

SUPERVISING MANUAL

ISSUE NO.: 5T
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INTRODUCTION

TO THE USERS OF THE MANUAL

The LOT Polish Airlines Supervising Manual (SM) contains basic rules, regulations, guidelines and information concerning the handling supervision of passengers and their baggage, cargo& mail as well as aircraft handling.

The contents of the Manual is based on company polices as well as on regulations and requirements issued by aviation authorities, international aviation organization and aircraft manufacturers.

All staff of LOT Polish Airlines and handling supervising agents involved in passenger and aircraft handling must follow these regulations.

Ground Operations **Nominated Person**

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Marcin Sławewski

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1 INTRODUCTION

1.1 General information

	Remarks
1. Applicability	<ul style="list-style-type: none"> The Supervising Manual is intended for use by the LOT Polish Airlines Station Managers and contracted Supervising Agents who: <ul style="list-style-type: none"> ⇒ are directly involved in providing handling services to passengers, cargo and aircraft (LOT's and those operated on behalf of LOT Polish Airlines) ⇒ supervise work of agents providing services to LOT Polish Airlines in representative offices in Poland, abroad, and at Warsaw Chopin Airport.
2. Responsible for publishing:	<ul style="list-style-type: none"> The Supervising Manual is published by the Ground Operation Nominated Person.
3. Editors:	<ul style="list-style-type: none"> Manager Ground Handling and Procedures Unit (ONP)
4. Responsible for distribution:	<ul style="list-style-type: none"> Manager Ground Handling and Procedures Unit (ONP)
5. Validity of contents:	<ul style="list-style-type: none"> All pages that are effective at this moment are listed with their page number, issue number and date of effectiveness.
6. The Updating of the Manual:	<p>Procedure:</p> <ol style="list-style-type: none"> The Supervising Manual is published in electronic version only. After each amendment of the Supervising Manual ,a valid version shall be placed in Operational and Technical Library, available to all PLL LOT employees, and in the Ground Handling Library on SharePoint https://pll.lot.sharepoint.com/sites/external/ghl available to Handling Agents and Supervisors. Following the publication online, all addresses receive an email informing them about the new revision of Supervising Manual. Handling Agents/ Supervisors who possess access to Ground Handling Library shall confirm the receipt of manual via Ground Handling Library on SharePoint. If Handling Agents/Supervisors does not possess access to LOT Ground Handling Library, then they shall confirm the receipt of the new Supervising Manual via email. The current version of The Supervising Manual shall be available at the key points of each station served by PLL LOT and availability is part of audits and inspections. The availability of the Manual shall be independent from an online connection. The current version of the Manual shall be available via LOT website or agent internet/extranet site on local computers. Older version of the Supervising Manual shall be deleted from network and computers.

1.2 Notice of revision

SUPERVISING MANUAL NO. 5T (DATED AUGUST 2020)

Chapter	Point	
1. Introduction	1.1 (6)	The updating of the manual – updated
2. Organizational Functions	2.1	Operations Contact Center OCC tasks and responsibilities - updated
	2.1.1	Contact list in LOT Polish Airlines - updated
	2.2	Crisis Management – updated
	2.4	Administrative Functions – updated
3. Ground Service Supervision Functions	3.2	Supervising functions – added
	3.2.1	Technical inspection of handling equipment – updated
4. Training	4.1.1	Training – LOT Polish Airlines personnel
	4.1.2	Training – personnel of the companies conducting the supervision services on behalf of LOT Polish Airlines
	4.2	Training Matrix - added
5. Cargo	5.1	Cargo and Mail Bureau contact list – updated
6. Reporting	6.1	Safety reporting – added
	6.2	Delay codes - added
7. Appendices	7	App 1, App 2, App 3, App 4 – added

2 ORGANIZATIONAL FUNCTIONS

2.1 Operations **Contact Center OCC**

Operations Contact Center OCC	
Tasks:	<p>LOT OCC is responsible for the daily supervision of flight progress, recording of crew work load, recording of aeroplane flight time and retaining of flight documents, communication between crew and maintenance control center and to take countermeasures for unforeseen events of technical and operational nature. OCC is manned H24.</p> <p>Operational control relies on oversight of flight program implementation. Operational control is executed by LC. Current supervision of flight network running is executed by KZ LCM. Flight execution supervisor ensures correct flight network for a present day as well as in case of flight disruption.</p> <p>OCC ensures:</p> <ul style="list-style-type: none"> – operational communication and conducts flight watch ; – currently monitors and manages of ATM slots ; – coordinates activity of all units engaged in servicing and execution of flight operations; – assigns tasks, issues commands in scope of flights execution and determines priority tasks.
OCC	<p>OCC Duty Manager is authorized to :</p> <ul style="list-style-type: none"> • tasks commission and LOT's units mobilization; • flight initiation, flight cancellation, flights connection or flight schedule changing; • change flight routing, with exception to commander's decision concerning routing change during flight (diversion); • set de-icing/anty-icing priority at WAW airport; • make a decision concerning deviation of LOT rules in terms of grant benefits and passenger's flight changes in case of flight disruption; • to contract an agreement concerning schedule or charters flight executed ad-hoc in wet-lease
Station Manager	<p>Station Manager has the right to contact LOT OCC and postulate changes in the schedule of flights (e.g. when larger aircraft must be provided, a flight is delayed etc.).</p> <p>The final decision on the course of action to be taken is made by LOT OCC</p>
Co-operation	<p>Station Manager and LOT OCC maintain close ongoing co-operation and exchange information that can have bearing on irregularities in aviation Operations, punctuality, safety, passenger traffic (including transfer passengers) and consequent irregularities in the travelers' itineraries.</p>

2.1.1 Contact list in LOT Polish Airlines

	Phone	Mobile phone	Fax	SITA	AFTN	e-mail
Flight planning 24h/day						
Flight planning - shorthaul	(+48 22) 606 66 88	(+48) 536 36 12 34		WAWOALO	EPWALOTO	dispatch.flightplanning@lot.pl
Flight planning - longhaul	(+48 22) 606 68 22	(+48) 536 36 12 34				dispatch.flightplanning@lot.pl
Operations Control Center 24h/day						
Shift manager	(+48 22) 606 77 74	(+48) 536 36 3123	(+48 22) 846 11 85	WAWOOL		ops.dm@lot.pl
Shift mgr assistant	(+48 22) 846 32 65		(+48 22) 846 11 85	WAWOOL		
Flow control position	(+48 22) 606 66 95		(+48 22) 846 11 85	WAWOOL	EPWALOTO	dispatch@lot.pl
Maintenance Control Center 24h/day						
Shift eng	(+48 22) 606 73 12	(+48) 536 36 3102	(+48 22) 606 73 11	WAWTCLO		mcc@lot.pl
Crew Control 24h/day						
Shift coord	(+48 22) 606 67 72		(+48 22) 606 67 16			cc@lot.pl
Crew Planning 12h/day	(+48 22) 606 67 86		(+48 22) 606 67 16			cc@lot.pl
PAX Control 24h/day						
Shift coord	(+48 22) 606 77 49		(+48 22) 846 11 85	WAWXZLO		ops.pax@lot.pl



A STAR ALLIANCE MEMBER 

OPS contacts

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2018-09-28

Recently changed

2.2 Crisis Management

Emergency Procedures	
Definitions	<p>Aircraft accident - (Annex 13 to the ICAO): An occurrence related to the use of aircraft, which takes place between the time of boarding the aircraft by any individual for the purpose of performing a flight and the time of aircraft de-boarding by all individuals, during which:</p> <ul style="list-style-type: none"> ⇒ an individual suffered fatal injury ⇒ the aircraft sustained damage or structural failure ⇒ the aircraft is missing or completely inaccessible; <p>The emergency is any major unpredictable event that threatens to harm the air operator organization, and/or general public.</p> <p>Emergency situation There are following categories:</p> <ul style="list-style-type: none"> a) flight accident; b) incidents that endangered or could have endangered the safety of flight; c) aircraft missing; d) hijacking, bomb threat; e) any other circumstances which can cause serious disturbances to LOT operations.
Operations Centre	In case of emergency, KZ LCM initiates appropriate alerting procedures according to principles described in Emergency Response Manual.
Emergency Response Team	<p>Accountable Manager is the Chief of Emergency Response Team. He is responsible for LOT response structures management as well as for supervision of any activities providing in case of emergency.</p> <p>The list of Emergency Response Team members, their functions and duties are contained in Emergency Response Manual.</p>
Major duties of the Station Manager or a Person supervising services in the name of LOT Polish Airlines (not applicable to WAW)	<ol style="list-style-type: none"> 1. In the case of event of an emergency situation, the KZ LCM shall be notified immediately, 2. Measures shall be taken in conformity with the instructions provided in the Emergency Response Manual and the SERP - including the notifications to the Civil Aviation Authorities of the State in which the event occurred, 3. Subordinate personnel shall be mobilized.
Emergency Response Manager OQK	<p>Emergency Response Manager (OQK) is responsible for: development of emergency response structure, planning, training, Emergency Response Manual administration, and for cooperation with LOT units and other external organization. Emergency Response Manager contact (OQK) contact: :</p> <p>Tel: +48 22 606 95 01; Fax: +48 22 6066603 E-mail: kryzys@lot.pl</p>

KZ LCM	<p>In case of emergency, KZ LCM initiates appropriate alerting procedures according to principles described in Emergency Response Manual.</p> <p>In accordance to internal flight occurrences notifying system, all information regarding the threat are evaluated by KZ LCM:</p> <p>Tel. +48 22 6066612; +48 22 6067774;</p> <p>Mobile: +48 536 363 123;</p> <p>Fax: +48 22 8461185;</p> <p>E-mail: lo.occ@lot.pl;</p> <p>SITA: WAWOOL</p>
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2.3 Representation Functions

	Representation Functions
1.	Representation of LOT Polish Airlines before passengers.
2.	<p>Representation of interest pursued by LOT Polish Airlines before organizations and service providers which co-operate at the airport, in particular:</p> <ul style="list-style-type: none"> ⇒ airport authorities (including ATC), ⇒ border control, ⇒ the police and security services, ⇒ customs office, ⇒ handling services providers, ⇒ Airline Organization Committee (AOC), ⇒ other carriers.
3.	<p>Co-operation with handling agents:</p> <ul style="list-style-type: none"> ⇒ maintaining contacts which enable information exchange to ensure service in accordance with contractual provisions and standards observed by LOT Polish Airlines (including Service Level Agreement - if applicable) ⇒ immediately notifying the handling agent services of changes introduced by LOT Polish Airlines in the standards and procedures related to ground services, and incorporation of such changes in the training curricula for handling agents personnel (including the provision and updating of documentation of LOT Polish Airlines), ⇒ co-operation with the agent as regards monitoring the quality of provided services, ⇒ ongoing supervision of management of ULD and technical equipment owned by LOT Polish Airlines.
4.	<p>Co-operation with the caterer:</p> <ul style="list-style-type: none"> ⇒ maintaining contacts which enable information exchange, ⇒ periodical control of storage conditions and cleanness of equipment used by the caterer, ⇒ maintaining the necessary quantity of catering equipment in consultation with the local caterer and Product Department, ⇒ periodical stock-taking of catering equipment owned by LOT Polish Airlines

	which is stored at the airport - in conformity with the recommendations of the Product Department, ⇒ control of deliveries compliance with the contract in cooperation with the Product Department.
5.	Co-operation with the fuel provider: ⇒ maintaining contacts which enable information exchange. ⇒ ensuring the possibility of fuel quality control.
6.	Co-operation with the provider of de-icing and anti-icing services: ⇒ maintaining contacts which enable information exchange, ⇒ ensuring the possibility of quality control of de-icing and anti-icing fluids.

2.4 Administrative Functions

	Administrative Functions
1.	Assure the possession of the copy(ies) of all legal contracts with the external provider(s) of the services - ground handling agreements, technical support agreement, de-icing and anti-icing contracts, etc. applicable to the Station.
2.	Take action on all Communications addressed to LOT Polish Airlines - as agreed.
3.	Performing periodical financial settlements within the agreed scope.
4.	Completing and updating the SERP .
5.	Ordering, storage and supply of necessary LOT Polish Airlines operating materials (such as baggage tags, overnight kits, loadsheets, etc.) as appropriate.
6.	Administration of collection, deposition and proper protection of Service Mail. Service Mail is sent to WAW aboard LOT Polish Airlines flights at least once a week.
7.	Registration of all additionally ordered services and delivery of Service Mail.
8.	Archiving operational documents (Station File) for each flight. Elements included in operational documents are described in the Ground Handling Manual. <ul style="list-style-type: none"> • Security Inspection Check List, • General Declaration (if needed), • Passenger Manifest, • Cargo Manifest, • Load-/Trim Sheet, • Loading Instruction and Report, • NOTOC, • Copy of Shipper's Declaration - if dangerous materials have been loaded, • DGR-Acceptance Check Sheet and all concerning telexes, • All Messages concerning the Flight, • Flight Report/Handling Report (Appendix 1), • Airway bill / Airmail, • All documents concerning passengers - e.g. forms for UM's, handicapped passenger, PETC or AVIH etc. service, • All documents concerning ticketing - e.g. sticker statement, sales report, ticket

	statement, • Station Report, • MEDA photocopy, if a “Medical case” passenger has been transported • All documents concerning an accident and occurrences related to ground handling • Altea DCS Payment Charge Form
9.	In co-operation with LOT department dealing with handling contracts, probing the local market of handling services.
10.	Control of and co-operation with the Agent regarding the search for and delivery of missing baggage and handling baggage related complaints.
11.	Control the process of Weight & Balance the aircraft.
12.	Reporting safety and security related incidents and occurrences (also DGR)

3 GROUND SERVICE SUPERVISION FUNCTIONS

3.1 Aviation Security

All details regarding Aviation Security are included in LOT Polish Airlines Ground Handling Manual – please refer to chapter 8 of the GHM.

3.2 Supervision functions

Station Managers and Regional Station Managers

Supervision over operations can be performed by the Station Manager or Regional Station Manager either directly (through being based at a given station and exercising personal supervision during an operation) or indirectly (remote supervision), if direct supervision is impossible.

Responsibilities:

- a) Coordination and supervision of airport activities and personnel (on time , cost-efficient operation that is compliant with aviation regulations (scheduled, charter, VIP flights)).
- b) Taking care of the VIP passengers and aircraft service:
 - fulfilling of standards and procedures,
 - adjustment to passenger needs.
- c) Active supervision over ground operations and mandating of standards in case of irregularities at supervised airports or regions.
- d) Safety operations provision, measured by the number of GSR, DGOR occurrences, events of aircraft damage, results of internal and external inspections, passenger complaints, crew and passenger claims, statistical analyses.
- e) Control and supervision over the transport of dangerous goods (DGR)
- f) Quality control of ground handling services (spot checks – more details included in internal manual GOMS). Developing action plans and supervision over their implementation.
- g) Representing the company in front of clients and contractors as well as supervising function for: airport, handling agent, supervising agent, ticketing agent, catering, fuel agents regarding operational safety as well as offices and internal organizations located at the area under their jurisdiction.
- h) Negotiating with contractors and subcontractors
- i) Operational reporting to the headquarters
- j) Substantive verification of ground handling costs

SUPERVISING AGENT

Contracted Supervising Agent shall supervise:

PASSENGER HANDLING – for more details please refer to chapter 5 of the GHM.

1. Pre-departure preparation of Personnel and Check-in – please refer to chapter 5.1 of the GHM.
2. Check in process – please refer to chapter 5.3 of the GHM.
3. Boarding process – please refer to chapter 5.4 of the GHM.
4. Arrival – please refer to chapter 5.6 of the GHM.
5. Very important persons – please refer to chapter 5.7 of the GHM.

6. Frequent flyers – please refer to chapter 5.8 of the GHM.
7. Minor traveling alone – please refer to chapter 5.9 of the GHM.
8. Passengers with infants and children – please refer to chapter 5.10 of the GHM.
9. Passengers with reduced mobility – please refer to chapter 5.11 of the GHM.
10. Irregularities – please refer to chapter 5.12 of the GHM.
11. Inadmissible passengers and deportees – please refer to chapter 5.13 of the GHM.
12. Electronic ticket – please refer to chapter 5.15 of the GHM.
13. Flight certificate – please refer to chapter 5.16 of the GHM.

BAGGAGE HANDLING – for more details please refer to chapter 6 of the GHM

RAMP HANDLING – for more details please refer to chapter 4 of the GHM.

1. Handling agent staff training – please refer to chapter 4.1 of the GHM.
 2. Handling agent functions – please refer to chapter 4.2 of the GHM.
 3. Ground support equipment – please refer to chapter 4.3 of the GHM.
 4. List of ground handling activities on the ramp during turnaround – please refer to chapter 4.4 of the GHM.
 5. LOT Polish Airlines ramp handling requirements – please refer to chapter 4.5 of the GHM.
 6. Baggage handling – please refer to chapter 4.7 of the GHM.
 7. Parking procedures – please refer to chapter 4.9 of the GHM.
 8. Ramp to flight communication – please refer to chapter 4.11 of the GHM.
 9. Safety risk management – please refer to chapter 4.12 of the GHM.
 10. Safety measures – please refer to chapter 4.13 of the GHM.
 11. Interior cleaning – please refer to chapter 4.14 of the GHM.
 12. Disinfections and disinsections of the aircraft – please refer to chapter 4.15 of the GHM.
 13. Potable Water and Lavatory Service – please refer to chapter 4.16 of the GHM and to 'LOT Polish Airlines aircraft potable water/lavatory servicing manual'
 14. De-icing and Anti-icing – please refer to chapter 4.17 of the GHM and to PHW 13, Procedure for De-icing and Anti-icing.
 15. Catering and provisioning – please refer to chapter 4.18 of the GHM.
 16. ULD management – please refer to chapter 4.19 of the GHM.
 17. Push back procedure – please refer to chapter 4.20 of the GHM.
 18. Operation coordination and supervision – please refer to chapter 4.22 of the GHM.
 19. Death on board of LOT Polish Airlines aircraft procedure – please refer to chapter 4.23 of the GHM.
- Furthermore, the Contracted Supervising Agent shall conduct at least 5 inspections per month.
 - After completion of inspection, the Supervising Agent shall prepare the 'Inspection Report' (please refer to Appendix 2) and store this report for 3 months.
 - The copy of the Inspection Report shall be passed to the Station Manager.
 - If a non-conformity was found during the inspection, this information shall be passed to ground.safety@lot.pl

3.2.1 Technical inspection of handling equipment

	Technical inspection of GSE
Act:	<ul style="list-style-type: none"> Conduct random technical inspections of GSE used by the agent for servicing LOT Polish Airlines aircraft. Minimum 1 technical inspection per month required.
Perform:	<ol style="list-style-type: none"> Conduct a visual check of the equipment Verify the validity of the periodic check-up placed in the equipment. If not available: Request copy of technical inspection documentation from the handling agent. Each technical Inspection conducted by SM or SPVR Agent is documented via technical report (Appendix 3) and kept in station file for 3 months. In case of poor quality of GSE a report shall be sent to ground.safety@lot.pl for further review of Ground Ops Safety Officer Inspections are stored in SharePoint where GONP has access to the files and may monitor the performance and proper documentation storage.
Decide:	<p>In case of:</p> <ol style="list-style-type: none"> Damaged equipment, Out-dated technical inspection (<i>periodic check-up</i>), Equipment inadequately prepared for use (<i>snow or ice on the stairs</i>) bald tires Fluid leakage (<i>oil, fuel, etc</i>) <p>-withdraw equipment from servicing LOT Polish Airlines aircraft.</p>

3.2.1 Overnight or Extended Parking without Crew on Board

	Overnight or Extended Parking without Crew on Board
Control:	<ol style="list-style-type: none"> Aircraft preparation for parking (technical line service) with special regard for the obligation of draining water and fluids if temperatures below 0°C are forecast. Execution of the concluded contracts concerning the provision of transportation and hotel accommodation for crew members. The process of safeguarding the aircraft against unauthorized access, and especially: <ul style="list-style-type: none"> ⇒ locking all doors, including maintenance doors, ⇒ conduct of the aircraft sealing procedure, ⇒ removal of the air sock or stairs, ⇒ disconnection of external power supply. The process of aircraft securing at wind. The process of opening the aircraft: <ul style="list-style-type: none"> ⇒ the status of security measures (seals). <p>Act: If the seals have been broken, proceed in accordance with the local regulations.</p> The process of aircraft preparation for the flight.

4 TRAINING

4.1 Training program

4.1.1 LOT Polish Airlines personnel

	Training – LOT Polish Airlines personnel
General:	In addition to the basic training described in GOMS (internal document) point. 4.3., The LOT Polish Airlines personnel (Station Manager, Assistant Station Manager, delegated staff) performing supervisory functions over the aircraft handling, shall be trained additionally as per SPVR manual point 4.2
Initial Training:	Training for Station Managers performing supervision functions is published on Training and Qualification for Supervision function list in SPVR manual 4.2
Recurrent Training:	Training is based on annual recurrent system which allows to refresh the qualification before the expiry date. Training sessions are scheduled once a year. The number of sessions depends on the need. It is the Ground Operation Nominated Person right to postpone training session dates in case of unpredicted circumstances. Basic Training program for Station Managers has been described in GOMS 4.3 for supervision function extra curricula are described in SPVR Manual 4.2
Responsibilities:	<ul style="list-style-type: none"> ON Department is responsible for continuous improvement and effectiveness of Initial and Recurrent trainings and incorporations of the latest regulatory and operation changes in a timely manner. Training records are stored by ON Department both as paper copy. The records must be retained for duration described in the GOMS 4.3. After the termination of employment the records are retained for 18 months.
Evaluation:	The qualifications for the Initial and Recurrent Trainings based through written, oral and practical evaluation (according to the LOT Polish Airlines Operations Manual part D).
Safety Training:	<p>The Safety Trainings included in the Initial and Recurrent Trainings must follow the agenda:</p> <ul style="list-style-type: none"> Safety Management Awareness Human Factors Rules and Regulations Accidents and Incidents Personal Protection Workplace Hazards Equipment Operations Housekeeping Emergency Situations Airside Markings

- The specific syllabus from the Safety Trainings can be delivered both by the LOT Polish Airlines and the local airport authorities.

4.1.2 Personnel of the companies conducting the supervision services on behalf of LOT Polish Airlines

Training - personnel of the companies conducting the supervision services on behalf of LOT Polish Airlines	
General:	<p>LOT Polish Airlines requires personnel of contracted Supervising Agent to be trained in accordance with LOT Polish Airlines requirements.</p> <p>The above shall be stipulated in the written contract between LOT Polish Airlines and the Supervising Company.</p> <p>The Training Programs of Supervising Agent shall correspond to the requirements of LOT Polish Airlines Initial and Recurrent Program described in GHM and shall include proper:</p> <ul style="list-style-type: none"> • retention, • identification, • storage, • protection, • retrieval, • disposition of records, • continuous improvement and effectiveness, • incorporations of the latest regulatory and operational changes in a timely manner
Responsibilities:	<p>ON Department:</p> <ul style="list-style-type: none"> • responsible for conformity of Training Program of the Supervising Company during the selection process of the available Supervising Companies. • Initial audit of the selected Company in terms of the agreement to ensure effectiveness in carrying out assigned duties. • LOT Polish Airlines Ground Operation Nominated Person controls the process to ensure that the supervision of the handling aircraft on behalf of LOT Polish Airlines is conducted in conformity with LOT Polish Airlines and applicable, local Civil Aviation requirements. • ON Department is responsible for continuous monitoring process of Supervising Company, including training conformity check. <p>Supervising Company:</p> <ul style="list-style-type: none"> • shall inform ONP Unit, the training conformity cannot be sustain.

4.2 Training matrix

Training and Qualification for Supervision function		Station Manager		Supervising Agent		LOT	AGENT
No.	TRAINING	Initial	Refresher	Initial	Refresher	Expiry period	Expiry period
1	SMS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2 years	3 years
2	Human Factor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	3 years	3 years
3	System World Tracer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	not expire	not expire
4	Pax DCS system	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1 year	3 years
8	PRM Awareness	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2 years	2 years
10	DGR	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2 years	
11	DGR Level:	cat: 10		cat: 10			
12	Aircraft Cabin/Cargo doors access	<input checked="" type="checkbox"/>	N/A	<input checked="" type="checkbox"/>	N/A	not expire	not expire
13	A/C Types:	List: TYPES OPERATED ON SPECIFIC AIRPORT					
14	Basic Ramp and Airside Safety	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	3 years	3 years
15	Airside Driving	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	local	local
18	Crisis Management (based on local SERP)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1 year	1 year
20	Aircraft Loading Supervision;	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	3 years	3 years
21	Load control (Manual Weight and Balance)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	3 years	3 years
22	Load control (DCS system)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	3 years	3 years
23	Aircraft Ground Movement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	3 years	3 years
24	ULD handling (if 787 operates)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	3 years	3 years
25	Parking Preparation (overnight stay)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	not expire	3 years
26	Aviation Security	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2 years	local
27	De/Anti-Icing Operations	L-30B <input checked="" type="checkbox"/>	L-30B <input checked="" type="checkbox"/>	L-30B <input checked="" type="checkbox"/>	L-30B <input checked="" type="checkbox"/>	1 Year	1 Year

5 CARGO

5.1 Cargo and Mail Bureau contact list

Customer Service Manager	Tel.: +48 22 606 6615 E-mail: a.adamkowski@lot.pl
Cargo Reception	Tel.: +48 22 606 8088 SITA: WAWXELO E-mail: cargoreception@lot.pl
Cargo Booking	Tel.: +48 22 606 7777 SITA: WAWXELO E-mail: cargobooking@lot.pl
Procedures, Training, Dangerous Goods	Tel.: +48 22 6068162 Fax: +48 22 6068166 SITA: WAWXELO E-mail: dgr@lot.pl a.pienkowska@lot.pl
Road Feeder Service	Tel.: +48 22 606 8389 Tel : +48 22 606 89 27 E-mail: m.brygola3@lot.pl w.kitlinska@lot.pl

Cargo claims Tel : +48 22 6068386 E-mail : cargoclaims@lot.pl

ULD Tel : Tel.: +48 22 606 8389 E-mail : uldcare@lot.pl

5.2 Emergency Procedures

In case of Cargo emergency situation:

Please refer to LOT Polish Airlines **GHM 7.4.4** (Ground Handling Manual).

5.3 Cargo supervision

Scope:	Ensuring compliance with valid procedures for cargo acceptance, warehousing and preparing for flight.
Act:	<ol style="list-style-type: none"> 1. Compliance with procedures while : <ol style="list-style-type: none"> a. Accepting general and special cargo b. Storage cargo c. Building pallets 2. Check usability of ULD equipment 3. Check the ULD, pallets, nets and strips and animal cages stock availability
Check:	<ol style="list-style-type: none"> 1. While accepting the package: <ol style="list-style-type: none"> a. Size and weight b. Package marking and labeling c. Documentation required, in particular for special cargo 2. In cooperation with ramp handling determine action to be taken in case of irregularities
Decide:	In case of irregularities decide on action to be taken in compliance with regulations of LOT Polish Airlines.
Control:	<ol style="list-style-type: none"> 1. Proper package preparation 2. Condition of packages 3. Dangerous goods and special cargo acceptance in compliance with ICAO/IATA/DGR/LAR procedures 4. Proper separation and segregation of cargo/special cargo according to ICAO/IATA/DGR/LAR procedures 5. Size and weight allowances 6. Proper marking and labeling when special cargo to be sent 7. Security and safety procedures
NOTE: <ol style="list-style-type: none"> 1. All the processes mentioned above have to be realized only by an agent specialized in cargo supervising. 2. The Cargo and Mail Bureau are responsible for creating the standards, managing the supervision process and for signing all agreements connected with cargo supervision. 	

6 REPORTING

6.1 Safety reporting

1. Safety reporting	<ul style="list-style-type: none"> Handling personnel (both Ramp and Cargo handling) may anonymously report hazards using Hazard Report Form accessible at each station. The handling company will be informed about what action shall be taken to correct the hazard or the reasons why the condition was determined not to be hazardous. There will be no discrimination against any employee who reports unsafe conditions or hazards.
2. Mandatory reporting	<ul style="list-style-type: none"> Ground Service Providers are required to immediately report within 72 hours all events listed in: Commission Implementing Regulation (EU) 2015/1018 of 29 June 2015 laying down a list classifying occurrences in civil aviation to be mandatorily reported according to Regulation (EU) No 376/2014 of the European Parliament and of the Council. <p>Report shall be sent to: Ground.safety@lot.pl and flight.safety@lot.pl</p>
3. Procedure for voluntary reporting:	<ul style="list-style-type: none"> Operator encourages and facilitates ground operations personnel to submit reports that identify safety hazards, expose safety deficiencies and raise safety concerns. An individual encountering a hazard may fill the Hazard Form or simply send the email describing the hazard. The Hazard Report Form may be handed over to the Station Manager or Supervisor or emailed to ground.safety@lot.pl The handling agent will be then informed what steps was taken to correct the hazard if needed.

6.1.1 Incidents with Dangerous Goods – Report Occurrence (Appendix 4)

Responsibility	<ul style="list-style-type: none"> The Station Manager or the person representing the interests of LOT Polish Airlines at the airport is responsible for periodical checking if emergency telephone contacts and list of persons are still valid. Only qualified personnel decides at the place of the incident which action is necessary. The operator shall report dangerous goods accident or incident to the appropriate authority of the State in which accidents or incidents occurred. The operator shall also report any miss-declared or undeclared dangerous goods that are discovered in cargo to the appropriate authority of the State in which accidents or incidents occurred An occurrence which involves a chemical substance not declared as dangerous goods but having results and symptoms similar to a dangerous goods incident,
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	<p>should be regarded as a dangerous goods incident.</p> <ul style="list-style-type: none"> • Within 72 hours the ramp handling agent should pass a copy of the DGOR to the Station Manager or to the person representing the interests of LOT Polish Airlines at the airport. • After unloading at the destination airport ramp, the handling agent should pass the original of the document to the local Aviation Authority. • In case of discovering dangerous goods at the airport of departure the Station Manager or the person representing LOT Polish Airlines is responsible to inform local Aviation Authority sending a DGOR (report). This report shall be also send to flight.safety@lot.pl and dgor@lot.pl • In case of discovering dangerous goods at the destination/transfer airport Station Manager or the person representing LOT Polish Airlines must inform the Station Manager or the person representing LOT Polish Airlines at the airport of departure (origin) about the incident. The representative at the origin airport is obliged to inform Aviation Authority of the airport of departure sending a DGOR (report). This report shall be also send to flight.safety@lot.pl and dgor@lot.pl
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6.2 Delay codes

6.2.1 List of delay codes and subcodes used by LOT Polish Airlines

NUM CODE	SUB CODE	DESCRIPTION EN	SUB 93
5		PASSENGER HANDLING DISRUPTION / NOT CAUSED BY THE AIRLINE - WAW HUB ONLY	K
6		NO GATE/STAND AVAILABILITY DUE TO OWN AIRLINE ACTIVITY	Z
9		SCHEDULED GROUND TIME LESS THAN DECLARED MINIMUM GROUND TIME	Z
11		LATE CHECK-IN. ACCEPTANCE AFTER DEADLINE	X
11 A		LATE PAX ACCEPTANCE (BY LO OCC ACCEPTANCE)	X
11 B		LATE PAX ACCEPTANCE (BY STATION MANAGER ACCEPTANCE)	X
12		LATE CHECK-IN. CONGESTION IN CHECK-IN AREA	C
12 A		LATE CHECK-IN (BY STATION MANAGER DECISION)	X
12 B		LATE CHECK-IN (BY HANDLING AGENT)	F
12 C		TERMINAL INFRASTRUCTURE- LACK OF CHECK-IN DESKS	C
13		CHECK-IN ERROR. PASSENGER AND BAGGAGE	F
13 B		HANDLING AGENT ERROR	F
13 C		OTHER ERRORS - NOT HANDLING AGENT (E.G.TELE CHECK-IN, SELF CHECK-IN, INTERNET CHECK-IN)	K
14		OVERSALES. BOOKING ERRORS	Z
14 A		RESERVATION ERROR	Z
14 B		OVERBOOKING	Z
14 C		OPERATIONAL OVERBOOKING	X
15		BOARDING. DISCREPANCIES AND PAGING, MISSING CHECKED-IN PASSENGER	F
15 A		GATE CHANGE	C
15 B		SLOW BOARDING	F
15 C		PAX HEADCOUNT DISCREPANCY ON BOARD AT A/C	F
15 D		DOCUMENTATION - LOOKING FOR/ AND ISSUEING - AFTER CHECK-IN (TICKET, VISA, PASSPORT ETC.)	K
15 E		HAND LUGGAGE/OVERSIZE LUGGAGE	K
16		COMMERCIAL PUBLICITY/PASSENGER CONVENIENCE, VIP. PRESS, GROUND MEALS, ETC.	K
16 A		VIP HANDLING	K
16 B		PAX WITH REDUCED MOBILITY HANDLING	K
16 C		PAX INAD/DEPO HANDLING	K
16 D		MISSING PERSONAL ITEMS (TERMINAL AREA)	K
16 E		DENIED BOARDING - PAX DECISION	K
16 G		DOCTOR CONSULTANCY (FOR PAX)	K
16 H		SEAT ASSIGNMENT CHANGE	K
16 J		PASSENGER UNDER INFLUENCE OF ALCOHOL OR DRUGS	F
17		CATERING ORDER. LATE OR INCORRECT GIVEN TO SUPPLIER	Z
17 A		LATE OR ERROR ORDER	Z
17 B		CREW MEAL LATE OR ERROR ORDER	X
18		BAGGAGE PROCESSING. SORTING, ETC.	F
18 A		WRONG BAGGAGE LOADED - COUNT DIFFERENT THAN IN FLT DOCUMENTS	F
18 B		UNUSUAL BAGGAGE (E.G.SPORTING EQUIPMENT)	F
18 C		LATE BAGGAGE DELIVERY - OTHER AGENT	F
19		PRM HANDLING	N
19 A		LACK OF STAFF	N
21		DOCUMENTATION. ERRORS, ETC.	T
21 A		AIRLINE	T
21 B		HANDLING AGENT	F
22		LATE POSITIONING	T
22 A		AIRLINE	T
22 B		HANDLING AGENT	F

22	LATE POSITIONING	T
22 A	AIRLINE	T
22 B	HANDLING AGENT	F
23	LATE ACCEPTANCE	T
24	INADEQUATE PACKING	F
24 A	AIRLINE	T
24 B	HANDLING AGENT	F
25	OVERSALES. BOOKING ERROR	T
26	LATE PREPARATION IN WAREHOUSE	T
26 A	AIRLINE	T
26 B	HANDLING AGENT	F
27	DOCUMENTATION, PACKING, ETC. (MAIL ONLY)	T
28	LATE POSITIONING (MAIL ONLY)	T
29	LATE ACCEPTANCE (MAIL ONLY)	T
31	AIRCRAFT DOCUMENTATION LATE/INACCURATE. WEIGHT AND BALANCE, PAX MANIFEST, ETC.	F
31 A	LATE DELIVERING LOADSHEET OR ERROR IN DOCUMENTS	F
31 B	LATE DELIVERING LOADSHEET OR ERROR IN DOCUMENTS - CLC	G
31 C	LATE LOAD CONFIRMATION - RAMP CLEARING	F
31 D	PASSENGER RESEATING DUE TO W&B REASON	G
32	LOADING/UNLOADING. BULKY, SPECIAL LOAD, CABIN LOAD, LACK OF LOADING STAFF	F
32 A	EXTENDED LOADING / OFFLOADING	F
32 C	FLIGHT COORDINATOR ERRORS OR LACK OF	F
33	LOADING EQUIPMENT. LACK OF OR BREAKDOWN, LACK OF STAFF	F
34	SERVISING EQUIPMENT. LACK OF OR BREAKDOWN, LACK OF STAFF	F
34 A	LACK OR BREAKDOWN OF SERVISING EQUIPMENT / LACK OF STAFF (HANDLING AGENT)	F
34 B	LACK OR BREAKDOWN OF SERVISING EQUIPMENT / LACK OF STAFF (NOT HANDLING AGENT)	N
35	AIRCRAFT CLEANING	F
35 A	EXTENDED CLEANING	F
35 B	ADDITIONAL CLEANING ORDER (NOT INCLUDED IN HANDLING AGREEMENT) / SPECIAL PROCEDURES	K
35 C	BAGGAGE COMPARTMENT CLEANING	H
35 D	COCPIT WINDOW CLEANING	G
36	FUELLING/DEFUELLING. FUEL SUPPLIER	R
36 A	LATE FUEL TRUCK / BREAK DOWN OF FUEL TRUCK / FUELLING ERRORS	R
37	CATERING. LATE DELIVERY OR LOADING	U
37 A	LATE OR ERROR	U
38	ULD. LACK OF OR SERVICEABILITY	T
39	TECHNICAL EQUIPMENT. LACK OF OR BREAKDOWN, LACK OF STAFF	A
39 A	LACK OR BREAKDOWN OF EQUIPMENT / LACK OF ASSISTANCE (HANDLING AGENT)	F
39 B	TECHNICAL LOG BOOK - LACK OR INCOMPLETE	A
39 C	TAXING BEGINING LATE AFTER PUSH BACK	A
39 D	LACK OF TECHNICAL STAFF	A
41	AIRCRAFT DEFECTS	A
41 A	AIRCRAFT DEFECTS DETECTED DURING FLIGHT TO BASE AIRPORT	A

42	SCHEDULED MAINTENANCE. LATE RELEASE	A
42 A	LATE POSITIONING (TECHNICAL PROBLEM) FROM BASE TO CHECK AIRPORT	A
42 B	TECHNICAL STAFF REQUIRED AFTER NIGHT STOP OUTSIDE TECHNICAL BASE	A
42 C	INCORRECT AIRCRAFT ROTATION PLANNING	A
42 D	LATE DOCUMENTATION	A
43	NON SCHEDULED MAINTENANCE. ADDITIONAL WORKS BEYOND NORMAL MAINTENANCE SCHEDULE	A
43 A	TECHNICAL CHECK	A
44	SPARES AND EQUIPMENT. LACK OF OR BREAKDOWN	A
44 A	LATE DELIVERY OF SPARE PARTS FROM STORE	A
44 B	LACK OF /BREAKDOWN OF MAINTENANCE EQUIPMENT	A
45	AOG SPARES. TO BE CARRIED TO ANOTHER STATION	A
45 A	LATE DELIVERY OF SPARE PARTS	A
45 B	LATE TECHNICAL STAFF	A
45 C	LATE DOCUMENTATION	A
46	AIRCRAFT CHANGE. FOR TECHNICAL REASONS	A
46 A	DEFECT ON ORIGINAL A/C	A
46 B	DEFECT ON ORIGINAL A/C - ANOTHER AIRLINE	Z
46 C	PERFORMANCE REASONS	A
47	STANDBY AIRCRAFT. LACK OF PLANNED STANDBY AIRCRAFT FOR TECHNICAL REASONS	A
48	SCHEDULED CABIN CONFIGURATION/VERSION ADJUSTMENTS	Z
48 A	MEDICAL EQUIPMENT INSTALMENT/ADJUSTMENT(STRECHER,OXYGEN)	Z
48 B	LACK OF CERTIFIED TECHNICAL STAFF	A
51	DAMAGE DURING FLIGHT OPERATIONS. LIGHTNING/TURBULENCE, COLLISIONS DURING TAXIING	H
51 A	LIGHTNING OR SIMILAR CAUSED BY WEATHER	E
51 B	BIRD STRIKE OR SIMILAR	H
51 C	OVERWEIGHT/HARD LANDING OR SIMILAR CAUSED BY CREW	G
51 D	F.O.D. DAMAGE	C
51 E	AIRCRAFT EQUIPMENT DAMAGE CAUSED BY PAX DURING FLIGHT	K
52	DAMAGE DURING GROUND OPERATIONS. COLLISIONS, LOADING DAMAGE, ETC.	F
52 A	COLLISION DURING TOWING	N
52 B	EXTREMELY WEATHER CONDITION	E
52 D	HANDLING AGENT EQUIPMENT	F
52 E	AIRPORT EQUIPMENT	C
52 F	FUELLING EQUIPMENT	R
52 G	OTHER TECHNICAL EQUIPMENT	A
52 H	CATERING EQUIPMENT	U
52 J	ACCIDENTAL TRAP USING OR SIMILAR CAUSED BY CREW	G
52 N	AIRCRAFT EQUIPMENT DAMAGE CAUSED BY PAX DURING BOARDING	K
52 P	UNKNOWN REASONS	H
55	DEPARTURE CONTROL	J
55 A	LOT SYSTEMS	J
55 B	SUPPLIER SYSTEMS	J
55 C	AIRPORT SYSTEMS	C
55 D	HANDLING AGENT SYSTEMS	F
56	CARGO PREPARATION/DOCUMENTATION	J
56 A	LOT SYSTEMS	J
56 B	SUPPLIER SYSTEMS	J
56 C	AIRPORT SYSTEMS	C
56 D	HANDLING AGENT SYSTEMS	F

57		FLIGHT PLANS	J
57	A	LOT SYSTEMS	J
57	B	SUPPLIER SYSTEMS	J
57	C	AIRPORT SYSTEMS	C
58		OTHER COMPUTER SYSTEMS	J
58	A	LOT SYSTEMS	J
58	B	SUPPLIER SYSTEMS	J
58	C	AIRPORT SYSTEMS	C
58	D	HANDLING AGENT SYSTEMS	F
61		FLIGHT PLAN. LATE COMPLETION OR CHANGE OF, FLIGHT DOCUMENTATION	X
61	A	LATE OR INCORRECT DISPATCH DOCUMENTATION	X
61	B	LATE FLIGHT PLAN CHANGE CAUSED BY LATE PAYLOAD CHANGE	Z
61	C	LATE FLIGHT PLAN CHANGE CAUSED BY WEATHER CONDITIONS	E
61	D	LATE FLIGHT PLAN CHANGE CAUSED BY ATC PROBLEMS	B
61	E	LACK OR INCOMPLETE NAVIGATION DOCUMENTATION	X
61	F	NAVIGATION DATA BASE IMPLEMENTATION	A
61	G	LATE DELIVERY FPL BY HANDLING AGENT	F
62		OPERATIONAL REQUIREMENTS. FUEL, LOAD ALTERATION	X
62	A	LATE DEFUELING / LATE ADDITIONAL FUELING	X
62	B	LATE LOADNIG / LATE FUELING CAUSED BY AWAITING FOR FINAL WEIGHTS	X
63		LATE CREW BOARDING OR DEPARTURE PROCEDURES. OTHER THAN CONNECTION AND STANDBY	G
63	A	COCKPIT CREW LATE BOARDING	G
63	C	SECURITY PROCEDURES (COCKPIT CREW)	N
64		FLIGHT DECK CREW SHORTAGE. SICKNESS, AWAITING STANDBY, VALID VISA, ETC.	G
64	A	SICKNESS / INJURY	G
64	B	AWAITING FOR STAND-BY CREW	G
64	C	WORKING HOURS LIMITATIONS	G
64	D	TRAVEL DOCUMENTS	G
64	E	CREW SCHEDULING ERROR	G
64	F	CREW CHANGING DUE TO OPERATIONAL REASON (E.G. III CAT. FLIGHT)	G
64	G	POSITIONING OR DEADHEAD CREW	G
65		FLIGHT DECK CREW SPECIAL REQUEST. NOT WITHIN OPERATIONAL REQUIREMENTS	G
65	A	HOLDING/DELAYING PAX BOARDING BY CREW	G
65	B	MEL ACCEPTANCE REJECTED BY CREW	G
65	C	ADDITIONAL TECHNICAL CHECK ON CREW REQUEST	G
65	D	FUEL ADJUSTMENT ON CREW REQUEST	G
65	E	TECHNICAL PROBLEM ADVISED BY CREW BUT NOT CONFIRMED BY TECHNICAL STAFF	G
65	F	TRAINING PROCEDURES	G
66		LATE CABIN CREW BOARDING/DEPARTURE PROCEDURES. OTHER THAN CONNECTION AND STANDBY	G
66	A	CABIN CREW LATE BOARDING	G
66	C	SECURITY PROCEDURES (CABIN CREW)	N
67		CABIN CREW SHORTAGE. SICKNESS, AWAITING STANDBY, VALID VISA, ETC.	G
67	A	SICKNESS / INJURY	G
67	B	AWAITING STAND BY CREW	G
67	C	WORKING HOURS LIMITATIONS	G
67	D	TRAVEL DOCUMENTS	G
67	E	CREW SCHEDULING ERROR	G
67	G	POSITIONING OR DEADHEAD CREW	G
68		CABIN CREW ERROR OR SPECIAL REQUEST. NOT WITHIN OPERATIONAL REQUIREMENTS	G
68	A	INCORRECT HEAD COUNT ON BOARD	G

68	B	LATE / ADDITIONAL REQUEST	G
68	C	TOILET/SEAT DEFECT REPORTED BEFORE BOARDING	G
69		CAPTAIN REQUEST FOR SECURITY CHECK. EXTRAORDINARY	G
71		DEPARTURE STATION WEATHER	E
71	A	CONDITIONS BELOW OPERATING LIMITS	E
71	B	CONDITIONS BELOW SPECIFIC AIRCRAFT LIMITS	E
71	C	CONDITIONS BELOW FLIGHT DECK CREW LIMITS	E
72		DESTINATION STATION WEATHER	E
72	A	CONDITIONS BELOW OPERATING LIMITS	E
72	B	CONDITIONS BELOW SPECIFIC AIRCRAFT LIMITS	E
72	C	CONDITIONS BELOW FLIGHT DECK CREW LIMITS	E
73		ENROUTE OR ALTERNATE WEATHER	E
73	A	CONDITIONS BELOW OPERATING LIMITS	E
73	B	CONDITIONS BELOW SPECIFIC AIRCRAFT LIMITS	E
73	C	CONDITIONS BELOW FLIGHT DECK CREW LIMITS	E
73	D	CONDITIONS BELOW LIMITATION ON ENROUTE AIRPORTS	E
75		DE-ICING OF AIRCRAFT. REMOVAL OF ICE AND/OR SNOW, FROST PREVENTION	E
75	A	LATE DE-ICING	F
75	B	AWAITING FOR DEICING	C
75	C	DE-ICING ON PARKING STAND	E
76		REMOVAL OF SNOW, ICE, WATER AND SAND FROM AIRPORT	E
76	A	AIRPORT WORK STOPPAGE DUE TO HEAVY WEATHER CONDITIONS	E
76	B	LACK OF POSITIONS DUE TO WEATHER CONDITIONS	E
77		GROUND HANDLING IMPAIRED BY ADVERSE WEATHER CONDITIONS	E
77	A	INTERRUPTION OF FUELLING OR SERVICING	E
77	B	APRON CONDITIONS	E
77	C	FROST - GROUND HANDLING IMPAIRED BY FROST	E
77	D	FAN BLADE DE-ICING / REMOVAL OF SNOW	E
81		ATFM DUE TO ATX EN-ROUTE DEMAND/CAPACITY. STANDARD DEMAND/CAPACITY PROBLEMS	B
81	A	SLOT MISSED DUE TO TECH DEFECTS/LACK OF A/C CAUSED BY TECHNICAL REASON	A
81	B	SLOT MISSED DUE TO AIRPORT LIMITATION	C
81	C	SLOT MISSED DUE TO WEATHER	E
81	D	SLOT MISSED DUE TO SLOW HANDLING	F
81	E	SLOT MISSED DUE TO CREW	G
81	F	SLOT MISSED DUE TO A/C DAMAGE	H
81	G	SLOT MISSED DUE TO COMPUTER SYSTEM FAILURE	J
81	H	SLOT MISSED DUE TO SLOW PAX SERVICE	K
81	J	SLOT MISSED DUE TO THE CONSEQUENCE OF DELAY DUE TO SECURITY CHECK	N
81	K	SLOT MISSED DUE TO FUELLING	R
81	L	SLOT MISSED DUE TO MAIL AND CARGO	T
81	M	SLOT MISSED DUE TO CATERING	U
81	N	SLOT MISSED DUE TO STRIKE OR OUTSIDE AIRPORT RESTRICTION	W
81	P	SLOT MISSED DUE TO FLIGHT DISPATCH DECISION CONSEQUENCE	X
81	T	SLOT MISSED DUE TO COMMERCIAL REASON	Z
82		ATFM DUE TO ATC STAFF/EQUIPMENT EN-ROUTE. REDUCED CAPACITY.	B
83		ATFM DUE TO RESTRICTION AT DESTINATION AIRPORT. AIRPORT AND/OR RUNWAY CLOSED	B
84		ATFM DUE TO WEATHER AT DESTINATION	B
85		MANDATORY SECURITY	N
85	A	LATE SECURITY CHECK	C

85	B	INTENDED OFFLOAD DUE TO PAX CANCELLATION	N
85	C	BOMB WARNING	N
85	D	CREW AIRCRAFT SECURITY SEARCH	G
85	E	WITHDRAW PAX BY BORDER GUARD OR CUSTOM (UPON CLOSE OUT)	N
85	F	LATE SECURITY CHECK (TRANSFER PAX)	C
85	G	EXTERNAL SERVICES AIRCRAFT INSPECTION	N
85	H	LACK OF STAFF	N
85	J	ADDITIONAL, REQUIRED SECURITY CHECK (SELECTEE)	N
86		IMMIGRATION, CUSTOMS, HEALTH	N
86	A	PAX INAD / DEPO HANDLING	N
86	B	AIRCRAFT DECONTAMINATION	N
86	C	LACK OF STAFF	N
87		AIRPORT FACILITIES. PARKING, STANDS, RAMP CONGESTION, ETC.	C
87	A	LACK OF PARKING STANDS	C
87	B	LACK OF BUS GATES	C
87	C	RAMP CONGESTION	C
87	D	IMMIGRATION / CUSTOMS INFRASTRUCTURE - CONGESTIONS	C
87	E	GATE LIMITATION / NO GATE AVAILABLE	C
87	F	LACK OF BUS STANDING POSITIONS	C
87	G	ELECTRICAL SYSTEM FAILURE	C
87	H	BAGGAGE SORTING AREA FACILITY LIMITATION	C
87	J	JET BRIDGE INOPERATIVE	C
87	K	BAGGAGE BELT FAILURE	C
87	L	AIRPORT INFORMATION SYSTEM FAILURE	C
87	M	NO TOWING CLEARANCE DUE TO INFRASTRUCTURE	C
88		RESTRICTIONS AT AIRPORT OF DESTINATION. AIRPORT AND/OR RUNWAY CLOSED	N
88	A	RESTRICTIONS DUE TO CURFEW	N
88	B	STRIKE	W
88	C	POLITICAL UNREST	W
88	D	AIRPORT OR RUNWAY CLOSURE	N
89		RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT AFTM RESTRICTIONS	N
89	A	RESTRICTIONS DUE TO CURFEW	N
89	B	STRIKE	W
89	C	POLITICAL UNREST	W
89	D	AFTM REGULATIONS	B
89	E	AIRPORT OR RUNWAY CLOSURE	N
89	F	EMERGENCY PROCEDURE RESTRICTION	N
89	G	WAITING FOR PERMISSION TO START ENGINES OR FOR PUSH BACK	B
89	H	LACK OF FOLLOW ME, JET WAY OPERATOR	N
89	J	TAXING BEGINING LATE FROM REMOTE STAND	N
89	K	ACDM SYSTEM DISCREPANCY	N
91		LOAD CONNECTION. AWAITING LOAD FROM ANOTHER FLIGHT	Y
91	A	TECH DEFECTS/LACK OF A/C CAUSED BY TECHNICAL REASON	A
91	B	ATC SLOT LIMITATION	B
91	C	AIRPORT LIMITATION	C
91	D	EMERGENCY PROCEDURE RESTRICTION	X
91	E	WEATHER	E
91	F	SLOW HANDLING	F
91	G	CREW	G
91	H	A/C DAMAGE	H
91	J	COMPUTER SYSTEM FAILURE	J
91	K	SLOW PAX SERVICE	K
91	L	LATE ARRIVAL DUE ENROUTE DELAY (FLIGHT TIME LONGER THAN SCHEDULED DUE TO WEATHER CONDITION)	L
91	M	LONG TAXI / ATC	M
91	N	THE CONSEQUENCE OF DELAY DUE TO SECURITY CHECKAND AIRPORT PROCESS	N

91 R	THE CONSEQUENCE OF DELAY DUE TO FUELLING	R
91 T	THE CONSEQUENCE OF DELAY DUE TO MAIL AND CARGO	T
91 U	THE CONSEQUENCE OF DELAY DUE TO CATERING	U
91 W	THE CONSEQUENCE OF DELAY DUE TO STRIKE OR OUTSIDE AIRPORT RESTRICTION	W
91 X	OPERATIONAL CONTROL DECISION CONSEQUENCE	X
91 Z	COMMERCIAL REASON	Z
92	THROUGH CHECK-IN ERROR. PASSENGER AND BAGGAGE	F
92 A	NO THROUGH CHECK IN / INCORRECT TRANSIT / TRANSFER PAX AND BAGGAGE FIGURES	F
92 B	ERROR IN DOCUMENTATION LIKE MVT, PTM, TELEXES	F
92 C	BAGGAGE NOT SEGREGATED AT PREVIOUS STATION	F
93	AIRCRAFT ROTATION. LATE ARRIVAL OF AIRCRAFT FROM ANOTHER FLIGHT/PREVIOUS SECTOR	F
93 A	TECH DEFECTS/LACK OF A/C CAUSED BY TECHNICAL REASON	A
93 B	ATC SLOT LIMITATION	B
93 C	AIRPORT LIMITATION	C
93 D	EMERGENCY PROCEDURE RESTRICTION	X
93 E	WEATHER	E
93 F	SLOW RAMP HANDLING	F
93 G	CREW	G
93 H	A/C UNSERVICABLE DUE TO INFLIGHT/GROUND DAMAGE (REASONS BEYOND)	H
93 J	COMPUTER SYSTEM FAILURE	J
93 K	SLOW PAX HANDLING	K
93 L	LATE ARRIVAL DUE ENROUTE DELAY (FLIGHT TIME LONGER THAN SCHEDULED DUE TO WEATHER CONDITION)	L
93 M	LATE ARRIVAL DUE TO LONG TAXI	M
93 N	THE CONSEQUENCE OF DELAY DUE TO SECURITY CHECK AND AIRPORT PROCESS	N
93 R	THE CONSEQUENCE OF DELAY DUE TO FUELLING	R
93 T	THE CONSEQUENCE OF DELAY DUE TO MAIL AND CARGO	T
93 U	THE CONSEQUENCE OF DELAY DUE TO CATERING	U
93 W	THE CONSEQUENCE OF DELAY DUE TO STRIKE OR OUTSIDE AIRPORT RESTRICTION	W
93 X	THE CONSEQUENCE OF DELAY CAUSED BY OPERATIONAL CONTROL DECISION	X
93 Z	COMMERCIAL REASON	Z
94	CABIN CREW ROTATION. AWAITING CABIN CREW FROM ANOTHER FLIGHT	G
94 A	TECH DEFECTS/LACK OF A/C CAUSED BY TECHNICAL REASON	A
94 B	ATC SLOT LIMITATION	B
94 C	AIRPORT LIMITATION	C
94 D	EMERGENCY PROCEDURE RESTRICTION	X
94 E	WEATHER	E
94 F	SLOW RAMP HANDLING	F
94 G	CREW	G
94 H	A/C UNSERVICABLE DUE TO INFLIGHT/GROUND DAMAGE (REASONS BEYOND)	H
94 J	COMPUTER SYSTEM FAILURE	J
94 K	SLOW PAX HANDLING	K
94 L	LATE ARRIVAL DUE ENROUTE DELAY (FLIGHT TIME LONGER THAN SCHEDULED DUE TO WEATHER CONDITION)	L
94 M	LATE ARRIVAL DUE TO LONG TAXI	M
94 N	THE CONSEQUENCE OF DELAY DUE TO SECURITY CHECK AND AIRPORT PROCESS	N
94 R	THE CONSEQUENCE OF DELAY DUE TO FUELLING	R
94 S	POSITIONING OR DEADHEAD CREW	G
94 T	THE CONSEQUENCE OF DELAY DUE TO MAIL AND CARGO	T
94 U	THE CONSEQUENCE OF DELAY DUE TO CATERING	U
94 W	THE CONSEQUENCE OF DELAY DUE TO STRIKE OR OUTSIDE AIRPORT RESTRICTION	W
94 X	OPERATIONAL CONTROL DECISION CONSEQUENCE	X
94 Z	COMMERCIAL REASON	Z
95	CREW ROTATION. AWAITING CREW FROM ANOTHER FLIGHT (FLIGHT DECK OR ENTIRE CREW)	G
95 A	TECH DEFECTS/LACK OF A/C CAUSED BY TECHNICAL REASON	A
95 B	ATC SLOT LIMITATION	B



95	C	AIRPORT LIMITATION	C
95	D	EMERGENCY PROCEDURE RESTRICTION	X
95	E	WEATHER	E
95	F	SLOW RAMP HANDLING	F
95	G	CREW	G
95	H	A/C UNSERVICABLE DUE TO INFLIGHT/GROUND DAMAGE (REASONS BEYOND)	H
95	J	COMPUTER SYSTEM FAILURE	J
95	K	SLOW PAX HANDLING	K
95	L	LATE ARRIVAL DUE ENROUTE DELAY (FLIGHT TIME LONGER THAN SCHEDULED DUE TO WEATHER CONDITION)	L
95	M	LONG TAXI	M
95	N	THE CONSEQUENCE OF DELAY DUE TO SECURITY CHECK AND AIRPORT PROCESS	N
95	R	THE CONSEQUENCE OF DELAY DUE TO FUELLING	R
95	S	POSITIONING OR DEADHEAD CREW	G
95	T	THE CONSEQUENCE OF DELAY DUE TO MAIL AND CARGO	T
95	U	THE CONSEQUENCE OF DELAY DUE TO CATERING	U
95	W	THE CONSEQUENCE OF DELAY DUE TO STRIKE OR OUTSIDE AIRPORT RESTRICTION	W
95	X	OPERATIONAL CONTROL DECISION CONSEQUENCE	X
95	Z	COMMERCIAL REASON	Z
96		OPERATIONS CONTROL. AIRCRAFT CHANGE FOR REASONS OTHER THAN TECHNICAL	X
96	A	TECH DEFECTS/LACK OF A/C CAUSED BY TECHNICAL REASON	A
96	B	ATC SLOT LIMITATION	B
96	C	AIRPORT LIMITATION	C
96	D	EMERGENCY PROCEDURE RESTRICTION	X
96	E	WEATHER	E
96	F	SLOW RAMP HANDLING	F
96	G	CREW	G
96	H	A/C UNSERVICABLE DUE TO INFLIGHT/GROUND DAMAGE (REASONS BEYOND)	H
96	J	COMPUTER SYSTEM FAILURE	J
96	K	SLOW PAX HANDLING	K
96	N	THE CONSEQUENCE OF DELAY DUE TO SECURITY CHECK AND AIRPORT PROCESS	N
96	R	THE CONSEQUENCE OF DELAY DUE TO FUELLING	R
96	T	THE CONSEQUENCE OF DELAY DUE TO MAIL AND CARGO	T
96	U	THE CONSEQUENCE OF DELAY DUE TO CATERING	U
96	X	OPERATIONAL REASON	X
96	Z	COMMERCIAL REASON	Z
97		INDUSTRIAL ACTION WITHIN OWN AIRLINE	W
97	A	WHOLE COMPANY	W
98		INDUSTRIAL ACTION OUTSIDE OWN AIRLINE. EXCLUDING A.T.S.	W
98	A	STRIKE	W
98	B	AFTM LIMITATIONS	B
99		NOT ELSEWHERE SPECIFIED	F
99	A	LACK OF INFORMATION FROM HANDLING AGENT	F

7 APPENDICES

Appendix 1 – Handling Report

Appendix 2 – Turnaround Inspection Checklist

Appendix 3 – Technical Inspection of GSE

Appendix 4 – Dangerous Goods Occurrence Report

Appendix 1

FILLED BY:


Appendix 2

TURNAROUND INSPECTION CHECKLIST

REG No: 01/SPRVAGENT/2020

EFFECTIVE DATE: 31.08.2020

STATION:	DATE:	FLIGHT: LO	COMPLIANCE			
			Y	N	N/A	Remarks
1.	All equipment is positioned outside of (ERA)					
2.	The gate area is clear prior aircraft entrance					
3.	Bridge is fully retracted within its "Ramp box"					
4.	Aircraft chocks are properly installed according to LOT GHM					
5.	Personel stay clear of the aircraft , until colision light have been switched off					
6.	Cones are properly positioned according to GHM					
7.	Walkaround inspection check prior to approach of any GSE done					
8.	All cargo doors are open and checked.					
9.	During passenger (dis)embarkation, passengerr movement is protected and guided in walkways between the aircraft and bus or terminal.					
10.	Staff walk rather than run on the ramp					
11.	A guide-person is used when positioning GSE to the aircraft (marshaling)					
12.	A guide-person used when retract GSE from the aircraft (marshaling)					
13.	Elevated equipment used with deployed stabilizers					
14.	All vehicles make a stop for a break check outside the ERA.					
15.	Personnel check clearance when opening the cargo/ passenger doors					
16.	The beltloader is in full down position with handrail stowed when approaching the aircraft					
17.	All equipment located at distance of 2 metres must have safety bumpers					
18.	Baggage is properly handled and separated					
19.	Final ramp inspection and walkaround check performed					
20.	No driving allowed under the wing and fuselage					
21.	All cargo nets are properly installed and secured					
22.	loading level within 5 cm minimum clearance from the ceiling					
23.	Correct tractor or towbarless used for push-back					
24.	Head-set used for communication with the flight crew					
Serviceability of GSE			CONDITION			(if poor or not compliant; write down the vehicle # for reference and MTH)
			Good	medium	poor	
25.	a) Parking brake- foot break					
26.	b) Windshield Mirrors					
27.	c) Wipers					
28.	d) tires/ wheels					
29.	e) refflectors					
30.	f) No evidence of fluid leakage					
31.	g) No debries inside or outside					
Checked GSE ID:						
Actions to observe:			COMPLIANCE			
			Y	N	N/A	Remarks
32.	Breaks are set on all carts					
33.	Fire extinguishers are installed on vehicles					
34.	Parking break is set when operator leaves the vehicle					
35.	Parked vehicles within ERA are parallel to aircraft fuselage					

 A STAR ALLIANCE MEMBER	TURNAROUND INSPECTION CHECKLIST	REG No: 01/SPRVAGENT/2020
		EFFECTIVE DATE: 31.08.2020

36.	GPU is available at arrival				
37.	FUEL	Y	N	N/A	Remarks
38.	Fuel truck is not blocked by any other ground equipment				
39.	Fuel truck or pump is properly positioned and escape route not obstructed				
40.	Fuel safety zones are respected				
COVID-19					
41.	Routine cleaning performed as per signed SGHA (short haul) Preventive cleaning scope "C" performed (long haul)				Type of cleaning:
41-a.	Method of cleaning/ disinfecting				
41-b.	Disinfectant used for cleaning				Product name:
41-c.	Separate mops used for lavatory and the galley				
41-d.	Different color coding rags used in each area.				
42.	Temperature check performance.				Where: By whom:
43.	Face mask check prior to boarding and crew informed in case of missing mask by pax. <ul style="list-style-type: none"> restriction does not apply to children up to 4 years old 				
44.	Boarding by rows from back to front: <ul style="list-style-type: none"> By every 10 rows (ca 40 seats) for E170, E175, E90, E195 By every 7 rows (ca 42-49 seats) for B737-400 and B737-800 31-25 then 24- 20 then 19-14 then 13-7 then 6-1 for B787-800 36-28 then 27-21 then 20-14 then 13-8 then 7-1 for B787-900 				
45.	Maximum 60% capacity of each bus filled				
Remarks:					

EVALUATED BY:

Appendix 3

STATION: _____ DATE: _____ FLIGHT: LO _____			COMPLIANCE						
Serviceability of GSE		GSE no.	Y	N	N/A	GSE CONDITIONS			Remarks *
						Good	medium	poor	
	GPU		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
	ASU		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
Towbar	Bombardier Q400		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
	Embraer 170/175/195		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
	Boeing 737-400/-800/-MAX		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
	Boeing 787-8/-9		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
Towing / Push-back vehicle	Q400		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
	EMB 170/175/195		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
	B 737-400/-800/-MAX		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
	B 787-8/-9		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
	ULD High loader		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
	Heater		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
	Cooler		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
	Conveyor belt		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
	Catering Vehicle		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
	Container/ Pallet Loader		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
	Passenger buss		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
	Electrically powered GSE		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
	Self-propelled passenger stairs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
	Towed passenger stairs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
	PRM vehicle		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
	Other:								
	1.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
	2.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
	3.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H
4.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A B C D E F G H	
Remarks:									
Finding codes (if poor or not compliant; mark down code letter for non-compliance) A – Parking break inop B- Windshield Mirror C- Wipers D- Tires/ wheels E- Reflectors F- Fluid leakage G-Debris inside/outside H- Safety bumpers/ rails									

SUPERVISOR/ STATION MANAGER
(signature)

Appendix 4

DANGEROUS GOODS OCCURRENCE REPORT

DGOR no.

See the Notes on the next page of this form. Those boxes where the heading is in *italics* need only be completed if applicable.

Mark type of occurrence:

Accident: ☐

Incident: ☐

Other Occurrence: ☐

1. Operator:	2. Date of occurrence:	3. Local time of occurrence:	
4. <i>Flight date:</i>	5. <i>Flight no.:</i>	6. <i>Departure date:</i>	
7. <i>Destination airport:</i>	8. <i>Aircraft type:</i>	9. <i>Aircraft destination:</i>	
10. Location of occurrence:	11. Origin of the goods:		
12. Description of the occurrence, including details of injury, damage etc. (if necessary continue on the next page)			
13. Proper shipping name (including technical name):			14. UN/ID no. (when known):
15. <i>Class/division (when known):</i>	16. <i>Subsidiary risk(s):</i>	17. <i>Packing group:</i>	18. <i>Category (class 7 only):</i>
19. <i>Type of packing:</i>		20. <i>Packaging specification marking:</i>	
21. <i>No. of packages:</i>		22. <i>Quantity (or transport index, if applicable):</i>	
23. <i>Reference no. of Air Waybill:</i>			
24. <i>Reference no. of courier pouch, baggage tag, or passenger ticket:</i>			
25. <i>Name and address of shipper, agent, passenger etc.:</i>			
26. Other relevant information (including suspected cause, any action taken):			
27. Name and title of person making report:		28. Telephone no.:	
29. Company/dept. Code, E-mail or Info Mail code:		30. <i>Reports ref.:</i>	
31. Address:		32. Date Signature:	

Description of the occurrence (continuation of 12):

Notes: