passenger/baggage data to the load control department
- Awareness of the effects that excessive and oversized hand baggage may have on safety and the quality of services
- Basics on seating conditions for infants and persons with reduced mobility (PRM).
- Regulations for carriage of animals (PETC and AVIH).
- Passenger embarkation/disembarkation procedures
- Passenger/baggage reconciliation
- Handling of passengers with reduced mobility

Personnel of lost and found department

- Safety and security regulations
- Irregularity/incident/accident reporting procedures
- Handling of dangerous goods and prohibited articles
- Use of world tracer and manual tracing Procedures

6.11.3.1 Aviation Basics & Safety:

Passenger agents will learn the basic terminology and definitions associated with aviation, safety, security policies, procedures and Emergency response Topic Title

- Terminology
- Definitions
- Abbreviations
- Phonetic Alphabet
- Universal Time Control and Time Zones
- Airport Codes
- IATA and ICAO codes and Hierarchy
- Work Safely:
  - (a) Safety Philosophy
  - (b) Safety Regulations
  - (c) Hazards
  - (d) Human factors;
  - (e) Airside markings and signage;
  - (f) Emergency situations;

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(g) FOD prevention;

(h) Personal protection

(i) Incidents and Accidents

- Injuries and Prevention
- Cost of Injuries
- Risk Assessment
- Reporting
- Security Awareness:

  (a) Regulations, considerations

(j) Airside security–restricted and secure areas

(k) Security procedures including increased security threats

(l) Documents and data security and protection

(m) Emergency Response:

- Emergency Situations
- Abnormal Procedures
- Reporting

Security and Emergency Response module to be in accordance with state, airport security program and local and Pegasus specifics, where applicable.

6.11.3.2 Passenger Services–Customer Service

Passenger agents will learn the basics of providing excellent customer service, and how to deal with irate passengers and defuse difficult situations.

Topic Title

- Customer Service Basics
- First Impressions
- Greeting and Salutations
- Body Language
- Using positive words
- Personal Service
- Quick wins
- Defusing the situation
- Acknowledge and apologize
- Support, intervention and management assistance
- Follow up and reporting

6.11.3.3 Passenger Services–Arrivals/Departures

This course provides step by step instructions for all the elements of flight arrivals and departures, from meeting the arriving aircraft, to all preparations for departure.

Topic Title

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- Preparation of resources, equipment and ETA
- Arrival paperwork
- Transfer, connecting and transit passengers
- Boarding gate preparation
- Documentation requirements
- Announcements
- Boarding of passengers
- Passenger assessment
- Carry-on baggage and gate checked items, including DAA
- Securing of a flight
- Departure paperwork and crew communication
- Boarding bridge Operation and cabin access door operations, where applicable

6.11.3.4 Passenger Services–Baggage Services

This course provides information and instructions for mishandled baggage, including flight arrivals and report completion.

Topic Title

- On hand baggage
- Missing baggage
- Delayed baggage
- Damaged baggage
- Pilfered baggage
- Lost and found articles
- Rush baggage
- In bound baggage
- Interline baggage
- Standby baggage
- Arrival of a flight
- Connection, transfer and transit baggage
- Customs and regulatory requirements
- IATA baggage descriptions
- Permanent tags and locator devices
- Report completion
- Pegasus liability
- Passenger communication

6.11.3.5 Passenger Services–Baggage Claims And Settlement

This course provides information and instructions for mishandled baggage, including flight arrivals and report completion.

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Topic Title

- Tracing methods and duration
- Customer airline liability
- Passenger communication
- Passenger file actions
- Pegasus central baggage facilities
- Montreal and Warsaw convention, airline tariffs
- Claims settlements
- Insurance responsibility
- Fraudulent and duplicate

6.11.3.6 Passenger Services–Check-In

This course provides step by step instructions to prepare for each step of the passenger check in process, from setting up the counters to flight closure.

Topic Title

- Pre-flight preparation
- Counter set up
- Documentation
- Passenger information collection and vetting
- Watch list processing
- Passenger assessment and acceptance
- Non-revenue processing
- Seating
- Carry-on baggage
- Checked baggage
- Non-standard loads, special loads, handling and boarding of weapons
- Manual Check-in procedures
- SSR requirements
- General Information-Special Categories of Passenger
- Collection and payment of fees
- Passenger direction and information
- Flight closure
- Irregular Operations

6.11.3.7 Passenger Services–Irregular Operations

Passenger agents will learn the steps and procedures for handling of Irregular Operations

Topic Title

- Flight Irregularities
- Delay Handling

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- Missed connections
- Flight cancellations
- Diversions
- Denied boarding
- Overbooking Handling
- Increased security threat
- DCS Failure

6.11.3.8 Passenger Services–Passenger Assistance And PRM

This course provides training related to the assistance and services provided to passengers with reduced mobility, and all forms of passenger assistance from unaccompanied minors to transfer techniques.

Topic Title

- Types of disabilities
- Regulatory requirements and restrictions
- Codes
- Assistance at check in, arrival, departure and transfer
- Airport accessibility features
- Alternate methods of communication
- Seating
- Aircraft accessibility features
- Mobility aids
- Medical devices and equipment
- Oxygen and Personal Oxygen cylinders
- Medical clearance
- Passengers requiring escort/attendant
- Passengers with mental disabilities
- Passenger transfers and lifting assist devices
- Service animals
- Allergies
- Passengers of size
- Unaccompanied minors and young passengers
- Pregnant passengers
- Infants and children
- Limits and Restrictions of Pegasus

6.11.3.9 Passenger Services–Post Flight Requirements

This course provides information and details about the post flight functions and requirement for a passenger agent

Topic Title

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- Messages
- Reports
- Government vetting & API requirements
- Flight files and document retention
- Secure disposal of documents
- Inventory Management

6.11.3.10 Passenger Services–Special Category Passengers

This course provides training and instructions related to special category passengers, including inadmissible passengers and disruptive situations.

Topic Title

- Passengers subject to judicial proceedings
- Inadmissible passengers
- Deportees
- Non-standard groups
- Unruly/disruptive passengers
- Passengers under the influence of drugs or alcohol
- Armed passengers, law enforcement officers
- Passengers travelling with firearms
- Seating
- Communication requirements
- Reporting
- Labelling and loading
- Baggage requirements
- Document and records of the passengers'

6.11.3.11 Passenger Services–Transfer Of Load Information

(GRH 3.3.6)

This course provides the passenger agent with an in-depth understanding of the principles of passenger and baggage weight, how standard and non-standard weights are accounted for, and how all weight is accounted for in the load control process.

Topic Title

- DCS System set up
- Requirements check-in
- Passenger weights, groups
- Carry-on baggage
- Checked baggage
- Medical equipment and mobility aids
- Sporting equipment
- Live animals

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- Musical instruments
- Other non-normal load items
- Communication methods to load control
- Check in closure
- Final figures for passengers, baggage
- Seats occupied by zone
- Passengers available for disembarkation
- Supernumerary crew members, where necessary
- Jump seat occupancy
- Gate tagged and gate checked items, DAA
- Last minute changes
- Baggage Reconciliation

6.11.3.12 Passenger Services–Transfer, Transit And Connection

This course provides passenger agents with the steps required to process and assist passengers who are transferring to and from other flights, in transit, and connecting to and from flights.

Topic Title

- Pre-arrival preparations
- Disembarkation procedures
- Security requirements
- Immigration and customs requirements
- Gate check in and transfer
- Boarding of transit and connecting passengers
- Loading of transit and connecting baggage communication
- Missing passenger procedures
- Aircraft changes
- Missed Flight

6.11.3.13 Passenger Services–Dangerous Goods

Passenger agents will learn duties, the Dangerous Goods Regulations for acceptance and transportation of Dangerous Goods

Topic Title

- General philosophy
- Limitations
- Labeling and marking
- Recognition of undeclared dangerous goods
- Provisions of provisions for passengers and crew
- Emergency procedures
- Communication and reporting

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- Pegasus Specific Procedures (is laid down within and "GOM Chapter 2")

NOTE

DG Training to be completed as per requirements specified in current edition of DGR Requirements

6.11.3.14 Passenger Or Ramp Services–Passenger Boarding Bridge Operations

This course provides procedures for the passenger boarding bridge, including a practical test, and procedures to ensure safe and secure access to an aircraft to authorized persons only. This course is equivalent in PASSENGER and RAMP SERVICES.

Pre-requisites changes:

PASSENGER SERVICES–AVIATION BASICS & SAFETY must be completed first for Passenger Services.

RAMP SERVICES–BASIC RAMP & AIRSIDE SAFETY + ADVANCED RAMP & AIRSIDE SAFETY + – BASIC HAND SIGNALS + AIRCRAFT ARRIVAL + AIRCRAFT CABIN ACCESS DOORS must be completed first for Ramp Services.

Topic Title

- Standard operating procedures;
- Assessment of bridge or ramp area
- Pre-arrival/parking position
- Pre-movement checks
- Bridge control system, including equipment system, switches, cut offs and buttons
- Manual wind-off procedures;
- Operating instructions and procedures
- Putting the bridge to the aircraft
- Engagement of safety systems
- Emergency slide deployment area
- Post departure parking position
- Back off and wind off Procedures, application
- Out of limits procedures
- Equipment failure, accident, incidents and reporting procedures
- Passenger guidance and surveillance
- Adverse weather conditions
- Unattended aircraft
- Overnight procedures
- Fire drill and procedures (bridge and aircraft)
- Accidents incidents response and reporting

6.11.3.15 Aircraft Cabin Access Doors

This course provides procedures opening and closing Aircraft Cabin Doors. This course is equivalent in PASSENGER and RAMP SERVICES.

Pre-requisites changes: PASSENGER SERVICES–AVIATION BASICS & SAFETY must be completed first for Passenger Services.

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RAMP SERVICES–BASIC RAMP & AIRSIDE SAFETY + ADVANCED RAMP & AIRSIDE SAFETY must be completed at first for Ramp Services.

Topic Title:

- Aircraft Cabin Access Doors
- Overview of Aircraft Types
- General Safety precaution
- Opening of cabin access doors from Inside by Trained Air Crew
- Opening of Aircraft Access doors from inside by Ground Staff (not applicaple on Pegasus Flights)
- Opening Cabin Access Doors from Outside with Crew/Ground Staff on Board (Ground Staff is not authorized to open Cabin Door on Pegasus Flights)
- Opening Cabin Access Doors from Outside with no Crew/Ground Staff on Board (Ground Staff is not authorized to open Cabin Door on Pegasus Flights)
- Embarkation or Disembarkation through Cabin Access Doors
- Closing Cabin Access Doors (Ground Staff is not authorized to close Cabin Door on Pegasus Flights)
- Re-Opening Cabin Access Doors

6.11.4 Safety Training

(*Refer to IATA AHM 611 and ISM-GRH)

Here is the guideline of factors that shall be considered in establishing the responsibilities, proficiency and qualifications of personnel operating airside as well as to define the requirements for airside training programs. The content shall be read in conjunction with appropriate IATA AHMs.

The objective of training is to promote safety awareness and to provide airside workers and their management with the procedures necessary for the handling and loading of aircraft and to work safely in the airport environment.

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 and each personnel who perform functions within the scope of ground handling operations.

Personnel of external service providers shall be trained and competent to perform SMS duties for the outsourced ground handling operational functions to external service providers. The scope of such training shall be appropriate to individual involvement in the Pegasus' SMS. Training for ground handling personnel of external service providers as appropriate to individual SMS involvement shall be audited and be monitored by related department responsibles (Ground Operation-Network Team) via external audit checklists. (SMM 6.6). Monitoring process must be ensured applicable personnel of service providers have completed SMS training. Outsourcing contracts/agreements shall be included the requirement of SMS training for applicable service provider personnel.

SMS training is an element of the Safety Promotion component of the SMS framework.

Initial and recurrent training standards to ensure training of service provider personnel is consistent with and meets the requirements of Pegasus' SMS. Recurrent training which contain the current incidents, occurrences, near misses and also revised procedures and standards for personnel of providers, although recommended. The content and delivery of such training satisfies the SMS requirements which is depicted in "GOM 6.11."

The content of training for service providers would be appropriate to individual responsibilities and involvement in the Pegasus' SMS. Such training would typically include or address some or all of the following subject areas, as appropriate for the operational functions performed by personnel of the provider for Pegasus.

- Organizational safety policies, goals and objectives;

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- Organizational safety roles and responsibilities related to safety;
- SMS processes and procedures;
- Basic safety risk management principles;
- Safety reporting systems;
- Human factors.

Pegasus considers any of the following options as means for ensuring personnel of service providers complete training that satisfies the requirements of its own Safety Training (SMM 6.6)

- If a service provider has an SMS, accept the service provider's Safety training,
- If a service provider has an SMS, specify training in addition to that of the service provider, (i.e. gap training) as applicable to ensure Pegasus' own Safety Training requirements are satisfied;
- Have applicable personnel of service providers complete the Pegasus' own SMS training;
- Deliver specific SMS training to personnel of service providers (e.g. hazard recognition, use of the operational safety reporting system, insider threat).

Personnel shall, as appropriate to their job function, receive training on the applicable subjects, as a minimum:

Basic level:

- Follow safe working practices
- Airside safety and security regulations
- Irregularity, incident and accident reporting procedures

Equipment operator/specialist tasks

- Vehicle/equipment checks
- Follow standard operating procedures;
- Incident reporting.
- Dangerous goods handling
- Manual handling of load
- Safety during aircraft fueling
- Principles of aircraft loading
- Handling of loads requiring special attention
- Loading incompatibilities
- Identification and consequences of malfunctions of cargo loading systems (e.g. malfunction of latches)
- Consequences of load damage and spillage
- Positioning and operation of loading and servicing equipment
- Notification of commander of load being carried
- Passenger embarkation/disembarkation procedures
- Standards of aircraft cleaning, lavatory and fresh water servicing
- Aircraft movement operations

Supervisory level:

- allocation and direction of resources

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- coordination of aircraft handling functions
- performance monitoring
- incident reporting

Management level:

- provision of resources
- health and safety management
- budgetary control
- incident reporting

Functions:

Function 1: Personnel whose duties require access to airside areas.

Function 2: Personnel whose duties require operation of basic GSE (e.g. tractors, belt loaders).

Function 3: Personnel whose duties require:

(1) operation of specialized equipment (e.g. aircraft movement units, container/pallet loaders, de-icing vehicles, catering vehicles),

(2) exercise of control during aircraft movement operations, or

(3) performance of lead responsibility over other personnel.

Function 4: Personnel in first level management, to include supervisors having responsibility for:

(1) directing staff and/or equipment resources, or

(2) controlling an operational activity.

Function 5: Personnel in station management having responsibility for resource issues, health and safety, incident management, and budgetary control.

Function 6: Personnel with duties in ticketing, check-in and boarding activities.

NOTE

The above functional definitions should not be regarded as exclusive and may be varied as determined by local requirements and considerations.

<table>
<tr><th colspan="3">All Functions</th></tr>
<tr><td>Safety Philosophy
(a) Company safety policy and program
(b) Employer/employee responsibilities

Safety Regulations
(a) International aviation regulations
(b) State aviation regulations
(c) Airport airside regulations
(d) Safe working and operating practices</td><td>Hazards
(a) Vehicle movements
(b) Pedestrian movements
(c) Aircraft movements
(d) Jet engines
(e) Propeller-driven aircraft
(f) Aircraft antennae and other protrusions
(h) Aircraft fueling and fuel spills
(i) Adverse and seasonal weather conditions
(j) Night operations
(k) Working at height
(l) Slips, trips and falls</td><td>Human Factors
(a) Motivation and attitude
(c) Communication skills
(d) Stress
(e) Ergonomics
(f) Effects of psychoactive substances (drugs and alcohol)
(g) Fatigue ons
(h) Time pressure
(i) Peer management pressure
(j) Situational awareness
(k) Teamwork</td></tr>
</table>

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<table>
<tr><td>Personal protection. See Note 4
(a) Personal protective equipment
(b) Occupational health and safety
(c) Musculoskeletal injury prevention</td><td rowspan="2">(m) Noise
(n) Manual handling
(p) Office Equipment
(q) Display Screen Equipment (DSE)
(r) Violence (physical & verbal attack and public disorder)
(s) Lone working</td><td rowspan="2">Emergency Situations.
(a) Reporting
(b) Injuries
(c) Security threats
(e) Alarms and emergency stops
(h) Fire
(i) Severe weather
(j) Aircraft stand emergency procedures</td></tr>
<tr><td>Accidents, Incidents, Near Misses.
(a) Personnel injuries
(c) Reporting
(e) Prevention
(f) Cost of accidents, incidents</td></tr>
<tr><td colspan="3">Functions 4,5</td></tr>
<tr><td>Human Factors
Human behaviour</td><td colspan="2" rowspan="2">Airside Safety Supervision
(a) Creating an open reporting culture
(b) Performance monitoring
(c) Coordination of airside activities
(d) Workload management
(e) Decision making
(f) Planning</td></tr>
<tr><td>Accidents, Incidents, Near Misses.
(d) Investigation
(g) Risk assessment</td></tr>
<tr><td colspan="3">Functions 2-5</td></tr>
<tr><td colspan="3">Hazards:
(g) GSE
(o) confined Spaces</td></tr>
<tr><td colspan="3">Functions 1 to 5</td></tr>
<tr><td>Airside Markings and Signage</td><td rowspan="2">Emergency Situations.
(d) Spillage Functions
(f) Fuel shut-offs Functions
(g) Ground-to-flight deck emergency hand signals</td><td>Personal protection.
(d) Weather exposure</td></tr>
<tr><td>FOD prevention</td><td>Accidents, Incidents, Near Misses.
b) Damage to aircraft, GSE, facilities</td></tr>
</table>

NOTE

Some subjects would be applicable to personnel as appropriate to specific function and types of operations conducted.

6.11.5 Ramp Services Syllabi

General Training For Operations And Ramp Supervision

Personnel should, as appropriate to their job function, receive training on the applicable subjects, as a minimum:

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- General weight and balance proficiency and awareness
- Aircraft structural load limitations
- Load planning
- Load sheet (general and DCS, if applicable)
- Balance tables/charts (manual and DCS, if applicable)
- Loading instruction/report
- Load messages
- Dangerous goods regulations
- Other special loads
- Aircraft handling and loading
- Handling coordination (ramp, cargo, passenger service)
- Standard operational messages and general communication

6.11.5.1 Ramp Services–Basic Ramp & Airside Safety

This course provides step by step instructions for all elements of working on the apron and any airside areas, (Ref: IGOM, Chapter, 4.1 Safety in Aircraft Handling, References AHM 611, 6. Safety Training, ISAGO Tab 1.2–Safety Training Specifications).

Topic Title

- Terminology
- Definitions
- Abbreviations
- Phonetic Alphabet
- Universal Time Control and Time Zones
- Airport Codes
- IATA and ICAO codes and hierarchy
- Safety Philosophy:
  - (a) Pegasus safety policy and program
- Employer/employee safety functions and responsibilities
- Working Safely
- Security Awareness:
  - (a) Regulations, considerations
  - (b) Airside security–restricted and secure areas, airside
  - (c) Security procedures including increased security threats
  - (d) Documents and data security and protection
- Safety Regulations:
  - (a) International Aviation regulations
  - (b) National regulations
  - (c) Airport airside regulations Safe Working Practices/Safe Operating Practices

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- Local Airport Layout
- Types of Pegasus Aircraft
- Airside Hazards:
  - (a) Vehicle movements
  - (b) Pedestrian movements
  - (c) Aircraft movements
  - (d) Jet engines
  - (e) Aircraft antennae and other protrusions
  - (f) GSE
  - (g) Aircraft fueling and fuel spills
  - (h) Adverse and seasonal weather conditions
  - (i) Night operations
  - (j) Working at height
  - (k) Slips, trips and falls
  - (l) Noise
  - (m) Requirements Handling
  - (n) Runway incursions
- Human Factors:
  - (a) Motivation and attitude
  - (b) Human behavior
  - (c) Communication skills
  - (d) Stress
  - (e) Ergonomics
  - (f) The effects of drugs and alcohol
  - (g) Fatigue
  - (h) Time pressures
  - (i) Peer/management pressure
  - (j) Situational Awareness
  - (k) Team work
- Airside Markings & Signage
- Emergency Situations
  - (a) Reporting
  - (b) Injuries
  - (c) Security threats
  - (d) Spillages
  - (e) Location and response to alarms and emergency stops
  - (f) Fuel shut-offs

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(g) Fire

(h) Severe weather

(i) Emergency procedures for on stand evacuation

- FOD & Prevention
- Personal Protection:

(a) Personal protective equipment

(b) Hi-visibility clothing

(c) Protective clothing for: Ears, Feet/Toes, Knees, Hands, Eyes

(d) Occupational health program

(e) Musculoskeletal injury prevention programs

(f) Weather exposure

- Safe work practices
- Accidents & Incidents & Near Misses Reporting (Ground Irregularity and Safety Report PG-DOFR- 020, Dangerous Goods Occurence Report PG-DO-FR-014 and entire communication tool)
- First–aid training
- Airside safety supervision.

NOTE

Security and Emergency Response module to be in accordance with state security program, airport, local and Pegasus specifics.

6.11.5.2 Ramp Services–Advanced Ramp & Airside Safety

This course provides step by step instructions for all enhanced safety requirements for working on the apron and any airside areas.

Topic Title

- Aircraft Fueling/Defueling Safety
- Vehicle/GSE Accident
- Accident & Incident:

(a) action to be taken in the event of a vehicle accident,

(b) action to be taken in the event of a vehicle striking an aircraft,

(c) action to be taken in the event of fire,

(d) action to be taken in the event of aircraft accident/incident,

(e) action to be taken in the event of personal injury

- Dangerous Goods Incident
- Personnel injury event
- Security incident event
- Risk management

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6.11.5.3 Ramp Services–Airside Driving

This course provides step by step instructions for all elements of driving on the apron and any airside areas and is applicable to vehicle Operators that require operational access to maneuvering areas, (Ref: IGOM Ch.4, 4.1.3 Safety Instructions for Operating Motorized Vehicles on the Ramp, AHM 611, 6.2 Driver Training, ISAGO Tab 1.3–Airside Driver Training Specification) Pre-requisites: Valid passenger car driver's license issued by the country/state licensing authority Topic Title

- Role and responsibilities of vehicle operators:
  - (a) Fit to drive (medical/health standards) per national or airport requirements;
  - (b) Use of personal protective equipment such as high visibility clothing and hearing protection;
  - (c) General driving standards;
  - (d) Speed limits, prohibited areas and no parking regulations;
  - (e) Vehicle reversing;
  - (f) Staff and passengers walking across aprons;
  - (g) Vehicle towing restrictions;
  - (h) Vehicle movement in proximity to maneuvering aircraft and navigational equipment/signage;
  - (i) Smoking restrictions;
  - (j) FOD–types, effects and required action;
  - (k) Assurance of vehicle suitability for the task and used correctly;
  - (l) Consequences of contravening rules and regulations related to operation of vehicles airside.
- Vehicle equipment standards
  - (a) Condition and maintenance standards agreed at aerodrome and/or national level;
  - (b) Requirements to display obstruction lights and company insignia;
  - (c) Requirements and content of daily vehicle inspections;
  - (d) Agreed standards of aerodrome and company vehicle fault reporting and rectification;
  - (e) Local requirements for the issue and display of Airside Vehicle Permits (AVPs)
- Airside safety regulations
- Hazards of airside driving
  - (a) The danger zones around aircraft;
  - (b) Engine suction/ingestion and blast, propellers, aircraft refueling;
  - (c) Fuel spillage;
  - (d) Congestion on the ramp
- Vehicle operation in normal weather conditions
- Vehicle operation in inclement/extreme weather conditions
- Vehicle operation in low visibility conditions
  - (a) Driving at night;
  - (b) Driving in adverse weather conditions, particularly low visibility.
- Pre-vehicle operation mandatory inspection

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- Layout of apron and airside roads
  - (a) The general geography layout of the local aerodrome;
  - (b) Aviation terminology used;
  - (c) Interpretation of airside markings and signage;
  - (d) Markings and lights for both vehicles and aircraft;
  - (e) Signs, markings and lights used to guard runways;
  - (f) Any controlled/uncontrolled taxiway crossing procedures;
  - (g) Pedestrian crosswalks
  - (h) Familiarization with ramp layout, operational stands, vehicle corridors, airside roads, aircraft taxi lanes
  - (i) Airport rules, regulations and/or procedures pertaining to airside vehicle operations
  - (j) Procedures for crossing aircraft movement areas
- Local airport rules and regulations pertaining to airside vehicle operations
  - (a) Rules of air traffic services as they relate to vehicles, particularly rights of way;
  - (b) Specific aerodrome regulations, requirements and local instructions;
  - (c) Local methods used to disseminate general information and instruction to drivers;
  - (d) Local methods used to disseminate information regarding works in progress.
- Maneuvering Area Driving Applicable to vehicle operators that require operational access to maneuvering areas.)
  - (a) Identification of obstacle free areas, limited access areas
  - (b) Airport regulations and requirements
  - (c) Air Traffic Control
  - (d) Airport layout
  - (e) Maneuvering area driving
  - (f) Radio communication requirements and procedures
  - (g) Aircraft familiarization
    - (a) Driving at night;
    - (b) Reduced visibility Procedures, Operations in low visibility and other adverse weather conditions;
    - (c) Rights of way for aircraft, towed aircraft and PFFS vehicles in emergency;
    - (d) Actions to be taken in event of vehicle accident/incident;
    - (e) Actions to be taken in event of aircraft accident/incident;
    - (f) Actions to be taken if FOD or other debris is found on runways and taxiways;
    - (g) Procedures to be used by vehicle operators if lost or unsure of position;
    - (h) Procedures for vehicle and or radio becoming unserviceable whilst on maneuvering areas;
    - (i) Alternative communication procedures in event of equipment breakdown;
    - (j) Combined radio/vehicle failure procedures;

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(k) Prevention of runway incursion;

(l) Procedures for driving in aircraft movement areas, pedestrian crosswalks and open stands

- Safe driving behaviors
- Emergencies & vehicle breakdown

6.11.5.4 Ramp Services–Basic Hand Signals

This course provides step by step instructions for all elements of Hand signals.

Pre-requisites

RAMP SERVICES–BASIC RAMP & AIRSIDE SAFETY must be conducted.

Topic Title

- Guide person Hand Signal for GSE
- Technical/Servicing Hand Signal
- Pushback Hand Signals

6.11.5.5 Ramp Services–Aircraft Marshalling

This course provides step by step instructions for all elements of Aircraft Marshalling procedures.

Pre-requisites RAMP SERVICES–BASIC RAMP & AIRSIDE SAFETY + RAMP SERVICES–AIRSIDE DRIVING + RAMP SERVICES–BASIC HAND SIGNALS must be conducted.

Topic Title

- Aircraft Standard Marshaling signals
- Marshaling responsibilities and principle
- Marshaling procedures
- Use of aircraft parking guidance systems

6.11.5.6 Ramp Services–Boarding Bridge Operations

*See PASSENGER or RAMP SERVICES–BOARDING BRIDGE OPERATIONS

6.11.5.7 Ramp Services–Aircraft Cargo Access Doors

This course provides step by step instructions for Aircraft cargo access doors.

Pre-requisites

RAMP SERVICES–BASIC RAMP & AIRSIDE SAFETY + ADVANCED RAMP & AIRSIDE SAFETY must be completed at first.

Topic Title

- Aircraft Cargo Access Doors
- Overview of Aircraft Types
- General Safety precaution
- Opening of Cargo access doors
- Closing Cargo Access Doors
- Re-Opening Cabin Access Doors

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6.11.5.8 Passenger Services–Aircraft Cabin Access Doors

*See PASSENGER or RAMP SERVICES–AIRCRAFT CABIN ACCESS DOORS

6.11.5.9 Ramp Services–Aircraft Loading

This course provides step by step instructions for all elements of aircraft loading.

Pre-requisites

RAMP SERVICES–BASIC RAMP & AIRSIDE SAFETY + ADVANCED RAMP & AIRSIDE SAFETY + BASIC HAND SIGNALS + AIRCRAFT CABIN ACCESS DOORS + GSE OPERATIONS (As applicable to GSE used) + DANGEROUS GOODS

Topic Title

- Principles of aircraft loading
- Manual handling of load
- Handling of loads that require special attention; Handling special loads
- Loading Incompatibilities - Identification/consequences of malfunctions of in-plane loading systems;
- Identification of Dangerous Goods during loading
- Consequences of load damage and spillage;
- Positioning and operating of loading equipment/servicing equipment;
- Operation of aircraft loading system:
  - (a) Cargo Loading Systems (CLS)
  - (b) Identification and consequences of malfunctions of in-plane loading system
- Aircraft cargo compartment access door operation
- Load notification (LIR-Loading Instructions Report)
- Safety Precautions; safety during aircraft fueling
- Emergency Procedures and reporting- Irregularity/incident/accident reporting procedures;
- Passenger embarkation/disembarkation procedures;
- Standards of aircraft cleaning, lavatory and potable water servicing;
- Aircraft movement operations.

6.11.5.10 Ramp Services–Aircraft Arrival

This course provides step by step instructions for all elements of aircraft arrivals.

Pre-requisites

RAMP SERVICES–BASIC RAMP & AIRSIDE SAFETY + ADVANCED RAMP & AIRSIDE SAFETY + BASIC HAND SIGNALS + AIRCRAFT MARSHALLING (Only if Marshaling is provided) + DANGEROUS GOODS

Topic Title

- Preparation of resources, equipment and ETA • Airport Gate/Stand Layout
- Arrival roles & responsibilities
- Gate/Stand Preparation
- Visual Guidance Docking Systems
- Types of Aircraft
- Pre aircraft arrival procedures

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- Securing the passenger route
- Passenger deplaning method
- Aircraft Arrival Procedures
- Aircraft Chocking
- Aircraft Coning
- Post aircraft arrival procedures
- Irregular Conditions & Emergencies

6.11.5.11 Ramp Services–Aircraft Departure

This course provides step by step instructions for all elements of aircraft departures.

Pre-requisites

RAMP SERVICES–BASIC RAMP & AIRSIDE SAFETY + ADVANCED RAMP & AIRSIDE SAFETY + BASIC HAND SIGNALS + DANGEROUS GOODS

Topic Title

- Safety Precautions
- Departure roles & responsibilities
- Passenger embarkation procedures
- Gate/Stand Preparation
- Pre aircraft departure procedures
- Steering bypass system for aircraft types
- Air-start procedures
- Equipment-Aircraft connect/disconnect procedures
- Conventional tractor pushback procedures (as applicable)
- Taxi-out departure (as applicable)
- Towbar connection/disconnection (as applicable)
- Towbarless tractor pushback procedures (as applicable)
- Main-gear tractor pushback procedures (as applicable)
- Open ramp departure procedures (as applicable)
- Powerback procedures (as applicable)
- Post aircraft departure procedures
- Irregular conditions & emergencies

6.11.5.12 Ramp Services–Aircraft Pushback

This course provides step by step instructions for all elements of aircraft towing.

Pre-requisites

RAMP SERVICES–BASIC RAMP & AIRSIDE SAFETY + ADVANCED RAMP & AIRSIDE SAFETY + AIRSIDE DRIVING + AIRCRAFT DEPARTURE

Topic Title

- Pushback roles & responsibilities
- Pre-pushback procedures

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- Steering bypass system for aircraft types
- Equipment-Aircraft connect/disconnect procedures
- Conventional tractor & towbar procedures
- Towbarless tractor procedures
- Main Gear Tractor procedures
- Aircraft specifics
- Irregular conditions & emergencies
- Aerodrome Regulations and Requirements
- Air Traffic Controls
  - (a) function of aerodrome control and its area of responsibility;
  - (b) function of ground movement control and its area of responsibility;
  - (c) normal and emergency procedures used by ATC relating to aircraft;
  - (d) ATC frequencies used and normal handover/transfer points for vehicles;
  - (e) ATC call signs, vehicle call signs, phonetic alphabet, standard phraseology;
  - (f) demarcation of responsibilities between ATC and Apron Control if applicable.
- Radio communication requirements and procedures
  - (a) radio procedures to be used, if applicable;
  - (b) light signals used by ATC, if applicable;
  - (c) how to contact the local aerodrome safety unit.

NOTE
Modules to be completed according to GSE type in use.

6.11.5.13 Ramp Services–Aircraft Towing

This course provides step by step instructions for all elements of aircraft towing.

Pre-requisites

RAMP SERVICES–BASIC RAMP & AIRSIDE SAFETY + ADVANCED RAMP & AIRSIDE SAFETY + AIRSIDE DRIVING + AIRCRAFT DEPARTURE + AIRCRAFT PUSHBACK

Topic Title

- Towing roles & responsibilities
- Gate/Stand Preparation
- Pre-aircraft tow procedures
- Steering bypass system for aircraft types
- Conventional tractor/towbar towing procedures
- Towbarless tractor towing procedures (as applicable)
- Movement in/out from/to Hangar
- Flight deck brake riding procedures (as applicable)
- Post aircraft tow procedures

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- Irregular conditions & emergencies

Modules to be completed according to GSE type in use. Brake operator module to be completed only if operation is performed.

6.11.5.14 Ramp Services–GSE Operations

This course provides step by step instructions for all elements of operating Ground Support Course Equipment (GSE).

Pre-requisites

RAMP SERVICES–BASIC RAMP & AIRSIDE SAFETY + ADVANCED RAMP & AIRSIDE SAFETY + AIRSIDE DRIVING

Topic Title

- Overview of equipment type
- Familiarization of operating controls
- Pre-operational checks
- Aircraft approach and removal
- Aircraft Servicing Points
  - (a) Areas of aircraft inclined to damage by GSE
  - (b) Recording and reporting of damage by ground support equipment
- Connection & disconnection from aircraft
- Operating procedures
- Emergency Procedures
- Safety precautions
- These syllabi are meant to be used for the following GSE in use:
  - (a) Ground Power
  - (b) Air Conditioning Unit
  - (c) Potable Water
  - (d) Toilet Servicing Unit
  - (e) Potable Water Unit
  - (f) Air Start Unit
  - (g) Belt Loader
  - (h) Pallet Loader
  - (i) Forklift
  - (j) Tractor
  - (k) Passenger/Crew bus
  - (l) Elevating Equipment (i.e. Catering Truck, PRM)
  - (m) Passenger Stairs

Operators of GSE require general training related to specific categories of GSE as well as specific training in the operation of a particular manufacturer's equipment. In some cases, it might even be necessary to train the operator in the use of a specific model of the manufacturer's equipment.

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6.11.5.15 Ramp Services–Ground To Flight Deck Headset Communication & Engine Start

This course provides step by step instructions for all elements of ground to flight deck headset description communication.

Pre-requisites:

RAMP SERVICES–BASIC RAMP & AIRSIDE SAFETY + ADVANCED RAMP & AIRSIDE SAFETY + BASIC HAND SIGNALS + AIRCRAFT MARSHALLING + AIRCRAFT ARRIVAL + AIRCRAFT DEPARTURE

Topic Title

- Equipment overview
- Communication dialogue
- Headset communication procedures for arrivals
- Headset communication for departures/engine starts
- Headset communication for aircraft towing
- Communicating emergency situations

6.11.5.16 Ramp Services–Ramp Baggage Handling

This course provides step by step instructions for all elements of handling baggage on the ramp.

- Baggage handling procedures (identification, sorting, loading)
- Manual baggage handling procedures;
- Dangerous goods (regulations, considerations, procedures);
- Security (regulations, considerations, procedures);
- Load control (consequences, coordination, procedures);
- Communication procedures (Passenger Handling, 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.

Pre-requisites: RAMP SERVICES–BASIC RAMP & AIRSIDE SAFETY + BASIC HAND SIGNALS + DANGEROUS GOODS

Topic Title

- Safety Precautions
- Airport/Airline designator codes
- Baggage types
- Baggage handling procedures
  - (a) Identification
  - (b) Sorting
  - (c) Manual handling procedure
- Baggage Reconciliation Procedures
- Security procedures (i.e. screening, surveillance, baggage reconciliation)

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- Identification of Dangerous Goods during baggage handling (including spillage/damage)
- Load Control Procedures
  (a) Coordination
  (b) Communication (i.e. re-route bags/rush bags)
- Communication to authorities and Pegasus
- Delivery of baggage to passenger
- Baggage Tracking System, (if in use in the station)
- Irregular conditions & emergency procedures
  (a) Fire
  (b) Dangerous Good accidents
  (c) Security breach

6.11.5.17 Ramp Services–Aircraft Loading Supervision

This course provides step by step instructions for all elements of Aircraft Loading Supervision.

Pre-requisites: RAMP SERVICES–BASIC RAMP & AIRSIDE SAFETY + ADVANCED RAMP & AIRSIDE SAFETY + AIRSIDE DRIVING; BASIC HAND SIGNALS + DANGEROUS GOODS + LOAD CONTROL–Aircraft Weight & Balance Principles

Topic Title

- General weight and balance proficiency and awareness:
  (a) Terminology, operational codes, abbreviations;
  (b) Aircraft balance principles, consequences of improper aircraft loading.
- Safety Precautions
- Aircraft Loading Supervision roles & responsibilities
- General weight and balance proficiency and awareness
- Aircraft structural load limitations
  (a) Basic knowledge of containerized holds resistance (relationship between missing or damaged restraints
  (b) Area limitation (spreader floors);
  (c) Limitation per compartment/section
  (d) Monocoque (combined) limitation;
  (e) Cumulative limitation;
  (f) Missing restraints limitation.
- Bulk hold loading
  (a) Physical loading rules concerning baggage, cargo and mail;
  (b) Tie-down and spreader floor procedures;
  (c) Utilization of nets.
- Loading Instructions/Report (LIR)

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(a) Designation and numbering of aircraft holds;

(b) Utilization of the LIR document.

- Loading messages
  (a) Reading standard loading messages for off-loading of holds.
- Special loads, (e.g. perishables, EATAVIWETOBX, LHO):
  (a) Cargo IMP codes;
  (b) Marking and labelling;
  (c) Loading compatibilities.
- Aircraft load management
- Positioning and operations of loading equipment
  (a) Areas of aircraft susceptible to damage by ground support equipment;
  (b) Recording and reporting of damage to aircraft caused by ground support equipment.
- Operation of aircraft loading systems
  (a) Opening and closing of aircraft hold doors;
  (b) In-plane loading systems;
  (c) Hand-operated restraints;
  (d) Operator's hold configurations and layouts.
- Irregular conditions & emergencies
- Supervision of open ramp operation
- Dangerous Goods
  (a) Cargo IMP codes;
  (b) Labelling and marking;
  (c) Loading compatibilities;
  (d) Onboard accessibility;
  (e) Rejection criteria;
  (f) Emergency procedures.

6.11.5.18 Aircraft Ground Movement Functional Training Specifications

Training for personnel with assigned duties and/or responsibilities in aircraft ground movement operations typically addresses the following subject areas, as applicable to assigned operational function(s):

(i) Aircraft ground movement operations:

(a) Scope of operations;

(b) Principles, responsibilities;

(c) Practices, procedures;

(d) Hazards, risk assessment;

(e) Safety precautions.

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(ii) Operation of equipment: (a) Nose gear towbar tractor(s); (b) Nose gear towbarless tractor(s); (c) Main gear tractor(s), if applicable; (d) Towbars.
(iii) Equipment-aircraft connect and disconnect procedures.
(iv) Aircraft ground movement standard verbal communications (ground-flight deck): (a) Nose gear controlled pushback and towing operations; (b) Main gear controlled pushback operations, if applicable; (c) Powerback operations, if applicable.
(v) Aircraft ground movement standard hand signals (ground-flight deck, ground-ground): (a) Nose gear controlled pushback, towing operations; (b) Main gear controlled pushback operations, if applicable; (c) Powerback operations, if applicable; (d) Power-in and power-out operations, as applicable.
(vi) Aircraft marshalling: (a) Scope of operations, principles, responsibilities; (b) Practices, procedures; (c) Standard hand signals; (d) Use of aircraft parking guidance system(s).
(vii) Aircraft ground movement assistance: (a) Scope of activities, principles, responsibilities; (b) Practices, procedures; (c) Standard hand signals.

6.11.5.19 Ramp Services–Airside Safety Supervision

This course provides advanced instructions for all elements of Airside Safety Supervision

Pre-requisites: RAMP SERVICES–BASIC RAMP & AIRSIDE SAFETY + ADVANCED RAMP & AIRSIDE SAFETY + AIRSIDE DRIVING + AIRCRAFT ARRIVAL + AIRCRAFT DEPARTURE + Aircraft Loading Supervision + DANGEROUS GOODS + LOAD CONTROL–Aircraft Weight & Balance Principles

Topic Title

- Airside Safety Supervision roles & responsibilities
- Turnaround Coordination/Supervision requirements
- Creating an open reporting culture
- Human Factor, and behavior
- Performance monitoring

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- Coordination of airside activities
- Workload Management
- Decision Making
- Operational Planning
- Emergency Response
- Accidents, Incidents, near Misses:
  (a) Reporting
  (b) Investigation methods
  (c) Prevention

6.11.5.20 Ramp Services–Dangerous Goods

This course provides advance knowledge of dangers goods transportation.

Topic Title

- General philosophy
- Limitations
- Labelling and marking
- Recognition of undeclared dangerous goods
- Storage and loading procedures
- Pilot-in-command notification
- Provisions for passengers and crew
- Emergency procedures
- Pegasus Specific Procedures (is laid down within PG-YE-BK-001 GROUND OPERATIONS TRAINING DANGEROUS GOODS HANDLING RULES and "GOM Chapter 2")

NOTE
DG Training to be completed as per requirements specified in current edition of DGR Requirements

6.11.6 Load Control Syllabi

General - Training For Load Control / Weight & Balance

In order to ensure flight safety through an acceptable level of standardization and proficiency, the following minimum requirements shall be recognized in the training of handling companies personnel engaged in load control functions. Training and qualification according to the standards of IATA AHM590 is recommended.

- **general weight and balance proficiency and awareness**
- terms used in load control (e.g. vocabulary, acronyms, operational codes, abbreviations)
- definition and composition of the aircraft design and operational weights
- aircraft balance principles
- consequences of improper loading on flight and personnel safety
- terminology, definitions of terms, operational codes, abbreviations;
- aircraft balance principles, consequences of improper aircraft loading.
- **aircraft structural load limitations**

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- running (linear) load and area limitation (spreader floors);
- limitations per compartment/section/
- monocoquen (combined) and cumulative limitation
- missing restraints limitations
- **bulk hold loading**
- load spreading rules
- load restraint rules (aircraft nets, tie-down, volume restraint)
- **load sheets**
- computation, issuance and check in both manual and computerized modes (including EFB, ACARS)
- LMC procedure
- **balance tables/charts**
- computation, issuance and check in all conventional methods (e.g. indexed weights, graphic charts)
- **loading instruction report**
- knowledge of the aircraft holds designation and numbering
- issuance and check in both manual and computerized modes
- loading messages
- reading and sending of the standard loading messages (LDM)
- **dangerous goods**
- qualification according to IATA DGR categories of personnel 10 required
- **other special loads** (e.g. PER, EAT, AVI, WET, LHO, OHG, HEA etc)
- cargo IMP codes
- marking and labeling
- loading restrictions and compatibility rules
- notification to pilot and next station
- **load planning**
- loading/off-loading priorities
- baggage categories and hold locations
- optimum hold loading (e.g. multi-sector and feeder flights, volume utilization, fuel conservation)
- **aircraft specific instructions**
- knowledge of all specific weight and balance aspects, loading restrictions and hold particularities pertaining to the aircraft types operating to the station

6.11.6.1 Load Control–Aviatıon Basics & Safety

This course provides the basic terminology and definitions associated with aviation, safety, security policies, procedures and Emergency response, (Ref. IATA AHM 1110)

Topic Title

- Terminology
- Definitions

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- Abbreviations
- Phonetic Alphabet
- Universal Time Control and Time Zones
- Airport Codes
- IATA and ICAO codes and Hierarchy
- Work Safely

(a) Safety Philosophy

(b) Safety Regulations

(c) Hazards

(d) Human factors;

(e) Airside markings and signage;

(f) FOD prevention;

(g) Personal protection

(h) Incidents and Accidents

- Injuries and Prevention
- Cost of Injuries
- Risk Assessment
- Reporting

(i) Security Awareness

- Regulations, considerations
- Airside security–restricted and secure areas
- Security procedures including increased security threats
- Documents and data security and protection

(j) Emergency Response

- Emergency Situations
- Abnormal Procedures
- Reporting

NOTE

Security and Emergency Response module to be in accordance with state security program, state, airport, local, company and Pegasus specifics.

6.11.6.2 Load Control–Aircraft Weight & Balance Principles

This course provides step by step instructions for all elements of Weight and Balance for load planning, (Reference AHM 1110).

Pre-requisites: LOAD CONTROL–AVIATION BASICS & SAFETY

Topic Title

- Aircraft Weight & Balance Principles

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(a) Theory of Flight
(b) The 4 Forces
(c) Flight Controls

- Structural Weights
  (a) Maximum Zero Fuel Weight
  (b) Maximum Taxi Weight
  (c) Maximum Take Off Weight
  (d) Maximum Landing Weight
  (e) Maximum weight restrictions
- Standard and actual weights
  (a) Basic Weight
  (b) Dry Operating Weight
  (c) Operating Weight
  (d) Payload
  (e) Allowable Payload (Underload)
- Fuel
  (a) Ramp (Block) Fuel
    (i) Contingency Fuel
    (ii) Alternate Fuel
    (iii) Landing Fuel
    (iv) Fuel Loading (Standard/Non-Standard)
  (b) Taxi Fuel
  (c) Take-off Fuel
  (d) Trip Fuel
  (e) Ballast Fuel
- Principles of Balance
  (a) General Principles of Balance
  (b) Definition: Ref. Sta., LEMAC, MAC, %MAC, Index Unit
  (c) Principles of Centre of Gravity (CG)
  (d) Movement of CG
  (e) Aircraft CG
  (f) Mean Aerodynamic Chord (MAC)/Reference Chord (RC)
  (g) Safe Range of MAC/RC by percent
    (i) BI–index for BW
    (ii) DOI–index for DOW
    (iii) DLI–dead load index

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(iv) LIZFW–index for ZFW

(v) LITOW–index for TOW

(vi) LILAW–index for LAW

(vii) MACZFW–%MAC for ZFW

(viii) MACTOW–%MAC for TOW

(ix) MACLAW–%MAC for LAW

(h) Stab Trim Settings

(i) Consequences of aircraft overloading and unbalancing

- Structural Strength Limits

(a) The Structure

(b) General Design Limits

(c) Fuselage Limits

(d) Hold/Compartment/Loading Position Limits

6.11.6.3 Load Control–Load Planning And Load Sheet

This course provides further step-by-step instruction for all elements of load planning to perform Loading Instruction/Report and Balance Chart (Load Sheet), building on what was learned in LOAD CONTROL–AVIATION BASICS & SAFETY Training, (Reference AHM 1110).

Pre-requisites: LOAD CONTROL–AVIATION BASICS & SAFETY + Aircraft Weight & Balance Principles + – DANGEROUS GOODS

Topic Title

- Load Control and Distribution
- General Principles
- Consequences of improper loading on flight and personnel safety
- Unit Load Devices (ULD is not applicable on Pegasus fleet)
- Aircraft Locations

(a) Standard Terminology

(b) Designation of Aircraft Holds, Compartments, Net Sections, Bays and Cabin

- Aircraft Holds Dimensional Limitations on Loading

(a) Dimensions

(i) Door Dimensions

(ii) Height Limitations

(iii) Contour Limitations

(b) Aircraft Structural Load Limitations

(i) Area Load Limitations

(ii) Cumulative Load Limitations

(iii) Combined Load Limitations

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(iv) Hold Limitations
(v) Compartment Limitations
(vi) Asymmetrical Load Limitation

(c) Floor Loading Limitations
(i) Contact Load Limitations
(ii) Point Load Limitations
(iii) Maximum Gross Weight of ULD (ULD is not applicable on Pegasus fleet)
(iv) Running Load Limitations

- Weight Spreading
- Loading Restraint Systems
  (a) General Principles
  (b) Bulk Load
  (c) ULD as per ULDR manual (ULD is not applicable on Pegasus fleet)
  (d) ULD Restraint System (ULD is not applicable on Pegasus fleet)
  (e) Missing or Inoperative Restraints
  (f) Restraining Load in ULDs (ULD is not applicable on Pegasus fleet)
  (i) Pallets
  (ii) Containers
  (iii) Tie-down Equipment
  (iv) Tie-down Rules and Principles

- General rules for Load Securing
- Standard Lashing
- Securing load trough other load to fulfill of volume.
- Cabin Loading and Securing/Lashing (Passenger Aircraft)
- Special Cargo Loading and Securing/Lashing
  (a) Aircraft Type Specific Instructions
  (b) Pegasus Specific Instructions
  (c) Aircraft Loading Principles
  (i) Preparation Before Loading an Aircraft
  (ii) Cargo Hold Doors
  (iii) Anti-tipping Procedures
  (iv) Bulk Loading
  (v) Off-Load Operations
  (vi) On-Load Operations
  (vii) Seat Loading
  (viii) ULD Loading (not applicable on Pegasus fleet)

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(ix) Load Categories
(x) Loading and Off-Loading Priorities
(xi) Bulk Loaded Aircraft
(xii) Containerized Aircraft
(xiii) Special Loads
(xiv) Optimum Trim
(xv) Multi-Leg Flights

- Loading Instruction/Report
  (a) LIR Layout
  (b) Minimum Information Required per IATA AHM
  (c) Requirements and/or EDP LIR
  (d) LIR Preparation (electronic, manual modes) & Release
  (e) Loading Instructions
  (f) Communication of Loading Instructions
  (g) Loading and Offloading Instructions
  (h) Responsibilities
  (i) Signatures
  (j) Finalization of LIR
  (k) Input of Deviations
  (l) Processing of Deviations
  (m) Acknowledgement of Deviations
- Load & Trim Sheet
  (a) Load & Trim Sheet Lay-out
  (b) Requirements Load & Trim Sheet (Balance tables/charts)
  (c) EDP Load & Trim Sheet
  (d) ACARS Load & Trim Sheet
  (e) Load Sheet Preparation (electronic and manual modes)
  (f) LMC Procedures
  (g) Signatures
  (h) Load Sheet/LIR Cross-check
  (i) Load Sheet Completion/Finalization

6.11.6.4 Load Control–Documentation and Messaging

This course provides step by step instructions for all elements of Documentation and Messaging, (Ref.AHM 1110)

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Pre-requisites: LOAD CONTROL–AVIATION BASICS & SAFETY + Aircraft Weight & Balance Principles + Load Planning and Load Sheet + DANGEROUS GOODS

Topic Title

- General
- Reading and sending standard messages
- Movement messaging
- Load messaging (i.e. LDM, CPM)
- ULD messaging (i.e. CPM/UCM) (not applicable on Pegasus fleet)
- Pegasus specific messaging
- Statistical Loading summary
- File filing
- Operational Flight plan
- NOTOC
- Specific Requirements

6.11.6.5 Load Control–Dangerous Goods

This course provides advance knowledge of dangers goods transportation.

Pre-requisites: LOAD CONTROL–AVIATION BASICS & SAFETY

Topic Title

- General philosophy
- Limitations (loading restrictions, compatibility rules)
- List of Dangerous Goods
- Labelling and marking

(a) Recognition of undeclared dangerous goods

(b) Storage and loading procedures

(c) Pilot-in-command notification (NOTOC)

(d) Provisions for passengers and crew

(e) Emergency procedures

NOTE

DGR Training to be completed as per requirements specified in current edition of DGR Requirements

6.11.6.6 SMS Syllabi

This course provides advanced level of Safety Management System for supervisors or managers.

Pre-requisites: BASIC RAMP & AIRSIDE SAFETY + ADVANCED RAMP & AIRSIDE SAFETY

Topic Title

Operational reporting–Advanced

Event Investigation methods

Risk Assessment

Human Factors–Advanced

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6.11.7 Airside Safety And Security Training (Ref: Regulation (EU) 2015/1998)

To ensure an acceptable level of safety, the handling agent shall establish safety training requirements for all personnel involved in airside activities. Depending of the function of staff and local requirements and considerations following subjects shall be included in safety training, but are not limited to. Refer to IATA AHM 611 for further guideline and details.

Safety and security awareness: Safety and security culture; company safety policy and program; SMS safety management system; employer/employee safety functions and responsibilities; airport airside, safety and security regulations; safe working practices/safe operating practices

Human factors: Motivation and attitude; team work; human behavior; communication skill; stress; ergonomics; the effect of drugs and alcohol; fatigue, time pressures, peer/management pressure, situational awareness.

Procedures and regulations: Regulations (EU-OPS, FAR etc), safe operating practices, emergency procedures, dangerous goods, introduction to aviation law, IATA AHM

Accidents and incidents: Causal factors: personnel injuries; damage to aircraft, ground equipment and facilities; accident and incident reporting; real costs of accidents; accident prevention; ground damage/ accident investigation; risk assessment and management.

Personal protection: working clothes, including hi-visibility clothing; personal protective equipment for ear, feet/toes, hands, eyes, knees; back injury prevention (lifting and moving loads); musculoskeletal injury prevention programs; occupational health program, weather exposure

Workplace hazards: vehicle movements; pedestrian movements, aircraft movements (arrival/departure); jet engines; propeller driven aircraft, aircraft antenna and other protrusions; GSE; aircraft fueling on the airside and fuel spills; adverse weather operations; night operations; slips, trips and falls; working at height; noise; manual handling;

Equipment operations: Driver skills and licensing; inspection and serviceability of vehicles and equipment; standard operating procedures; equipment specifications and safety; treatment of equipment.

Clean up/housekeeping: Foreign object damage; vehicle cabs; airside areas; food refuse; spillage

Emergency situations: injuries; natural disasters; threats; fuel spills; fire sources; fire prevention; types of fires and extinguishers; location and response to alarms and emergency stops; equipment fires; fires on aircraft; location of alarms, fuel shut-offs, reporting; Ground to flight deck emergency hand signals; emergency procedures for on stand evacuation

Airside markings and hand signals

Airside safety supervision (for operational and station management and supervisory functions): Creating an open reporting culture; performing monitoring; coordinating of airside activities, workload management, decision making, planning

6.11.8 Dangerous Goods Training Requirements

A written test must be undertaken following dangerous goods training according to IATA DGR requirements. Confirmation or certification is required for successful completion of the examination after having attended the training.

Initial training must take place prior to being assigned to perform passenger handling, baggage handling, aircraft loading and load control handling.

Dangerous goods recurrent training must take place within the period specified by the local Authority, but not less than once during every 24-months period.

If recurrent training is completed within the final 3 months of validity of previous training, the period of validity extends from the date on which the recurrent training was completed until 24 months from the expiry date of that previous training.

Training programs and curricula must be available for the different categories of personnel and include:

- General familiarization training - which must be aimed at providing familiarity with the general provisions

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- Function specific training - which must provide detailed training in the requirements applicable to the function for which the person is responsible
- Safety training - which must cover the hazards presented by dangerous goods, safe handling and emergency procedures
- General philosophy
- Limitations
- List of dangerous goods
- Labelling and marking
- Recognition of undeclared dangerous goods
- Storage and loading procedures
- Flight crew notification
- Provisions for passengers and crew

Compliance the standards on Dangerous goods training programs shall be reviewed by Pegasus Airlines during the audits according to current IATA DGR Section 1.5.2 and shall be based on IATA DGR Chapter 1.5.5 IATA Dangerous Goods Training Workbooks.

6.11.9 Fueling Operations Functional Training Specifications

A typical curriculum for fueling operations functional training for personnel with assigned duties and/or responsibilities in fueling operations typically addresses the following subject areas, as applicable to assigned operational function(s):

(1) **Safe operation of equipment:**

- (a) Safe operation of equipment: Equipment specific operational procedures;
- (b) Product & equipment identification;
- (c) Water detection;
- (d) Hoses controls;
- (e) Bonding and grounding;
- (f) Interlock functions and warning lights;
- (g) Gauges indicators (fuel pressure, flow rate, fuel meter);
- (h) Lift platform operations (if applicable);
- (i) Fuel ladders operations (if applicable);
- (j) Fuel sampling and quality controls (dispenser and fuel trucks);
- (k) Records.

(2) **Emergency Procedures:**

- (a) Fuel emergency shutoff;
- (b) Deadman operations and lanyards;
- (c) Firefighting;
- (d) Aircraft emergency evacuation.

(3) **Fuel spillage avoidance response.**

(4) **Aircraft fueling and defueling procedures:**

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(a) Special weather conditions (Electrical storms and lightning);

(b) Fueling with APU, GPU or air conditioning unit in operation;

(c) Fueling with one aircraft engine running;

(d) Fueling while passenger embarking/disembarking.

(5) **Aircraft specific training:**

(a) Fuel panel operations;

(b) Communications.

NOTE

IATA Guidance Material on Standard Into-Plane Fueling Procedures as applicable to functions directly involved in aircraft fueling operations may be refered.

6.11.10 De/Anti-Icing Operations Functional Training Specifications

Deicing/anti-icing procedures must be carried out exclusively by personnel trained and qualified on this subject in accordance with latest version of 'SAE International Aerospace Standard AS6286-Training and Qualification Program for Deicing/Anti-icing of Aircraft on the Ground'. Companies providing deicing/anti-icing services shall have both a Training and Qualification Program and a Quality Control/Compliance Monitoring Program to monitor and maintain an acceptable level of competence.

NOTE

Training programs shall follow the guidelines and recommendations published in AS6286.

Training subjects shall include but are not limited to the following (when applicable):

- Common standard, regulation and recommendation including local rule and restriction
- Hazard and effects of frost, snow, slush, ice, and fluids on aircraft performance.
- Fluid characteristics and application: Basic characteristics of aircraft deicing/anti-icing fluids, including causes and consequences of fluid degradation, fluid remaining on surfaces, and dried and/or rehydrated residues. Types, purpose, characteristics, and effectiveness of deicing and anti-icing fluids as applicable. Deicing/anti-icing fluids handling/performance implications.
- General techniques for removing deposits of frost, snow, slush, or ice from aircraft surfaces and for anti-icing.
- Deicing/anti-icing procedures in general and specific measures to be performed on different aircraft types.
- Types of checks required.
- Safe operation of Deicing/anti-icing equipment and facilities operating procedures including actual operation.
- De/anti-icing operation including aircraft critical area;
- Safety precautions.
- Emergency procedures.
- Fluid application and limitations of holdover time tables.
- Deicing/anti-icing codes and communication and coordination procedures.
- Special provisions and procedures for contract deicing/anti-icing (if applicable).
- Environmental considerations, e.g., where to deice, spill reporting, hazardous waste control.

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- New procedures and development, lessons learned from previous winters.
- Conditions which can lead to the formation of ice on the aircraft.
- The use of holdover times (flight, dispatcher, ground).
- Responsibilities (flight, dispatcher, ground).

The qualification level shall be clearly defined. Qualified people shall be fully aware of their approved functions. A suggested structure for levels of qualifications is listed below. A person may hold several approvals depending on the job function. Levels are divided into the following groups:

- DI-L10 Deicing vehicle driver
- DI-L20 Deicing operator
- DI-L30 Supervision of deicing/anti-icing
- DI-L30B Pre-/Post deicing/anti-icing inspector
- DI-L40 Deicing instructor
- DI-L50 Deicing coordinator
- DI-L60 Fluid Quality Inspector (Laboratory staff)
- DI-L70 Head of deicing training
- DI-L80 Flight Crew - winter operations (basics of deicing/anti-icing)
- DI-L80B Cabin Crew (icing awareness)

These subjects are up to the instructors to give each and every one of the deicing operation the relevant instruction that can be based on the following subjects. These subjects shall be explained and understood according to the level of importance that each operation demands. The recommended area of operation may differ between regions and it is thus important that the instructor notices local requirements and selects the direction of instruction accordingly. The noted subjects are intended to be introduced during training and not necessary mastered as some elements can be for general knowledge. Here is the selection of elements to include in instruction and subjects referred to in the manual.

6.11.11 Cargo and Mail Handling Training

*See Cargo Operation Manual PG-KA-EK-001, ACSP PG-GU-EK-001, PG-YE-EK-001, IATA DGR Chapter 1.5.5 IATA Dangerous Goods Training Workbooks.

Generally 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.

(v) personnel assigned to operate equipment in the performance of their duties in cargo operations shall be trained and qualified to operate the equipment associated with those duties.

(vi) cargo operations personnel shall be trained and competent to perform SMS and SEMS duties. The scope of such training shall be appropriate to each individual's involvement in the SMS.

(vii) DGR training in accordance with IATA DGR Chapter 1.5.5 IATA Dangerous Goods Training Workbooks.

General Cirricula

(i) Compliance or conformity with:

(a) Applicable laws, regulations and rules, including civil aviation cargo security programs;

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(b) Industry standard operating procedures for each aspect of cargo acceptance and handling.

(ii) Response to abnormal or emergency situations:

(a) Leakage or spillage of suspected dangerous goods;

(b) Suspected bomb or explosives;

(c) Damaged or leaking cargo;

(d) Other emergencies.

(iii) Cargo acceptance and handling, including conditions of carriage:

(a) General cargo;

(b) Security requirements, to include “high risk” cargo;

(c) Dangerous goods;

(d) Live animals;

(e) Other special cargo:

- Perishable cargo;
- Human remains;
- Outsized and heavy cargo;
- Fragile goods.

(f) Mail; (Which Pegasus doesn’t carry except of co-mail and co-mat)

(g) Valuable cargo;

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6.12 AIRCRAFT MAINTENANCE

PEGASUS AIRLINES operates a technical support arrangement with many service providers, managed via Maintenance Control Center (MCC). For all operational maintenance issues MCC must be contacted.

Tel: +90 549 745 73 95

Email: "MCC@flypgs.com"

AOG Urgent Aircraft Spares:

Aircraft spares may be carried on the authorization of GCC and OCC.

OCC & Maintenance Supplier will advise the Guest Control Center and operating crew of the requirement for aircraft spares to be carried.

PEGASUS AIRLINES engineering will ensure that the Spares are delivered to the Aircraft, correctly security screened and an AOG spares label has been attached.

The Operation and Loading Supervisor (or Person responsible for loading) must ensure that the loading paperwork correctly shows the loading weight and position.

If the specified flight is missed, for example due to the spares being delayed in transportation from one base to another, it is NOT permissible for the spare just to be loaded onto another aircraft. OCC must be advised. Handling agents at the arrival station are not allowed to remove the aircraft spares without an engineer in attendance. If an engineer is not immediately available at the arrival airfield to collect the spares, MCC should be contacted.

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6.13 PEGASUS AIRLINES IT SYSTEMS AND SUPPORT

Exact arrangements for the provision of PEGASUS AIRLINES IT systems will vary by station, and will be agreed with the handling agent concerned. In the event of technical problems requiring IT support, PEGASUS AIRLINES's IT support should be contacted on:

Tel: + 90 216 560 70 00

Tel: + 90 216 560 71 00

Mobile: +90 533 961 53 45

IT Support: "bthelpdesk@flypgs.com"

6.13.1 Information Back Up Procedure

(GRH 1.7.2)

Pegasus Airlines utilizes an electronic system for the management and control of documentation under back-up procedures is according to Information Technologies Department documents. And the system provides for a scheduled generation of back-up files for relevant records associated with operational security.

*See: PG-AO-TL-002, PG-AO-PR-016

6.13.2 Control Of Login Codes

There should be a local process on station for the management and control of login codes, with nominated persons responsible for liaison with Pegasus Airlines.

New login codes should be requested by Pegasus Airlines Operations (System suppliers) or "bthelpdesk@flypgs.com" stating the names and roles of the staff whose codes are being requested.

Codes should only be utilized by the staff member to whom the code has been allocated. It is not acceptable to allow other staff members to utilize a login code, except where specific authorization for a generic login has been given.

When a login code is no longer required (e.g. leaving the company), the handling agent should notify Pegasus Airlines Help Desk (System suppliers) or "bthelpdesk@flypgs.com", and the code will be deactivated.

It is recommended that handling agents review the list of login codes on a regular (e.g. monthly) basis, to ensure that it remains current, and any codes not required have been notified to Pegasus Airlines.

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6.14 AGREEMENTS / CONTRACTS

(GRH 1.10.1A-B) (GRH 1.10.2) (GRH 1.10.3) (PG-KU-EK-002 Ch. 2.4.2.1)

(In accordance with Regulation (EU) No 965/2012)-ORO.GEN.205 Contracted activities, IATA AHM Chapter 8 Ground Handling Agreements, PG-HM-KZ-00013

Pegasus Ground Handling Service Level Pegasus Airlines makes the agreements with Ground Handling service providers to ensure outsourced functions are conducted in a manner that meets Pegasus Airlines operational safety and security requirements under the IATA Standard Ground Handling Agreement (SGHA) and IATA Service Level Agreement (SLA) as formally documented in English in accordance with IATA AHM 800, 801, 802, 803 and 810 to facilitate mutual understanding of agreed services.

All agreement processes are carried out by the Service Procurement Management. SGHA and/or SLA identifies the measurable specifications to be monitored by Pegasus Airlines to ensure requirements that affect the safety and/or security of ground operations are being fulfilled by the service provider.

- Service Procurement Management: Has a responsibility to ensure outsourced functions are conducted in a manner that meets Pegasus Airlines' operational safety and security requirements by means of the contract or agreement being formally documented to ensure details of the outsourced functions to be performed by the external service provider. The requirement for a contract or agreement applies to outsourced functions within the scope of ground handling operations that affect the safety and security of operations, including routine aircraft servicing (e.g. potable water) and special functions such as aircraft fuelling and de-/anti-icing.
- Ensure the contracts or agreements shall identify measurable specifications that can be monitored by Pegasus Airlines to meet the requirements that affect the safety and/or security of ground operations being fulfilled by the external service provider.
- Ensure the service provider shall allow Pegasus Airlines access at all reasonable times, to audit, to copy the records, (including training records), correspondence, instructions, receipts and memoranda of every description by means of the contract or agreement are formally documented.
- Ensure that the service provider shall take the necessary corrective actions within the agreed target days given on the audit report by Pegasus Airlines by means of the contract or agreement is formally documented.
- Ensure the existence of the necessary facilities, workspace, equipment and supporting services, as well as work environment, to satisfy ground handling operational safety and security requirements.

  Compliance of Pegasus Airlines standards and requirements shall be checked by Pegasus Airlines with audit according to:

  - Compliance Monitoring Manual PG-KU-EK-001 / PG-EY-EK-001 / PG-EY-PR-001 / Compliance Monitoring Programme PG-KU-EK-002 / PG-YO-EK-001 5.3 Purchasing, 5.4. Outsourcing

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6.15 ADMINISTRATIONS

Turkish Directorate General of Civil Aviation (DGCA): DGCA was founded in 1954. DGCA is a member of the ICAO, ECAC and EUROCONTROL. The DGCA works with JAA in narrow ratios and is since 04.04.2001 full members of the JAA. For further information, refer to website: "www.shgm.gov.tr"

European Aviation Safety Agency (EASA): Supervises the implementation of the legislation in force concerning all types of aircraft, flight, production, intervention and activity within the European Airspace and ensures its safety.

International Civil Aviation Organizations (ICAO): ICAO was founded in 1944 as an intergovernmental organization to serve as a medium through which necessary international understanding and agreement could be reached and problems related to civil aviation be solved. In 1947, ICAO became a specialized agency in relationship with the United Nations. For further information, refer to website: "www.icao.int"

International Air Transport Association (IATA): IATA is a world's organization for airlines. In a sense, it is a world of airlines and their representative in international organizations. For further information, refer to website: "www.iata.org"

IOSA: IATA Operational Safety Audit. An internationally recognized and accepted system for assessing the operational management and control systems of an operator based on Quality Audit principles .

ECAC: The aims of the European Civil Aviation Conference are; to gain the security of the European Civil Aviation, to come in a reason about the documents for the members of ECAC.

End of Section

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End of Section

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7 B737/800

7.1 AIRCRAFT DIMENSIONS

The following figure shows the B737/800 general arrangement and primary dimensions.

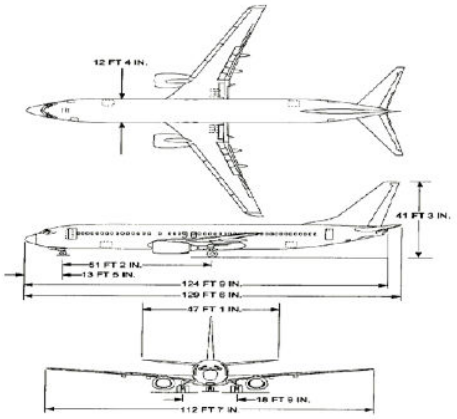


Figure 7-1: B737/800

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7.2 B737/800 CARGO COMPARTMENT – LOAD LIMITS

7.2.1 B737/800 Maximum Allowable Weights

This section provides main deck and lower deck cargo compartment loading. These values are the maximum allowable weights that can be sustained by the basic monocoque structure.

The following illustration shows the configuration of the cargo compartments. The forward cargo compartment uses bulk loading at 12 LB/CU FT (5.4 KG/CU FT). The aft cargo compartment uses bulk loading at 10 LB/CU FT (4.5 KG/CU FT). Both cargo compartments have the cargo door net installed and the aft compartment has an E6 rack installed.

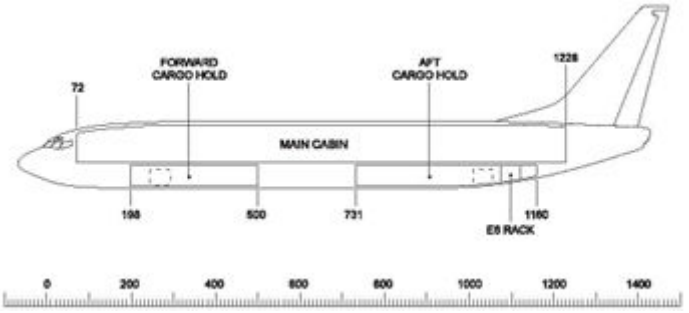


Figure 7-2: B737/800 Maximum Allowable Weights

BALANCE ARM – IN

Three basic structural limitations that must be observed when loading payload are compartment, linear loading, and floor loading limitations. Maximum allowable compartment weights and maximum allowable linear and floor loading are provided in the following table:

MAXIMUM ALLOWABLE WEIGHT						
COMPARTMENT	**TOTAL WEIGHT**		**FLOOR LOADING**			
	LB	**KG**	**LB/IN.**	**KG/IN.**	**LB/SQ FT**	**KG/SQ FT**
Main Cabin			41.4[a]	18.8[a]	100	45.3
Forward Cargo Hold	7846[b]	3558[b]				
B.A. 198 to B.A. 240	1218	552	29	13.1	150	68
B.A. 240 to B.A. 297	741	336	13	5.8	150	68
B.A. 297 to B.A. 500	5887[b]	2670[b]	29.0[b]	13.1[b]	150	68
Aft Cargo Hold	8904[b]	4037[b]				
B.A. 731 to B.A. 1004	7644[b]	3467[b]	28.0[b]	12.7[b]	150	68
B.A. 1004 to B.A. 1061	570	258	10	4.5	150	68
B.A. 1061 to B.A. 1160	690	312	7	3.1	150	68

(a) The main cabin floor loading includes the weight of passengers, passenger seats, and passenger carry-on baggage stowed under the seats.

(b) Weights shown are without a STC cargo loading system installed. If a STC cargo loading system is installed, see the weight limitation placard in the cargo hold or the STC holder for data.

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7.2.2 General Location and Arrangement

The following aircraft profile illustrates cargo compartment location.

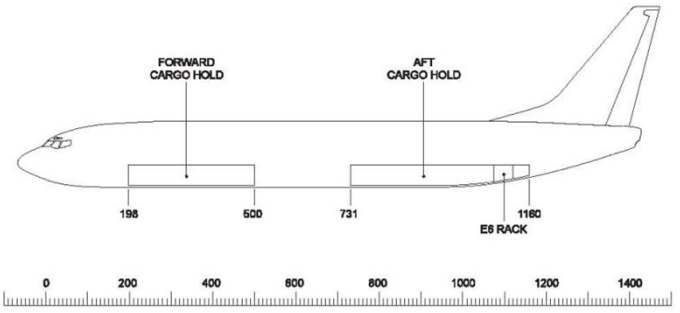


Figure 7-3: General Location and Arrangement

BALANCE ARM - IN

The following table provides cargo compartment locations, usable volumes and the corresponding volumetric centroid arms for cargo compartments with the cargo door net installed.

CARGO COMPARTME NT	LOCATION - B.A.		USABLE VOLUME CU FT	B. A. IN.
	FROM	TO		
Forward	198	500	672	360.7
Aft	731	1160	869	900.2
Total			1541	664.9

7.2.3 Forward Cargo Compartment Volumes

The following figure shows forward cargo hold compartment boundaries. The cargo door net is installed.,

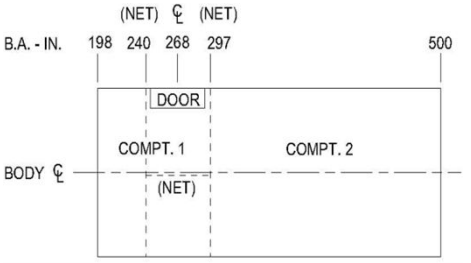


Figure 7-4: Forward Cargo Compartment Volumes

Volumes and centroids for the above figure are provided in the following table.

VOLUMES	COMPARTMENTS		
	1		2
Forward Compartment Volumes CU FT	105	50	517
Total Forward Hold CU FT	672		
Volumetric Centroids B.A. - IN.	219	268.1	398.4
	360.7		

7.2.4 Forward Cargo Compartment Cross Sections

The figure below illustrates the general layout of the forward cargo compartments. The numbered labels and shaded panels correspond to the cross-sections provided on the next page.

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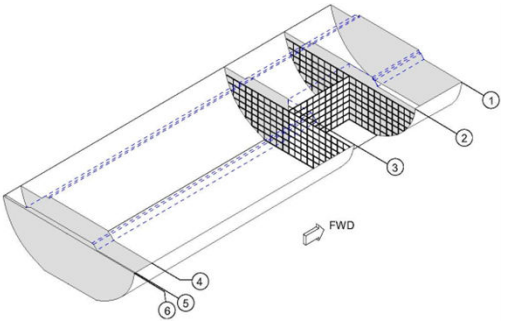
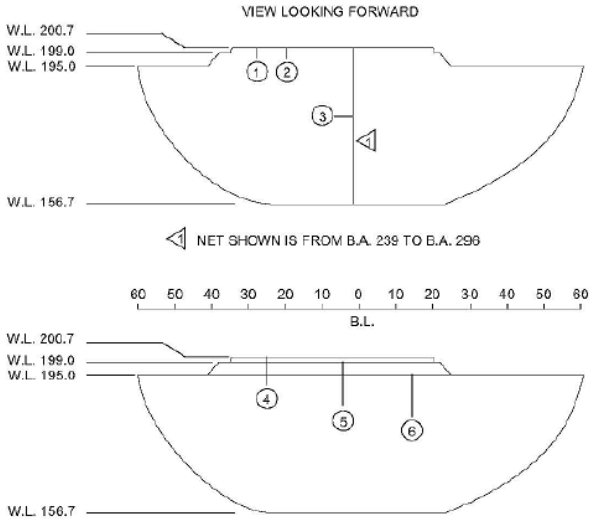


Figure 7-5: Forward Cargo Compartment Cross Sections

The following cross-sections for compartments 1 and 2 can be used to determine ceiling clearances at various forward cargo compartment balance arms. The relative location of the cross-sectional cut can be determined by correlating the cross-section number to that used in the general layout on the previous page.



CROSS SECTION NO.	B.A. IN.
1	198.0
2	240.0
3	297.0
4	482.0
5	498.0
6	500.0

Figure 7-6: Forward Cargo Compartment Cross Sections

7.2.5 Cargo Door Dimensions and Allowable Package Sizes

This section provides dimensions of the maximum package sizes which will pass through the forward cargo door opening. Individual tables are presented for two types of packages; “Heavy Packages Lift Assisted” and “Light Packages Hand Manoeuvred”.

“Heavy Packages Lift Assisted” refers to packages which require the use of a forklift or other loading device to manoeuvre them through the door. The maximum length is restricted by the inward curve of the lower cargo sidewall liner opposite the door. The table assumes the packages cannot be elevated to clear this interference.

“Light Packages Hand Manoeuvred” refers to packages which may be elevated to clear the inward curve of the cargo sidewall liner opposite the door.

Package sizes are approximate. Tilting, twisting, bending and/or rotating packages through door openings will allow additional lengths in many cases, but these should be determined for each situation.

A trial loading is recommended for packages with dimensions close to maximum dimensions indicated in the tables.

The height dimensions do not include allowances for items increasing package height such as forklift tyre thicknesses, pallet depths, skid tub heights, etc. Any such devices must be accounted for in the total height.

Tie downs are required for any bulk cargo with a shape and/or density that could cause it to become a hazard, damage aircraft structure, or cause a large change in aircraft C.G. as a result of the cargo shifting

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under operational loads (e.g. dense or piercing items that could become projectiles). Refer to CHP-SEC 1-68-00x for tie down information.

7.2.5.1 Forward Cargo Door Dimension & Allowable Packed Size Illustration

The following illustration shows package dimensioning used in the allowable package size tables.

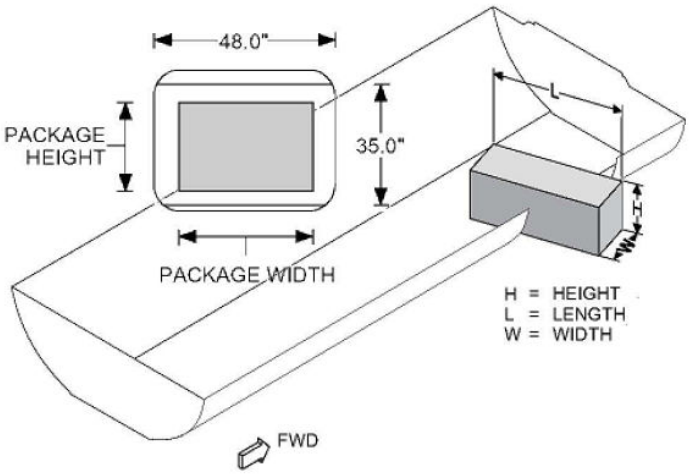


Figure 7-7: Package Size Tables.

7.2.5.2 Allowable Package Sizes

The following tables are applicable for packages loaded aft of the forward cargo door (B.A. 268 IN.).

Table 7-1: ***HEAVY PACKAGES LIFT ASSISTED***

HEIGHT IN.	**WIDTH IN.**									
	5	**10**	**15**	**20**	**25**	**30**	**35**	**40**	**45**	**48**
	LENGTH IN.									
34	124	114	104	94	84	74	64	54	50	45
32	124	114	104	94	84	74	64	54	50	45
30	124	114	104	94	84	74	64	54	50	45
28	124	114	104	94	84	74	64	54	50	45
26	124	114	104	94	84	74	64	54	50	45
24	124	114	104	94	84	74	64	54	50	45
22	124	114	104	94	84	74	64	54	50	45
20	125	114	104	94	84	74	64	54	50	45
18	125	114	104	94	84	74	64	54	50	45
16	126	114	104	94	84	74	64	54	50	45
14	127	114	104	94	84	74	64	54	50	45
12	129	115	104	94	84	74	64	54	50	45
10	131	116	104	94	84	74	64	54	50	45
5	156	120	105	94	84	74	64	54	50	45

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7.2.5.3 Aft Cargo Compartment Volumes

The following figure shows aft cargo hold compartment boundaries. The cargo door net is installed.

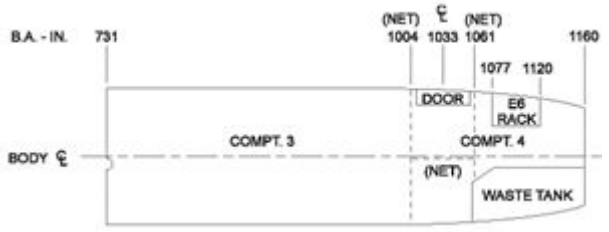


Figure 7-8: Aft Cargo Compartment Volumes

Volumes and centroids for compartments 3 and 4 in the above figure are provided in the following table.

VOLUMES	**COMPARTMENTS**		
	3	**4**	
Aft Compartment Volumes CU FT	733	50	86
Total Aft Hold CU FT	869		
Volumetric Centroids B.A. - IN.	867.2	1030.9	1105
	900.2		

7.2.5.4 Aft Cargo Compartment Cross Sections

The figure below illustrates the general layout of the aft cargo compartments. The numbered labels and shaded panels correspond to the cross-sections also provided below.

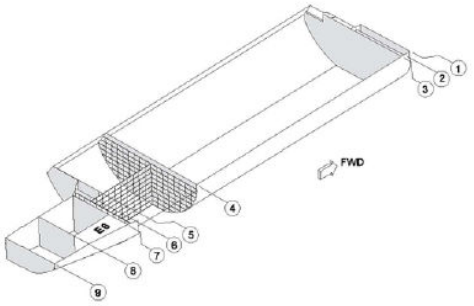
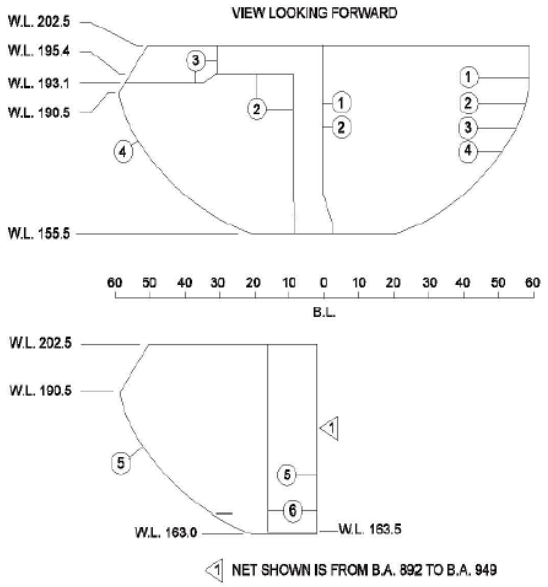


Figure 7-9: Aft Cargo Compartment Cross Sections

The following cross-sections for compartments 3 and 4 can be used to determine ceiling clearances at various aft cargo compartment balance arms. The relative location of the cross-sectional cut can be determined by correlating the cross-section number to the general layout above.

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CROSS SECTION NO.	B.A. IN.
1	731.0
2	732.0
3	741.0
4	1004.0
5	1057.0
6	1061.0
7	1077.0
8	1120.0
9	1160.0

Figure 7-10: Cross-Section Number

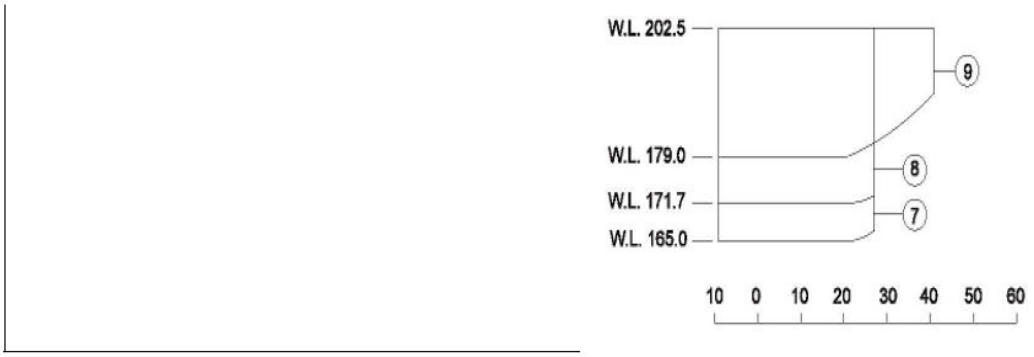


Figure 7-11: Cross-Section Number

7.2.5.5 Aft Cargo Door Dimension & Allowable Packed Size Illustration

The following illustration provides the aft cargo door dimensions and shows package dimensioning used in the allowable package size tables.

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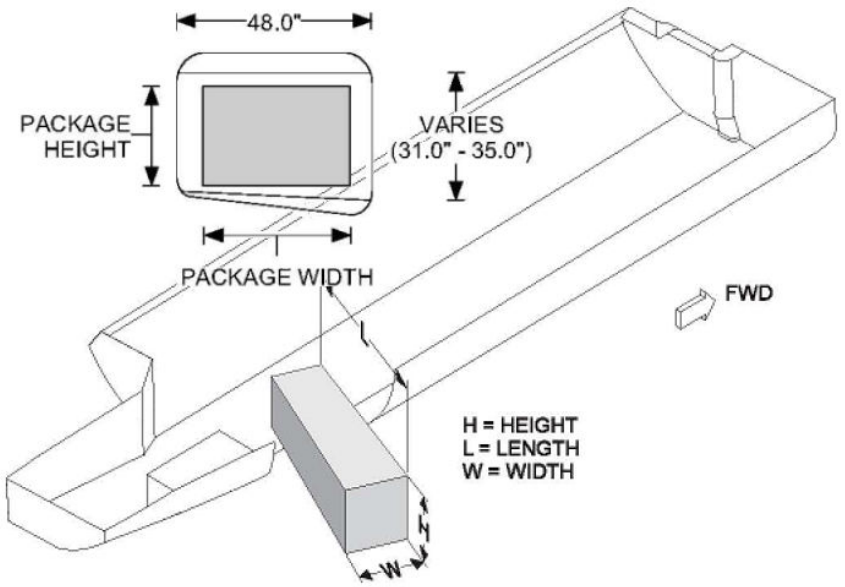


Figure 7-12: Package Size Tables.

The following tables are applicable for packages loaded forward of the aft cargo door (B.A. 1033 IN.).

Table 7-2: HEAVY PACKAGES LIFT ASSISTED

HEIGHT IN.	**WIDTH IN.**									
	5	**10**	**15**	**20**	**25**	**30**	**35**	**40**	**45**	**48**
	LENGTH IN.									
34	70	60								
32	99	89	79	70	60	49				
31	122	112	102	92	82	72	62	52	43	43
30	122	112	102	92	82	72	62	52	43	43
28	122	112	102	92	82	72	62	52	43	43
26	122	112	102	92	82	72	62	52	43	43
24	122	112	102	92	82	72	62	52	43	43
22	122	112	102	92	82	72	62	52	43	43
20	123	112	102	92	82	72	62	52	43	43
18	124	112	102	92	82	72	62	52	43	43
16	125	112	102	92	82	72	62	52	43	43
14	127	112	102	92	82	72	62	52	43	43
12	129	113	102	92	82	72	62	52	43	43
10	138	117	103	92	82	72	62	52	43	43
5	164	130	108	92	82	72	62	52	43	43

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7.2.6 Tie Down Limitations

Tie down limitations for the forward and aft hold floor tie downs are shown in the following table for various load directions in the tie down points.

TIEDOWN RINGS IN FLOOR TIEDOWN POINTS							
LOAD DIRECTION ON TIEDOWN POINTS							
UP		**FWD OR AFT**		**CROSS LOAD[a]**			
				IN SAME DIRECTION		**IN OPPOSITE DIRECTIONS**	
MAXIMUM LOAD PER FITTING[b]							
LB	**KG**	**LB**	**KG**	**LB**	**KG**	**LB**	**KG**
3500	1587	4000	1814	900	408	900	408
4000	1814	0	0	0	0	0	0

(a) Cross Loads are defined in the figure below.

(b) Values are ultimate loads.

The following figure illustrates cross load definitions:

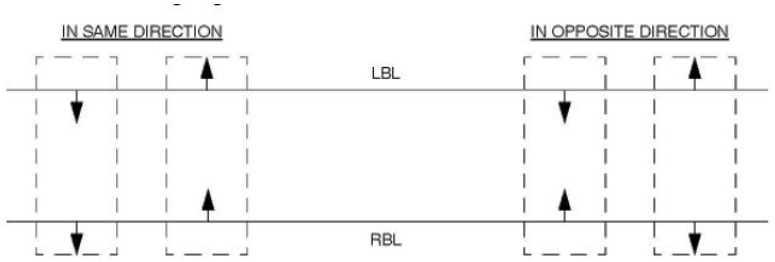


Figure 7-13: illustrates cross load definitions

Cargo tie down fittings are provided in the floor and sidewalls and are to be used in conjunction with cargo restraint straps, nets or the aircraft's transverse nets for the restraint of cargo. Restraint of cargo may also be accomplished through the use of crushable cargo (passenger baggage) or additional items of cargo which prevent or reduce the motion of cargo within the compartment.

Door surround nets, including transverse portions, are capable of ultimate flight and ground loads.

Net tie down buttons located on the cargo compartment side walls of the forward and aft holds are designed for a maximum load of 800 LB (362 KG) in any direction. This is an ultimate load.

CAUTION

(1) CARGO, AN ITEM OR GROUP(S) OF ITEMS, MUST NOT BECOME A HAZARD TO THE AİRCRAFT STRUCTURE, SYSTEMS OR BALANCE AS A RESULT OF SHIFTING UNDER OPERATIONAL LOADS. SHARP EDGED [1] OR DENSE CARGO [1] MUST EITHER BE LOCATED SO THAT CRUSHABLE TYPE CARGO ACTS AS A BUFFER TO PREVENT HAZARD, OR BE RESTRAINED TO PREVENT SHIFTING.

SEE TIEDOWN LIMITATIONS ABOVE FOR THE MEANS OF CARGO RESTRAINT. CRITERIA COVERING DENSE CARGO APPLY ANYTIME A NET IS MISSING OR DAMAGED AND THE COMPARTMENT IS NOT AT LEAST 90% FULL BY VOLUME.

(2) INTERNAL RESTRAINT MUST BE USED WHEN LOADING COMPARTMENTS CONTAINING ROLLERS, BALLS OR OTHER DEVICES DESIGNED TO ASSIST IN MOVING OBJECTS WITHIN THE COMPARTMENT.

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(3) IT IS THE RESPONSIBILITY OF THE AIRLINE OPERATOR TO USE GOOD JUDGEMENT WHEN LOADING CARGO THAT COULD CAUSE DAMAGE TO THE AİRCRAFT IF NOT PROPERLY RESTRAINED DURING AIRCRAFT OPERATIONS.

[1] Sharp edged and dense cargo is defined as follows:

- Weighs 100 LB (45 KG) or more with the smallest end having height and width dimensions both less than 6 IN.
- Slender tubing or rods with a density equal to or greater than 20 LB (9 KG)/CU FT.
- Weighs 500 LB (226 KG) or more.
- Weighs 300 LB (136 KG) or more with a density equal to or greater than 20 LB (9 KG)/CU FT.
- Weighs 100 LB (45 KG) or more and due to package shape (cylindrical, spherical, etc.) is likely to topple or roll during aircraft operation.

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7.3 GROUND HANDLING TIPPING PRECAUTIONS

It should be noted that tipping might possibly occur under the accumulation of the most adverse conditions such as:

- Extremely light aircraft combined with aft centre of gravity
- Very low fuel load
- The aft half of the aircraft being full and the forward half empty of passengers during enplaning or deplaning
- Aft cargo hold and forward cargo hold empty
- External conditions such as inclined ramps and weather conditions

Loading-unloading from/to aircraft holds must be performed strictly according to Pegasus Airlines principles and rules to prevent tipping or tail strike.

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7.4 AREA LOAD LIMITATION

Area load limitation is the maximum load acceptable on any certain area of an aircraft floor, to prevent the weight of the load exceeding the capability of the aircraft structure (floor beams, floor posts, floor panels and frames). It is expressed in [kg/m2] and also referred to as "uniformly distributed floor load limit" or "maximum distributed load". The actual area load will be determined by weight of item [kg] : actual contact area [m2]

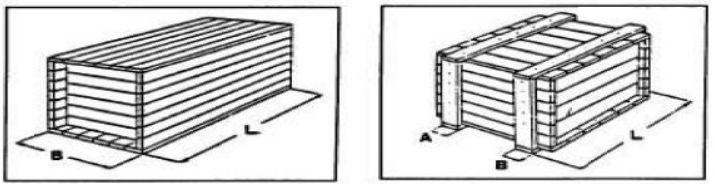


Figure 7-14: AREA LOAD LIMITATION

Contact area: total bottom area of piece (L x B) Contact area: ledge area only (A x L + B x L) If the actual floor exceeds the maximum permitted floor load, cargo shall be supported by wooden planks for distribution of the floor load. The required contact area will be determined by:

Weight of item [kg] : permissible floor load [kg/m2] = [m^2] + 10%

Standard planks have the following dimensions:

length 1.50m

width 0.15m

thickness 0.05m

area 0.225m^2

Example:

weight 350kg actual floor load

length 0.80m 350kg = 972 kg/m^2 exceeds max floor load

width 0.45m 0.80m x 0.45m

max area load 730kg/m^2

-Required contact area -Required number of planks

350kg: 730kg/m2 = 0.48 m^2 + 10% = 0.53 m^2

0.53m^2 : 0.225 m^2 = 2.35

At least three supporting planks have to be used.

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7.5 SERVICING IN HIGH WINDS

Care should be taken when servicing Pegasus Airlines aircraft in high winds. Pegasus Airlines aircraft should not be serviced when wind gusts exceed 60 mph or 97 km/h.

Aircraft mooring is generally not required because the weight and design enable the aircraft to withstand normal ground wind conditions without tie downs being employed. However, the following precautions should be adhered to:

- Park aircraft heading into the predicted wind direction (especially if wind gusts are expected to exceed 52 knots.) This prevents structural damage of the control surfaces.
- The aircraft should be fuelled with the pre-fuelling amount required for the next flight.
- All internal and external doors and panels shall be closed.

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7.6 POTABLE WATER SERVICE

(1) Open servicing panel and the Toilet Service Door.

(2) Open the cap on the service panel drain valve assembly.

(3) Connect the waste drain hose from the toilet service equipment to the service panel drain valve assembly.

(4) Push the PUSH-TO-OPEN lever on the service panel drain valve assembly.

(5) Drain the waste tank. Pull a handle to open the waste drain ball valve. While the tank drains, feel the waste drain hose to make sure the liquid flows.

(6) Flush the Waste Tank.

(7) Open the cap on the rinse fitting assembly.

(8) Connect a rinse water hose from the toilet service equipment to the rinse fitting assembly. Make sure that the water pressure is a minimum of 35psi.

(9) Flush the waste tank with 38ltr to 189ltrs of water.

(10) At the service panel, push the handle to close the waste drain ball valve.

(11) Add the precharge chemical to the waste tank. (Do not add the precharge chemical to the waste tank if the aircraft can freeze. Frozen precharge can cause damage to the waste system.)

(12) Disconnect the waste drain hose from the service panel drain valve assembly.

(13) Make sure there is no liquid leakage from the waste service panel.

(14) Push the flapper on the service panel drain valve assembly to close the service panel drain valve assembly.

(15) Close the cap for the service panel drain valve assembly.

(16) Clean all the components and the door for the waste service panel.

(17) Close the Toilet Service Door and service panel.

(18) Make sure all the toilets operate.

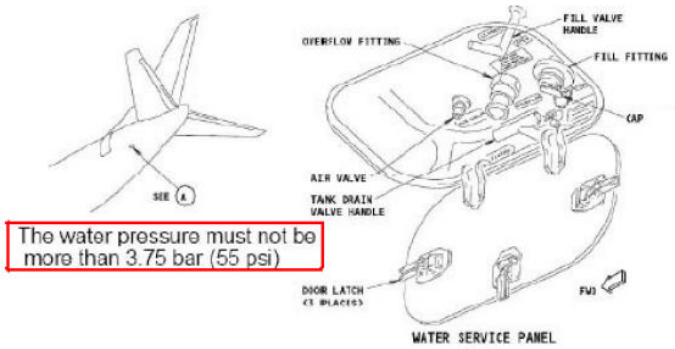


Figure 7-15: Water Service

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7.7 LAVATORY SERVICE

Wastewater from the galleys and from the sinks in the lavatories drains overboard through two antiiced drain masts. The forward mast drains wastewater from the forward cabin; the aft mast drains it from the aft cabin. Gravity discharges the waste water on the ground.

On the ground a vacuum generator produces the necessary pressure differential to force waste from toilet bowls into the waste storage tank. Clear water from the potable water system flushes the toilets.

The vacuum system controller (VSC) furnishes operational information, including the waste level in the storage tank, to the flight attendants' panel.

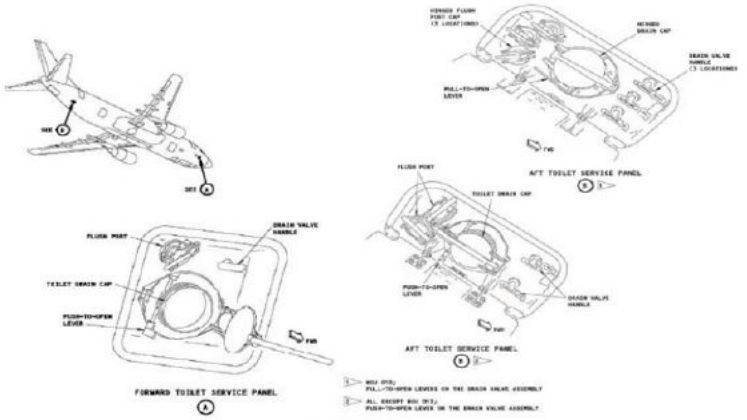


Figure 7-16: VSC

CAUTION

Do not permit toilet fluids to contact the aircraft structure; toilet fluids can cause corrosion, which will damage the aircraft structure. Make sure there are no toilet fluid stains on the exterior of the aircraft. Stains on the aircraft exterior can be an indication of unsatisfactory servicing procedure, or inflight leakage of the service drain valve. Make sure there is no in-flight ice build up from the forward toilet service panel. Ice build-up is the result of a leaking service drain valve. If the forward service drain valve leaks, and ice build up occurs around the valve, the release of ice in flight can cause damage to the wing leading edge, the engine strut and nacelle, and the engine itself.

CAUTION

Do not over service the toilet system. Spillage of toilet fluids can enter electrical and/or electronic systems and cause dangerous malfunctions. This could negatively affect the flight safety of the aircraft and result in injury or loss of life to the persons aboard.

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7.8 FUEL TANKS / REFUELLING / CAPACITY

Under the assumption of a special gravity of 0,785, total fuels capacity is as follows:

- Wing tanks 7734 kg
- Centre tank 12802 kg
- Maximum usable block fuel 20.536 kg

The fuel is contained in five tanks; layout and identification of these tanks are shown in the illustration below.

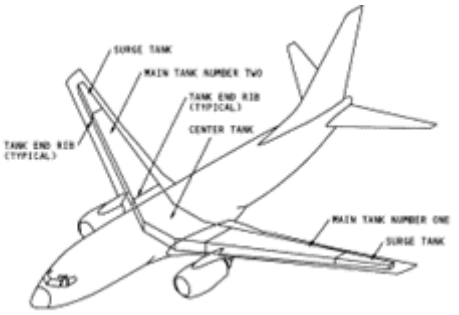


Figure 7-17: Fuel Tanks

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7.9 SEAT ARRANGEMENT (Y189)

Maximum permissible number of Passengers is 189 (Adults and Children) plus generally not more than 20 infants. In the designated infant row a maximum of one infant at a triple seat is allowed. In all other rows, only one infant per seat row is allowed. in the case of a sudden drop in cabin pressure, one oxygen mask must be available at all times for a passing flight attendant. In the case of two infants at a seat row, one seat must be empty.

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7.10 TOW-BAR

When the Steering Bypass Pins are removed following the completion of the pushback operation, staff should make a visual check of the bypass lever to ensure it has returned to the correct position. Steering up to a maximum of 78 degrees for B737 aircraft either side of centre is permitted without disconnecting the torque steering links.



Figure 7-18: Tow-Bar

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7.11 LOAD CONTROL DATA

Please see PEGASUS Airlines online library: "https://document.flypgs.com" with your user name/password for all Load Control Data.

All Load Control Data (including AHM565, Weight Limitations, Load & Trim Sheets, Loading Instructions Report etc.) for each aircraft of Pegasus Airlines fleet are accessible under 'Load Control' tabs in online library.

End of Section

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End of Section

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8 AIRBUS FAMILY

Ref: OM PART B

A320 Family: Refers to all models of the A318, A319, A320, A321 aircraft.

A320 CEO Family: Refers to all models of the A318, A319, A320, A321 aircraft equipped with the “conventional engine option” i.e. the first engine types proposed for the A320 family aircraft.

A320 NEO Family: Refers to all models of the A318, A319, A320, A321 aircraft equipped with the “new engine option” i.e. the new engine types proposed for the A320 family aircraft (Except A318 aircraft).

A320/321/CEO/NEO: Whenever used without “family” it indicates that particular model/variant. (For example “A320” refers to A320 CEO and A320 NEO, “A320 NEO Family” refers to A320 NEO and A321 NEO aircraft whereas “A320 NEO” refers to A320 NEO aircraft only.)

Pegasus A320 Family of aircraft are subsonic single-aisle aircraft. These aircraft are suitable for passengers and cargo commercial transport.

They have two turbofan engines under the wings:

- CFM56 engine,
- CFM LEAP
- 1A engine (A319neo, A320neo and A321neo only).

8.1 AIRBUS 320 GENERAL

8.1.1 AIRBUS 320 General Aircraft Dimensions

**ON A/C A320-200 A320neo

This section provides general aircraft dimensions.

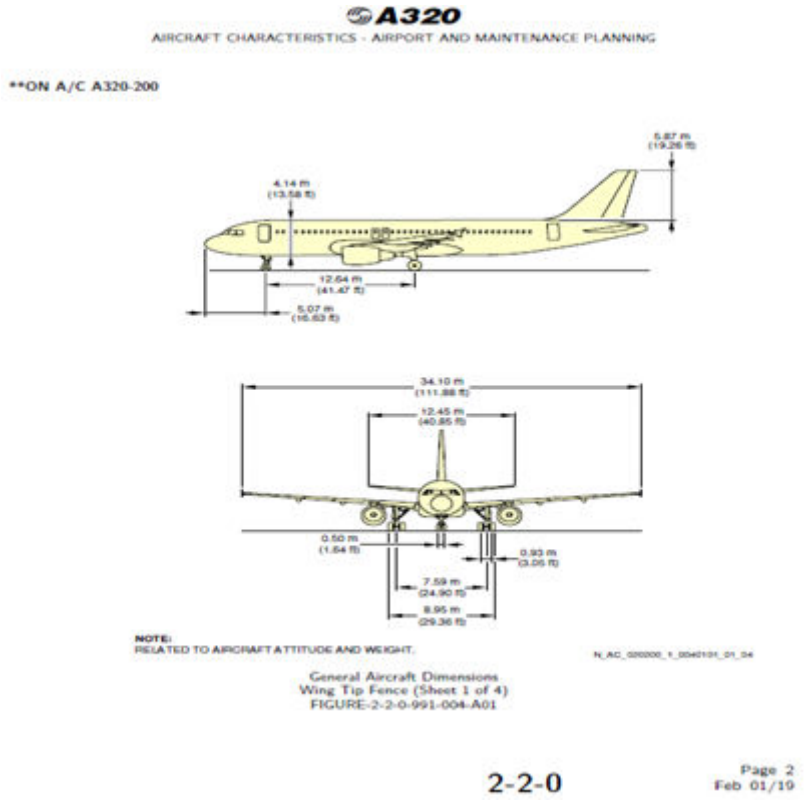


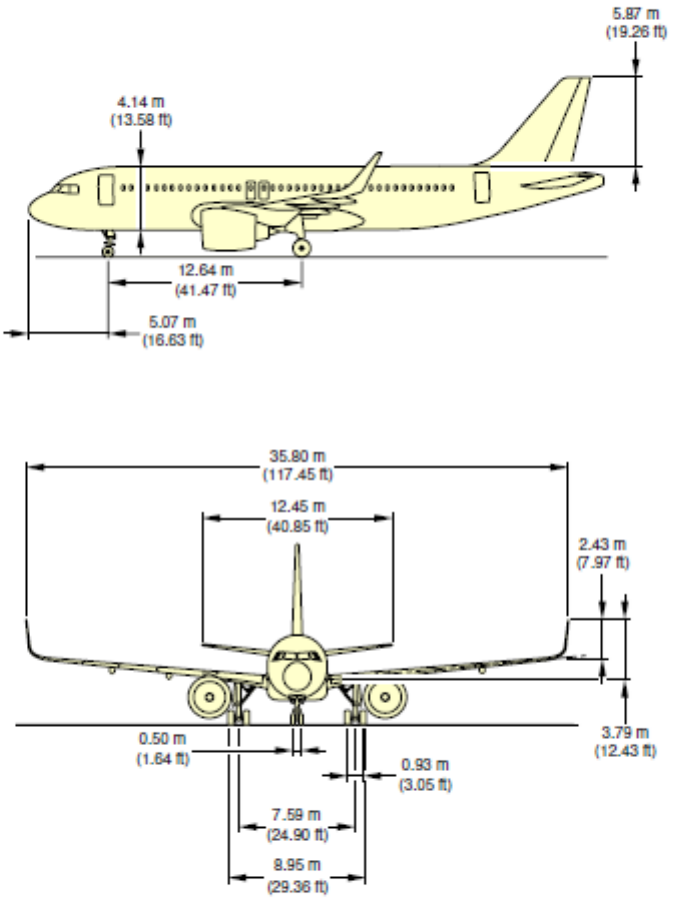
Figure 8-1: AIRBUS 320 General Aircraft Dimensions

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A320

AIRCRAFT CHARACTERISTICS - AIRPORT AND MAINTENANCE PLANNING

**ON A/C A320neo



NOTE:
RELATED TO AIRCRAFT ATTITUDE AND WEIGHT.

N_AC_020200_1_0090101_01_01

General Aircraft Dimensions
(Sheet 1 of 2)
FIGURE-2-2-0-991-009-A01

2-2-0

Page 6
Feb 01/19

8.1.2 Interior Arrangements - Plan View

**ON A/C A320-200 A320neo

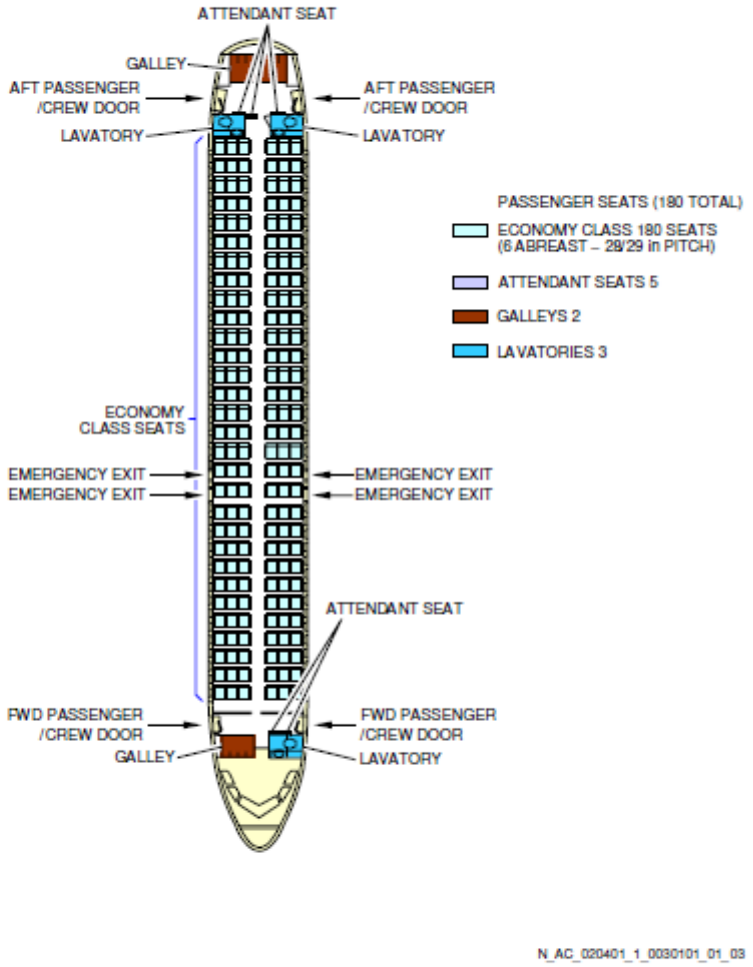
This section provides the typical interior configuration.

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A320

AIRCRAFT CHARACTERISTICS - AIRPORT AND MAINTENANCE PLANNING

**ON A/C A320-200 A320neo



Interior Arrangements - Plan View
Typical Configuration - Single-Class, High Density
FIGURE-2-4-1-991-003-A01

2-4-1

Page 2
Feb 01/19

Figure 8-2: Interior Arrangements - Plan View

8.1.3 Cargo Compartments

**ON A/C A320-200 A320neo

This section provides the cargo compartments locations, dimensions and loading combinations.

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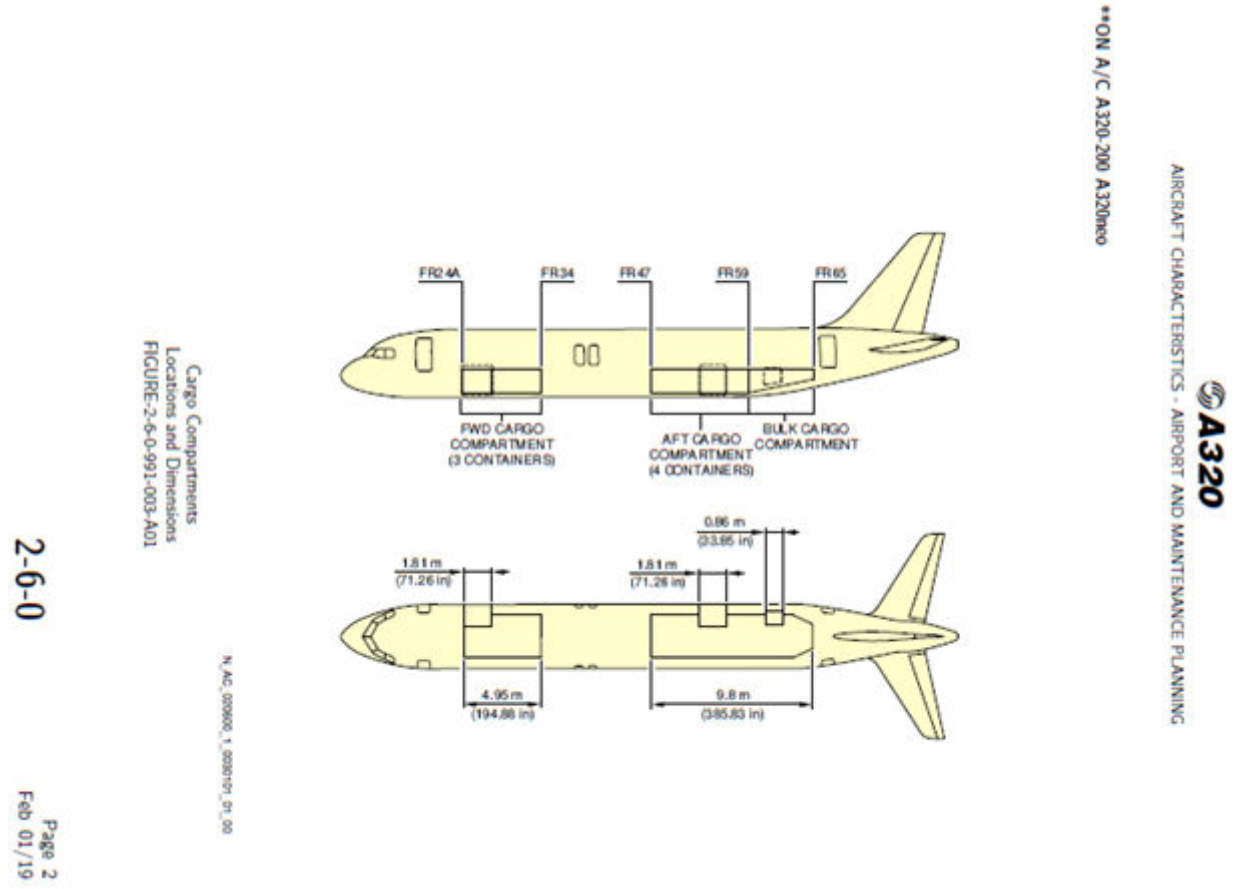


Figure 8-3: Cargo Compartments

8.1.4 Door Clearances and Location A320-200 A320neo

This section provides door identification and location.

NOTE

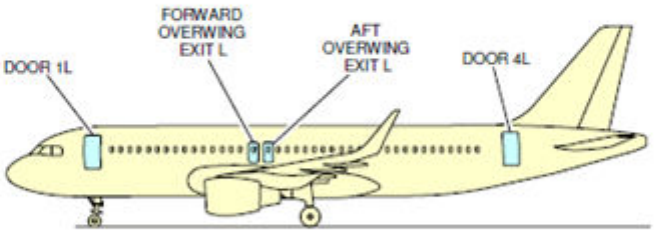
Dimensions of the ground clearances are approximate and will vary with tyre type, weight and balance and other special conditions.

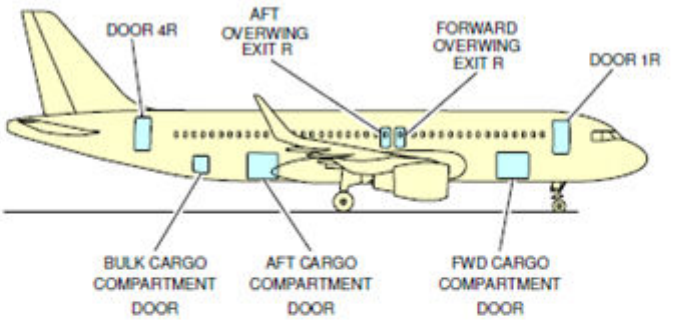
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A320

AIRCRAFT CHARACTERISTICS - AIRPORT AND MAINTENANCE PLANNING

**ON A/C A320-200 A320neo





N_AC_020700_1_0030101_01_01

Door Identification and Location
Door Identification (Sheet 1 of 2)
FIGURE-2-7-0-991-003-A01

2-7-0

Page 2
Feb 01/19

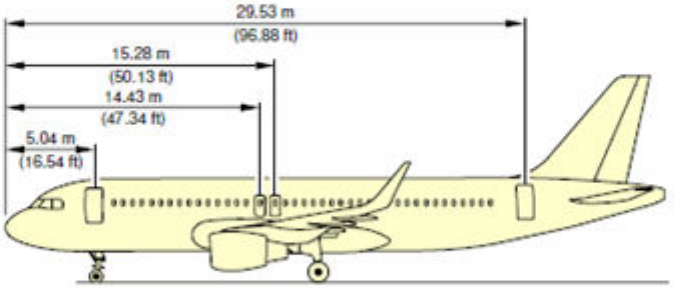
Figure 8-4: Door Clearances and Location

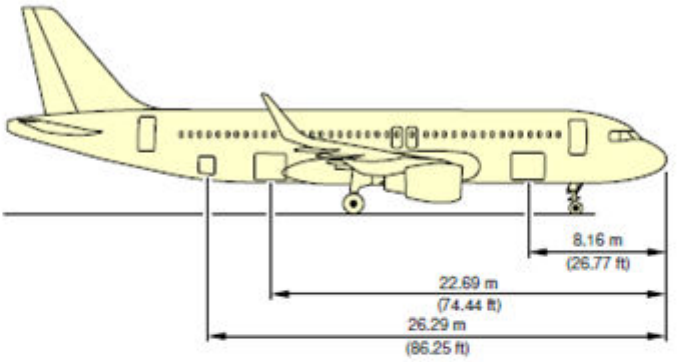
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A320

AIRCRAFT CHARACTERISTICS - AIRPORT AND MAINTENANCE PLANNING

**ON A/C A320-200 A320neo





N_AC_020700_1_0030102_01_00

Door Identification and Location
Door Location (Sheet 2 of 2)
FIGURE-2-7-0-991-003-A01

2-7-0

Page 3
Feb 01/19

8.1.5 Cargo Compartments A320-200 A320neo

General

The lower deck of the aircraft has three cargo compartments:

- Forward cargo compartment,
- Aft cargo compartment,
- Bulk cargo compartment.

(A) FWD Cargo Compartment

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The FWD cargo compartment (n° 1) is designed for bulk cargo.

The volume of the FWD cargo compartment is 13.28 m3 (468.98 ft3).

(B) Aft Cargo Compartment

The aft cargo compartment (n° 3 and 4) is designed for bulk cargo.

The volume of the aft cargo compartment is 18.26 m3 (644.85 ft3).

(C) Bulk Cargo Compartment

The bulk cargo compartment (n° 5) is designed for bulk cargo and baggage.

The volume of the bulk cargo compartment is 5.91 m3 (208.71 ft3).

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8.1.5.1 Location and Dimensions Of The Fwd Cargo Compartment A320-200 A320neo

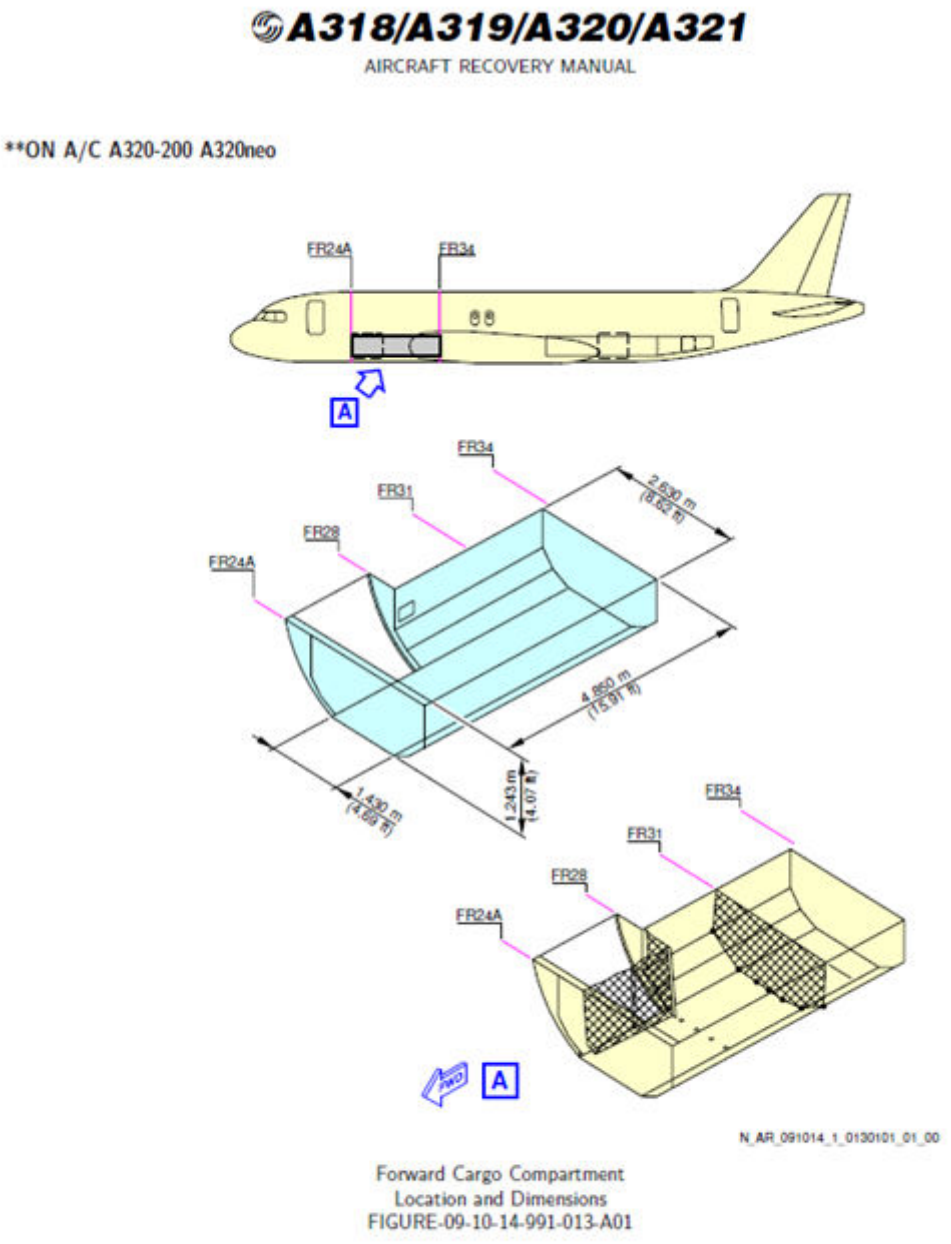


Figure 8-5: Location and Dimensions Of The Fwd Cargo Compartment

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8.1.5.2 Location and Dimensions of The Aft Cargo Compartment A320-200 A320neo

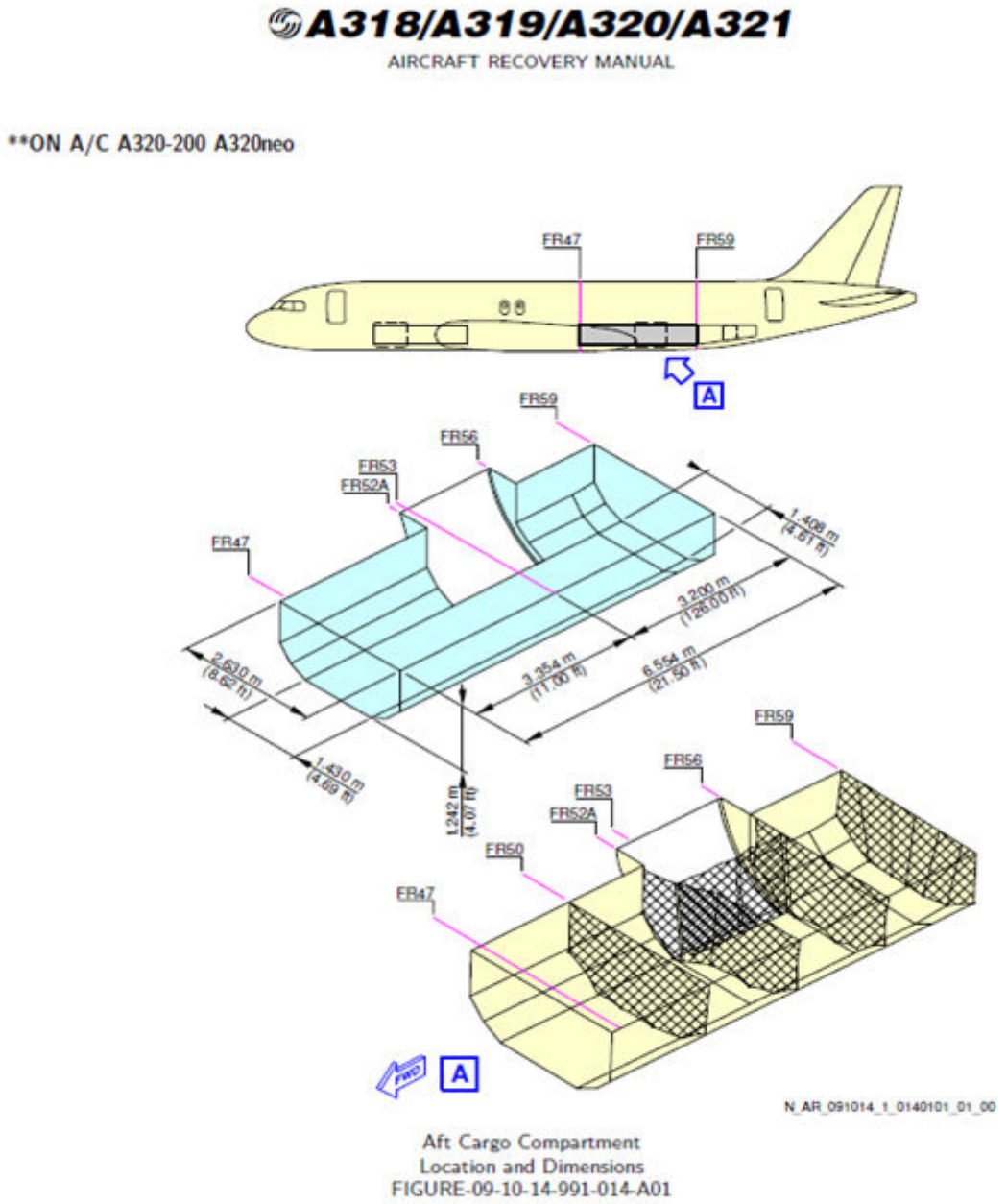


Figure 8-6: Location and Dimensions of The Aft Cargo Compartment

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8.1.5.3 Location and Dimensions of The Bulk Cargo Compartment A320-200 A320neo

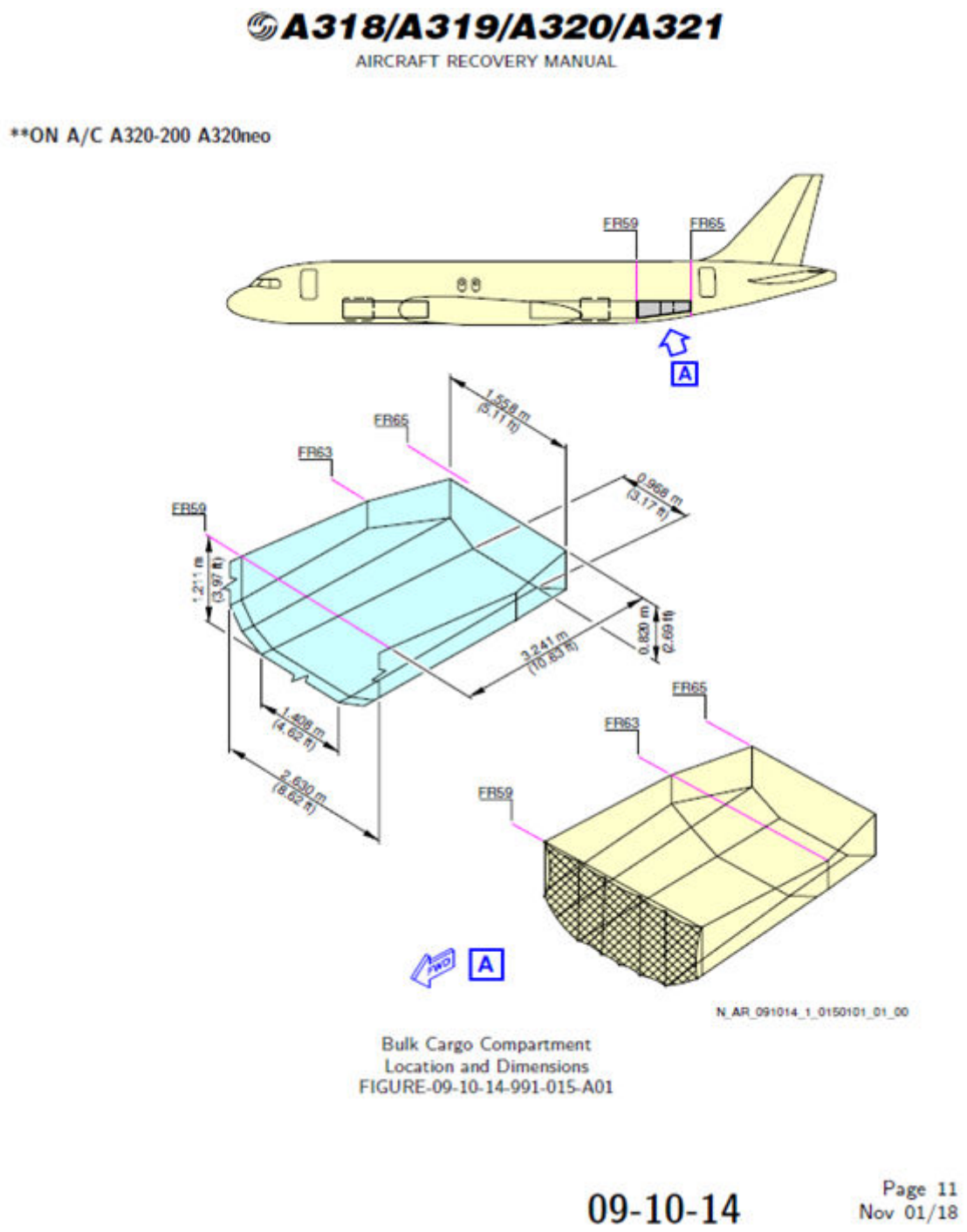


Figure 8-7: Location and Dimensions of The Bulk Cargo Compartment

8.1.6 Cargo Arrangement

8.1.6.1 FWD Forward Cargo Hold

8.1.6.1.1 Cargo Hold Door

The forward cargo hold is equipped with a door on the right side of the fuselage.

The door opens outward.

The forward door must be used to load and unload the forward cargo hold.

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Door H-ARMs			
From		To	
(m)	(in)	(m)	(in)
9.791	385.47	11.608	457.0

FRONT VIEW OF THE DOOR

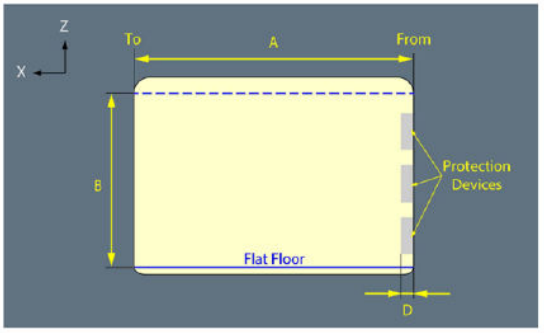


Figure 8-8: Cargo Hold Door

Legend		Dimensions	
		(m)	(in)
A	Clear opening width	1.817	71.54
B	Clear Opening height	1.233	48.54
D	Protection device thickness	0.067	2.64

SIDE VIEW OF THE DOOR

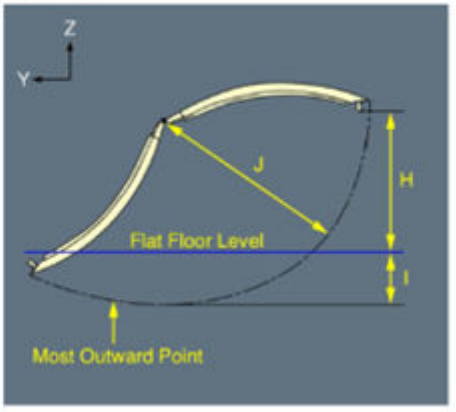


Figure 8-9: Side View of the Door

Legend		Dimensions	
		(m)	(in)
H	Clearance between the flat floor level and the hooks (when the door is in fully opened position)	1.420	55.90
I	Clearance below the flat floor level when the door is operated	0.652	25.67
J	Door opening radius	2.024	79.68

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8.1.6.1.2 Cross Sections

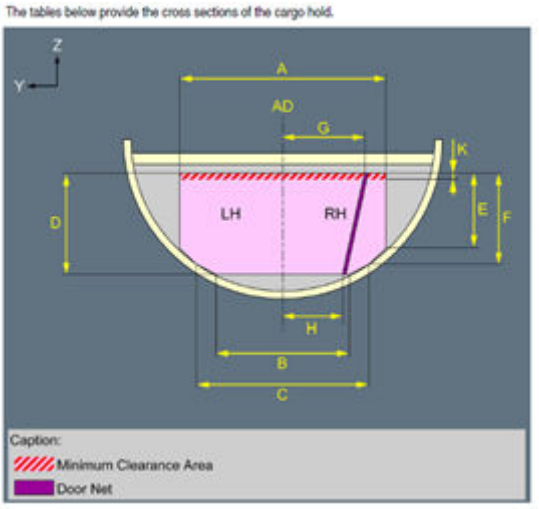


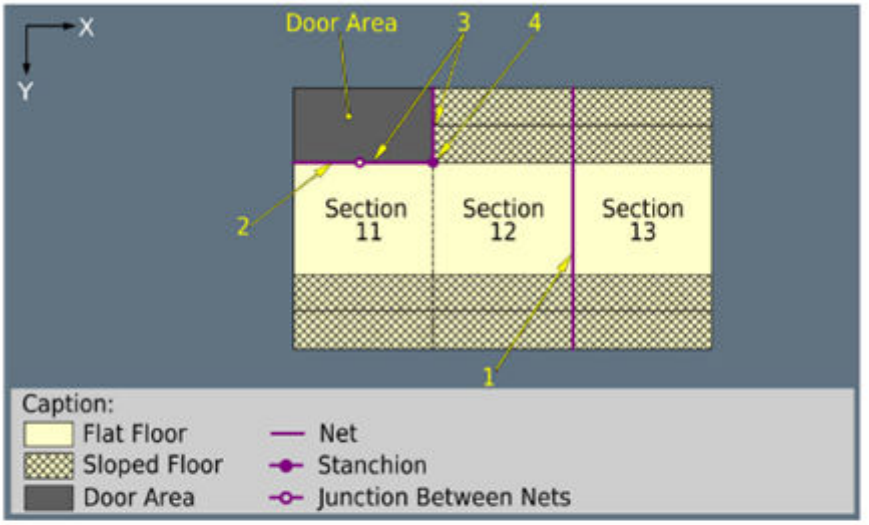
Figure 8-10: Cross Sections

Table 8-1: METRIC UNITS

H-ARM (m)	Dimensions (m)								
	A	B	C	D	E	F	G	H	K
9.858	2.630	1.430	2.098	1.242	0.797	1.065	0.765	0.577	0.051
11.633	2.630	1.430	2.098	1.242	0.797	1.065	0.765	0.577	0.051
14.708	2.630	1.430	2.098	1.242	0.797	1.065	-	-	0.051

8.1.6.1.3 Section Arrangement

The forward cargo hold is divided into sections and net sections as indicated in the illustration below.



Legend	Related Net Type	Installation Requirement
1	Divider net type A2	Mandatory
2	Door net type C	Mandatory
3	Door net type A	Mandatory
4	Stanchion	Mandatory

The following table provides the usable volume and H-ARMs for each section available for the loading of bulk items.

Figure 8-11: Section Arrangement

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Section	H-ARMs						MAX Usable Volume	
	From		To		Average			
	(m)	(in)	(m)	(in)	(m)	(in)	(m^3)	(ft^3)
11	9.858	388.03	11.633	457.99	10.746	422.99	4.140	144.44
12	11.633	457.99	13.233	520.98	12.433	489.49	4.770	168.45
13	13.233	520.98	14.708	579.13	13.971	550.04	4.390	156.09

The maximum usable volume of the cargo hold is based on:
- The maximum theoretical volume
- The volume reduction due to the door area
- The volume reduction due to the minimum clearance between the top of the load and the cargo hold ceiling
- The volume reduction due to the protection devices for the decompression devices on the cargo hold wall.

8.1.6.1.4 Tie-Down Point Location

*See WBM

8.1.6.1.5 Loading Recommendations

MSN 04175

To load an item in the forward cargo hold, the operator must consider both of the following:

- The dimensions of the package
- The installation of the ventilation and temperature control systems in the forward cargo hold, if required by the type of loaded item.

PACKAGE DIMENSIONS

The packages that can be loaded depend on all of the following:

- The dimensions of the forward cargo door
- The cross sections of the forward cargo hold
- The restraint system of the forward cargo hold
- The dimensions of the net sections of the forward cargo hold.

The dimensions in the tables below are approximate and refer to rectangular package sizes.

Maximum dimensions can be reached if the operator lifts and puts the packages on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

MAXIMUM PACKAGE DIMENSIONS WITH THE MANDATORY DIVIDER NET INSTALLED

The following tables provide the maximum dimensions of the packages that can be loaded in the largest net section (net section 11/12) with the mandatory divider net installed.

Metric Units

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Package Width (m)	Package Height (H) H ≤ 0.746 m	0.746 m < H ≤ 1.014 m	H > 1.014 m
	Maximum Package Length (m)		
0.000	3.760	3.622	3.482
0.100	3.675	3.546	3.421
0.200	3.593	3.475	3.365
0.300	3.514	3.408	3.316
0.400	3.439	3.346	3.189
0.500	3.369	3.291	2.986
0.600	3.303	3.243	2.783
0.700	3.244	3.123	2.579
0.800	3.193	2.923	2.374
0.900	3.142	2.723	2.167
1.000	2.942	2.523	1.957
1.100	2.741	2.322	1.740
1.200	2.540	2.122	-
1.300	2.338	1.921	-
1.400	2.136	1.720	-
1.500	1.933	1.648	-
1.600	1.850	-	-

Figure 8-12: Metric Units

ALL A320 AIRCRAFT EXCLUDED MSN 04175

To load an item in the forward cargo hold, the operator must consider both of the following:

- The dimensions of the package
- The installation of the ventilation and temperature control systems in the forward cargo hold, if required by the type of loaded item.

PACKAGE DIMENSIONS

The packages that can be loaded depend on all of the following:

- The dimensions of the forward cargo door
- The cross sections of the forward cargo hold
- The restraint system of the forward cargo hold
- The dimensions of the net sections of the forward cargo hold.

The dimensions in the tables below are approximate and refer to rectangular package sizes.

Maximum dimensions can be reached if the operator lifts and puts the packages on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

MAXIMUM PACKAGE DIMENSIONS WITH THE MANDATORY DIVIDER NET INSTALLED

The following tables provide the maximum dimensions of the packages that can be loaded in The largest net section (net section 11/12) with the mandatory divider net installed.

Metric Units

Package Width (m)	Package Height (H) H ≤ 0.746 m	0.746 m < H ≤ 1.014 m	H > 1.014 m
	Maximum Package Length (m)		
0.000	3.760	3.622	3.482
0.100	3.675	3.546	3.421
0.200	3.593	3.475	3.365
0.300	3.514	3.408	3.316
0.400	3.439	3.346	3.189
0.500	3.369	3.291	2.986
0.600	3.303	3.243	2.783
0.700	3.244	3.123	2.579
0.800	3.193	2.923	2.374
0.900	3.142	2.723	2.167
1.000	2.942	2.523	1.957
1.100	2.741	2.322	1.740
1.200	2.540	2.122	-
1.300	2.338	1.921	-
1.400	2.136	1.720	-
1.500	1.933	1.648	-
1.600	1.850	-	-

8.1.6.2 AFT Cargo Hold

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8.1.6.2.1 Cargo Hold Door

The aft cargo hold is equipped with a door on the right side of the fuselage.

The door opens outward.

The aft door MUST BE USED to load and unload the aft cargo hold.

Door H-ARMs			
From		To	
(m)	(in)	(m)	(in)
24.320	957.48	26.137	1 029.02

Figure 8-13: Cargo Hold Door

FRONT VIEW OF THE DOOR

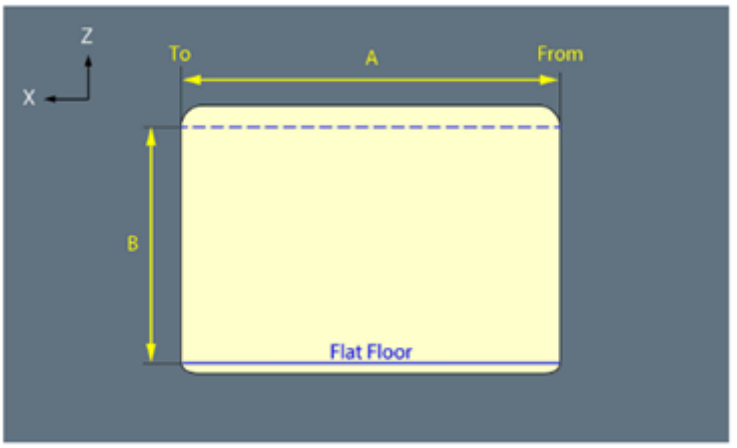


Figure 8-14: Front View Of The Door

Legend		Dimensions	
		(m)	(in)
A	Clear opening width	1.817	71.54
B	Clear opening height	1.233	48.54

SIDE VIEW OF THE DOOR

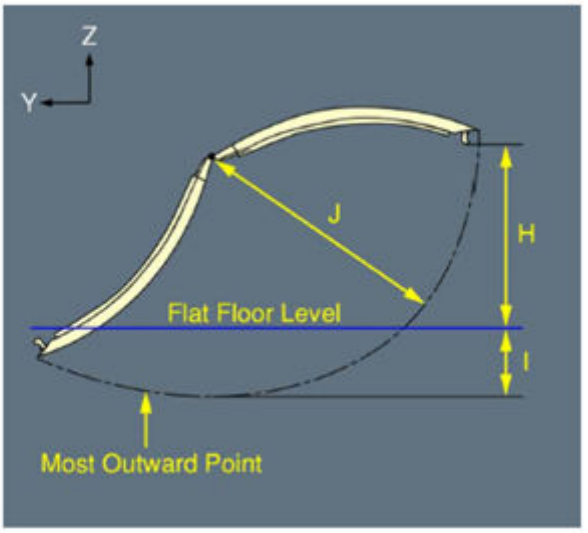


Figure 8-15: Side View Of The Door

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Legend		Dimensions	
		(m)	(in)
H	Clearance between the flat floor level and the hooks (when the door is in fully opened position)	1.420	55.90
I	Clearance below the flat floor level when the door is operated	0.652	25.67
J	Door opening radius	2.024	79.68

8.1.6.2.2 Cross Section

The tables below provide the cross sections of the cargo hold.

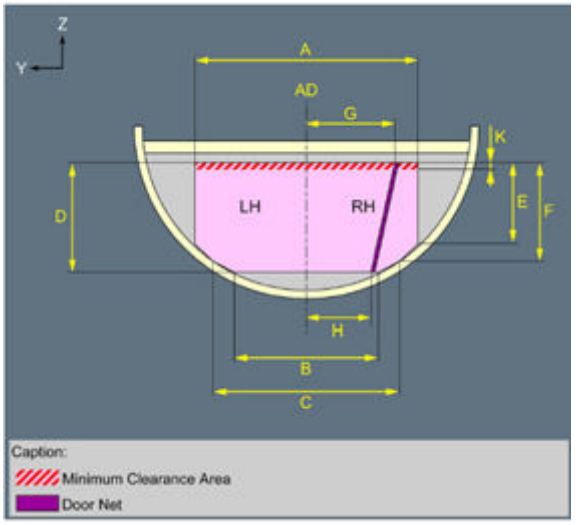


Figure 8-16: Cargo Hold

Table 8-2: ***METRIC UNITS***

H-ARM (m)	Dimensions (m)								
	A	B	C	D	E	F	G	H	K
21.208	2.630	1.430	2.098	1.242	0.797	1.065	-	-	0.051
24.295	2.630	1.430	2.098	1.242	0.797	1.065	0.765	0.577	0.051
26.162	2.630	1.430	2.098	1.242	0.797	1.065	0.765	0.577	0.051
27.229	2.630	1.430	2.098	1.242	0.797	1.065	-	-	0.051
27.762	2.630	1.408	2.098	1.208	0.756	1.024	-	-	0.051

8.1.6.2.3 Section Arrangement

The aft cargo hold is divided into sections and net sections as indicated in the illustration below.

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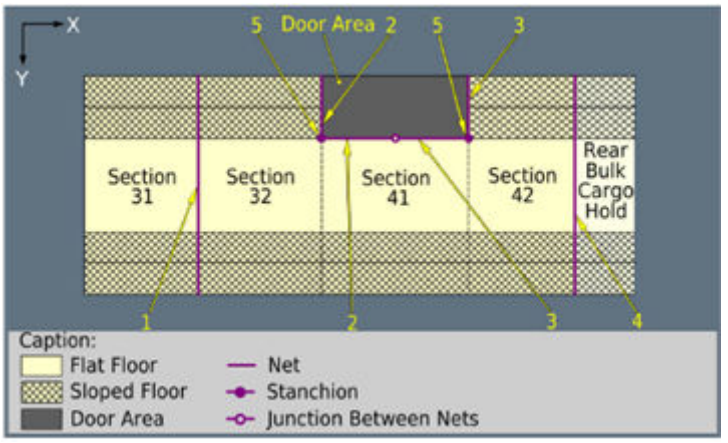


Figure 8-17: Section Arrangement

Table 8-3: Section Arrangement

Legend	Related Net Type	Installation Requirement
1	Divider net type A2	Mandatory
2	Door net type B	Mandatory
3	Door net type A	Mandatory
4	Divider net type A1	Mandatory
5	Stanchion	Mandatory

The following table provides the usable volume and H-ARMs for each section available for the loading of bulk items.

Section	H-ARMs						MAX Usable Volume	
	From		To		Average			
	(m)	(in)	(m)	(in)	(m)	(in)	(m^3)	(ft^3)
31	21.208	834.96	22.962	904.02	22.085	869.49	5.230	184.70
32	22.962	904.02	24.562	967.01	23.762	935.51	4.530	159.98
41	24.562	967.01	26.162	1 030.00	25.362	998.50	3.790	133.84
42	26.162	1 030.00	27.762	1 092.99	26.962	1 061.50	4.750	167.74

Figure 8-18: H-ARMs

The maximum usable volume of the cargo hold is based on:

- The maximum theoretical volume
- The volume reduction due to the door area
- The volume reduction due to the minimum clearance between the top of the load and the cargo
- hold ceiling.

8.1.6.2.4 Tie-Down Point Location

*See WBM

8.1.6.2.5 Loading Recommendations

Applicable to: MSN 05879, 05902, 05950, 05995, 06597, 06619, 06666

The following tables provide the maximum dimensions of the packages that can be loaded in the largest net section (net section 32/41/42) with the mandatory divider nets installed.

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Package Width (m)	Package Height (H)		
	H ≤ 0.746 m	0.746 m < H ≤ 1.014 m	H > 1.014 m
	Maximum Package Length (m)		
0.000	4.189	3.891	3.594
0.100	4.093	3.804	3.528
0.200	3.998	3.719	3.467
0.300	3.903	3.636	3.412
0.400	3.810	3.557	3.363
0.500	3.717	3.381	3.287
0.600	3.626	3.410	3.085
0.700	3.537	3.344	2.883
0.800	3.451	3.284	2.680
0.900	3.367	3.232	2.477
1.000	3.287	3.189	2.272
1.100	3.212	3.037	2.066
1.200	3.143	2.836	1.855
1.300	3.083	2.634	1.715
1.400	3.033	2.431	1.715
1.500	2.880	2.227	-
1.600	2.655	2.021	-
1.700	2.528	1.996	-

Figure 8-19: Loading Recommendations

Applicable to: MSN 04175, 06465, 07140, 07145, 07147, 07162, 07185, 07200, 07321, 07359, 07380, 07399, 07429, 07703, 07786, 07850, 07990, 08020, 08048, 08113, 08136, 08198, 08214, 08247, 08272, 08292, 08792, 08863, 08868, 08875, 08884, 08904, 08956, 08962, 09114

The following tables provide the maximum dimensions of the packages that can be loaded in the largest net section (net section 32/41/42) with the mandatory divider nets installed.

Metric Units

Package Width (m)	Package Height (H)		
	H ≤ 0.746 m	0.746 m < H ≤ 1.014 m	H > 1.014 m
	Maximum Package Length (m)		
0.000	4.189	3.891	3.594
0.100	4.093	3.804	3.528
0.200	3.998	3.719	3.467
0.300	3.903	3.636	3.412
0.400	3.810	3.557	3.363
0.500	3.717	3.381	3.287
0.600	3.626	3.410	3.085
0.700	3.537	3.344	2.883
0.800	3.451	3.284	2.680
0.900	3.367	3.232	2.477
1.000	3.287	3.189	2.272
1.100	3.212	3.037	2.066
1.200	3.143	2.836	1.855
1.300	3.083	2.634	1.715
1.400	3.033	2.431	1.715
1.500	2.880	2.227	-
1.600	2.655	2.021	-
1.700	2.528	1.996	-

Figure 8-20: Loading Recommendations

Applicable to: MSN 03831

The following tables provide the maximum dimensions of the packages that can be loaded in the largest net section (net section 32/41/42) with the mandatory divider nets installed.

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Metric Units

Package Width (m)	Package Height (H)		
	H ≤ 0.746 m	0.746 m < H ≤ 1.014 m	H > 1.014 m
	Maximum Package Length (m)		
0.000	4.189	3.891	3.594
0.100	4.093	3.804	3.528
0.200	3.998	3.719	3.467
0.300	3.903	3.636	3.412
0.400	3.810	3.557	3.363
0.500	3.717	3.381	3.287
0.600	3.626	3.410	3.085
0.700	3.537	3.344	2.883
0.800	3.451	3.284	2.680
0.900	3.367	3.232	2.477
1.000	3.287	3.189	2.272
1.100	3.212	3.037	2.066
1.200	3.143	2.836	1.855
1.300	3.083	2.634	1.715
1.400	3.033	2.431	1.715
1.500	2.880	2.227	-
1.600	2.655	2.021	-
1.700	2.528	1.996	-

8.1.6.3 Rear Bulk Cargo Hold

8.1.6.3.1 Cargo Hold Door

The rear bulk cargo hold is equipped with a door on the right side of the fuselage.

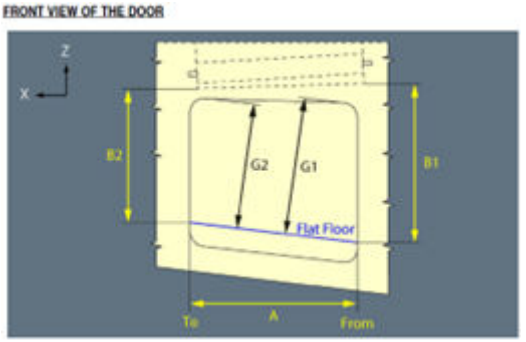
The door opens inward.

To load and unload the rear bulk cargo hold, the operator must 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.

Door H-ARMs			
From		To	
(m)	(in)	(m)	(in)
28.352	1 116.22	29.305	1 153.74

Figure 8-21: Door H-Arms

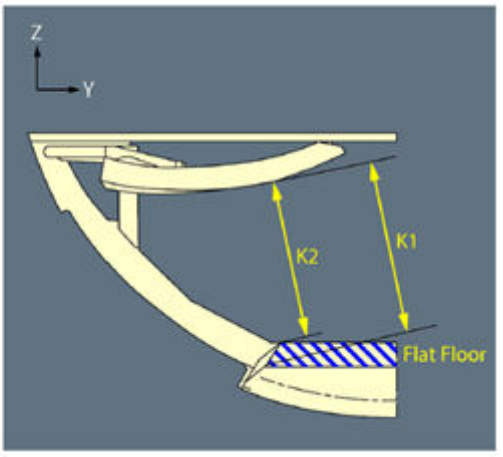


Legend		Dimensions	
		(m)	(n)
A	Clear opening width	0.954	37.56
B1	Clearance opening height at H-ARM 28.352 m (1116.22 in)	0.880	34.64
B2	Clearance opening height at H-ARM 29.305 m (1153.74 in)	0.765	30.12

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G1	Clear door height at H-ARM 28.352 m (1116.22 in)	0.773	30.43
G2	Clear door height at H-ARM 29.305 m (1153.74 in)	0.704	27.72

SIDE VIEW OF THE DOOR



Legend		Dimensions	
		(m)	(in)
K1	Clearance between the flat door and the door (when the door is fully open position) at H-ARM 28.352m (1116.22 in)	0.900	35.43
K2	Clearance between the flat door and the door (when the door is fully open position) at H-ARM 29.305 m (1153.74 in)	0.810	31.89

8.1.6.3.2 Cross Section

The tables below provide the cross sections of the cargo hold.

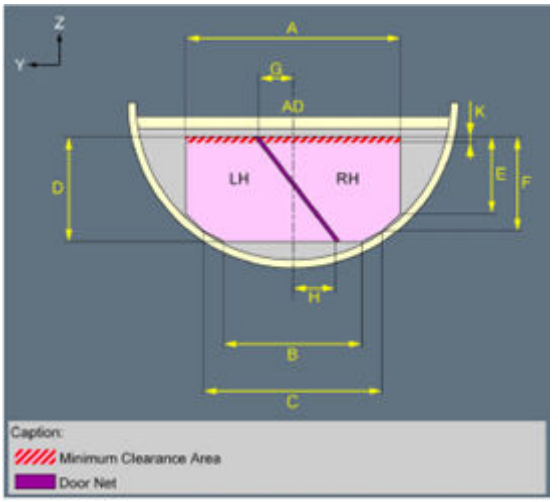


Table 8-4: METRIC UNITS

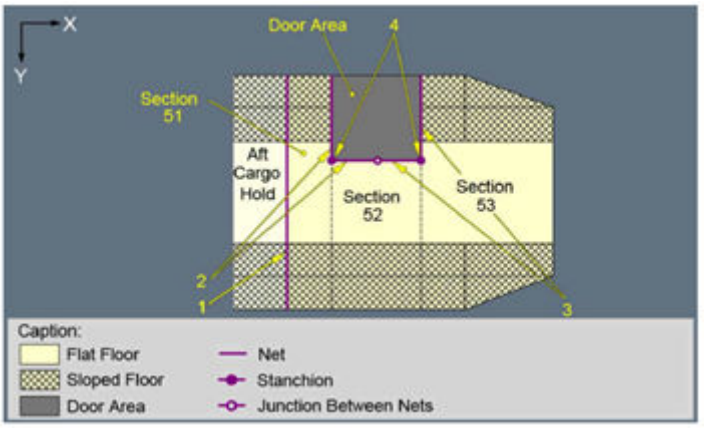
H-ARM (m)	Dimensions (m)								
	A	B	C	D	E	F	G	H	K
27.672	2.630	1.408	2.098	1.211	0.756	1.027	-	-	0.051
28.296	2.630	1.368	2.098	1.147	0.682	0.953	0.254	0.421	0.051
28.829	2.630	1.328	2.098	1.084	0.608	0.879	0.254	0.389	0.051

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29.362	2.630	1.288	2.098	1.020	0.533	0.805	0.254	0.404	0.051
29.896	2.630	1.248	2.098	0.957	0.459	0.731	-	-	0.051
30.429	2.113	1.113	1.839	0.891	0.558	0.699	-	-	0.051
31.003	1.558	0.968	-	0.820	0.664	-	-	-	0.051

8.1.6.3.3 Section Arrangement

The rear bulk cargo hold is divided into sections and net sections as indicated in the illustration below.



Legend	Related Net Type	Installation Requirement
1	Divider net type A1	Mandatory
2	Door net type E	Mandatory
3	Door net type D	Mandatory
4	Stanchion	Mandatory

The following table provides the usable volume and H-ARMs for each section available for the loading of bulk items.

Section	H-ARMs						MAX Usable Volume	
	From		To		Average			
	(m)	(in)	(m)	(in)	(m)	(in)	(m^3)	(ft^3)
51	27.762	1 092.99	28.296	1 114.02	28.029	1 103.50	1.490	52.62
52	28.296	1 114.02	29.362	1 155.98	28.829	1 135.00	1.390	49.09
53	29.362	1 155.98	31.003	1 220.59	30.182	1 188.27	3.040	107.36

The maximum usable volume of the cargo hold is based on:

- The maximum theoretical volume
- The volume reduction due to the door area
- The volume reduction due to the minimum clearance between the top of the load and the cargo hold ceiling.

8.1.6.3.4 Tie-Down Point Location

*See WBM

8.1.6.3.5 Loading Recommendations

MSN 03831

PACKAGE DIMENSIONS LOADING THROUGH THE REAR BULK CARGO DOOR

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The dimensions of the packages that can be loaded depend on all the following:

- The dimensions of the rear bulk cargo door
- The cross sections of the rear bulk cargo hold
- The restraint system of the rear bulk cargo hold
- The dimensions of the net section of the rear bulk cargo hold.

The dimensions in the tables below are approximate and refer to rectangular package sizes.

Maximum dimensions can be reached if the operator lifts and puts the packages on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Table 8-5: ***METRIC UNITS***

Package Width (m)	**Package Height**	
	0.400 m	**0.600 m**
	Maximum Package Lenght (m)	
0.000	2.155	1.989
0.100	2.100	1.815
0.200	2.053	1.613
0.300	1.957	1.409
0.400	1.757	1.203
0.500	1.556	0.991
0.600	1.355	-
0.700	1.154	-
0.800	0.959	-

LOADING THROUGH THE AFT CARGO DOOR The dimensions of the packages that can be loaded depend on all the following:

- The dimensions of the aft cargo door
- The cross sections of both the aft cargo hold and the rear bulk cargo hold
- The restraint system of the rear bulk cargo hold
- The dimensions of the net section of the rear bulk cargo hold.

The dimension in the tables below are approximate and refer to rectangular package sizes.

Maximum dimensions can be reached if the operator lifts and puts the packages on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

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Metric Units

Package Width (m)	Package Height				
	0.400 m	0.600 m	0.750 m	0.900 m	1.000 m
	Maximum Package Length (m)				
0.000	2.664	2.601	2.585	2.050	1.031
0.100	2.618	2.574	2.497	2.031	0.975
0.200	2.580	2.557	2.384	2.017	0.965
0.300	2.552	2.381	2.269	1.715	0.965
0.400	2.533	2.219	2.149	1.715	-
0.500	2.443	1.965	1.907	1.715	-
0.600	2.313	-	-	-	-
0.700	2.177	-	-	-	-
0.800	2.031	-	-	-	-
0.900	1.809	-	-	-	-

Applicable to: MSN 05879, 05902, 05950, 05995, 06597, 06619, 06666

To load an item in the rear bulk cargo hold, the operator should consider both of the following:

- The dimensions of the package
- The installation of the ventilation and temperature control systems in the rear bulk cargo hold, if required by the type of item loaded.

PACKAGE DIMENSIONS LOADING THROUGH THE REAR BULK CARGO DOOR

The dimensions of the packages that can be loaded depend on all he following:

- The dimensions of the rear bulk cargo door
- The cross sections of the rear bulk cargo hold
- The restraint system of the rear bulk cargo hold
- The dimensions of the net section of the rear bulk cargo hold.

The dimensions in the tables below are approximate and refer to rectangular package sizes.

Maximum dimensions can be reached if the operator lifts and puts the packages on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Metric Units

Package Width (m)	Package Height	
	0.400 m	0.600 m
	Maximum Package Length (m)	
0.000	2.155	1.989
0.100	2.100	1.815
0.200	2.053	1.613
0.300	1.957	1.409
0.400	1.757	1.203
0.500	1.556	0.991
0.600	1.355	-
0.700	1.154	-
0.800	0.959	-

LOADING THROUGH THE AFT CARGO DOOR

The dimensions of the packages that can be loaded depend on all the following:

- The dimensions of the aft cargo door
- The cross sections of both the aft cargo hold and the rear bulk cargo hold
- The restraint system of the rear bulk cargo hold
- The dimensions of the net section of the rear bulk cargo hold.

The dimension in the tables below are approximate and refer to rectangular package sizes.

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Maximum dimensions can be reached if the operator lifts and puts the packages on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Metric Units

Package Width (m)	Package Height				
	0.400 m	0.600 m	0.750 m	0.900 m	1.000 m
	Maximum Package Length (m)				
0.000	2.664	2.601	2.585	2.050	1.031
0.100	2.618	2.574	2.497	2.031	0.975
0.200	2.580	2.557	2.384	2.017	0.965
0.300	2.552	2.381	2.269	1.715	0.965
0.400	2.533	2.219	2.149	1.715	-
0.500	2.443	1.965	1.907	1.715	-
0.600	2.313	-	-	-	-
0.700	2.177	-	-	-	-
0.800	2.031	-	-	-	-
0.900	1.809	-	-	-	-

Applicable to: MSN 04175, 06465, 07140, 07145, 07147, 07162, 07185, 07200, 07321, 07359, 07380, 07399, 07429, 07703, 07786, 07850, 07990, 08020, 08048, 08113, 08136, 08198, 08214, 08247, 08272, 08292, 08792, 08863, 08868, 08875, 08884, 08904, 08956, 08962, 09114

To load an item in the rear bulk cargo hold, the operator should consider both of the following:

- The dimensions of the package
- The installation of the ventilation and temperature control systems in the rear bulk cargo hold, if required by the type of item loaded.

PACKAGE DIMENSIONS

LOADING THROUGH THE REAR BULK CARGO DOOR

The dimensions of the packages that can be loaded depend on all he following:

- The dimensions of the rear bulk cargo door
- The cross sections of the rear bulk cargo hold
- The restraint system of the rear bulk cargo hold
- The dimensions of the net section of the rear bulk cargo hold.

The dimensions in the tables below are approximate and refer to rectangular package sizes.

Maximum dimensions can be reached if the operator lifts and puts the packages on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Metric Units

Package Width (m)	Package Height	
	0.400 m	0.600 m
	Maximum Package Length (m)	
0.000	2.155	1.989
0.100	2.100	1.815
0.200	2.053	1.613
0.300	1.957	1.409
0.400	1.757	1.203
0.500	1.556	0.991
0.600	1.355	-
0.700	1.154	-
0.800	0.959	-

LOADING THROUGH THE AFT CARGO DOOR

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The dimensions of the packages that can be loaded depend on all the following:

- The dimensions of the aft cargo door
- The cross sections of both the aft cargo hold and the rear bulk cargo hold
- The restraint system of the rear bulk cargo hold
- The dimensions of the net section of the rear bulk cargo hold.

The dimension in the tables below are approximate and refer to rectangular package sizes.

Maximum dimensions can be reached if the operator lifts and puts the packages on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Metric Units

Package Width (m)	Package Height				
	0.400 m	0.600 m	0.750 m	0.900 m	1.000 m
	Maximum Package Length (m)				
0.000	2.664	2.601	2.585	2.050	1.031
0.100	2.618	2.574	2.497	2.031	0.975
0.200	2.580	2.557	2.384	2.017	0.965
0.300	2.552	2.381	2.269	1.715	0.965
0.400	2.533	2.219	2.149	1.715	-
0.500	2.443	1.965	1.907	1.715	-
0.600	2.313	-	-	-	-
0.700	2.177	-	-	-	-
0.800	2.031	-	-	-	-
0.900	1.809	-	-	-	-

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8.2 A321 NEO ACF

8.2.1 General Aircraft Dimensions

**ON A/C A321-100 A321-200 A321neo

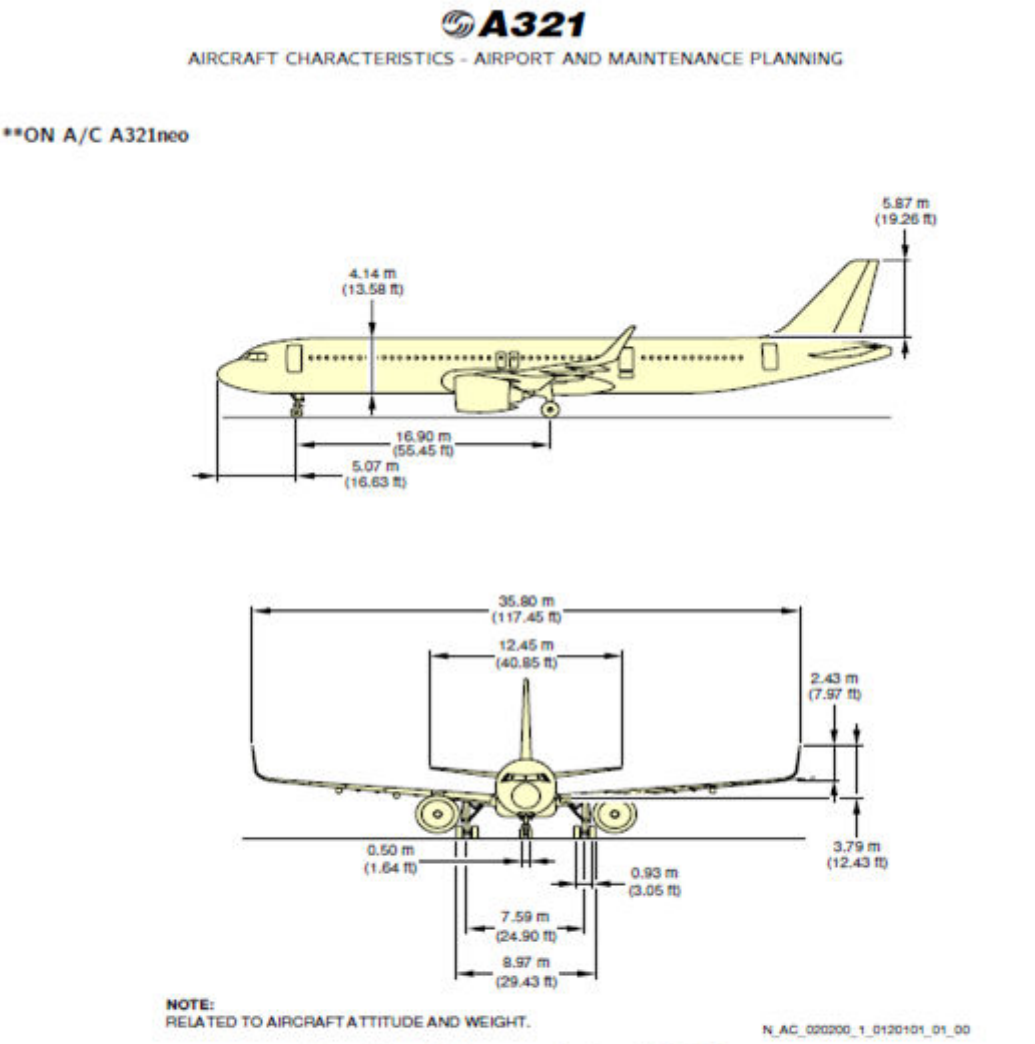


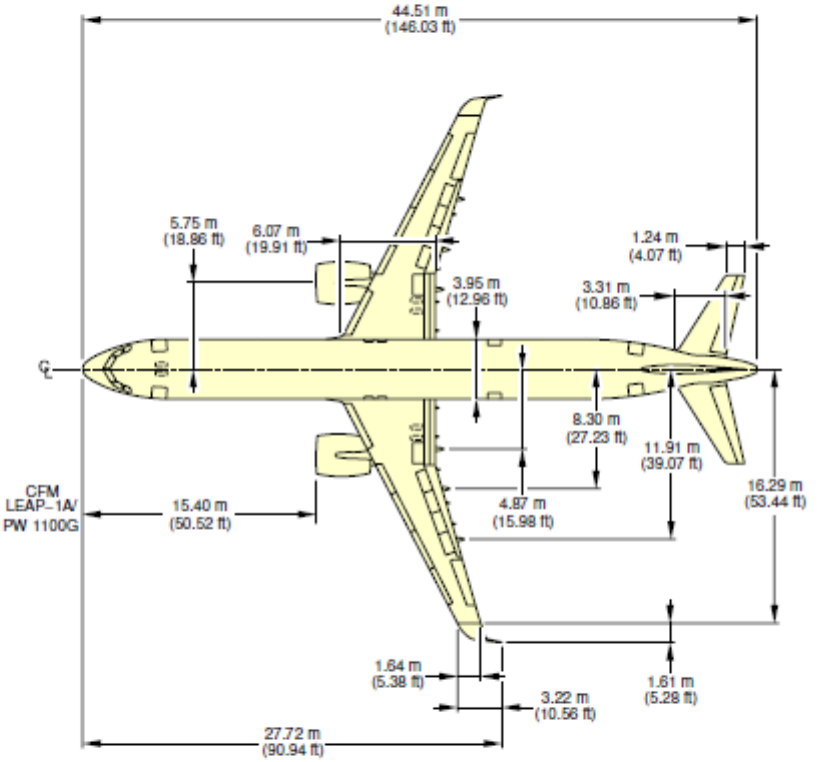
Figure 8-22: General Aircraft Dimensions

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A321

AIRCRAFT CHARACTERISTICS - AIRPORT AND MAINTENANCE PLANNING

**ON A/C A321neo



NOTE:
RELATED TO AIRCRAFT ATTITUDE AND WEIGHT.

N_AC_020200_1_0120102_01_00

General Aircraft Dimensions for A321NEO-ACF
(Sheet 2 of 2)
FIGURE-2-2-0-991-012-A01

2-2-0

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8.2.2 Interior Arrangements - Plan View

**ON A/C A321-100 A321-200 A321neo

Interior Arrangements - Plan View

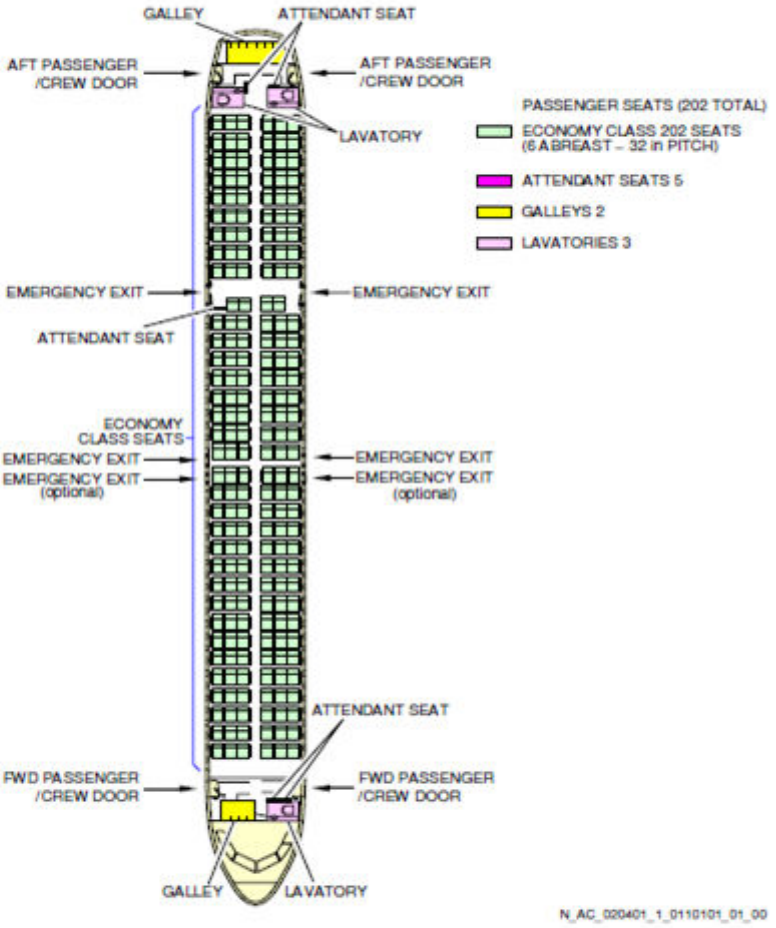
This section provides the typical interior configuration.

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A321

AIRCRAFT CHARACTERISTICS - AIRPORT AND MAINTENANCE PLANNING

**ON A/C A321neo



Interior Arrangements - Plan View for A321NEO-ACF
Typical Configuration - Single-Class, Standard
FIGURE-2-4-1-991-011-A01

2-4-1

Page 4
Feb 01/19

Figure 8-23: Interior Arrangements - Plan View

8.2.3 Cargo Compartments

**ON A/C A321-100 A321-200 A321neo

This section provides the cargo compartments locations, dimensions and loading combinations.

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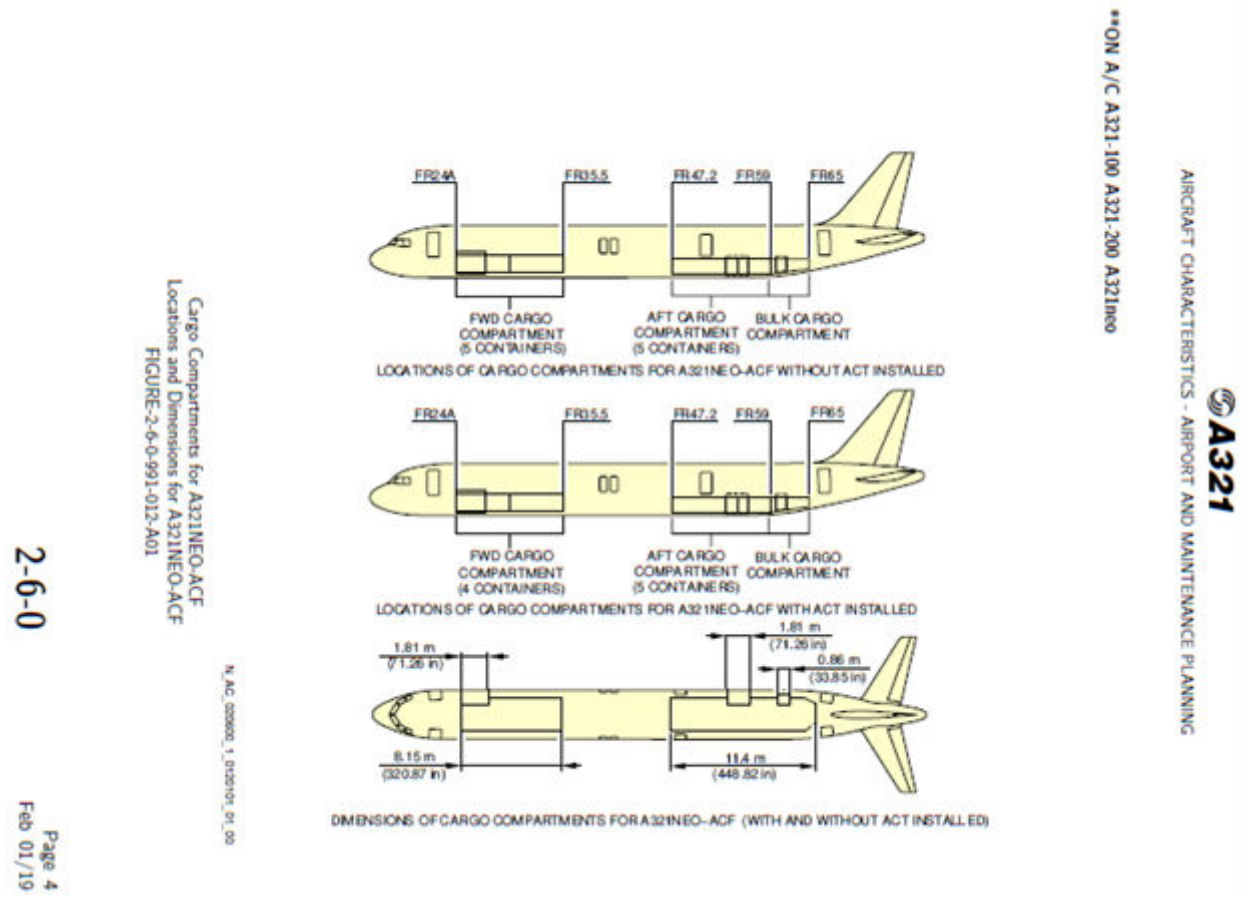


Figure 8-24: Cargo Compartments

8.2.4 Door Clearances And Location

**ON A/C A321-100 A321-200 A321neo This section provides door identification and location.

NOTE

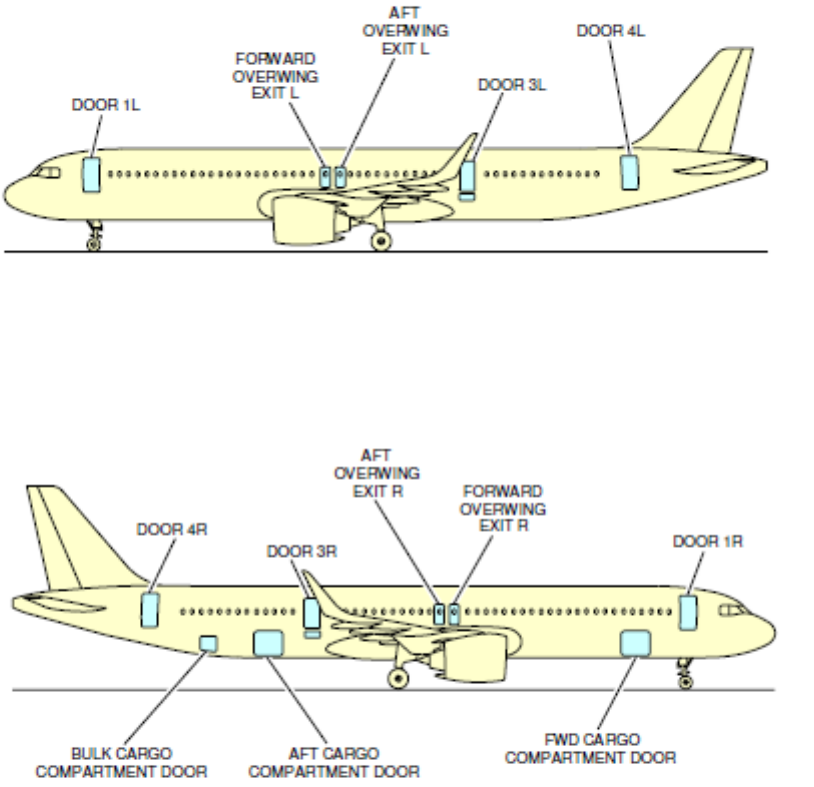
Dimensions of the ground clearances are approximate and will vary with tyre type, weight and balance and other special conditions.

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A321

AIRCRAFT CHARACTERISTICS - AIRPORT AND MAINTENANCE PLANNING

*ON A/C A321neo



N_AC_020700_1_0470101_01_00

Door Identification and Location for A321NEO-ACF
Door Identification for A321NEO-ACF (Sheet 1 of 2)
FIGURE-2-7-0-991-047-A01

2-7-0

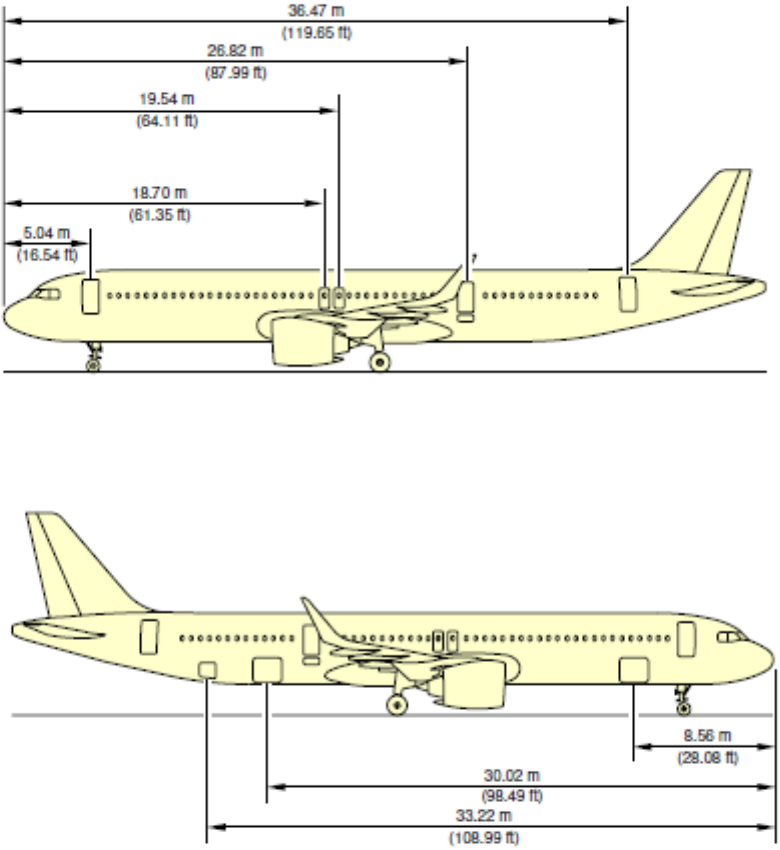
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Figure 8-25: Door Clearances And Location

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A321
AIRCRAFT CHARACTERISTICS - AIRPORT AND MAINTENANCE PLANNING

**ON A/C A321neo



N_AC_020700_1_0470102_01_01

Door Identification and Location for A321NEO-ACF
Door Location for A321NEO-ACF (Sheet 2 of 2)
FIGURE-2-7-0-991-047-A01

2-7-0

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8.2.5 Cargo Compartments

General

(1) The lower deck of the aircraft has three cargo compartments:

- Forward cargo compartment,
- Aft cargo compartment,
- Bulk cargo compartment.

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The total volume of the three cargo compartments is 50.95 m3 (1799.28 ft3).

NOTE

See the customized AHM565 documents for accurate data related to the aircraft configuration.

(A) FWD Cargo Compartment The FWD cargo compartment (n˚ 1 and 2) is designed for bulk cargo. The volume of the FWD cargo compartment is 22.81 m3 (805.53 ft3).

(B) Aft Cargo Compartment The aft cargo compartment (n˚ 3 and 4) is designed for bulk cargo. The volume of the AFT cargo compartment is 22.255 m3 (785.93 ft3).

(C) Bulk Cargo Compartment The bulk cargo compartment (n˚ 5) is designed for bulk cargo and baggage. The volume of the bulk cargo compartment is 5.88 m3 (207.65 ft3).

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8.2.5.1 Location and Dimensions of The Fwd Cargo Compartment

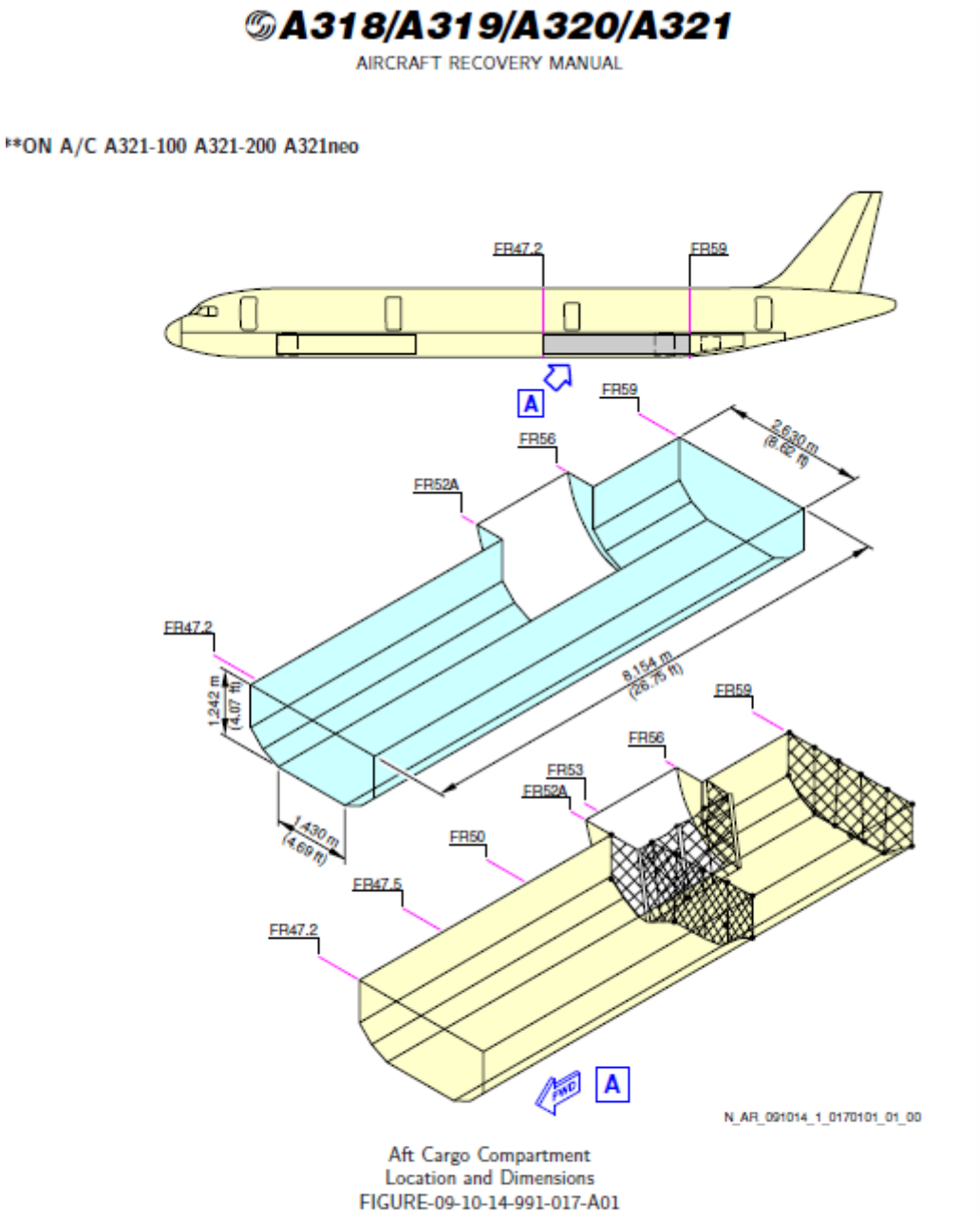


Figure 8-26: Location and Dimensions of The Fwd Cargo Compartment

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8.2.5.2 Location and Dimensions of The Aft Cargo Compartment

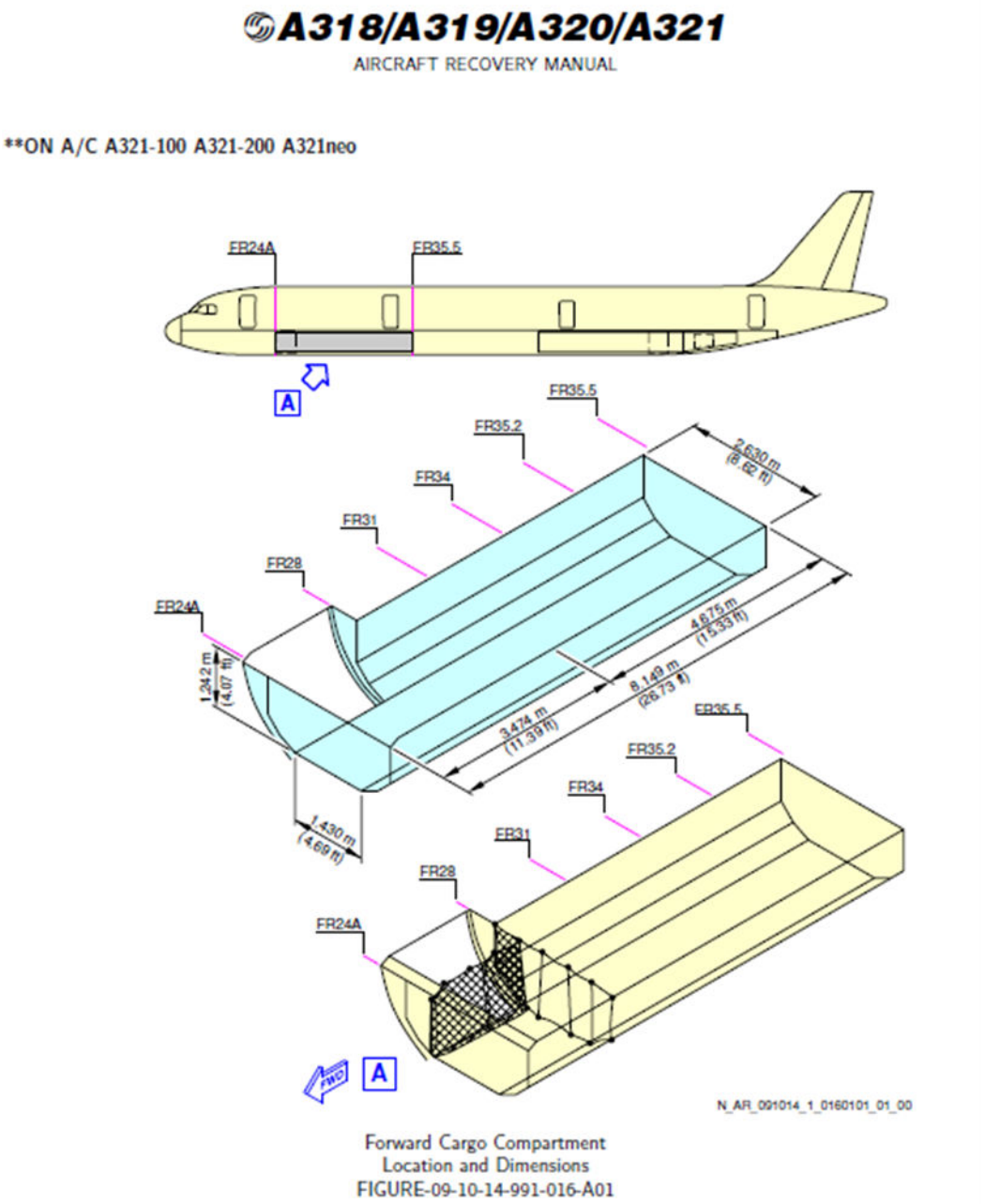


Figure 8-27: Location and Dimensions of The Aft Cargo Compartment

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8.2.5.3 Location and Dimensions of The Bulk Cargo Compartment

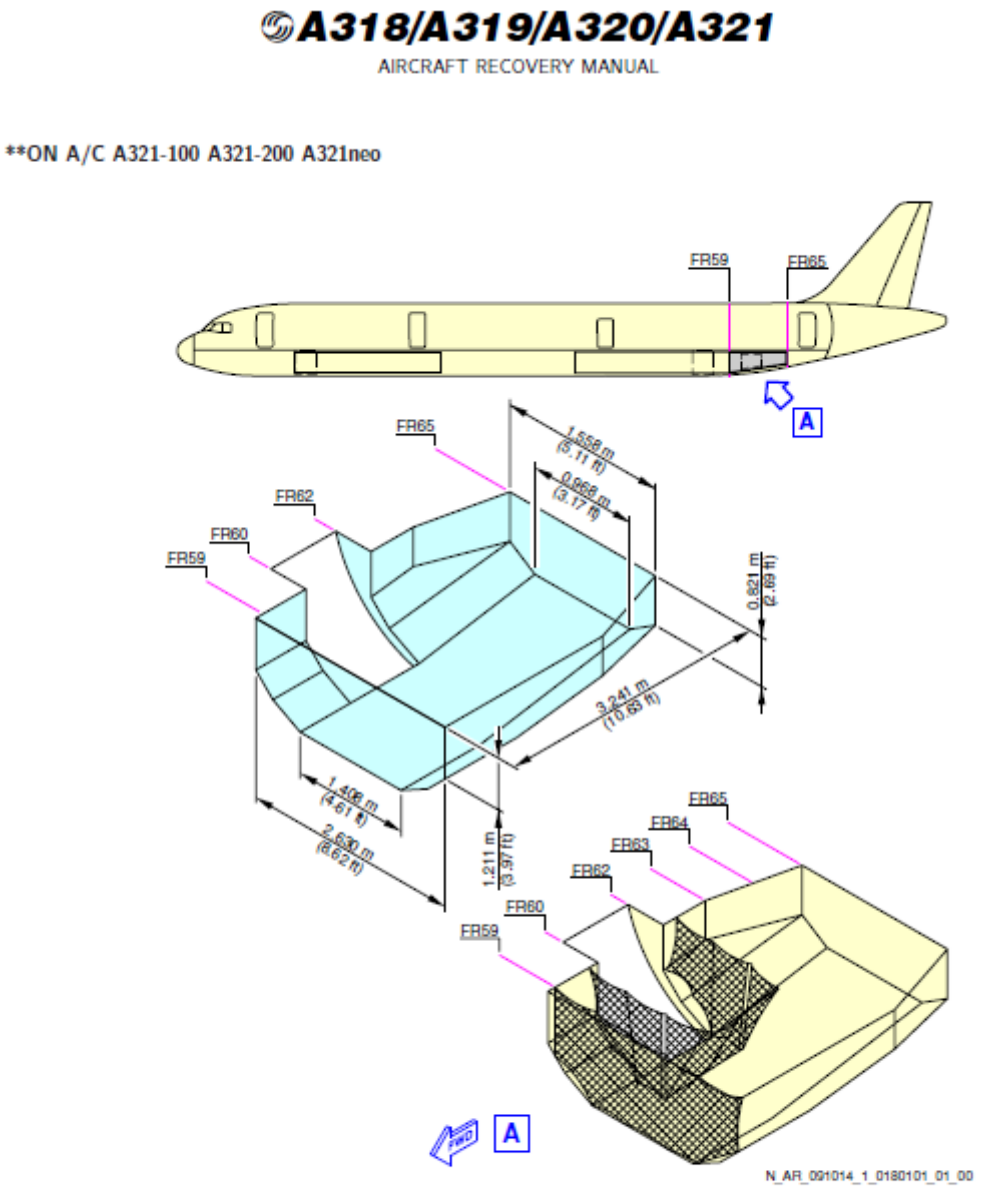


Figure 8-28: Location and Dimensions of The Bulk Cargo Compartment

8.2.5.4 A321 Maximum Cargo Load

Max Load Capacity	A321neo ACF
Fwd cargo compartment	5670 kg*
Aft cargo compartment	5670 kg*
Bulk cargo compartment no 5	800 kg
TOTAL cargo load capacities FWD + AFT + BULK no 5	12140 kg

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Table without ACTs *No change compared to A321/A321N (NO MaxPax)

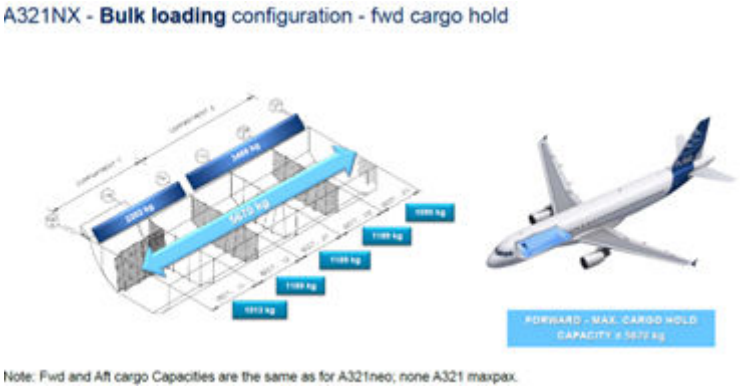


Figure 8-29: Bulk Loading - fwd cargo hold

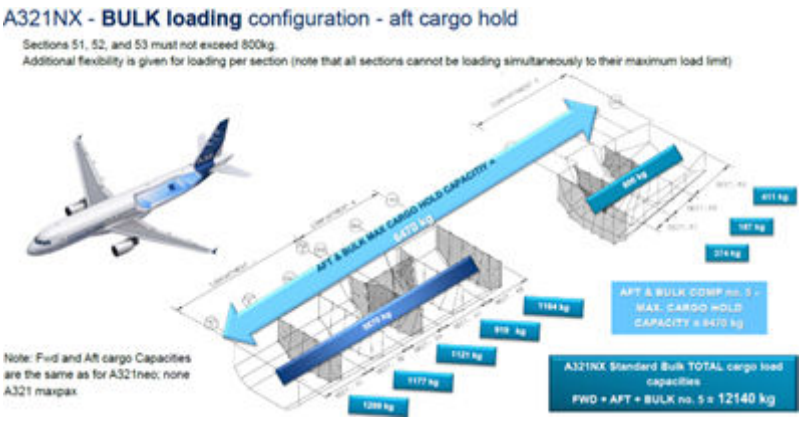


Figure 8-30: Bulk Loading - aft cargo hold

	Sec.	**Max. Weight (kg) / section**	**Total Max Weight (kg) / Compartment**
Bulk cargo compartment no 5	51	374 kg	**800 kg**
	52	187 kg	
	53	411 kg	

8.2.6 Cargo Arrangement

Cargo can be loaded in the lower deck cargo holds. The lower deck includes the forward, aft, and rear bulk cargo holds.A divider net and a tarpaulin separate the aft and rear bulk cargo holds.

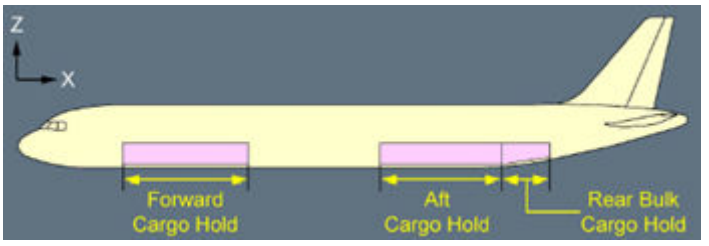


Figure 8-31: Bulk Cargo Holds

	H-ARMs			
	From		To	
	(m)	(in)	(m)	(in)

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Forward Cargo Hold (Compartments 1 and 2)	9.858	388.11	17.908	705.04
Aft Cargo Hold (Compartments 3 and 4)	26.542	1044.96	34.696	1365.98
Rear Bulk Cargo Hold (Compartments 5)	34.696	1365.98	37.938	1493.62
The fire protection system of the three cargo holds complies with Category C Standarts defined by FAR, Part 25.857.				

8.2.6.1 FWD Forward Cargo Hold

8.2.6.1.1 Cargo Hold Door

The forward cargo hold is equipped with a door on the right side of the fuselage.

The door opens outwards.

The forward door must be used to load and unload the forward cargo hold.

Table 8-6: ***Door H-ARMs***

From		**To**	
(m)	(in)	(m)	(in)
9.791	385.47	11.608	457.01

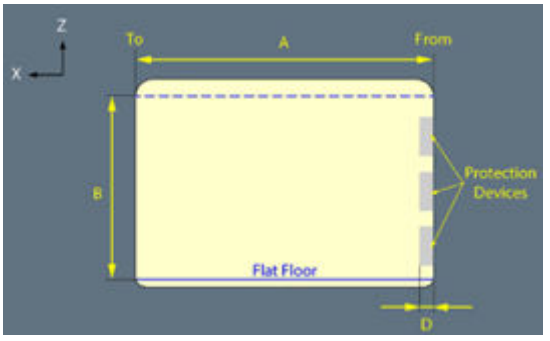


Figure 8-32: FRONT VIEW OF THE DOOR

Legend		**Dimensions**	
		(m)	**(in)**
A	Clear opening width	1.817	71.54
B	Clear opening height	1.233	48.54
D	Protection device thickness	0.067	2.64

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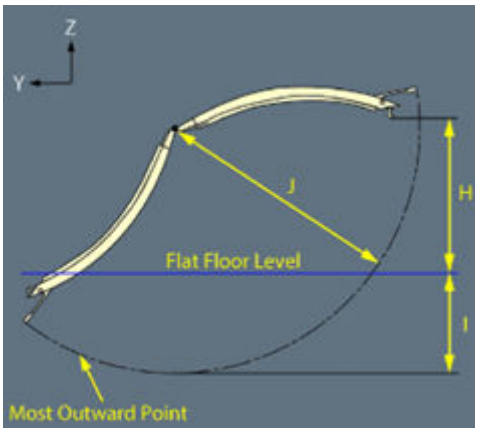
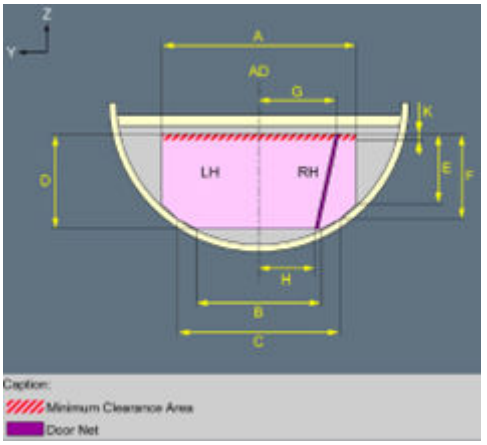


Figure 8-33: SIDE VIEW OF THE DOOR

Legend		Dimensions	
		(m)	(in)
H	Clearance between the flat floor level and the hooks (when the door is fully opened position)	1.420	55.90
I	Clearance below the flat floor level when the door is operated	0.862	33.94
J	Door opening radius	2.232	87.87

8.2.6.1.2 Cross Section

The tables below provide the cross sections of the cargo hold.



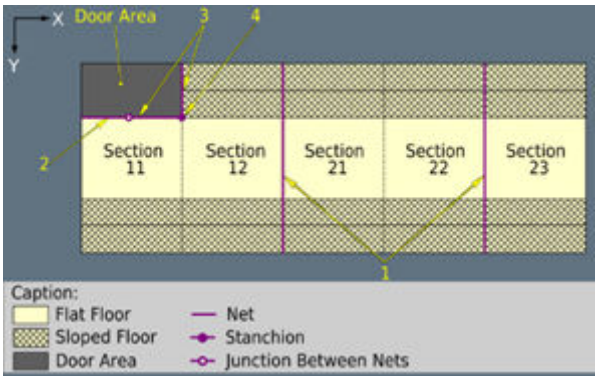
METRIC UNITS

H-ARM (m)	Dimensions (m)								
	A	B	C	D	E	F	G	H	K
9.858	2.630	1.430	2.098	1.242	0.797	1.065	0.765	0.577	0.051
11.633	2.630	1.430	2.098	1.242	0.797	1.065	0.765	0.577	0.051
17.908	2.630	1.430	2.098	1.242	0.797	1.065	-	-	0.051

8.2.6.1.3 Section Arrangement

The forward cargo hold is divided into sections and net sections as indicated in the illustration below.

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Legend	Related Net Type	Installation Requirement
1	Divider net type A2	Mandatory
2	Door net type C	Mandatory
3	Door net type A	Mandatory
4	Stanchion	Mandatory

The following table provides the usable volume and H-ARMs for each section available for the loading of bulk items.

Section	H-ARMs						MAX Usable Volume	
	From		To		Average			
	(m)	(in)	(m)	(in)	(m)	(in)	(m^3)	(ft^3)
11	9.858	388.03	11.633	457.99	10.746	422.99	4.140	144.44
12	11.633	457.99	13.233	520.98	12.433	489.49	4.770	168.63
21	13.233	520.98	14.834	584.02	14.034	552.52	4.770	168.63
22	14.834	584.02	16.433	646.97	15.634	615.51	4.770	168.63
23	16.433	646.97	17.908	705.12	17.171	676.06	4.390	155.53

The maximum usable volume of the cargo hold is based on:

- The maximum theoretical volume
- The volume reduction due to the door area
- The volume reduction due to the minimum clearance between the top of the load and the cargo hold ceiling
- The volume reduction due to the protection devices for the decompression devices on the cargo hold wall.

8.2.6.1.4 Tie-Down Point Location

*See WBM

8.2.6.1.5 Loading Recommendations

To load an item in the forward cargo hold, the operator must consider both of the following:

- The dimensions of the package
- The installation of the ventilation and temperature control systems in the forward cargo hold, if required by the type of loaded item.

PACKAGE DIMENSIONS

The packages that can be loaded depend on all of the following:

- The dimensions of the forward cargo door

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- The cross sections of the forward cargo hold
- The restraint system of the forward cargo hold
- The dimensions of the net sections of the forward cargo hold.

The dimensions in the tables below are approximate and refer to rectangular package sizes.

Maximum dimensions can be reached if the operator lifts and puts the packages on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

MAXIMUM PACKAGE DIMENSIONS WITH THE MANDATORY DIVIDER NETS INSTALLED

The following tables provide the maximum dimensions of the packages that can be loaded in the largest net section (net section 11/12) with the mandatory divider nets installed.

Metric Units

Package Width (m)	Package Height (H)		
	H ≤ 0.746 m	0.746 m < H ≤ 1.014 m	H > 1.014 m
	Maximum Package Length (m)		
0.000	3.760	3.622	3.482
0.100	3.675	3.546	3.421
0.200	3.593	3.475	3.365
0.300	3.514	3.408	3.316
0.400	3.439	3.346	3.189
0.500	3.369	3.291	2.986
0.600	3.303	3.243	2.783
0.700	3.244	3.123	2.579
0.800	3.193	2.923	2.374
0.900	3.142	2.723	2.167
1.000	2.942	2.523	1.957
1.100	2.741	2.322	1.740
1.200	2.540	2.122	-
1.300	2.338	1.921	-
1.400	2.136	1.720	-
1.500	1.933	1.648	-
1.600	1.850	-	-

8.2.6.2 AFT Cargo Hold

8.2.6.2.1 Cargo Hold Door

The aft cargo hold is equipped with a door on the right side of the fuselage.

The door opens outward.

The aft door must be used to load and unload the aft cargo hold.

Table 8-7: ***Door H-ARMs***

From		**To**	
(m)	(in)	(m)	(in)
31.254	1230.47	33.071	1302.01

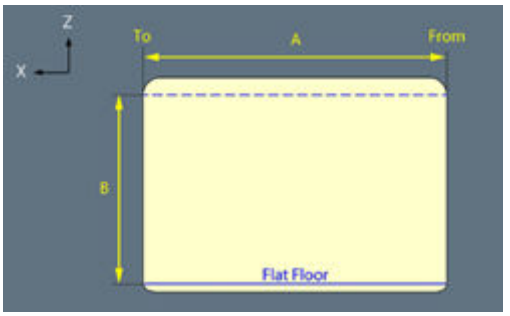


Figure 8-34: FRONT VIEW OF THE DOOR

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Legend		Dimensions	
		(m)	(in)
A	Clear opening width	1.817	71.54
B	Clear opening height	1.233	48.54

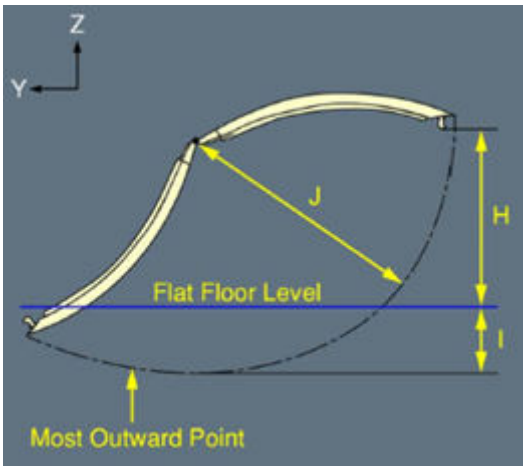
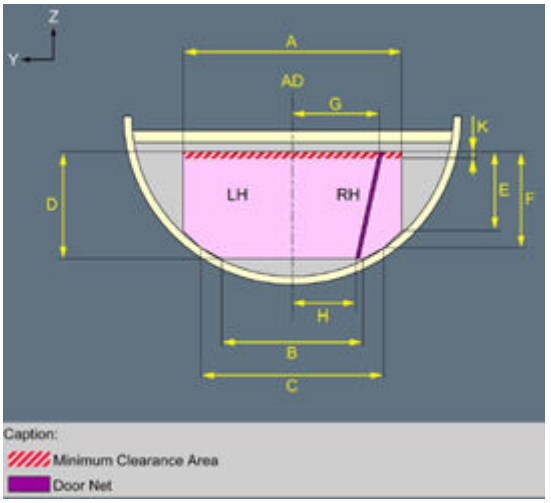


Figure 8-35: SIDE VIEW OF THE DOOR

Legend		Dimensions	
		(m)	(in)
H	Clearance between the flat floor level and the hooks (when the door is fully opened position)	1.420	55.90
I	Clearance below the flat floor level when the door is operated	0.652	25.67
J	Door opening radius	2.024	79.68

8.2.6.2.2 Cross Section

The tables below provide the cross sections of the cargo hold.



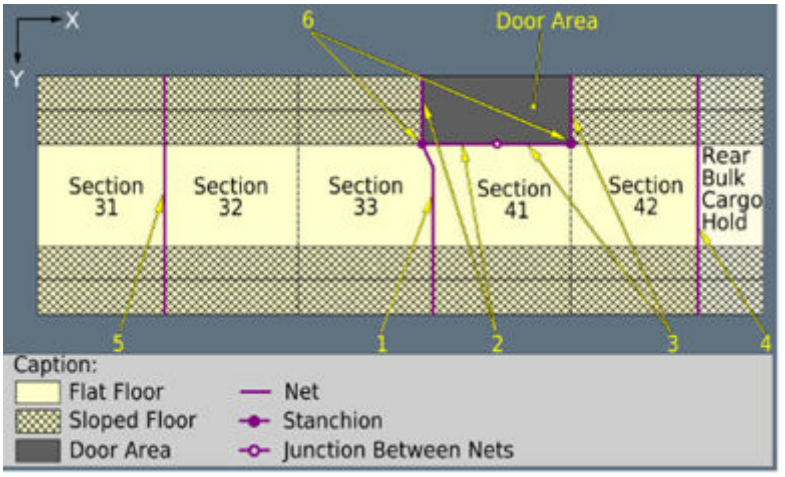
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METRIC UNITS

H-ARM (m)	Dimensions (m)								
	A	B	C	D	E	F	G	H	K
26.542	2.630	1.430	2.098	1.242	0.797	1.065	-	-	0.051
31.229	2.630	1.430	2.098	1.242	0.797	1.065	0.765	0.577	0.051
33.096	2.630	1.430	2.098	1.242	0.797	1.065	0.765	0.577	0.051
34.163	2.630	1.430	2.098	1.242	0.797	1.065	-	-	0.051
34.696	2.630	1.408	2.098	1.208	0.756	1.024	-	-	0.051

8.2.6.2.3 Section Arrangement

The aft cargo hold is divided into sections and net sections as indicated in the illustration below.



Legend	Related Net Type	Installation Requirement
1	Divider net type C	Mandatory
2	Door net type B	Mandatory
3	Door net type A	Mandatory
4	Divider net type A1	Mandatory
5	Divider net type A2	Mandatory
6	Stanchion	Mandatory

The following table provides the usable volume and H-ARMs for each section available for the loading of bulk items.

Section	H-ARMs						MAX Usable Volume	
	From		To		Average			
	(m)	(in)	(m)	(in)	(m)	(in)	(m^3)	(ft^3)
31	26.542	1 044.96	28.296	1 114.02	27.419	1 079.49	5.230	184.70
32	28.296	1 114.02	29.896	1 177.01	29.096	1 145.51	4.770	168.45
33	29.896	1 177.01	31.496	1 240.00	30.696	1 208.50	4.530	159.98
41	31.496	1 240.00	33.096	1 302.99	32.296	1 271.50	3.790	133.84
42	33.096	1 302.99	34.696	1 365.98	33.896	1 334.49	4.750	167.74

The maximum usable volume of the cargo hold is based on:

- The maximum theoretical volume
- The volume reduction due to the door area
- The volume reduction due to the minimum clearance between the top of the load and the cargo hold ceiling.

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8.2.6.2.4 Tie-Down Point Location

*See WBM

8.2.6.2.5 Loading Recommendations

To load an item in the aft cargo hold, the operator should consider both of the following:

- The dimensions of the package
- The installation of the ventilation and temperature control systems in the aft cargo hold, if required by the type of loaded items.

PACKAGE DIMENSIONS

The packages that can be loaded depend on all of the following:

- The dimensions of the aft cargo door
- The cross sections of the aft cargo hold
- The restraint system of the aft cargo hold
- The dimensions of the net sections of the aft cargo hold.

The dimensions in the tables below are approximate and refer to rectangular package sizes.

Maximum dimensions can be reached if the operator lifts and puts the packages on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

MAXIMUM PACKAGE DIMENSIONS WITH THE MANDATORY DIVIDER NETS INSTALLED

The following tables provide the maximum dimensions of the packages that can be loaded in the largest net section (net section 41/42) with the mandatory divider nets installed.

Metric Units

Package Width (m)	Package Height (H)		
	H ≤ 0.746 m	0.746 m < H ≤ 1.014 m	H > 1.014 m
	Maximum Package Length (m)		
0.000	4.189	3.891	3.594
0.100	4.093	3.804	3.528
0.200	3.998	3.719	3.467
0.300	3.903	3.636	3.412
0.400	3.810	3.557	3.363
0.500	3.717	3.381	3.287
0.600	3.626	3.410	3.085
0.700	3.537	3.344	2.883
0.800	3.451	3.284	2.680
0.900	3.367	3.232	2.477
1.000	3.287	3.189	2.272
1.100	3.212	3.037	2.066
1.200	3.143	2.836	1.855
1.300	3.083	2.634	1.715
1.400	3.033	2.431	1.715
1.500	2.880	2.227	-
1.600	2.655	2.021	-
1.700	2.528	1.996	-

8.2.6.3 Rear Bulk Cargo Hold

8.2.6.3.1 Cargo Hold Door

The rear bulk cargo hold is equipped with a door on the right side of the fuselage.

The door opens inward.

To load and unload the rear bulk cargo hold, it must used:

- The door of the rear bulk cargo hold, or

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- The door of the aft cargo hold, after removal of the divider net between the aft and rear bulk cargo holds.

Table 8-8: ***Door H-ARMs***

From		To	
(m)	(in)	(m)	(in)
35.287	1389.25	36.240	1426.77

FRONT VIEW OF THE DOOR

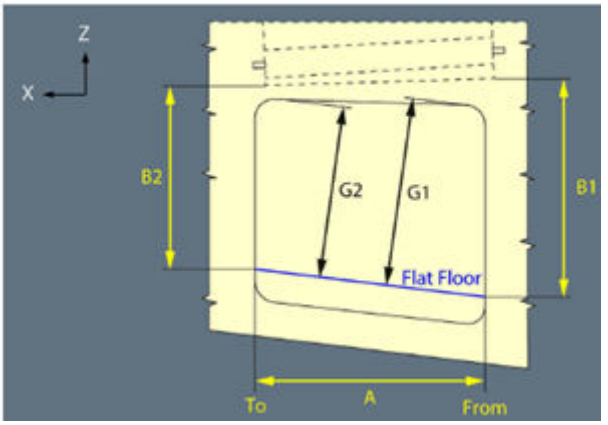
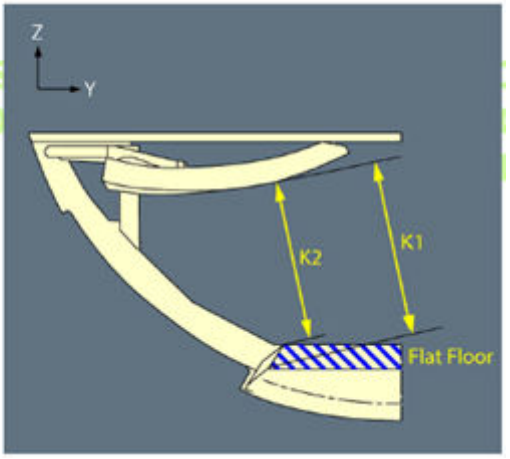


Figure 8-36: FRONT VIEW OF THE DOOR

Legend		Dimensions	
		(m)	(in)
A	Clear opening width	0.954	37.56
B1	Clearance opening height at H-ARM 35.287 m (1389.25 in)	0.880	34.64
B2	Clearance opening height at H-ARM 36.240 m (1426.77 in)	0.765	30.12
G1	Clear door height at H-ARM 35.287 m (1389.25 in)	0.773	30.43
G2	Clear door height at H-ARM 36.240 m (1426.77 in)	0.704	27.72

SIDE VIEW OF THE DOOR



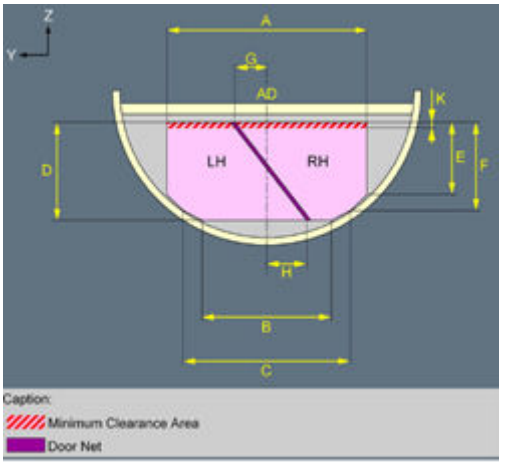
Legend	Dimensions	
	(m)	(in)

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K1	Clearance between the flat floor level and the door (when the door is fully opened position) at H-ARM 35.287 m (1389,25 in)	0.900	35.43
K2	Clearance between the flat floor level and the door (when the door is fully opened position) at H-ARM 36.240 m (1426.77 in)	0.810	31.89

8.2.6.3.2 Cross Section

The tables below provide the cross sections of the cargo hold.

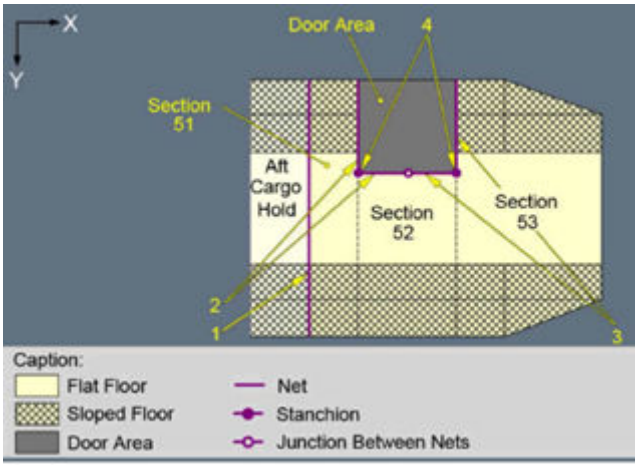


METRIC UNITS

H-ARM (m)	Dimensions (m)								
	A	B	C	D	E	F	G	H	K
34.696	2.630	1.408	2.098	1.211	0.756	1.027	-	-	0.051
35.230	2.630	1.368	2.098	1.147	0.682	0.953	0.254	0.421	0.051
35.763	2.630	1.328	2.098	1.084	0.608	0.879	0.254	0.389	0.051
36.297	2.630	1.288	2.098	1.020	0.533	0.805	0.254	0.404	0.051
36.830	2.630	1.248	2.098	0.957	0.459	0.731	-	-	0.051
37.363	2.113	1.113	1.839	0.891	0.558	0.699	-	-	0.051
37.938	1.558	0.968	-	0.820	0.664	-	-	-	0.051

8.2.6.3.3 Section Arrangement

The rear bulk cargo hold is divided into sections and net sections as indicated in the illustration below.



Legend	Related Net Type	Installation Requirement
1	Divider net type A1	Mandatory

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2	Door net type E	Mandatory
3	Door net type D	Mandatory
4	Stanchion	Mandatory

The following table provides the usable volume and H-ARMs for each section available for the loading of bulk items.

Section	H-ARMs						MAX Usable Volume	
	From		To		Average			
	(m)	(in)	(m)	(in)	(m)	(in)	(m^3)	(ft^3)
51	34.696	1 365.98	35.230	1 387.01	34.963	1 376.50	1.490	52.62
52	35.230	1 387.01	36.297	1 429.02	35.764	1 408.03	1.390	49.09
53	36.297	1 429.02	37.938	1 493.62	37.118	1 461.32	3.040	107.36

The maximum usable volume of the cargo hold is based on:

- The maximum theoretical volume
- The volume reduction due to the door area
- The volume reduction due to the minimum clearance between the top of the load and the cargo hold ceiling.

8.2.6.3.4 Tie-Down Point Location

*See WBM

8.2.6.3.5 Loading Recommendations

To load an item in the rear bulk cargo hold, the operator should consider both of the following:

- The dimensions of the package
- The installation of the ventilation and temperature control systems in the rear bulk cargo hold, if required by the type of item loaded.

PACKAGE DIMENSIONS

LOADING THROUGH THE REAR BULK CARGO DOOR

The dimensions of the packages that can be loaded depends on all the following:

- The dimensions of the rear bulk cargo door
- The cross sections of the rear bulk cargo hold
- The restraint system of the rear bulk cargo hold
- The dimensions of the net section of the rear bulk cargo hold.

The dimensions in the tables below are approximate and refer to rectangular package sizes.

Maximum dimensions can be reached if the operator lifts and puts the packages on the sloping part of the floor (possibly in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Metric Units

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Package Width (m)	Package Height	
	0.400 m	0.600 m
	Maximum Package Length (m)	
0.000	2.155	1.989
0.100	2.100	1.815
0.200	2.053	1.613
0.300	1.957	1.409
0.400	1.757	1.203
0.500	1.556	0.991
0.600	1.355	-
0.700	1.154	-
0.800	0.959	-

LOADING THROUGH THE AFT CARGO DOOR

The dimensions of the packages that can be loaded depend on all the following:

- The dimensions of the aft cargo door
- The cross sections of both the aft cargo hold and the rear bulk cargo hold
- The restraint system of the rear bulk cargo hold
- The dimensions of the net section of the rear bulk cargo hold.

The dimensions in the tables below are approximate and refer to rectangular package sizes.

Maximum dimensions can be reached if the operator lifts and puts the packages on the sloping part of the floor (possibly in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Metric Units

Package Width (m)	Package Height				
	0.400 m	0.600 m	0.750 m	0.900 m	1.000 m
	Maximum Package Length (m)				
0.000	2.664	2.601	2.585	2.050	1.031
0.100	2.618	2.574	2.497	2.031	0.975
0.200	2.580	2.557	2.384	2.017	0.965
0.300	2.552	2.381	2.269	1.715	0.965
0.400	2.533	2.219	2.149	1.715	-
0.500	2.443	1.965	1.907	1.715	-
0.600	2.313	-	-	-	-
0.700	2.177	-	-	-	-
0.800	2.031	-	-	-	-
0.900	1.809	-	-	-	-

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8.3 LOAD CONTROL DATA

Please see PEGASUS Airlines online library: https://document.flypgs.com with your user name/password for all Load Control Data. All Load Control Data (including AHM565, Weight Limitations, Load & Trim Sheets, Loading Instructions Report etc...) for each aircraft of Pegasus Airlines fleet are accessible under 'Load Control' tabs in the online library.

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8.4 REFERENCES

- AIRCRAFT RECOVERY MANUAL ARM Rev: Nov 01/18
- Airbus AIRCRAFT CHARACTERISTICS, AIRPORT AND MAINTENANCE PLANNING Feb 01/19
- Airbus Weight and Balance Manual

End of Section

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9 PASSENGER RIGHTS AND FLIGHT IRREGULARITIES

Please always use the latest version of the Pegasus Passenger Rights Leaflet PG-MD-BK-002 for upto- date news and procedure changes. PG-MD-BK-002 is an integral part of this Chapter.

9.1 PURPOSE

This Chapter establishes, under the conditions specified herein, the minimum rights for passengers when:

(a) They are denied boarding against their will

(b) Their flight is cancelled

(c) Their flight is delayed

(d) They missed their onward connection flight(s)

(e) Their flight is diverted

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9.2 SCOPE

This Chapter shall apply to passengers who depart/arrive from/to an airport located in Turkey on the condition that passengers:

(a) Have a confirmed reservation on the flight concerned and present themselves for check-in;

- As stipulated and at the time indicated in advance and in writing (including by electronic means) by Pegasus Airlines, the tour operator or an authorized travel agent; or, if no time is indicated,
- Not later than 45 minutes before the published departure time, or

(b) Have been transferred by Pegasus Airlines or its tour operator from the flight for which they held a reservation to another flight, irrespective of the reason, or

(c) Travelling on a Pegasus Airlines flight free of charge or at a reduced fare not available directly or indirectly to the public and having tickets issued under a frequent flyer programme or other commercial programme by Pegasus Airlines or tour operator. (Ref: TDGCA Circular, HUD-2015/3, Article 1, 1)

EXCEPTION

- *Guests who are denied boarding for clear reasons, such as health, safety or security check or inadequate travel documentation shall not benefit from the system.*
- *No compensation is paid and our obligations shall be limited or excluded in the event where the cancellation or long delay is caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken by Pegasus Airlines. Such circumstances may, in particular, occur in cases of political instability, unstable political conditions, bad weather conditions/meteorological conditions incompatible with the operation of the flight concerned, (e.g.fog, snow, storm, ice.), unexpected security and safety risks and restrictions, strikes, airport matters, air traffic restrictions, exceptional guest, baggage, aircraft, and airport security precautions, unexpected flight safety shortcomings that affect our operation.*
- *Pegasus Airlines does not accept any responsibility if the guests do not give any personal contact information or give a false personal contact information to Pegasus Airlines.*

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9.3 RESPONSIBILITIES

9.3.1 Pegasus Airlines

Pegasus Airlines shall ensure that passengers be informed about the rights resulting from the regulation in case of denied boarding, cancellation and long delay according to the legislation which is addressed in Chapter 9.5.

PEGASUS AIRLINES PASSENGER RIGHTS Leaflet Passenger Rights Leaflet(s) is available on Pegasus doc.lib (online library, under the PASSENGER RIGHTS- to hand out to the passengers in case of flight irregularity during the check in and boarding (up to the case) shall be available at all stations and be delivered to the passenger who asked for it. Versions of different languages can be accessible through doc.lib/electronic library.

Communication and Compliant Management

If you are not satisfied with how your rights have been applied:

We ask you to first contact our local Ground Handling Service Provider and later our local office.

If you are still not satisfied, contact us through our official web-site "https://www.flypgs.com/en/write-tous" (available contact details are indicated below). Briefly summarise your complaint – do not forget to provide dates, booking references, details of anyone you may have spoken to and copies of any relevant documentation. Remember to keep a copy of your documents and to allow a reasonable period for investigation.

If you feel that the law has not been respected, you can also contact the relevant national body responsible for air transport or consumer protection. Each EU member state has designated a body responsible for the enforcement of compensation and assistance rules as outlined in this Notice. If you are not satisfied with our response, you can lodge a complaint with one of the National Enforcement Bodies listed in the leaflet of the European Commission which is published through: https://ec.europa.eu/transport/sites/transport/files/themes/passengers/air/doc/2004_261_national_enf orcement_bodies.pdf, or refer to Turkish Civil Aviation brochure through: http://web.shgm.gov.tr/documents/sivilhavacilik/files/pdf/yolcular_icin/yolcu_haklari_brosur.pdf for it.

Pegasus Airlines will cover reasonable and documented catering and accommodation expenses, submitted by passengers, in case the services required by regulations cannot be provided by Pegasus Airlines due to extraordinary circumstances. (Ref: TDGCA, CIRCULAR HUD-2015/3, Article 2/e)

Information and Communication to Passengers

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

(a) Ensure staff are briefed for consistent delivery of information.

(b) Pegasus Airlines will provide a legible notice in English and in Turkish to be seen by passengers which clearly states “Please request the text from the check-in counter or boarding gate which states your rights for the service you will be provided in case your boarding is denied, your flight is cancelled or delayed by least for two hours” during check-in. The Passenger Rights Notification shall be kept ready at the Check-in Counter.

(c) Provide passengers with written information about their rights according to the applicable regulations, upon request or as required. When the Passenger Rights Leaflet(s) is/are requested at the Check-in Counters and during boarding by passenger or authorities, copies of the leaflet shall be kept ready in the requested language. When Pegasus Airlines denies boarding of a passenger or cancels a flight, a written notification to each affected passenger will be made, stating the applicable compensation and assistance rules in accordance with this Section.

(d) Moreover, Pegasus Airlines will inform each passenger who is affected by any delay of more than 15 minutes within this scope verbally at the gate, Check-in Counter or inside the aircraft, and to the extent possible, in writing or via electronic means. An announcement shall be made accordingly.

(e) Sending SMS messages shall be managed by the Guest Control Centre.

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(f) Provide information in alternate formats to passengers with impairments.

(g) Brief staff on the estimated time of departure, estimated time of arrival, and any provisions being offered.

9.3.1.1 Guest Control Centre - GCC (Ground Operation)

The Guest Control Centre (GCC) controls and coordinates, taking care of the service rights of our passengers with the Ground Handling Providers. The GCC shall ensure that our passengers will be transported to their destination by the best available and most cost-effective method.

The GCC is responsible for the following:

- Establishing, managing and day-to-day administration of the services required by flight irregularities during the daily operation throughout the organization on behalf of Pegasus Airlines within the accepted legislation.
- Giving and distributing the scope, detail and its requirements of the flight irregularity.
- Monitoring passenger service rights being properly managed, implemented, maintained, and continually reviewed and improved within the Ground Operation Organization.
- Ensuring that the most up-to-date information is available for the Ground Handling Staff.

Contact - 24 hours with:

GCC-UKU (Flight Control) +90 216 560 72 20 / +90 216 560 72 21

GCC-MKU (Guest Control) +90 216 560 72 06 / +90 216 560 74 55

GCC-DCS (DCS Control) +90 216 560 72 22 / +90 216 560 71 29

E-mail: "guestcontrol@flypgs.com"

SITA: ISTFPPC

- Every day, the GCC checks domestic and international flights which have been overbooked or are in risk of overbooking. Alternative flights to be offered to passengers are informed by the GCC to the GHP in the relevant stations. If there are any possible flights that can be overbooked on the same day, the GHP informs the GCC together with the reason, and alternative flights are checked.
- The GHP and the GCC are responsible for ensuring that passengers denied boarding voluntarily or involuntarily due to overbooking are sent to their final destination with the first suitable flight, arranging ticket procedures and hotel reservations or FIM ticket issuing (first an alternative shall be searched among Pegasus Airlines flights and if no alternative can be found, suitable flights from other airlines shall be checked.
- A ‘Hotel Voucher System’ which uses the ‘Hotel Voucher’ database under the control of the GCC through the Pegasus Airlines Intranet has been created in the Ground Operations Department to issue vouchers for all guests/passengers who should be provided accommodation in Istanbul Sabiha Gökçen Airport by Pegasus Airlines due to flight irregularities. This will help to manage the accounting process of such vouchers and to ensure a more efficient and healthy control of hotel invoices. (See Hotel Voucher Instructions, through Pegasus COMPLY365)

9.3.1.2 Guest Relations Department

Guest Relations Department is responsible for the following:

- Managing guest complaints and compensation processes.
- Communicating and coordinating with regulatory authorities and other external entities in regard to compliance monitoring and safety issues on a regular basis ensuring coordination with department management, (Guest Relations Department reports the required statistics and data to TDGCA regularly).

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- Monitoring passenger compensation rights being properly managed, implemented, maintained, and continually reviewed and improved within the Ground Operation Organization.

E-Mail: "misafir@flypgs.com"

9.3.1.3 Network Auditing Management

Network Auditors are responsible for the following:

- Monitoring the compliance of the process to the legislation, control the process within the yearly audit calendars and provide the required corrective actions are taken if necessary.
- Managing the continuous improvement by ensuring that the corrective actions are taken by the responsible all the relevant ground handling providers.
- Ensuring that related training is taken by all ground handling providers.
- Ensuring open communication and close coordination with GHP and all related departments in the management of passenger rights.

E-Mail: "area.auditors@flypgs.com"

9.3.1.4 Contracts - Ground Operations

Service Procurement Management is entitled to add provisions including all the necessary precautions to prevent passengers from being legally and/or financially damaged during the performance of the provisions of this procedure on contracts made with third parties.

E-Mail: "contracts@flypgs.com"

9.3.1.5 Ground.Document Team (Ground Operations-Operational Compliance & Documentation)

Ground.Document Team is responsible for the following:

- Legislation change/revisions and notice for the entire Ground Operation Organization.
- Preparing to adopt, to revise and maintain the Ground Operation Manual, Passenger Rights Notification, Passenger Rights Leaflet to ensure that the compliance is provided with the legal requirements.
- Communicating and coordinating with the regulatory authorities and other external entities as regards to compliance monitoring on a regular basis ensuring coordination with the department management.

E-Mail: "GROUND.DOC@flypgs.com"

9.3.1.6 Digital Marketing Management

The Digital Marketing Department is responsible for keeping all digital media up-to-date.

E-Mail: "digital@flypgs.com"

9.3.1.7 Cabin Operations

Cabin Attendants shall organize and handle the catering services at the aircraft in cases where passengers are already seated in the aircraft for delays exceeding 2 hours, in coordination with the GHP and GCC.

9.3.1.8 Ground Handling Providers - GHP

- The GHP is responsible for ensuring the effective application of this procedure in coordination with the GCC and ensuring that the obligations it creates should rest with Pegasus Airlines.
- The GHP shall take all measures to minimize the trouble and inconvenience experienced by passengers caused by cancellation/long delay or overbooked-denied boarding on our flights.

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- The GHP makes ‘Passenger Rights Notification and ‘Passenger Rights Leaflet(s) ’’ available in areas where passengers are handled, (check-in, boarding, other necessary facilities etc.) • Passenger Information Notification which may be downloaded from the online library, shall be available at all stations and be placed at Check-in desks and boarding gates where passenger can see it at any time. This notice has to be provided at the check-in counter clearly visible to the passenger at all times: **"If you are denied boarding or if your flight is cancelled or delayed for at least two hours, ask at the check-in counter or boarding gate for the text stating your rights, particularly with regard to compensation and assistance."**
- All costs and service details shall be notified to the GCC by the Ground Handling Providers as soon as possible.
- For all delays exceeding 15 minutes, an e-mail or a message shall be sent by the GHP to "guestcontrol@flypgs.com" or ISTFPPC containing the following information:

  (1) Flight number and date

  (2) Delay code and estimated / actual duration of delay

  (3) Action taken or planned by station

  (4) Additional costs arise, i.e. refreshments, overnight etc.

  (5) Ground transportation is performed 6. Additional information if necessary

- It is also important that the GHP keep the GCC informed of any relevant information, particularly with regard to the following:

  (1) Accurate passenger and freight loads

  (2) Passengers with connecting flights

  (3) Passengers with special needs

  (4) Any change to the number of passengers who are affected by the delay

  (5) Any changes to the local situation, which may affect the handling of the delay

  (6) Names and numbers of passengers who are re-routed

A telephone call may be used for urgent or fast reaction irregularities.

- To ensure that the station’s own local arrangements regarding required services (e.g. coaches, catering, and accommodation) including any deviations and difficulties are provided and notified to the GCC on time, (passengers will be transported to their destinations in the best possible and cost efficient way and when an action plan is agreed, each station is responsible for making local arrangements for transportation, catering and accommodation services).
- To control and send invoices and other documents regarding the services to the GCC as soon as possible, (F-GO-054 Release Form etc.). The correct flight number and date must be stated in the invoice. Manual statements on the invoice shall not be accepted. (Ref: TDGCA CIRCULAR, HUD- 2015/3, Article 1, 7)
- Information Flow: GHP shall inform passengers about their rights (including information on possible alternative transport means). As soon as an irregularity occurs, an explanation has to be given to our passengers by the GHP. GHP shall inform our passengers of cancellations/delay/overbooked-denied boarding situation with their reason as soon as possible.

The tour operator's local representative or guide will also be advised without delay.

The reason for an irregularity will be stated in a clear and concise manner including the expected extent.

If this is not known, the phrase “next information in ..... minutes" will be used. Never use the term “indefinite delay ".

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Further announcements at regular intervals shall be performed according to the Boarding Announcement Booklet Coordination and communication between the GCC, the ground handling provider, tour-operator and passenger shall be kept strong to allow so that all concerned people are aware of the current arrangements.

All stations concerned will be informed immediately by a delay message. The estimated time of departure has to be updated periodically.

Meals and refreshments will be ordered by PEGASUS AIRLINES GCC Supervision, not by the Handling Agent or the tour operator. The representative of the tour operator will be kept informed. In case he disagrees, he can make his own arrangement at his own expense.

In case of a major delay, if the duration of the delay makes hotel accommodation necessary, corresponding information will be given by the GCC. This always will be done in full co-ordination with the GHP, the tour operator's headquarters and/ or its local representative.

Irregularities will normally allow passengers to continue their journey on the same day. A night stop needs a written authorization by the GCC. In case hotel accommodation is authorized, the GHP will arrange suitable hotel rooms. PEGASUS AIRLINES will be charged for single rooms / double rooms for couples including shower, breakfast, transport to and from the hotel. Whenever possible, all passengers of the same flight are accommodated in the same facility. The pick-up time for the return to the airport will be announced well in time to passengers and hotel.

- The Ground Operations staff shall verify with the GCC when there is a rerouting; for example names and number of re-routed passengers etc.
- During extensive flight disruptions, the GCC should be informed about the actual passenger and transport loads in order to formulate an effective management in the shortest time possible.
- To ensure that the check-in staff are informed about overbooked flights and the number of overbooked passenger and relevant domestic/international flights.
- To provide communication, catering, accommodation and transfer services to related passengers in coordination with the GCC and to provide the necessary help to the passengers for their new flight.
- To ensure that flights are not delayed due to overbooking.
- To record separately all services provided to the passengers of every overbooked flight and on each day, informing the GCC and retaining all correspondence at the station for a minimum of 3 months.
- Providing 2 telephone calls, fax or e-mail to passengers free of charge and without time limitation.
- Passenger rights will be managed by the top-level manager of the contracted GHP in the stations where Pegasus management does not exist but Pegasus Airlines flights operate.

ALERT MESSAGE

IMPORTANT: There shall not be any cash flow to the passenger from the GHP.

9.3.1.9 Ground Training

- To ensure that related training is taken by all necessary personnel within Pegasus.
- To ensure that the training documents are kept current and well maintained and are in use.

  E-Mail: "groundtraining@flypgs.com"

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9.4 DEFINITIONS

TDGCA: Turkish Civil Aviation Authority (T.C. Ulaştırma, Denizcilik ve Haberleşme Bakanlığı Sivil Havacılık Genel Müdürlüğü-SHGM)

CONNECTION: An operational transfer that requires the passengers to change from one plane or airline to another at an intermediate point (called connecting point) on their way to their destination.

MISCONNECTION: means a passenger who, due to late arrival or non-operation of his original delivering flight, arrives at the interline point by his original delivering flight, an alternative flight or surface transportation, too late to board his original receiving flight (Any failure, irrespective of the reason, of completion of a connection).

DENIED BOARDING: means a refusal to carry passengers on a flight, although they have presented themselves for boarding under the conditions laid down in Section 9.2 except where there are reasonable grounds to deny them boarding, such as reasons of health, safety, security, or inadequate travel documentation.

OVER-BOOKING: means a condition where more seats have been booked on a flight than there are seats available for sale.

DELAY: Duration between the scheduled time and the actual time of departure/arrival of a flight if the actual departure/arrival of a flight is later than the scheduled time of departure/arrival. The actual time of departure of a flight is considered as the 'Push back' time for the calculation of delay which affects the free of charge services rights. The duration of waiting time of passengers at the aircraft until push back time shall be included in the delay duration regarding the services that shall be given. Free of charge services shall be provided accordingly. Water services (free of charge) (Ref: TDGCA Circular, HUD-2015/3, Article 1, 3)

EXTRAORDINARY CIRCUMSTANCES: An event which could not have been avoided even if all reasonable measures had been taken by Pegasus Airlines. Such circumstances may, in particular, occur in cases of political instability, meteorological conditions incompatible with the operation of the flight concerned, security risks, unexpected flight safety shortcomings, strikes that affect the operation of Pegasus Airlines. Extraordinary circumstances should also be deemed to exist where the impact of an air traffic management decision in relation to a particular aircraft on a particular day gives rise to a long delay, an overnight delay or the cancellation of one or more flights by that aircraft, even though all reasonable measures had been taken by Pegasus Airlines to avoid the delays or cancellations.

SYSTEM FAILURE: Breakdowns and malfunctions of the IT infrastructure and systems causing the system to freeze, reboot, or stop functioning, thus affecting flight operations altogether or partially.

SCHEDULE CHANGE: means any modification to the operation of a flight which may require passenger notification. This may be a change in arrival or departure times, flight number etc.

CANCELLATION: means the non-operation of a scheduled flight for which at least one seat was booked.

FLIGHT IRREGULARITY: Flight irregularities are situations which prevent a passenger from travelling as originally booked, provided that the irregularity is not caused by the passenger himself

DIVERT: Landing of a flight to an alternate airport instead of the planned/scheduled destination point for any reason.

GCC-Pegasus Airlines Guest Control Centre-GCC is in charge of managing daily operational irregularities under Ground Operations Department.

Guest Control Centre: 0216 560 7206 - 0216 560 7455

GCC- Flight Control: 0216 560 7220 - 0216 560 7221

GCC- DCS Control: 0216 560 7222

GCC - Only for Emergencies: 0533 716 13 08

E-Mail: "guestcontrol@flypgs.com "

SITA: ISTFPPC

Call Centre: 7/24 Service The call centre responds to all guest complaints and feedback inputs on a 7/24 basis.

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BOOKING/RESERVATION: means a record, either in paper form or in electronic form, of the accommodation held by a passenger on a given flight.

NO-SHOW: means a failure to use the reserved accommodation for reasons other than misconnection (a person who fails to take up a reserved seat).

STAND BY or GO-SHOW: means a potential revenue passenger who presents himself at a designated check in location and who is prepared to accept space subject to availability (a passenger who travels on a flight without prior reservation for that specific flight, last minute sales).

NOREC (NORECORD): means a condition which exists whenever a passenger presents a ticket for a reserved space but there is no record of ever confirming or receiving a booking for that reserved space, (Passenger who has the OK status ticket but is not booked on PNL-Passenger Name List on a related flight.)

A passenger with an OK status ticket although there is no relevant reservation.

PASSENGER WITH REDUCED MOBILITY (PRM): means any person whose mobility is reduced due to physical disability (locomotory or sensory), intellectual impairment, age, illness or any other cause of disability and who needs some degree of special accommodation or assistance over and above that provided to other passengers.

GROUND HANDLING PROVIDER - GHP: In accordance with the provisions of the Airports Ground Handling Regulations published on the Official Gazette 28/8/1996 – 22741 (SHY-22), the company with the status of a private legal entity and which receives a work permit in order to perform ground handling at airports.

SOFTWARE: Computer programme that is used by Pegasus Airlines Guest Relations Department for receiving, retaining and managing the guest complaints, including those raised by flight irregularities.

The Software Systems are described in Pegasus Airlines, Uçuş Aksaklık Yönetim Prosedürü.

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9.5 REFERENCES

(i) TDGCA, 2920 - Türk Sivil Havacılık Kanunu (“Sivil Havacılık Kanunu”)

(ii) Essential Documents on International Air Carrier Liability-Montreal Convention 1999 (Hava Yoluyla Uluslar arası Taşımaya İlişkin Bazı Kuralların Yeknesaklaştırılmasına İlişkin 1999 Tarihli Montréal Konvansiyonu

(iii) TDGCA, Havayolu ile Seyahat Eden Yolcuların Haklarına Dair Yönetmelik (“SHY-YOLCU”)

(iv) TDGCA, Yolcu Hakları Uygulama Esasları Genelgesi 2015 (“Circular HUD-2015/3”)

(v) TDGCA, Yolcu Hakları Değerlendirme ve Uygulama Esasları Genelgesi 2014 (“Circular HUD- 2014/1”)

(vi) TDGCA, Yolcu Hakları Genelgesi 2013 (“Circular 2013”)

(vii) TDGCA, SHGM 98063956-090.99/E.1728 Number 16.12.2015 Dated ‘’Yolcu Hakları GOM İçeriği Hk.’’ Subject Offical Notice

(viii) TDGCA, 10/11/2005 tarihli ve 5431 sayılı Sivil Havacılık Genel Müdürlüğü Teşkilat ve Görevleri Hakkında Kanunun 9 uncu maddesinin birinci fıkrasının (g) bendi,

(ix) (EC) No 261/2004 The European Parliament and Of The Council of 11 February 2004. ‘’EC 261/2004’’

(x) Pegasus Airlines, Otel Voucher Instructions PG-MK-TL-001

(xi) Pegasus Airlines, GCC Prosedürü PG-MK-PR-001

(xii) Pegasus Airlines, Misafir İlişkileri Prosedürü, PG-MD-PR-001

(xiii) Pegasus Airlines PG-HM-BK-001 Modus Operandi For Accidents Resulting In Passenger Injury

(xiv) Pegasus Airlines PG-HM-BK-002 Pegasus General Rules

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9.6 APPLICATION

9.6.1 Delays

9.6.1.1 Handling Procedures

- Passengers shall be advised and notified of delays and kept informed at regular intervals (See: Boarding Announcement Booklet).
- Where applicable, provide delay notice or passenger rights information and in alternate formats for passengers with impairments.
- Brief staff on the estimated time of departure, estimated time of arrival, and any provisions being offered.
- Duration of waiting time of passengers at the aircraft until push back time shall be included to the delay duration regarding the services which shall be given. Free of charge services shall be provided accordingly.
- In case of a delayed arrival of a flight:

  (a) The mis-connecting passenger and baggage shall be rebooked and re-flighted accordingly.

  (b) Update airport FIDS.

  (c) Arrange the necessary amenities, e.g. meals, transportation(s), passenger assistance, lounge access, etc., according to the nature of the disruption.

9.6.1.2 Delay Known Before Check-In

- Provide two-way communication with the Guest Control Centre-GCC and verify the action plan.
- Update revised times in the DCS.
- Update revised times for the airport visual and audio mediums and facilities, (boards, lounges, announcements etc.) to inform passengers.
- Check with passengers requiring special assistant and arrange their service first.
- Check how SMS message is managed by GCC.
- Be prepared and act as regards service facilities and service organization according to Table 1
- Prepare the related documents (Passenger Rights Leaflet, Passenger List for Catering Services, Catering and Hotel Vouchers where applicable etc.)
- If applicable and as per Pegasus Airlines' policy, rebook any connecting flights according to the priority sequence.
- Check the passenger and baggage through on the rebooked flight.

9.6.1.3 Delay Known Before Boarding

- Reconfirm the departure gate and time, and update the revised times in the DCS.
- Advise passengers accordingly and at regular intervals.
- Apply the procedures for SCPs primarily.
- Be prepared and act on the service facilities and service organization according to Table 1.

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9.6.1.4 Compensation

Except in the presence of extraordinary circumstances, compensation shall be applied in accordance with EU and government legislations.

The compensation cannot be paid at the airport and therefore the passenger needs to contact us.

***See current Passenger Rights PG-MD-BK-002 Leaflet PG-MD-BK-002**

NOTE

Water services (free of charge) may be arranged in the event of a delay of 2 hours according to the instructions from the Guest Control Centre and local capability and agreements. The Cabin Crew shall be involved and be in charge of the 'free of charge' water services for up to 2 hours delay in cooperation with ground and catering personnel, (in case of need).

9.6.2 Misconnection

Misconnection due to a delay or cancellation in the origin (at the first flight) or the connecting flight (outbound flight) shall be treated as a flight cancellation (except in the presence of extraordinary circumstances) or delay warranted by the circumstances of the particular flight irregularity. (Ref: TDGCA HUD-2015/3, Article 2 Uygulama Esasları, a)

Concerning Passenger Rights, a Table shall be applied in case of misconnection both at the place :

(a) At the origin

(b) At the midpoint

9.6.3 Divert (Change Of The Destination)

Passengers may be offered surface transport to the original destination airport. GCC shall decide the best available method.

When a flight is diverted to an alternate airport at the destination city, passengers may be offered surface transport to the original destination airport. GCC shall decide the method. If transportation cannot be provided due to extraordinary circumstances, Pegasus Airlines will compensate for reasonable and documented travel costs of the affected passengers.

(a) The flight documentation (Baggage Manifest Message, Load Distribution Message) for mobility aids, live animals in the hold (AVIH) and other items requiring special processing are sent to diverted destinations by GCC.

(b) There is a plan to unload the baggage from the flight in line with the intention of the passenger's movements:

  (1) If the aircraft is being replaced, then transfer the bags to the new aircraft.

  (2) If passengers are being transferred to other flights, then either move the baggage to the next flight or allocate a reclaim carousel for the flight so that passengers can collect their bags before continuing with their journey.

  (3) If the passengers will be moved using ground transport, then ensure a reclaim carousel is allocated to the baggage and deliver the baggage to that reclaim carousel.

9.6.3.1 Passengers Want To Return To The Orgin From The Divert Station

Follow TR-DGCA Instructions and instructions of Guest Control Centre.

9.6.3.2 Passengers Do Not Accept To Return To The Orgin From The Divert Station

Follow TDGCA Instructions and instructions of Guest Control Centre.

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9.6.3.3 Passengers On Board The Aircraft Diverts To The Orgin Without Landing Anywhere Else

Follow TDGCA Instructions and instructions of Guest Control Centre.

9.6.3.4 Except Of Extraordinary Circumstances

Ref: TDGCA HUD-2015/3, Article 2 Uygulama Esasları, b)

Our guest shall be reimbursed within seven days of the full cost 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 the passenger's original travel plan. Cancellation provisions apply.

9.6.3.5 Divert in Presence of Extraordinary Circumstances

(Ref: TDGCA HUD-2015/3, Article 2 Uygulama Esasları, d)

Pegasus Airlines shall offer the alternative transportation routes and give free of charge services, if passengers prefer to proceed with their travel. If transportation cannot be catered for due to extraordinary circumstances, Pegasus Airlines will compensate reasonable and documented travel costs of the affected passengers.

9.6.4 Cancellatıon

When a flight is cancelled then either:

(a) Deliver baggage to the alternative provided flight or;

(b) Deliver bags to a reclaim allocated to the original flight so that the passengers' can collect their bags.

***See current Passenger Rights Leaflet PG-MD-BK-002**

9.6.5 Services On Schedule Change

If:

(a) Our guests are informed of the cancellation at least two weeks before the scheduled time of departure; or

(b) Our guests 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

(c) Our guests are informed of the cancellation less than seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than one hour before the scheduled time of departure and to reach their final destination less than two hours after the scheduled time of arrival.

9.6.6 Denied Boarding Due To Unavailability Of Seats

Denied passengers shall be processed in accordance with PG-MD-BK-002 / Passenger Rights Brochure.

(A) Rights Of Denied Passengers Raised By Overbooking

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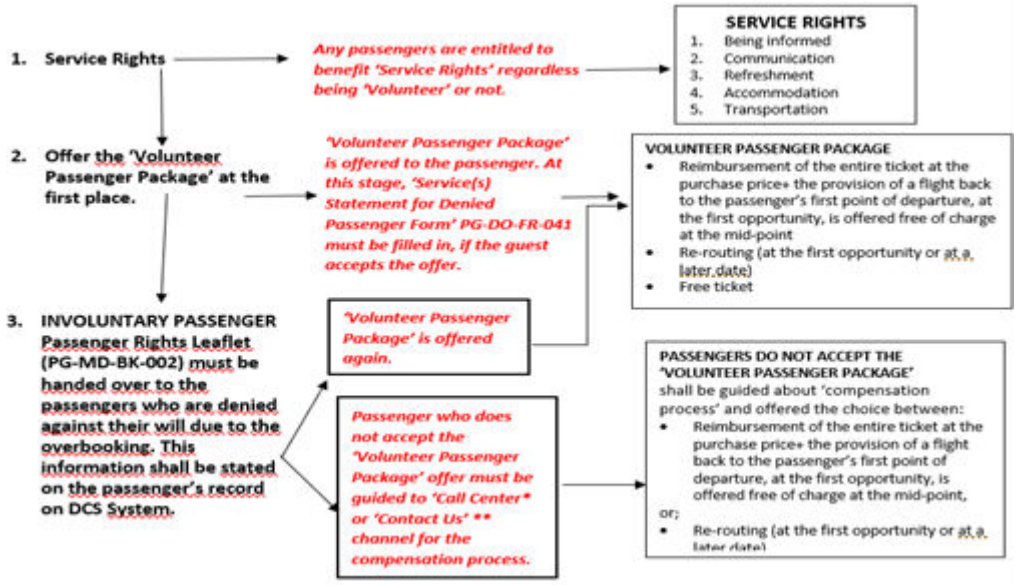


Figure 9-1: Rights Of Denied Passengers Raised By Overbooking

* See: Pegasus Passenger Rights Leaflet (PG-MD-BK-002) for the contact information of Call Centres.

** 'Contact Us' menu is accessible through our official website "https://www.flypgs.com/en/write-to-us" Note: State legislations must be considered as well. This chart is general and shows the minimums.

9.6.6.1 Reasons

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

(1) Overbooking of the flight.

(2) Reduced aircraft seating capacity due to unserviceable equipment (cabin doors, slides, etc.).

(3) Reduced weight/seat capacity due to a payload restriction.

(4) Change of aircraft or version.

9.6.6.2 Prerequisites

- In order to implement Denied Boarding, the flight should definitely be completely full and closed.
  (Except for last minute visa, health, passport, custom and security problems)
- here should be no norec and go show in the flight; passengers in these categories are exempted from this system.
- For an overbooked flight; last minute ticket demands in our airport ticket sales offices are put on hold considering the possibility to have new availability in the flight following the closing of the counter, if it does not cause any delay for the flight, such demands are accepted 20 minutes before the scheduled take off time.

9.6.6.3 Application

- If applicable, solicit volunteers and offer compensation and/or reprotection as per the SCPs and transfer passengers have connection both inbound and outbound.
- Individual, proper passengers shall be defined prior to the check-in opening and be firstly asked if they would volunteer to be kept in standby until the close of check-in.

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- The Pegasus Airlines staff or GHP at the airport will provide information to passengers who accept to be a volunteer. When selecting passengers, the last passenger queuing at the check-in may be taken depending on the flight reservation details.
- The following passengers have first priority on the carriage and shall not be denied:

  (1) The passengers requiring special attention, SCPs, all PRM (UM, INAD, DEPU, DEPA, PETC, WCHR, WCHS, WCHC, WCMP, WCBD, BLND, DEAF, MUTE, MAAS, Passenger travelling with assistant/ guide dog etc.)

  (2) Families with children, infants

  (3) Transit and Transfer passengers

  (4) Group passengers

  (5) Passenger with AVIH

- Volunteer passengers are not given boarding cards; boarding cards are kept by GHP. Baggage of volunteer passengers are stored in the counter area without sending to the sorting area by belt conveyor. Passengers are kept away from the check-in area as much as possible until the checkin procedure has been completed.
- If the passenger does not accept to be 'volunteer', the passenger is thanked and check-in procedure is completed.
- Voluntary customers shall sign Release Form • Provide written notice (leaflet(s): PG-MD-BK-002
- Apply involuntary denied boarding policy if no volunteers are solicited. If there are not enough volunteers, boarding will be denied to the remaining passengers involuntarily.
- If there are available seats at the end of the check-in procedure, waiting passengers are accepted one by one 20 minutes to the flight and they are sent to the airplane after being thanked by Pegasus Airlines.
- If the passenger cannot be provided with any seat on the relevant flight, the GCC is contacted to organize the reservation and ticket procedures to send the passenger to his/her destination with the first possible flight (first option Pegasus Airlines) at a later date at the passenger's convenience, subject to the availability of seats. Instead of the flight with Denied Boarding, the flight to the final destination point within the possible shortest time or on some other date that the guest would prefer (on the condition that there is an available seat) shall be arranged by Pegasus Airlines or competent tour operator.
- Table 1 and Table 3 shall be applied. Before implementing GCC shall be contacted for coordination and information purposes.

CAUTION

Following the general practices shared you should be able to mitigate financial loss, delays and baggage irregularities and also to manage guest perception caused by overbookings' handling which is a difficult situation. Please pay attention close to the following during the Overbooking Process:

- Determine how many overbookings you have at the beginning of the day/or immediately and coordinate the SCPs (Special Categories of Passengers) are not denied. Keep in touch with our Guest Control Centre.
- Check where the guests go to and make sure you look for possible volunteers according to the rerouting which can be arranged in the best way. Identify and determine the proper volunteer passenger nominees have not outbound and inbound connection and are not SCP but preferably are individual at first.
- If possible, contact possible volunteers in advance and advise to make them less frustrated and easier to recover.
- Make sure you advise what denied passengers will experience during the process. Make sure they know exactly what their passenger rights are and being provided (ticket, reimbursement, rerouting details,

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transportation, accommodation, compensation, communication, meal...). Hand over them 'Passenger Rights Leaflet'.

- Guests relocated at the desk are generally very frustrated and obviously upset and stressed for good reason. These guests can still be recovered with deft and skillful management. Display genuine care, empathy, concern and understanding. Be patient, but firm. Don't let the guest's emotion control yours. They will be upset, you should remain patient, helpful and understanding for the best results. Informing with details and in time is the core element.
- Keep the possible denied passengers' baggage and other related properties (baggage tags, boarding passes ...) on stand-by until their situation is being clear and be finalized. Do not load their baggage unless they are boarded. Ensure that they have the correct bag tag and boarding pass. Destroy and secure their bag tags and boarding passes on related flight if they are denied definitely.
- Be ensure that flights do not delay due to overbooking and be operated safe and secure accordingly.

  Passenger Rights for Denied Boarding Due To Unavailability of Seat *See the Passenger Rights in case of denied boarding Table 1 and Table 3 for Passenger Rights.

  On an overbooked flight, first call for volunteers to surrender their reservations in exchange for benefits under conditions to be agreed between the passenger concerned and Pegasus.

  If an insufficient number of volunteers comes forward to allow the remaining passengers with reservations to board the flight, you may then deny boarding to passengers against their will.

INVOLUNTARY: shall be assisted in accordance Table 1. Such assistance being additional to the benefits mentioned in this paragraph. For passengers who cannot be flown without being "voluntary", i.e. against their will: Compensation is paid according to the conditions set forth in Table 3.

VOLUNTARY: Volunteers shall be assisted in accordance Table 1. Such assistance being additional to the benefits mentioned in this paragraph. No compensation will be paid to passengers who voluntarily relinquish their rights. These passengers may be given one way free tickets for a domestic flight if their original flights are domestic and international flight if their original flights are international, which would be valid for one year from the flight date.

9.6.7 Upgrade/Downgrade

Upgrading and downgrading are not applicable on our flights as we operate single class service.

9.6.8 Norec Passengers

Norec passenger shall not be accepted in the event of unavailability of seats.

9.6.9 Compensation

Compensation Amount, if applicable: The Euro equivalent of the compensation amount in Turkish Liras may be calculated by taking the selling rate of exchange of the Central Bank of the Republic of Turkey applicable on the day at which the ticket is sold. It means the date on which the payment for the ticket is effectuated, as the basis.

The compensation may be paid in cash, by electronic bank transfer, bank orders or bank cheques or, with the signed agreement of the passenger, in travel vouchers and/or other services.

***See current Passenger Rights Leaflet PG-MD-BK-002**

> *EXCEPTION*
>
> *Pegasus Airlines shall not be obliged to pay compensation if Pegasus Airlines can prove that the flight irregularity is caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken by Pegasus Airlines.*

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(Ref: Montreal Convention, (EC) No 261/2004 The European Parliament and of The Council of 11 February 2004, SHY/YOLCU Article 6, subarticle 4)' The burden of proof as regards the existence of extraordinary circumstances shall rest with Pegasus Airlines. (Ref: TDGCA HUD-2015/3, Article 1 Genel Prensipler, 7)

About Compensation Payments:

(1) Compensation claims cannot be processed at the airport. Please contact us using the contact details listed on the first page of the Passenger Rights Leaflet (PG-MD-BK-002)

(2) The Republic of Turkey Central Bank's buying rate of exchange on the day when the ticket was paid for is used as a base when calculating the conversion between Turkish lira and the euro.

(3) Compensation payments are made by bank transfer. Passengers can contact us if he/she wants to request an alternative method of payment. With the signed agreement of the passenger, it can also be paid in the form of travel vouchers or other services.

9.6.10 Passengers Reduced Mobility- PRM Or Passengers Requires Special Assistance

A 'person with reduced mobility' means any person whose mobility is reduced when using transport because of any physical disability (sensory or locomotory, permanent or temporary), intellectual impairment, age or any other cause of disability, and whose situation needs special attention and adaptation to the person's needs of the services made available to all passengers. PRM have the first priority on carriage.

If itis necessary, hotel accommodation shall be provided to PRM passengers also in the day time, not only in the night time, (Ref: TDGCA Circular HUD-2015/3, Article 2, c).

Particular attention will be paid to the needs of persons with reduced mobility and any persons accompanying them, as well as to the needs of unaccompanied children shall be paid. They have the right for care as soon as possible in accordance with this Chapter.

When carrying persons with reduced mobility and any persons or certified service dogs accompanying them, as well as unaccompanied children all these shall be given the first priority.

ALERT MESSAGE

IMPORTANT: Ref: Regulation EU 965/2012 GM1 CAT.OP.MPA.155 (b) Special Categories of Passengers Always be ensure that the SCP is aware of the information at the time of the flight.

9.6.11 Management Of Passenger/Agency Complaints On Service Irregularity

9.6.11.1 Communication and Compliant Management

If the passenger is not satisfied with how passenger rights have been applied: We ask the passenger to first contact our local Ground Handling Service provider and later our local office.

If the passenger is still not satisfied, contact us through our official website "https://www.flypgs.com/en/write-to-us" (available contact details are indicated below). Briefly advise the passenger that summarise the complaint – the passenger should not forget to provide dates, booking references, details of anyone the passenger may have spoken to and copies of any relevant documentation.

If the passenger feels that the law has not been respected, the passenger can also contact the relevant national body responsible for air transport or consumer protection. Each EU member state has designated a body responsible for the enforcement of compensation and assistance rules as outlined in this Notice. If the passenger is not satisfied with our response, he/she can lodge a complaint with one of the National Enforcement Bodies listed on the leaflet of the European Commission which is published through: "https://ec.europa.eu/transport/sites/transport/files/2004_261_national_enforcement_bodies.pdf" or refer to Turkish Civil Aviation brochure through: "http://web.shgm.gov.tr/documents/sivilhavacilik/files/pdf/yolcular_icin/yolcu_haklari_brosur.pdf" for it.

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Additionaly, if a passenger has sent a complaint or request in relation to the flight disruptions outlined in this Chapter and the passenger feels that the response has been inadequate, or that the matter is still unresolved, or if the passenger does not receive any response within 10 days, the passenger can submit the complaint to the Turkish Ministry of Transport, Maritime Affairs and Communications Civil Aviation Head Office passenger rights section ("http://yh.shgm.gov.tr/").

9.6.11.2 Responsibilities

(a) **GCC:** A special unit, Pegasus Airlines Guest Control Centre-GCC manages the actions to fulfill the service requirements of the ‘’Passenger Rights’’ raised by flight irregularities in cooperation with the GHPs, departmens and all other 3rd parties during the daily operation 7/24.

Ref: ‘Pegasus Airlines GCC Procedure, which is accessible through the Pegasus Intranet document library.

*Address: Pegasus Airlines - Pegasus Hava Taşımacılığı A.Ş. Sabiha Gökçen International Airport, Gate A Technical Department - O Block - 34912 Kurtkoy – Istanbul - Türkiye-Turkey

Guest Control Centre: 0216 560 7206 - 0216 560 7455

GCC- Flight Control: 0216 560 7220 - 0216 560 7221

GCC- DCS Control: 0216 560 7222

GCC - Only for Emergencies: 0533 716 13 08 E-Mail: "GUESTCONTROL@flypgs.com"

(b) Guest Experience Department: answers and manages the complaints. The Software System is used to manage the guests’ complaints by department. Required statistics, analysis and data are reported to TDGCA on a monthly basis and/or when it is required. Also root cause analysis shall be studied and reported to TDGCA in the case of an increase of 10% being determined between the statistical data of a month and the respective month of the previous year or among three consecutive months. (Ref: TDGCA Circular HUD-2014/1, Article 2.1. g,h).

Ref: Entire processes are laid down in ‘Pegasus Airlines, Uçuş Aksaklık Yönetim Prosedürü, which is accessible through Pegasus Intranet, document library.

- Our guests can write to us through the ‘PASSENGER RIGHTS’ link provided on our corporate website: "http://www.flypgs.com" under the ‘Passenger Rights’ icon: https://www.flypgs.com/en/usefulinfo/ other-info/passenger-rights

  Passengers can enter the details (reservation code/reservation number of their flight details etc...), in the relevant fields on the forms through the website.

  Pegasus Airlines Guest Relations Department shall ensure that justified complaints are resolved or prior information is given within a maximum of 10 working days, (Ref: TDGCA Circular, HUD-2015/3, Article 1, 8)

  Passengers can also contact us about any question concerning their rights through:

  - Address: AEROPARK YENİŞEHİR MAH.OSMANLI BULVARI. NO: 11/A 34912 KURTKÖYPENDİK ISTANBUL / TURKEY
  - Fax: +90 (216) 560 70 93

(c) **Stations:** Passenger rights will be managed by the top level manager of the contracted GHP in coordination with GCC in the stations where Pegasus management does not exist but Pegasus Airlines flights are operated. Otherwise the top level manager of Pegasus Airlines at the station is the main contact point for Passenger Rights.

(d) **Call Centre:** Complaints regarding Passenger Rights are replied to by Pegasus Airlines - Call Centre 7/24 by telephone. Guest complaints are received using the contacts with details given below through the Call Centre Communication-Telephone List for Passenger Rights:

***See current Passenger Rights Leaflet PGMD- BK-002**

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9.6.12 De-Boarding/Re-Boarding On Interrupted Flights

(By reason of technical malfunction, adverse weather conditions etc.) If a sSignificantly loss of time is experienced in the determination of the no-show passengers on reboarding of the flight which passengers are de-boarded at any point except of the final destination in by reason of technical malfunction, bad weather conditions etc. Both the effective use of time and in order to eliminate the safety/security risks, de-boarding and re-boarding should be performed according to the following job steps:

- If the time is sufficient to prepare for de-boarding, boarding cards belongs to de-boarded passengers shall be re-produced in an alphabetical order of name (if available) from the check-in system and be ready in advance at the de-boarding. Re-produced boarding cards shall be handed over to de-boarded passengers during the de-boarding where available. Re-boarding shall be performed by reading the reproduced boarding cards through the system.
- If the time is not sufficient for the preparation of de-boarding, transfer or manual card shall be distributed during the de-boarding. The passenger manifest shall be ready at the re-boarding; the identity of the passengers shall be cross checked with the name on the manifest. In this way, the noshow passengers and their baggage who are not re-boarded shall be clarified during the re-boarding.

  Re-boarding shall be completed using both card counting and name control from the passenger manifest.

  Authorized ground personnel shall decide on the method depending on which one is anticipated to be more effective and the safest way under the specific circumstances.

NOTE

Ticket Sales and Lost&Found Office should be asked for any passenger asking to be offloadedis taken into account. All changes shall be reflected into the manifest. Announcements shall be made in accordance with GOM; information board shall be checked for accuracy. No-show passenger procedure shall be applied according to GOM. Operations, Ramp, Security shall be updated about the current figure of passengers and their baggage regularly. Updated manifest and PIL/Crew Information Sheet shall be delivered to the aircraft. LMC procedure will be applied and load &trim sheet and loading instructions report form must be updated accordingly. The PIC will be informed about the actual figure prior to the departure.

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9.7 RECORDS AND ARCHIVING

9.7.1 Irregularity Service Form

Ground Operations- Irregularity Service Form PG-DO-FR-040 shall be filled in with accurately and completely by responsible Ground Handling Provider's signature in case of the flight irregularities in accordance with (EC) No 261/2004 and TDGCA Legislation; be sent to Pegasus-Guest Control Centre.

Responsible Guest Control Centre Staff shall check and approve with their own signature on the Form and shall archive it electronically in order to enable it to be accessible for any related parties. This form enables the tracing and monitoring of the requirements in the context of Passenger Rights.

Please ensure that the form which is attached to the related service's invoice is filled in properly for each irregularity which is described in it and sent to Pegasus Airlines Guest Control Centre-Istanbul by co-mail onto the first available flight.

9.7.2 Records For Services

Where applicable, the service provider must provide the passenger names who receive the catering services and these shall be recorded into a specific manifest. This manifest shall be sent to the Guest Control Centre to be archived and verified with the relevant invoice as soon as possible.

Invoices shall include FLIGHT/DATE/NUMBER OF PASSENGER information. Invoices shall not contain manual statement on it.

9.7.3 Release Form

Passengers who are denied voluntarily shall sign this form PG-DO-FR-041.

9.7.4 Communication Service Form

Passengers who have benefitted from 'communication services' rights shall be stated on this form PGDO-FR-042.

9.7.5 Passenger Rights Leaflet(s)

Passenger Rights Leaflet shall be ready at the check-in and boarding at all times regardless of the irregularity.

9.7.6 Passenger Rights Notification

PG-DO-BK-007 shall be ready for the passengers.

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9.8 PASSENGER SECURITY

9.8.1 Disembarking / Offloading Passengers

ACSP 7.2.5.3

If one or more passengers board on the wrong aircraft or voluntarily disembark the aircraft, then the following shall be undertaken:

(a) Reconciliation of the remaining passengers and baggage, and

(b) Verification that no articles were left in the overhead bins and seat pockets by the disembarking passengers may had access, and

(c) The hold baggage of the disembarked passenger shall be offloaded.

(d) If a suspicious item or situation is detected, the local security authority and the Aviation Security Department shall be informed, and an aircraft security search should be conducted prior to the aircraft entering into service.

(e) The Cabin crew must fill in the PG-GU-FR-009 Passenger Irregularity Report.

End of Section

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