LOT Polish Airlines

Ground Handling Manual

Edition 43 / December 2024

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INTRODUCTION

TO THE USERS OF THE MANUAL

The LOT Polish Airlines Ground Handling Manual – GHM contains basic rules, regulations, guidelines and information concerning the appropriate handling of passengers and their baggage, cargo & mail, as well as the aircraft belonging to LOT Polish Airlines and those operated on behalf of LOT Polish Airlines.

The contents of this manual are based on the company's policy, as well as on regulations and requirements issued by aviation authorities, international aviation organizations and aircraft manufacturers. The processes and procedures contained in the OM for the conduct of ground handling operations are, as a minimum, equivalent to processes and procedures contained in the IGOM.

All staff of LOT Polish Airlines and handling agents and supervisors, involved in passenger and aircraft handling must not only be familiar with, but also follow these regulations.

Handling agents and supervisors must also fulfil all obligations resulting from applicable agreements.

Ground Operations Nominated Person

Sebastian Jadczak

First edition: May 2003

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NOTICE OF REVISION

GROUND HANDLING MANUAL NO.XX (DATED XXX 2024)

Chapter	Point	Remarks
1.Introduction	**1.1**	General information – updated
	1.2	List of effective pages – updated
2.Fleet	**2.1.4**	SP-LNQ – added
	2.1.5	E195 - E2 Aircraft – point added
	2.1.7	SP-LVQ/ -LVR/ -LVS/ -LVT – added
3.Weight and Balance	**3.1**	Introduction – point updated
	3.2	Weight Values – point updated
	3.3	Principles of Weight And Balance – point updated
	3.4	Aircraft Weight Definition – point updated
	3.5	Loadsheets – point updated
	3.6	LMC Procedure – point updated
	3.7	Loading Instruction Report – point updated
	3.8	Special Load – Notification to Captain (NOTOC) – point updated
	3.9	Aircraft Characteristics – point updated
	3.10	Basic Loading Principles – point updated
	3.11	Package Maximum Size Dimensions – point updated
	3.12	Live Animals Carriage – point updated
	3.13	Effect of COG Position on Fuel Consumption – point updated
	3.14	Towing and Tipping Limitations – point updated
	3.15	Load Control – point updated
	3.16	VIP Flights Procedure – point updated
	3.17	Weight and Balance Training – point updated
4.Ramp Handling	**4.1 (1)**	Handling agent staff training general policy – updated
	4.3.3 (1)	'In the case of ERJ 170-100/-200, ERJ 190/-200/, B737, and B787 type aircraft' – deleted
	4.4.1	'Adequate clearance exists between the aircraft and facilities or fixed obstacles along the aircraft movement path' – added
	4.4.2	Walkaround Inspection – updated
	4.5.1 (7)	'narrow body' – added
	4.6.3 (6)	Loading of Embraer - updated
	4.6.4 (7)	'a copy of other documents regarding the case and available photographic documentation if available' – added
	4.8.1	'EMB' and 'all types' – added
	4.8.2 (2)	Safety cones placement and removal – updated
	4.8.3.3.1	'EMB 195-E2' – added
	4.8.4	Aircraft servicing arrangements – updated
	4.8.4.5	Aircraft servicing arrangements for ERJ 190-400 – point added
	4.8.6 (2)	'Maintenance stairs' instead of 'Technical steps'

	4.8.7 (2)	'ERJ 190-100/-400' – added
	4.11 (4)	Updated
	4.11.1	'ERJ 190-100/-400' – added
	4.11.1.1	Point name updated
	4.11.1.2	Point name updated
	4.11.1.3	ERJ 190-400 danger zones – added
	4.11.1.4	Point name updated
	4.11.1.5	Point name updated
	4.11.3.1	Aircraft Damage Report – updated
	4.16	Catering and provisioning – updated
	4.18	'ERJ 190-100/-400 '– added
	4.18 (5)	Aircraft Towbar Code – updated
	4.18 (6)	E-mail address to ONPS – updated
	4.20.4	Communications UKF – updated
5.Passenger handling	**5.1.2 (1)**	Check-in counters – updated
	5.2.5.2 (2)	Contacts to LOT Travel Document and Visa Section in Warsaw – updated
	5.3.1	LOT check-in signage and expected area visual layout – point added
	5.3.2	General rules and definition – updated
	5.3.2.1 (2)	Procedure for ID tickets acceptance – point updated
	5.3.2.2	Priorities concept of LOT Polish Airlines – updated
	5.3.3	Check- in procedure – updated
	5.3.4 (2)	Rules for using moveable curtain – updated
	5.3.4 (4)	'willing'; seating requirement for ACP traveling with SCP; SCP groups seating – added
	5.3.4 (5)	'EMB' – added
	5.4.1	LOT Gate signage and expected area visual layout – added
	5.4.2	Gate general rules and definitions – updated
	5.4.3	Boarding and zone boarding procedure – updated
	5.7.2	HEAD and RMK/GOV special flights (flight numbers 7001-7100) – updated
	5.8.1 (1)	'Lufthansa Private Jet' - deleted
	5.8.1 (2)	'Scandinavian Airlines' - deleted
	5.8.1 (3)	'Lufthansa City Airline' – added 'Air Malta, Silk Air, Thai Smile' - deleted
	5.8.3	Benefits for Frequent Travellers - updated
	5.8.4	Benefits for Senator Card (Star Gold) - updated
	5.8.5	Benefits for HON Circle Card (Star Gold) - updated
	5.9.1 (1), (2)	Definitions and categories of UM - updated
	5.9.1 (6)	UM seating – updated
	5.9.1 (8)	ERJ 190-400 – added
	5.9.1.1.1	Company Escort Service – deleted

	5.9.3	Minors escorted by company escort – point deleted Young Passenger Traveling Alone YPTA - added
	5.9.4	MAAS Meet and Assist – point deleted
	5.10.	Passengers with infants and children – updated
	5.11.1 (2)	'LOT Polish Airlines does not carry passengers on a stretcher' - added
	5.11.2	Blind and deaf passengers – point updated
	5.11.2.1	Assistance Dogs – Service Animals (SVAN) – point updated
	5.11.4	Stretcher cases (STCR) – point deleted
	5.11.7	'STCR' – deleted
	5.11.10	MedAire MedLink – point added
	5.11.11 (7)	Ground handling at the point of departure - updated
	5.12.7.1 (5)	DBC for flights from USA – updated
	5.12.8 (3)	'other staff' – deleted
	5.13.1	ERJ 190-400 - added
	5.13.1 (9)	DEPA/DEPU Seating restrictions - updated
	5.13.1 (11)	'Ground Operations Bureau' instead of Ground Operations Department 'or OneDrive' - added
	5.14 (1)	General policy – updated
	5.15	Electronic ticket – point updated
	5.17 (7)	Check-in, security and immigration facilities at HUB WAW - updated
6. Baggage handling	**6.2.2.1.2**	Free checked baggage allowance – updated
	6.2.2.2 (6)	E195-E2 – added to OCHBAG procedure
	6.2.2.2 (7)	Free unchecked baggage allowance – updated
	6.3.5	AVIH container dimensions - updated
	6.5.3 (5)	Table with seats not allowed for PETC - deleted
	6.5.4 (1)	AVIH container dimensions - updated
	6.5.4 (7)	Loading of AVIH – updated
	6.5.4.1	CAUTION – updated
	6.6 (1)	'baggage claim areas' - added
	6.6	Table 2.3A – updated
	6.6.1 (2)	Dealing with suspected contaminated baggage - added
	6.6.1 (3)	Methods of handling dangerous goods placed and identified in luggage – added
	6.6.1 (4)	The rules of cooperation with airport services on handling baggage in which dangerous goods have been identified - added
	6.6.1	Information to the PIC – added
	6.6.2	Information to the PIC about WCBW – updated
	6.6.3	Information to the PIC about WCBD – updated
	6.6.4	Information to the PIC about WCLB and handling procedure – updated
	6.16.1 (2)	Baggage Tracing and Claim Services – updated

7.Cargo	**7.2 (4)**	Dangerous Goods Training – updated
	7.3.1	'for Dangerous Goods' – added
	7.4.1	'until 31 December 2026' – added
	7.4.2	Acceptance of Dangerous Goods – updated
	7.4.2.3	Note – added Table 4.4.1.2 Segregation of special loads – updated
	7.4.2.4	Note – added
	7.4.3 (1)	Handling of Dry Ice – updated
	7.4.4 (2)	DGOR – updated
	7.4.4 (5)	Dealing with suspected contaminated cargo – added
	7.6.1	Shipper's Certification for Live Animals – updated
	7.7 (3)	Acceptance, Storage and Delivery of PIL – updated
	7.8	Perishable cargo (PER) – point updated
	7.16	Electronic Monitoring Devices (EMD's) – point added
8.Security	**8.4.3.1**	Sealing Report for ERJ 190 – updated
	8.4.5 (1)	'arrival at airport of destination' – added
	8.4.8 (1)	Rules for identification of passengers showing signs of intoxication, whether through alcohol or other substances, which might contribute to unruly behavior and interference – added
9.Emergency	**-**	----------
10. Communication	**10.2.1.1**	Phone number for SITA Message – updated
11.Appendix	**App. 2**	ADR – updated
	App. 3	WAIF – updated
	App. 11	Medical Assessment Checklist – added
	App. 12	MedAire Passenger Fit-to-Fly Assessment – added

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1.1. General information (GRH 1.6; GRH 1.5.1)

	Remarks
1.Applicability:	• The Ground Handling Manual is intended for use by the Handling Agents, LOT Polish Airlines Station Managers and Supervising Staff who: ➢ are directly involved in providing handling services to passengers, cargo and aircraft (LOT's and those operated on behalf of Polish Airlines) - at Polish and foreign airports, ➢ supervised work of agents providing services to LOT Polish Airlines in representative offices in Poland, abroad, and at Warsaw-Frederic Chopin Airport, WAW.
2.Responsible for publishing:	• The Ground Handling Manual is published by the Ground Ops Safety and Procedures Manager, in cooperation with organizational units whose scope of operation covers issues discussed in the Manual. • The Ground Handling Manual is sent to: – Ground Handling Agents, – Supervising Agents, – Station Managers, – Cargo Agents, – Other staff involved in LOTs operations.
3.Editors responsible for chapters: 1. Introduction 4. Ramp Handling, 5. Passenger Handling 6. Baggage Handling 10. Communication 11. Appendices	Bernadetta Podskrobko – Ground Ops Safety and Procedures Manager Komitetu Obrony Robotników 43 Street 02-146 Warszawa, Poland, phone. +48 532 752 535, e-mail: b.podskrobko@lot.pl
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7.Responsible for distribution:	Safety & Procedures Section, Ground Operations Bureau Komitetu Obrony Robotników 43 Street 02-146 Warszawa, Poland, e-mail: onps@lot.pl

8.Validity of contents:	The Ground Handling Manual (GHM) contains a "List of effective pages" (point 1.2). All pages that are effective at this moment are listed with their page number, issue number and date of effectiveness.
9. Updating the Manual: (GRH 1.7.2; GRH 1.3.1; GRH 1.6.9)	• Managers/Heads of all organizational units using the Manual have the obligation to designate a person who will be responsible for updating the Manual. • The name of the person responsible for updating the Manual within the organization shall be submitted to Ground Ops Safety & Procedures Section, hereinafter called the ONPS Section. • Employees of Representative Offices abroad, who supervise services provided by handling agents or agents who provide Supervising services are responsible for passing updated modifications regarding the Manual to relevant agents. The agent's name as well as the full name of the person who is responsible for the document shall be sent to ONPS Section onps@lot.pl . **Procedure:** 1. The Ground Handling Manual is published in electronic version only. 2. After each amendment of the Ground Handling Manual, the updated version for PLL LOT employees is available via SharePoint in the Operational & Technical Library. For external Service Providers (Handling Agents and Supervisors) the manual is available in the Ground Handling Library (GHL) on OneDrive. 3. Following the publication online, all addresses receive an email with the link to the new Ground Handling Manual. 4. Handling Agents/Supervisors shall confirm the receipt of the new GHM via email. 5. The current Ground Handling Manual shall be available at the key points of each station served by LOT and availability is part of audits and inspections. 6. The availability of the manual shall be independent from an online connection. 7. The current revision of the manual shall be available via LOT website or agent internet/extranet site or on local computers. 8. Older version of the GHM shall be deleted from network and computers. 9. The manual is updated at least once a year to ensure the content remains current. The edition number and issue date is depicted on the cover page of the manual. The edition number, revision and effective date is indicated at the bottom of each individual page. The edition number refers to a major update of the manual (significant changes to procedures). The revision refers to a minor update within an existing edition (corrections, small procedural updates, etc.). Changes in the manual are highlighted in yellow, while deleted content is marked with an orange change bar. 10. Every time GHM is under revision process, the ONPS Section performs gap analysis against IGOM to ensure the updated procedures are in line with the manual and if any variation is identified, the risk assessment must be performed for acceptance of alternative means of compliance. Gap analysis shall also be performed by Ground Handling Company to ensure the company manuals are in line with operator's manual. **11.** The ONPS Section also issues ad-hoc information bulletins, MEMOs (including safety MEMOs) etc. containing new or updated procedures and rules. These types of documents are sent to Handling Agents and Supervisors via email and they are placed in the Ground Handling Library.

	Remarks
10.References to other manuals	• Operations Manual Part A & D • Operator's Refuelling/Defuelling Manual Doc. No. 1760, • Operator's Potable Water/Lavatory Servicing manual Doc. No. 2030, • The IATA Passenger Service Conference Manual (PSM), • The IATA Airport Handling Manual, • The IATA Dangerous Regulations (DGR), • The IATA Live Animals Regulations (LAR), • The IATA Medical Manual, • In accordance with The IATA Ground Operations Manual (IGOM), • Other relevant documents from external sources, • Information from all the sources shall be received in due time, to satisfy operational requirements. The documents shall be retained and invalid copies shall be disseminated.
11. Access to the manual	• Access to the manual is available online via Ground Handling Library on OneDrive. • For access to the library, please contact: onps@lot.pl

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Chapter 4 RAMP HANDLING

Chapter 5 PASSENGER HANDLING

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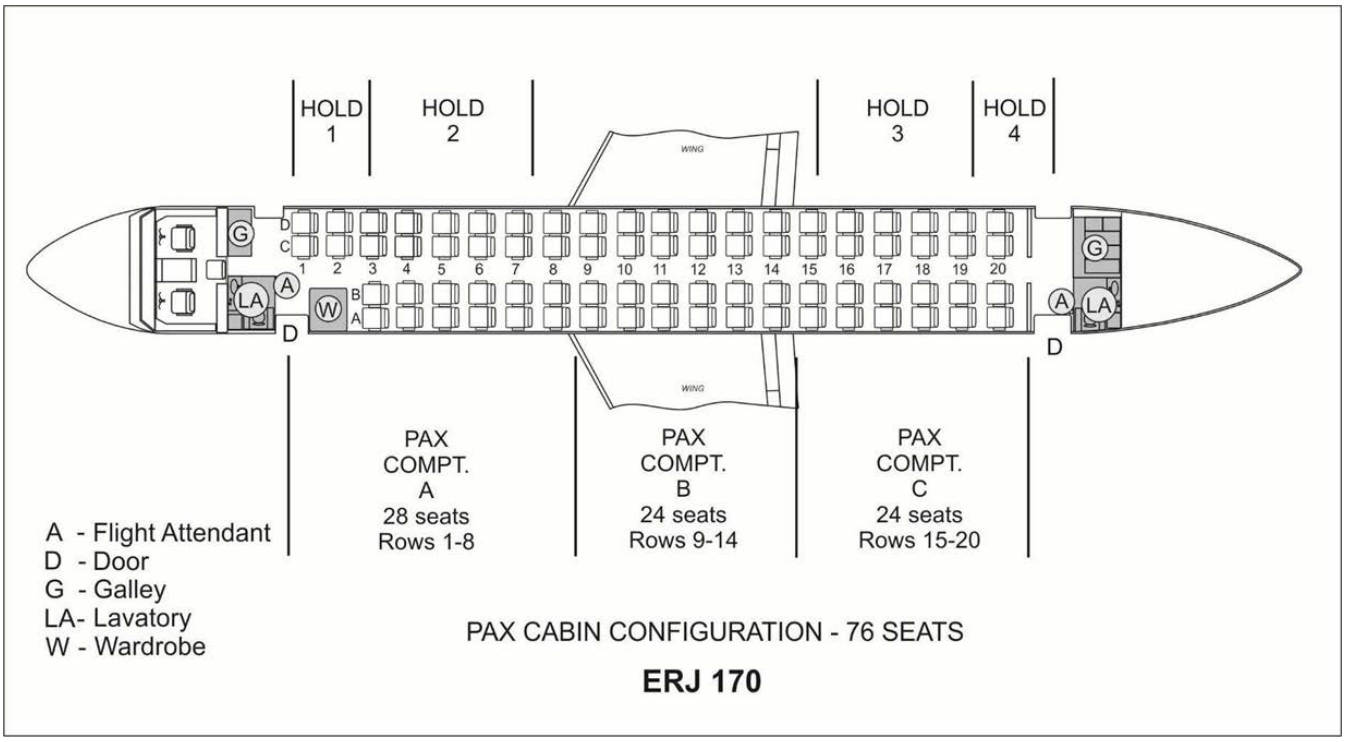
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2.1. BASIC INFORMATION CONCERNING AIRCRAFT OPERATED BY LOT POLISH AIRLINES

2.1.1. ERJ 170-100 Aircraft



REGISTRATION	TYPE of A/C	CONFIG C/P/Y	MZFW kg	MTOW kg	MLAW kg
SP-LDE	ERJ170-100	76	29600	35990	32800
SP-LDF	ERJ170-100	76	29600	35990	32800
SP-LDG	ERJ170-100	76	29600	35990	32800
SP-LDH	ERJ170-100	76	29600	35990	32800
SP-LDI	ERJ170-100	76	29600	35990	32800
SP-LDK	ERJ170-100	76	29600	35990	32800

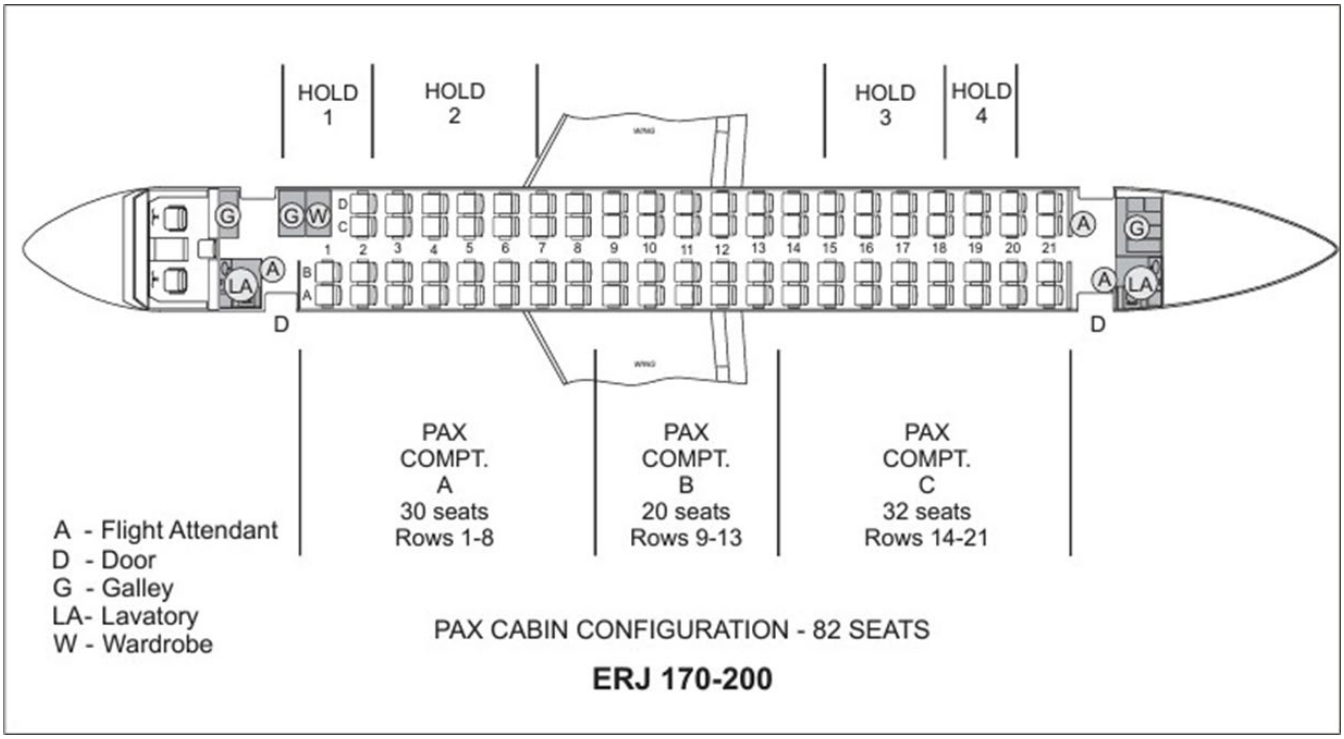


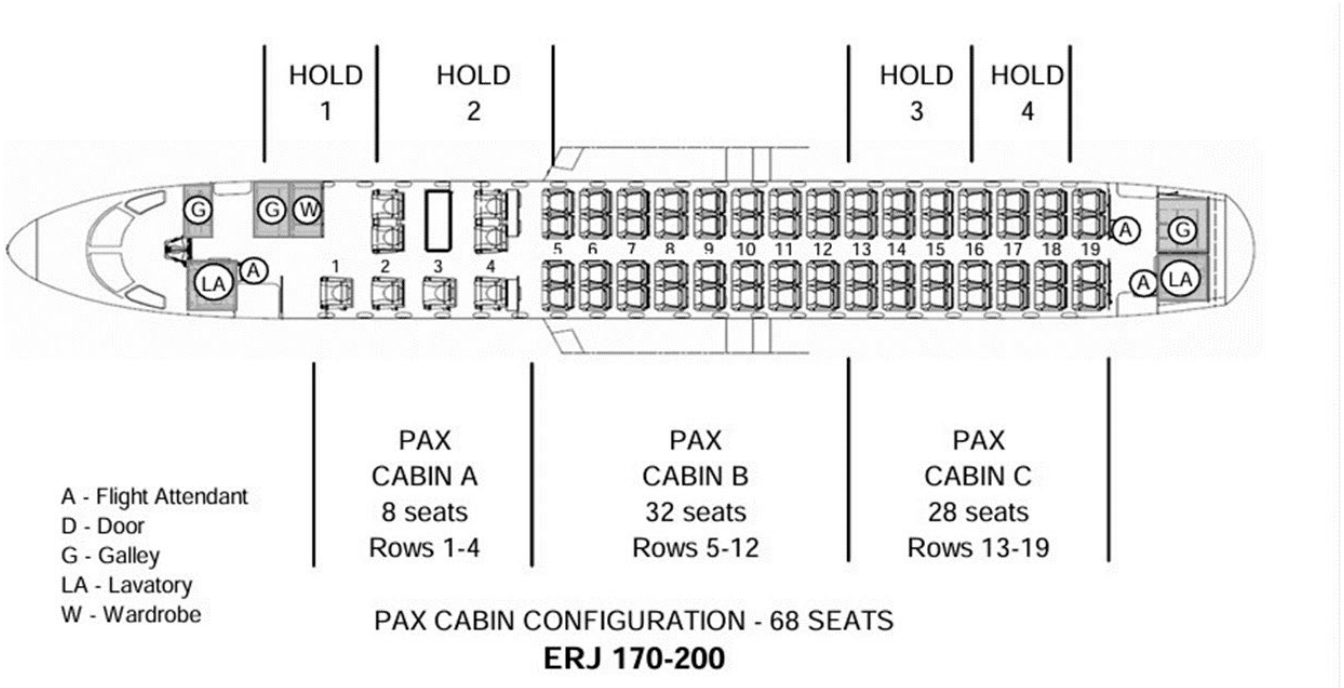
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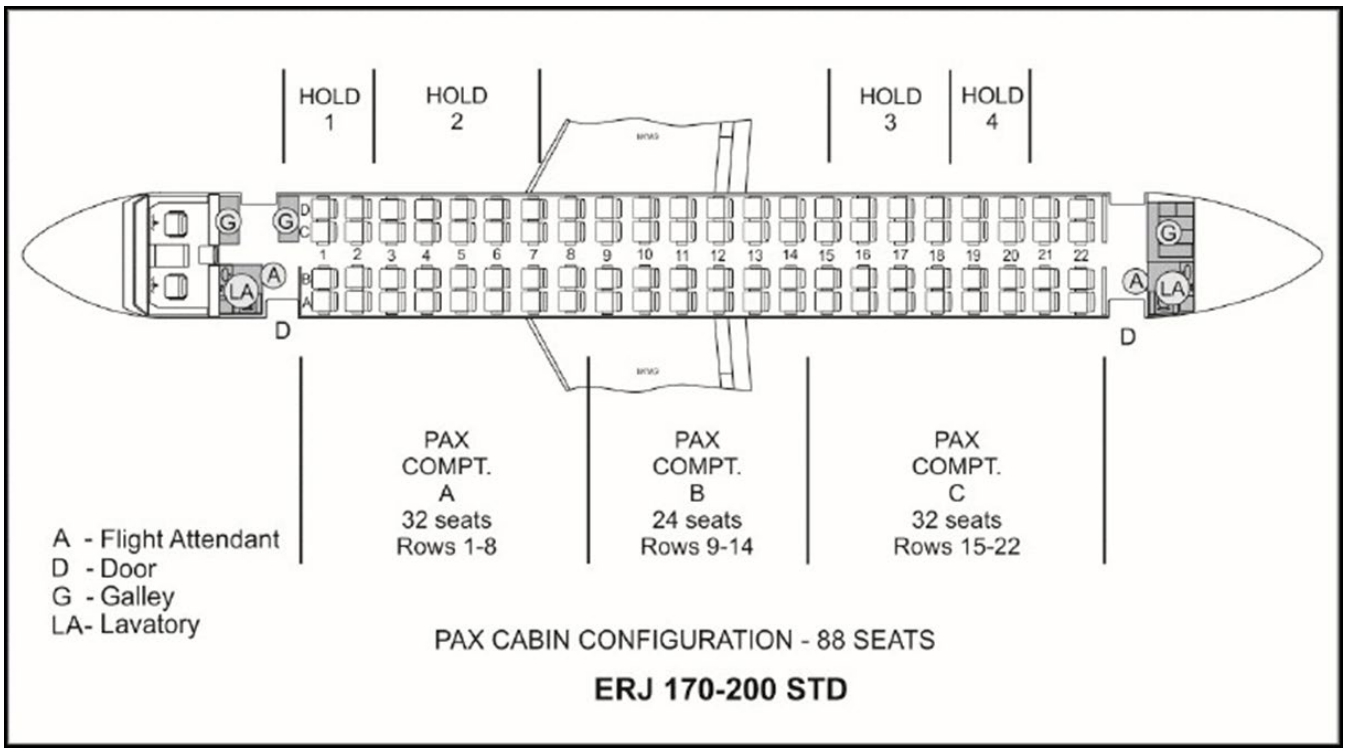
2.1.2. ERJ 170-200 Aircraft



REGISTRATION	TYPE of A/C	CONFIG C/P/Y	MZFW kg	MTOW kg	MLAW kg
SP-LIA	ERJ170-200	82	31700	38790	34000
SP-LIB	ERJ170-200	82	31700	38790	34000
SP-LIC	ERJ170-200	82	31700	38790	34000
SP-LID	ERJ170-200	82	31700	38790	34000
SP-LIG	ERJ170-200	68	31700	38790	34000
SP-LIH	ERJ170-200	68	31700	38790	34000
SP-LII	ERJ170-200	82	31700	38790	34000
SP-LIK	ERJ170-200	82	31700	38790	34000
SP-LIL	ERJ170-200	82	31700	38790	34000
SP-LIM	ERJ170-200	82	31700	38790	34000
SP-LIN	ERJ170-200	82	31700	38790	34000
SP-LIO	ERJ170-200	82	31700	38790	34000
SP-LIP	ERJ170-200STD	88	31700	37500	34000
SP-LIQ	ERJ170-200STD	88	31700	37500	34000
SP-LIR	ERJ170-200STD	88	31700	37500	34000


HOLD 1
HOLD 2
HOLD 3
HOLD 4
PAX COMPT. A 30 seats Rows 1-8
PAX COMPT. B 20 seats Rows 9-13
PAX COMPT. C 32 seats Rows 14-21
A - Flight Attendant
D - Door
G - Galley
LA- Lavatory
W - Wardrobe
PAX CABIN CONFIGURATION - 82 SEATS
ERJ 170-200


HOLD 1
HOLD 2
HOLD 3
HOLD 4
PAX CABIN A 8 seats Rows 1-4
PAX CABIN B 32 seats Rows 5-12
PAX CABIN C 28 seats Rows 13-19
A - Flight Attendant
D - Door
G - Galley
LA - Lavatory
W - Wardrobe
PAX CABIN CONFIGURATION - 68 SEATS
ERJ 170-200

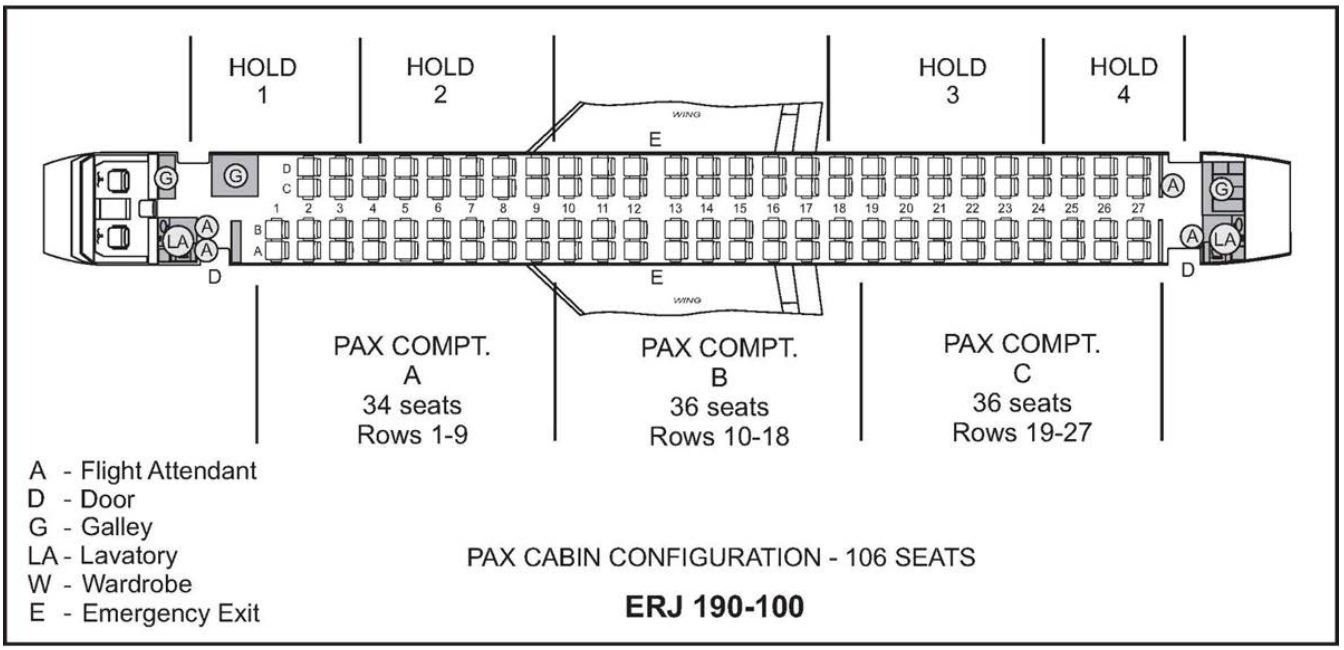

HOLD 1
HOLD 2
HOLD 3
HOLD 4
PAX COMPT. A 32 seats Rows 1-8
PAX COMPT. B 24 seats Rows 9-14
PAX COMPT. C 32 seats Rows 15-22
A - Flight Attendant
D - Door
G - Galley
LA- Lavatory
PAX CABIN CONFIGURATION - 88 SEATS
ERJ 170-200 STD

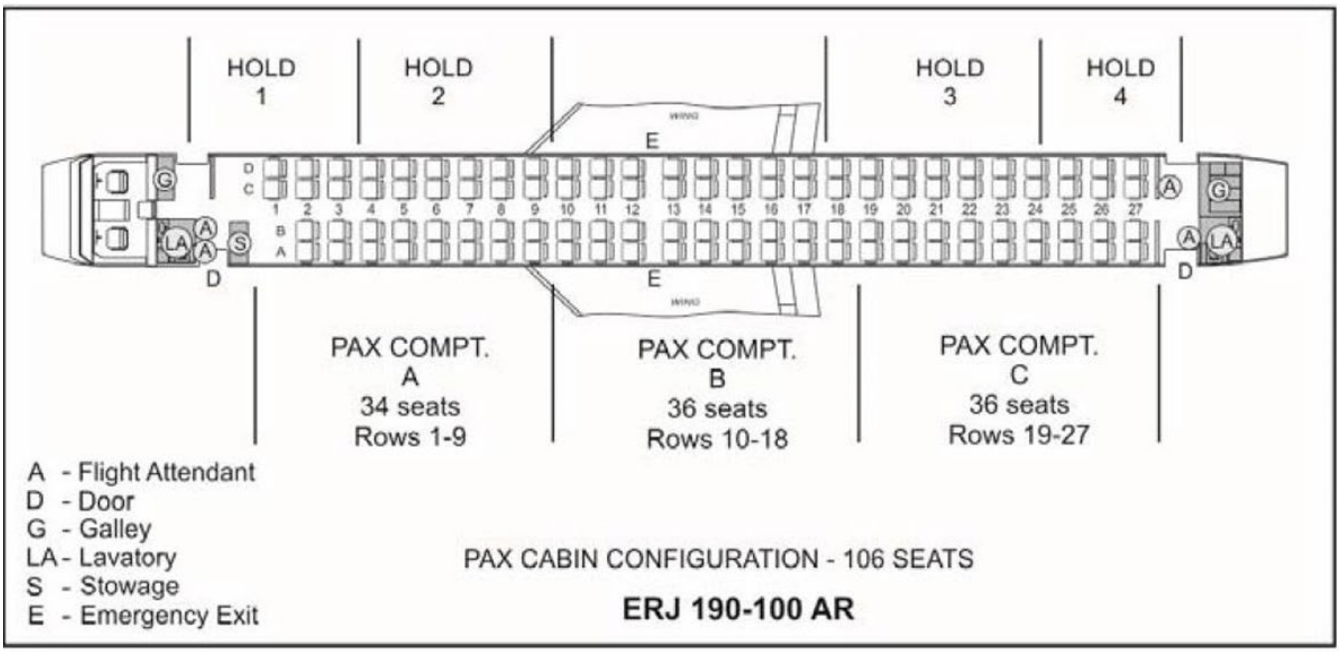
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2.1.3. ERJ 190-100 Aircraft



REGISTRATION	TYPE of A/C	CONFIG C/P/Y	MZFW kg	MTOW kg	MLAW kg
SP-LMA	ERJ190-100	106	40800	47790	43000
SP-LMB	ERJ190-100	106	40800	47790	43000
SP-LMC	ERJ190-100	106	40800	47790	43000
SP-LMD	ERJ190-100	106	40800	47790	43000
SP-LME	ERJ190-100AR	106	40900	51800	44000
SP-LMF	ERJ190-100AR	106	40900	51800	44000
SP-LMG	ERJ190-100	106	40800	47790	44000
SP-LMH	ERJ190-100	106	40800	47790	44000

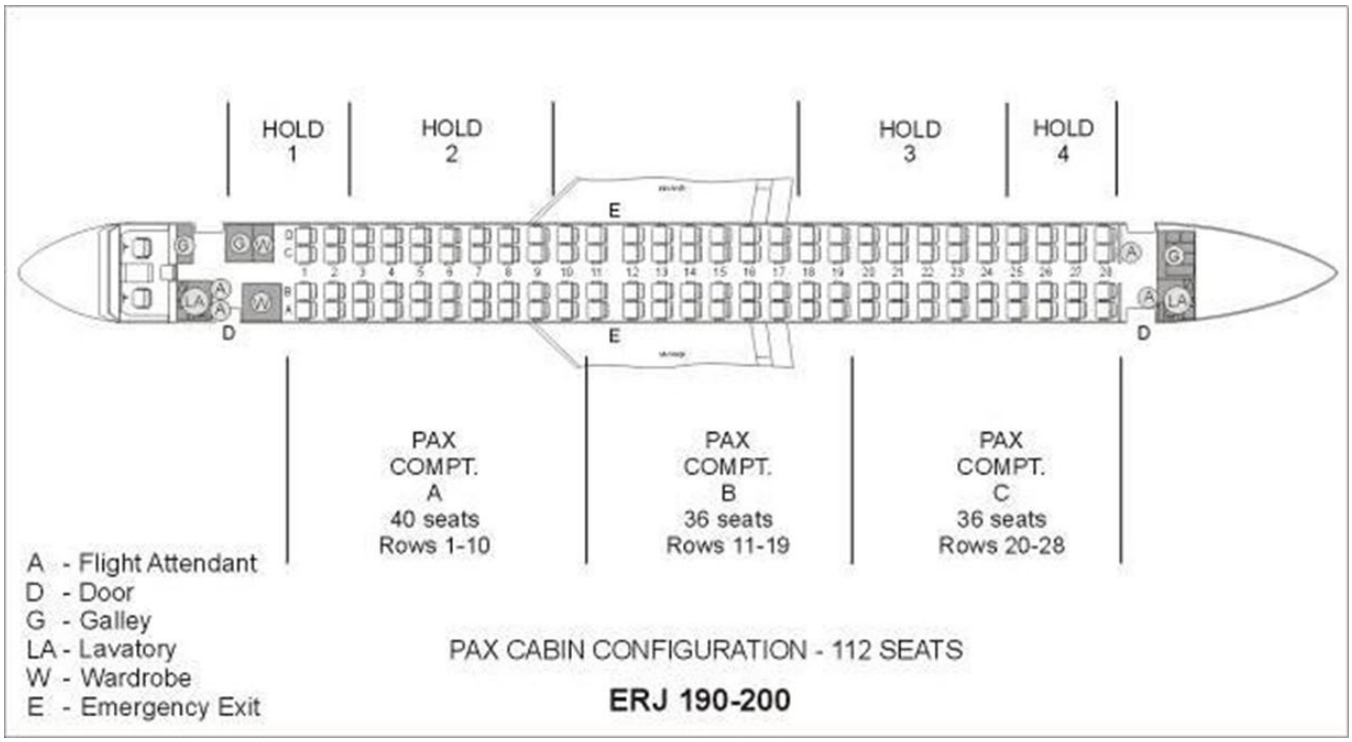

HOLD 1
HOLD 2
HOLD 3
HOLD 4
WING
E
PAX COMPT. A 34 seats Rows 1-9
PAX COMPT. B 36 seats Rows 10-18
PAX COMPT. C 36 seats Rows 19-27
A - Flight Attendant
D - Door
G - Galley
LA - Lavatory
W - Wardrobe
E - Emergency Exit
PAX CABIN CONFIGURATION - 106 SEATS
ERJ 190-100

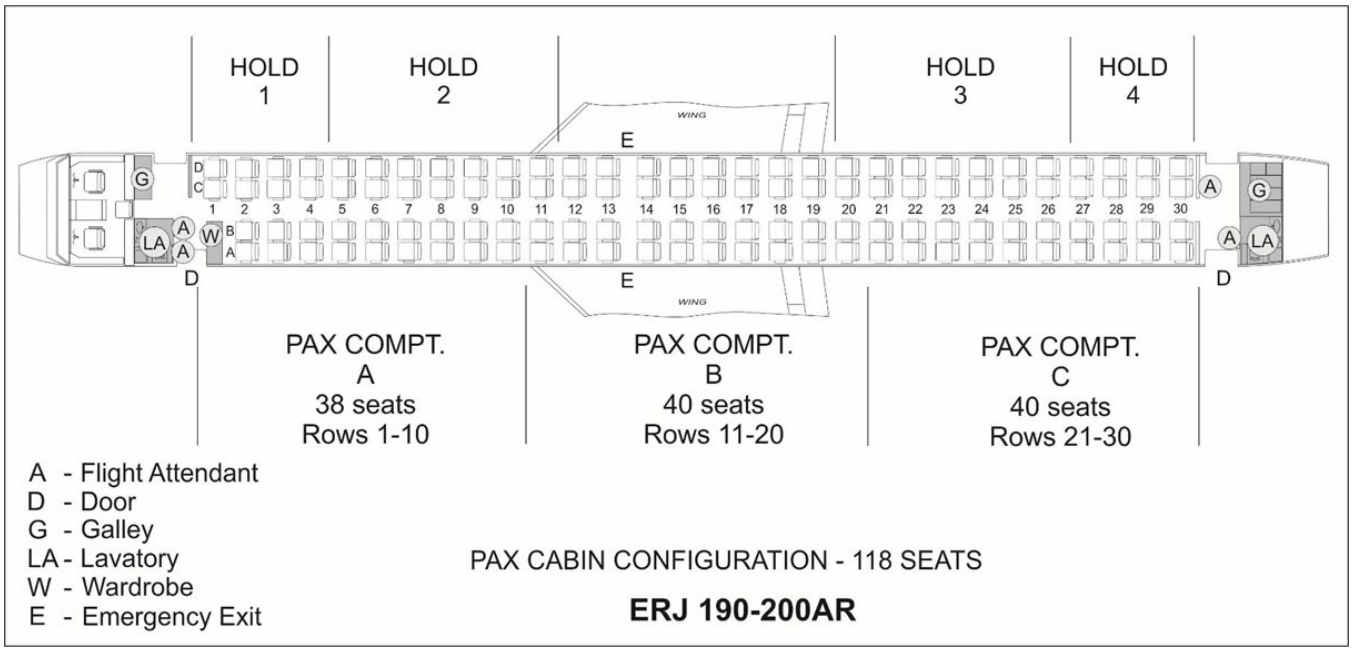

HOLD 1
HOLD 2
HOLD 3
HOLD 4
WING
E
PAX COMPT. A 34 seats Rows 1-9
PAX COMPT. B 36 seats Rows 10-18
PAX COMPT. C 36 seats Rows 19-27
A - Flight Attendant
D - Door
G - Galley
LA - Lavatory
S - Stowage
E - Emergency Exit
PAX CABIN CONFIGURATION - 106 SEATS
ERJ 190-100 AR

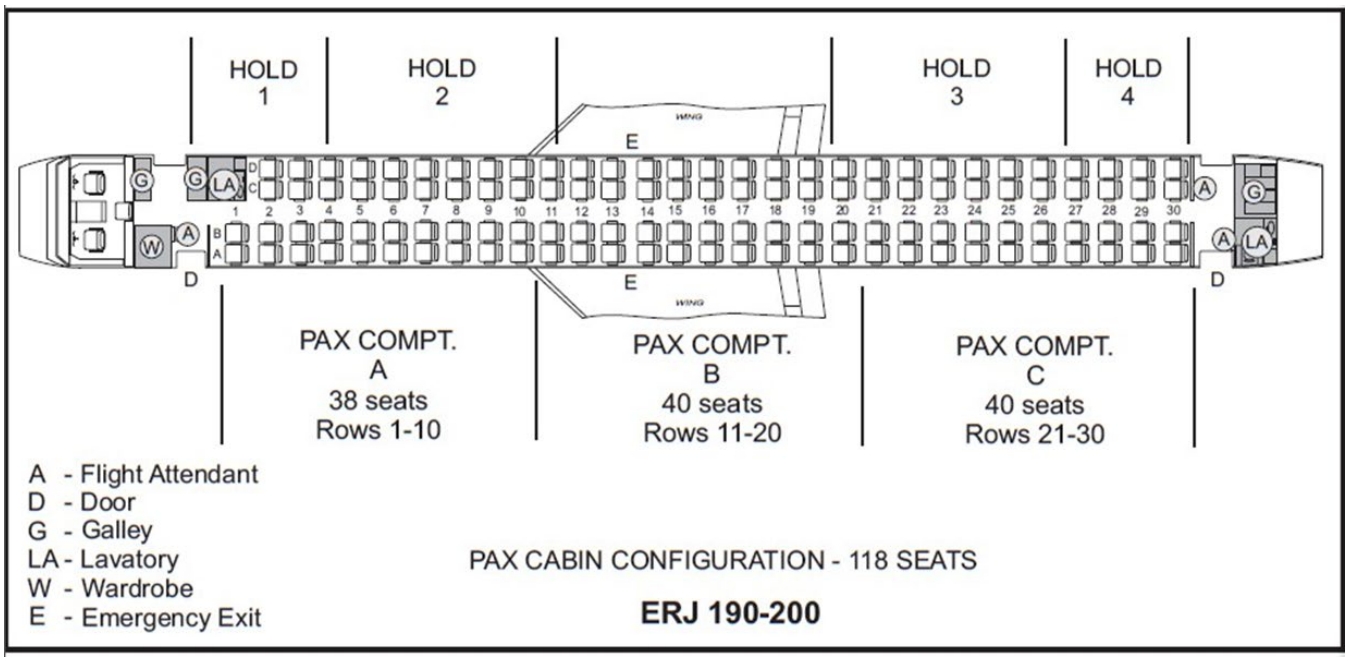
2.1.4. ERJ 190-200 Aircraft



REGISTRATION	TYPE of A/C	CONFIG C/P/Y	MZFW kg	MTOW kg	MLAW kg
SP-LNA	ERJ190-200	112	42500	50790	45000
SP-LNB	ERJ190-200	112	42500	50790	45000
SP-LNC	ERJ190-200	112	42500	50790	45000
SP-LND	ERJ190-200	112	42500	50790	45000
SP-LNE	ERJ190-200	112	42500	50790	45000
SP-LNF	ERJ190-200	112	42500	50790	45000
SP-LNG	ERJ190-200AR	118	42600	52290	45800
SP-LNH	ERJ190-200AR	118	42600	52290	45800
SP-LNI	ERJ190-200AR	118	42600	52290	45800
SP-LNK	ERJ190-200AR	118	42600	52290	45800
SP-LNL	ERJ190-200AR	118	42600	52290	45800
SP-LNM	ERJ190-200AR	118	42600	52290	45800
SP-LNN	ERJ190-200AR	118	42600	52290	45800
SP-LNO	ERJ190-200	118	42500	50790	45000
SP-LNP	ERJ190-200	118	42500	50790	45000
SP-LNQ	ERJ190-200AR	118	42600	52290	45800


HOLD 1
HOLD 2
HOLD 3
HOLD 4
E
D
E
D
PAX COMPT. A 40 seats Rows 1-10
PAX COMPT. B 36 seats Rows 11-19
PAX COMPT. C 36 seats Rows 20-28
A - Flight Attendant
D - Door
G - Galley
LA - Lavatory
W - Wardrobe
E - Emergency Exit
PAX CABIN CONFIGURATION - 112 SEATS
ERJ 190-200


HOLD 1
HOLD 2
HOLD 3
HOLD 4
WING
E
D
E
D
WING
PAX COMPT. A 38 seats Rows 1-10
PAX COMPT. B 40 seats Rows 11-20
PAX COMPT. C 40 seats Rows 21-30
A - Flight Attendant
D - Door
G - Galley
LA - Lavatory
W - Wardrobe
E - Emergency Exit
PAX CABIN CONFIGURATION - 118 SEATS
ERJ 190-200AR

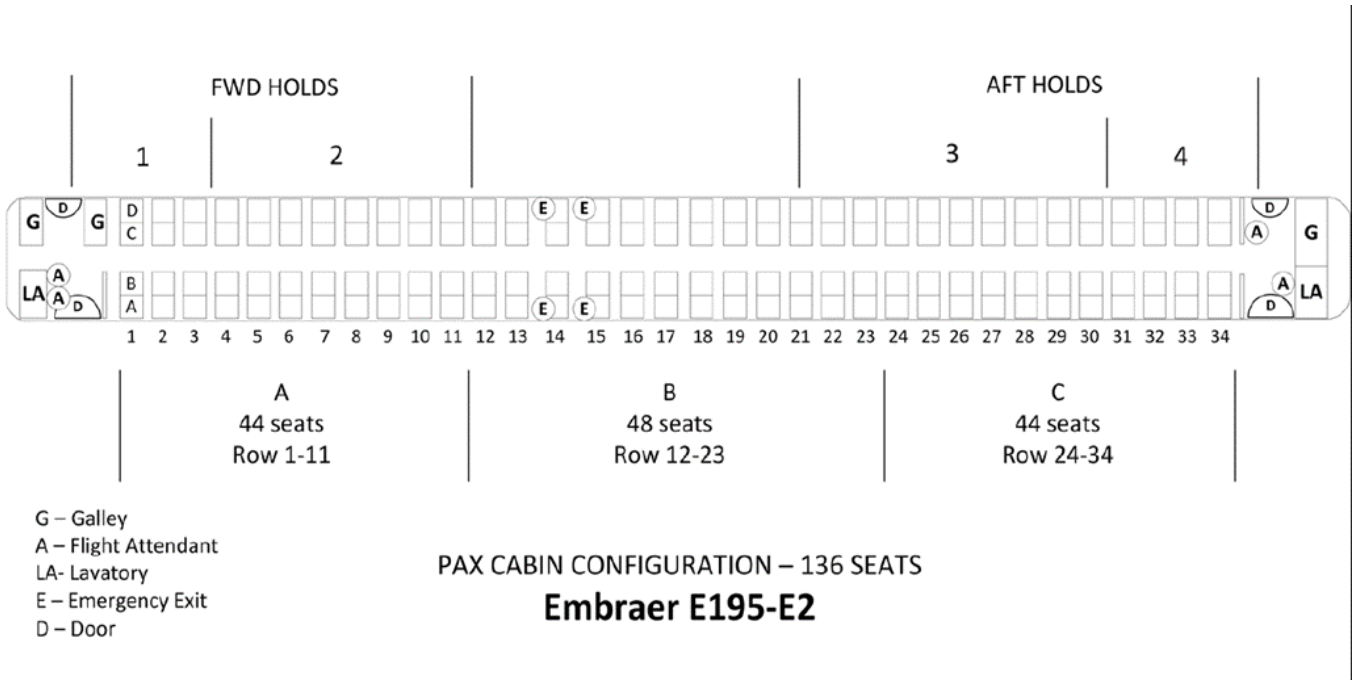

HOLD 1
HOLD 2
HOLD 3
HOLD 4
E
E
D
D
PAX COMPT. A
38 seats
Rows 1-10
PAX COMPT. B
40 seats
Rows 11-20
PAX COMPT. C
40 seats
Rows 21-30
A - Flight Attendant
D - Door
G - Galley
LA - Lavatory
W - Wardrobe
E - Emergency Exit
PAX CABIN CONFIGURATION - 118 SEATS
ERJ 190-200

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2.1.5. E195-E2 Aircraft



REGISTRATION	TYPE of A/C	CONFIG C/P/Y	MZFW kg	MTOW kg	MLAW kg
SP-LEA	ERJ190-400	136	51580	62000	54000
SP-LEB	ERJ190-400	136	51580	62000	54000
SP-LEC	ERJ190-400	136	51580	62000	54000

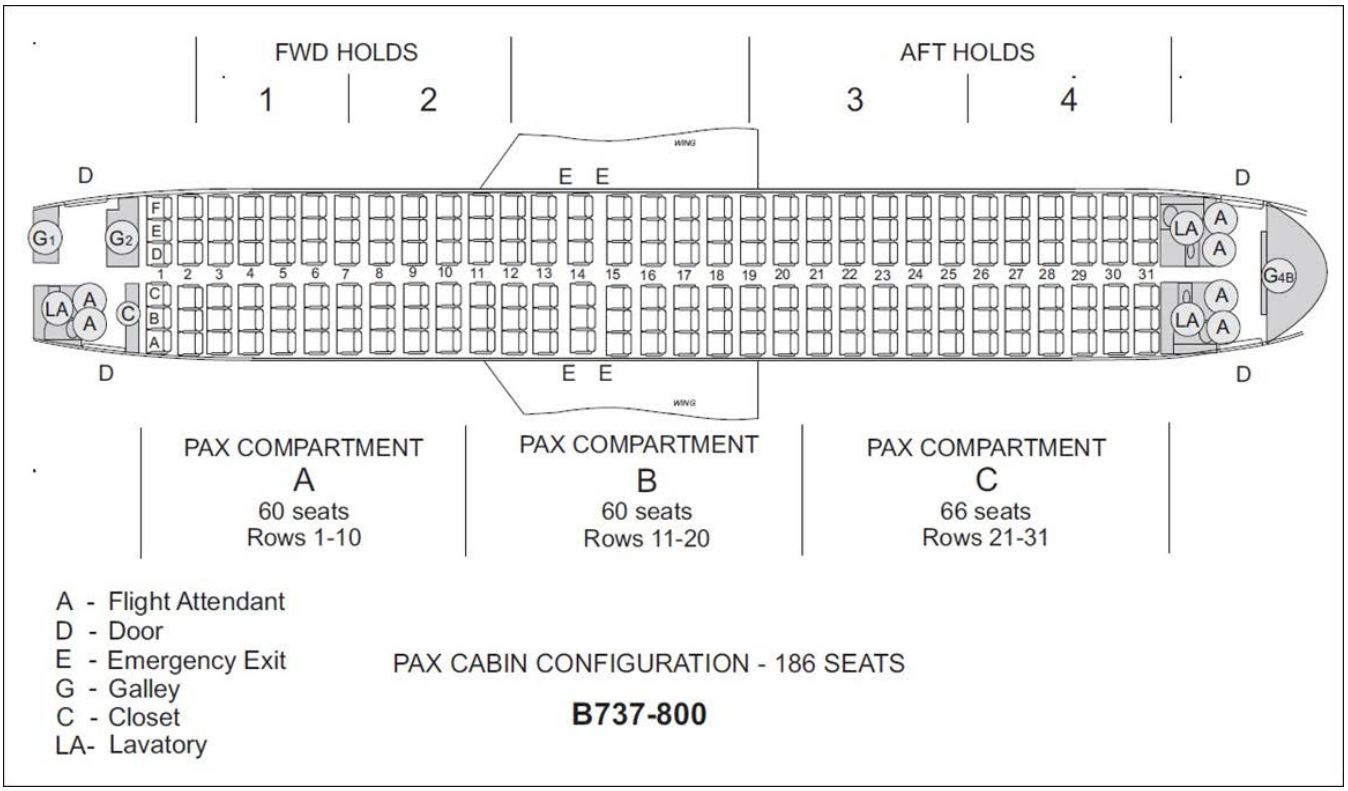


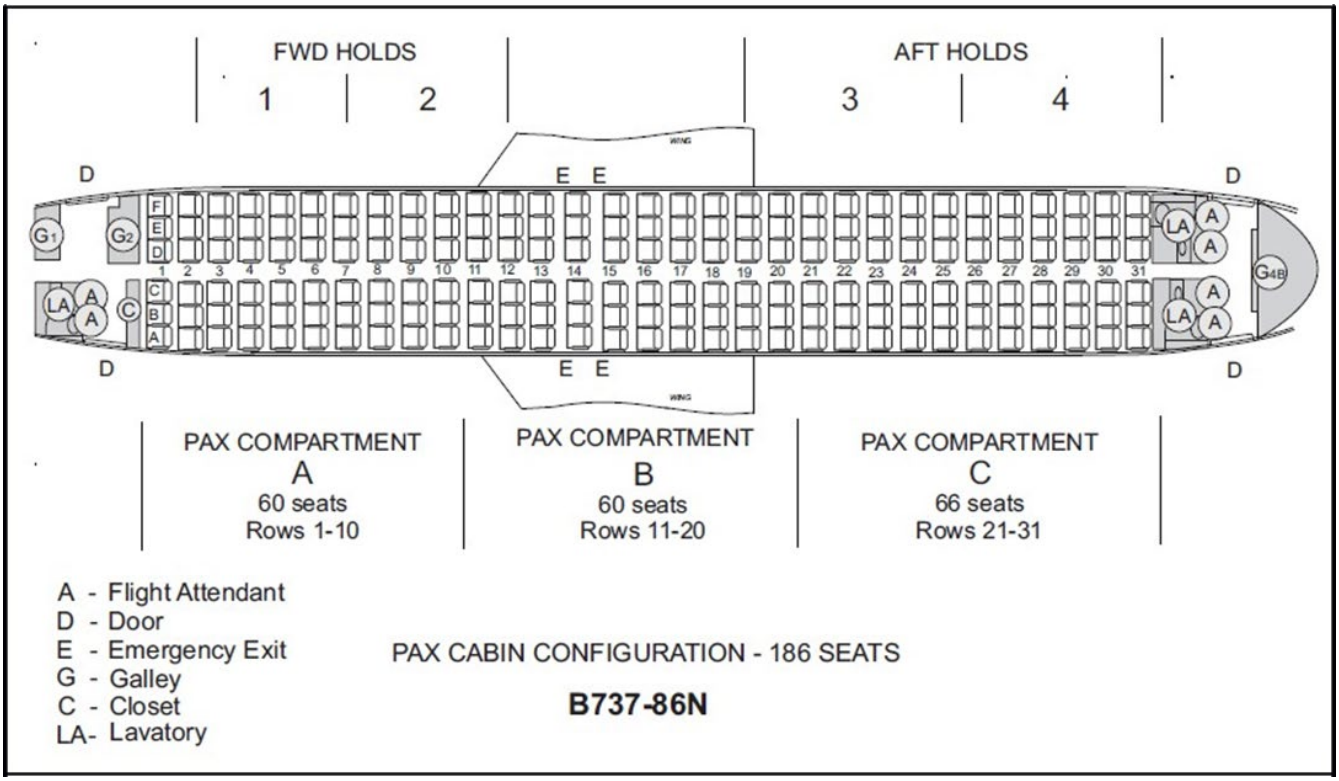
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2.1.6. B737-800 Aircraft



REGISTRATION	TYPE of A/C	CONFIG C/P/Y	MZFW kg	MTOW kg	MLAW kg
SP-LWA	B737-800	186	61688	76657	65317
SP-LWB	B737-800	186	61688	76657	65317
SP-LWC	B737-800	186	61688	76657	65317
SP-LWD	B737-800	186	61688	76657	65317
SP-LWF	B737-86N	186	62731	79015	66360
SP-LWG	B737-86N	186	62731	79015	66360

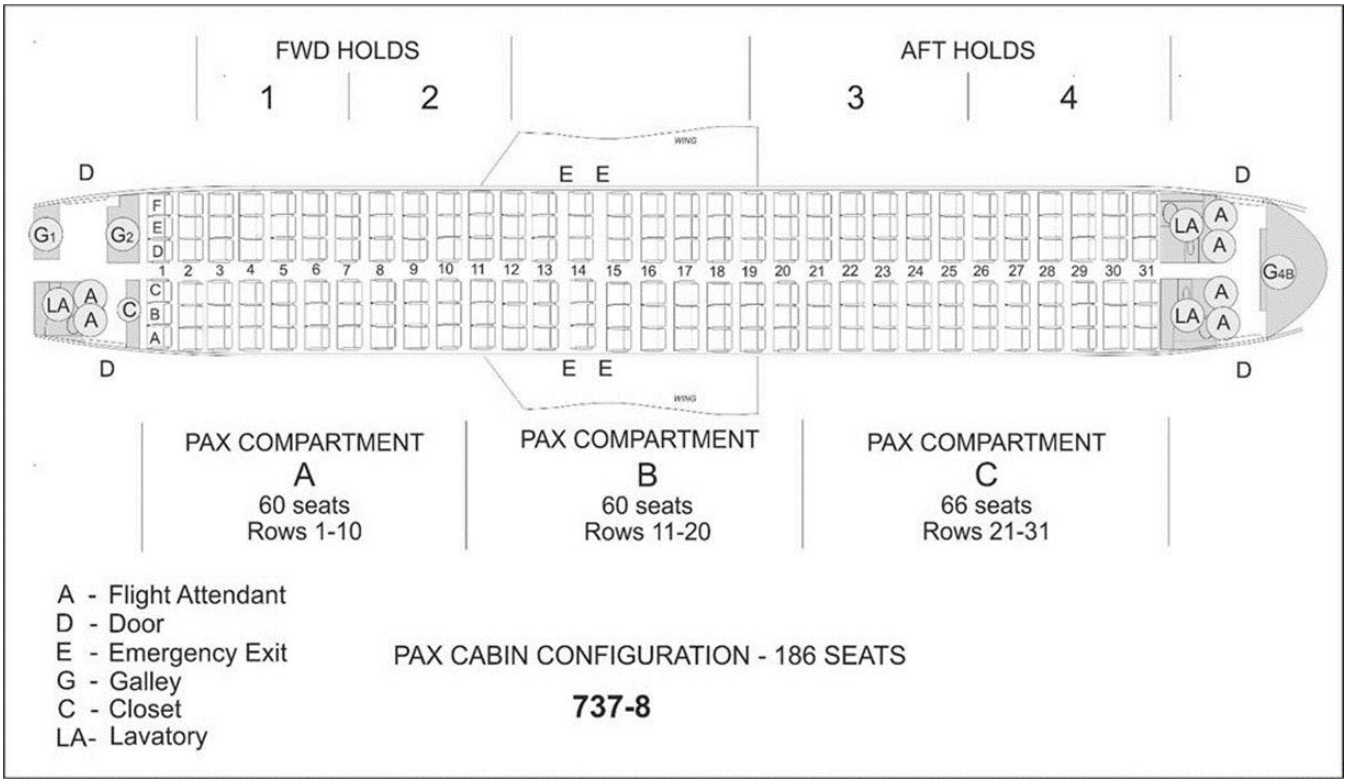

FWD HOLDS
1
2
AFT HOLDS
3
4
PAX COMPARTMENT
A
60 seats
Rows 1-10
PAX COMPARTMENT
B
60 seats
Rows 11-20
PAX COMPARTMENT
C
66 seats
Rows 21-31
A - Flight Attendant
D - Door
E - Emergency Exit
G - Galley
C - Closet
LA- Lavatory
PAX CABIN CONFIGURATION - 186 SEATS
B737-800

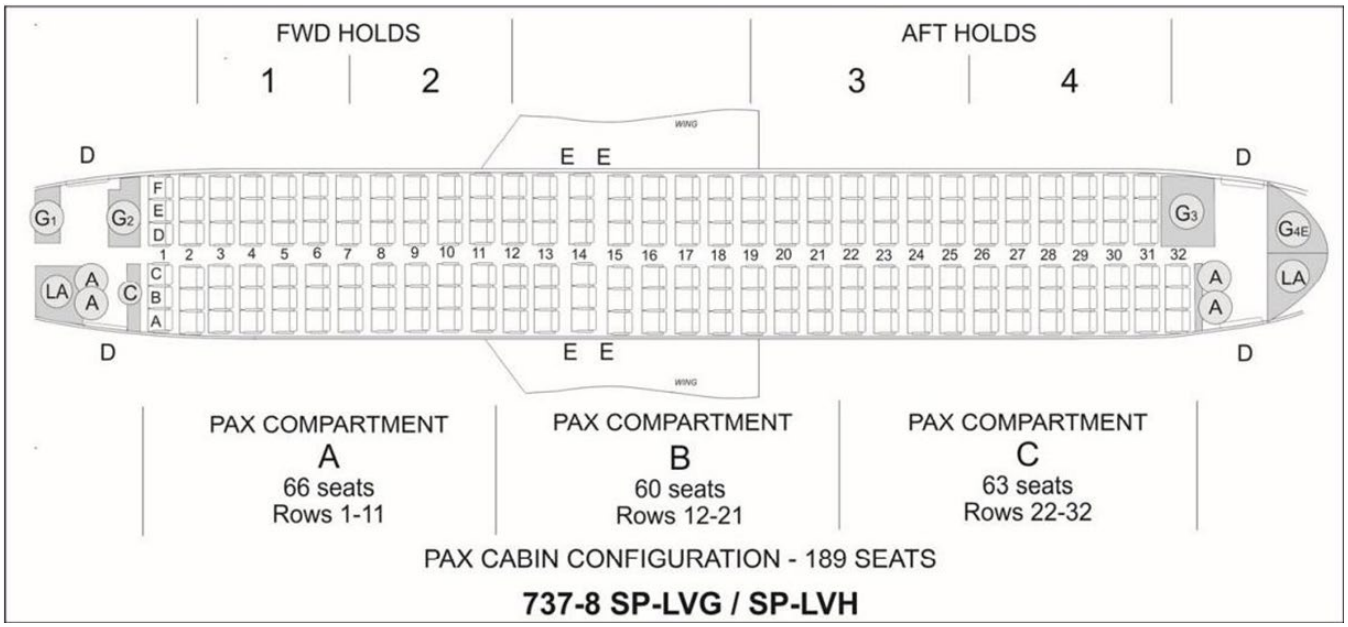

FWD HOLDS
1
2
AFT HOLDS
3
4
PAX COMPARTMENT
A
60 seats
Rows 1-10
PAX COMPARTMENT
B
60 seats
Rows 11-20
PAX COMPARTMENT
C
66 seats
Rows 21-31
A - Flight Attendant
D - Door
E - Emergency Exit
G - Galley
C - Closet
LA- Lavatory
PAX CABIN CONFIGURATION - 186 SEATS
B737-86N

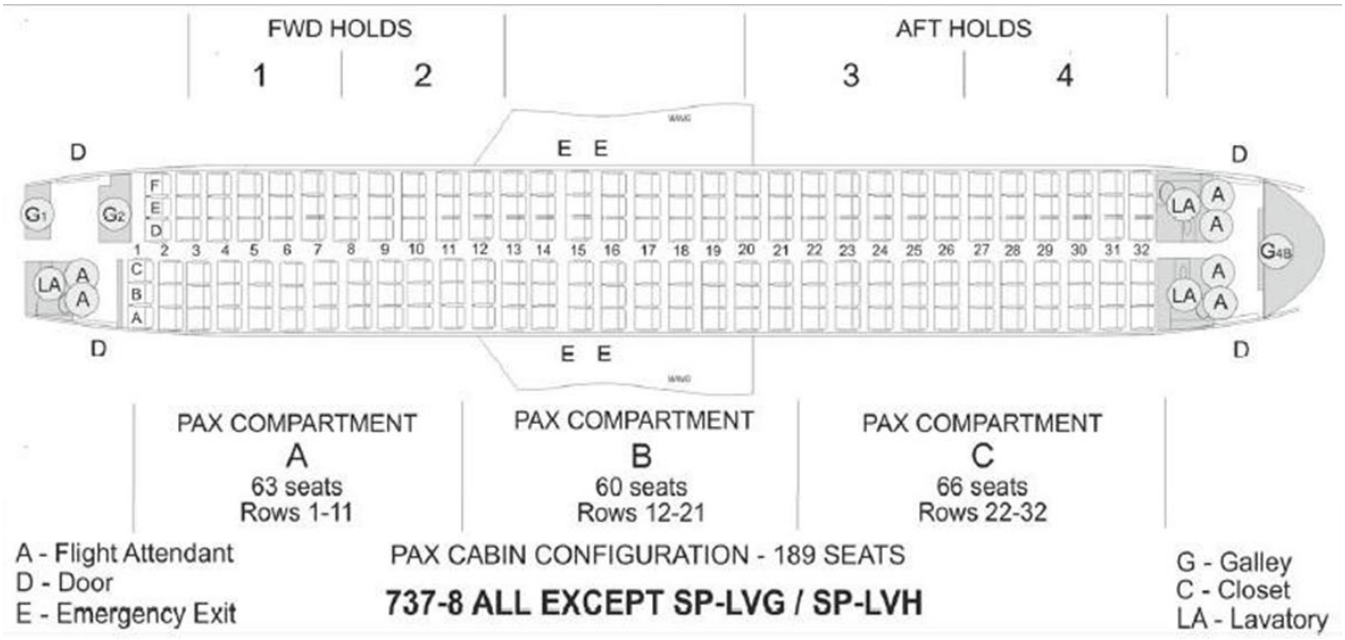
2.1.7. B737-8 Aircraft



REGISTRATION	TYPE of A/C	CONFIG C/P/Y	MZFW kg	MTOW kg	MLAW kg
SP-LVA	737-8	186	65952	76999	69308
SP-LVB	737-8	186	65952	76999	69308
SP-LVC	737-8	186	65952	76999	69308
SP-LVD	737-8	186	65952	76999	69308
SP-LVF	737-8	186	65952	76999	69308
SP-LVG	737-8	189	64818	82644	68174
SP-LVH	737-8	189	64818	82644	68174
SP-LVI	737-8	189	64818	77110	68174
SP-LVK	737-8	189	64818	77110	68174
SP-LVL	737-8	189	64818	77110	68174
SP-LVM	737-8	189	64818	82644	68174
SP-LVN	737-8	189	64818	77110	68174
SP-LVO	737-8	189	64818	77110	68174
SP-LVP	737-8	189	64818	77110	68174
SP-LVQ	737-8	186	65952	82644	69308
SP-LVR	737-8	186	65952	82644	69308
SP-LVS	737-8	186	65952	82644	69308
SP-LVT	737-8	186	65952	82644	69308


FWD HOLDS
1
2
AFT HOLDS
3
4
PAX COMPARTMENT
A
60 seats
Rows 1-10
PAX COMPARTMENT
B
60 seats
Rows 11-20
PAX COMPARTMENT
C
66 seats
Rows 21-31
A - Flight Attendant
D - Door
E - Emergency Exit
G - Galley
C - Closet
LA- Lavatory
PAX CABIN CONFIGURATION - 186 SEATS
737-8


FWD HOLDS
1
2
AFT HOLDS
3
4
PAX COMPARTMENT
A
66 seats
Rows 1-11
PAX COMPARTMENT
B
60 seats
Rows 12-21
PAX COMPARTMENT
C
63 seats
Rows 22-32
PAX CABIN CONFIGURATION - 189 SEATS
737-8 SP-LVG / SP-LVH

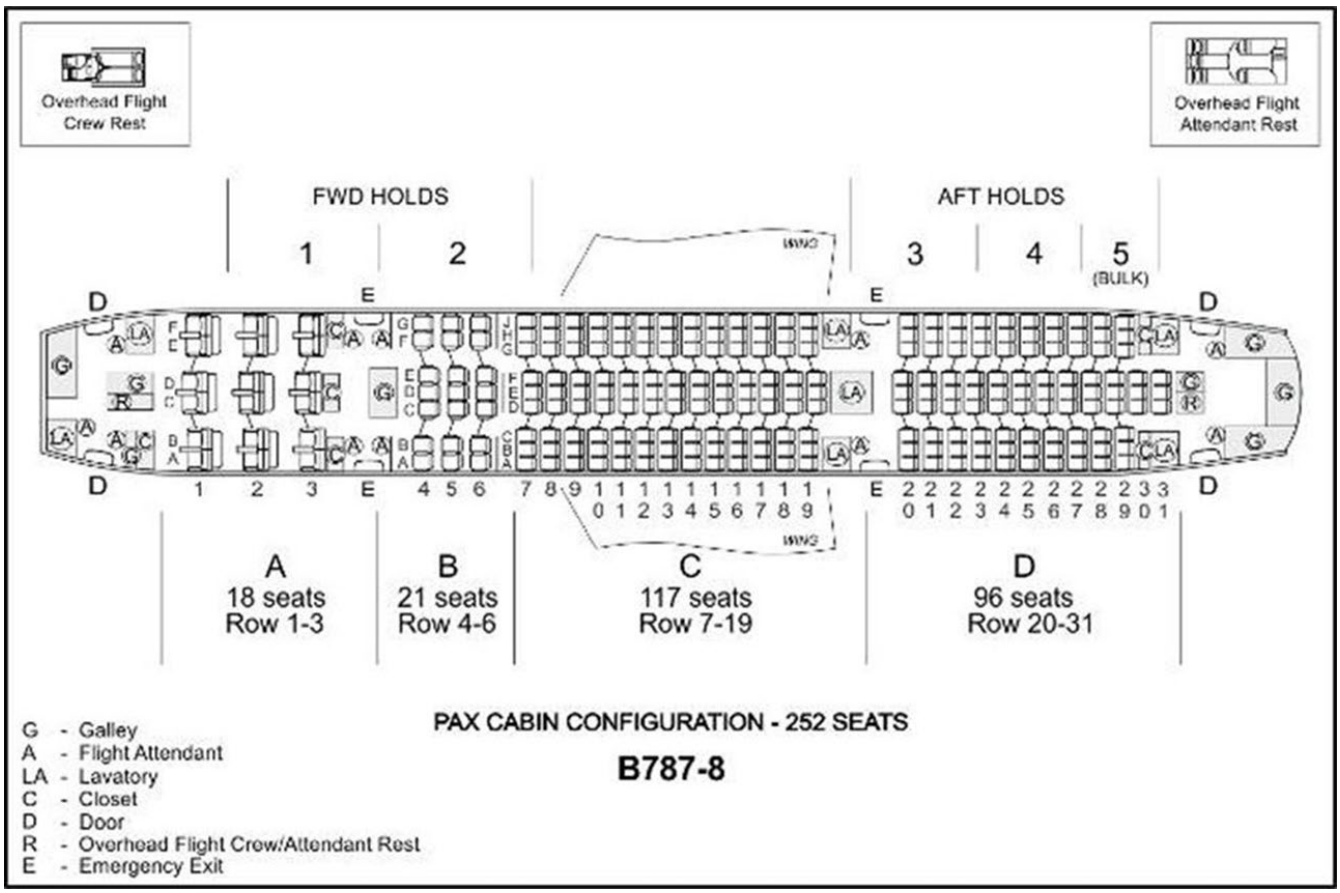

FWD HOLDS
1
2
AFT HOLDS
3
4
D
E E
D
G1
G2
F
E
D
LA
A
A
G4B
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32
C
B
A
D
E E
D
PAX COMPARTMENT
A
63 seats
Rows 1-11
PAX COMPARTMENT
B
60 seats
Rows 12-21
PAX COMPARTMENT
C
66 seats
Rows 22-32
A - Flight Attendant
D - Door
E - Emergency Exit
PAX CABIN CONFIGURATION - 189 SEATS
737-8 ALL EXCEPT SP-LVG / SP-LVH
G - Galley
C - Closet
LA - Lavatory

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2.1.8. Boeing 787-8 Aircraft



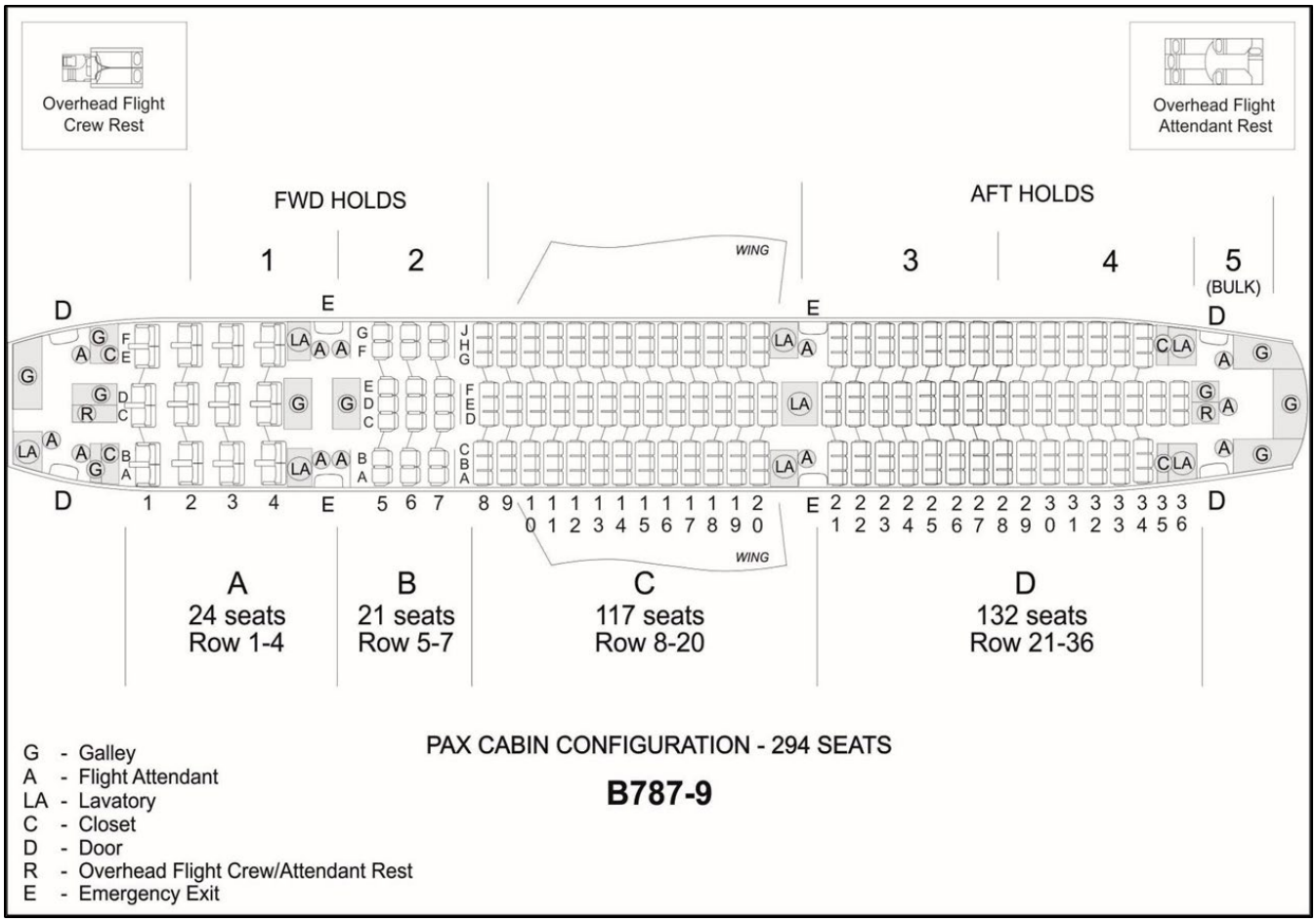
REGISTRATION	TYPE of A/C	CONFIG C/P/Y	MZFW kg	MTOW kg	MLAW kg
SP-LRA	787-8	252	161025	227930	172365
SP-LRB	787-8	252	161025	227930	172365
SP-LRC	787-8	252	161025	227930	172365
SP-LRD	787-8	252	161025	227930	172365
SP-LRE	787-8	252	161025	227930	172365
SP-LRF	787-8	252	161025	227930	172365
SP-LRG	787-8	252	161025	227930	172365
SP-LRH	787-8	252	161025	227930	172365


Overhead Flight Crew Rest
Overhead Flight Attendant Rest
FWD HOLDS
AFT HOLDS
1
2
3
4
5
(BULK)
A
18 seats
Row 1-3
B
21 seats
Row 4-6
C
117 seats
Row 7-19
D
96 seats
Row 20-31
G - Galley
A - Flight Attendant
LA - Lavatory
C - Closet
D - Door
R - Overhead Flight Crew/Attendant Rest
E - Emergency Exit
PAX CABIN CONFIGURATION - 252 SEATS
B787-8

2.1.9. Boeing 787-9 Aircraft



REGISTRATION	TYPE of A/C	CONFIG C/P/Y	MZFW kg	MTOW kg	MLAW kg
SP-LSA	787-9	294	181436	249475	192776
SP-LSB	787-9	294	181436	249475	192776
SP-LSC	787-9	294	181436	249475	192776
SP-LSD	787-9	294	181436	249475	192776
SP-LSE	787-9	294	181436	249475	192776
SP-LSF	787-9	294	181436	**251743**	192776
SP-LSG	787-9	294	181436	**251743**	192776
SP-LSH	787-9	294	181436	**251743**	192776
SP-LSI	787-9	294	181436	249475	192776



PAX CABIN CONFIGURATION - 294 SEATS

B787-9

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3.1 INTRODUCTION

	Remarks	
1.Basic rule	**Only original LOT POLISH AILINES documents and loadsheets must be used to determine weight and balance of LOT POLISH AIRLINES' aircraft.** **Actual loadsheet paper forms are available in cockpit**	
	Following documents are obligatory :	
	• **Loadsheet:**	
	-a/c ERJ 170-100 (76 seats)	Load and Trimsheet ERJ 170-76, Rev2, Jul21
	-a/c ERJ 170-200 (82 seats)	Load and Trimsheet ERJ 170-200, Rev01, Jan21
	-a/c ERJ 170-200 (68 seats)	Load and Trimsheet ERJ 170-200, BC-102-A, Rev1, Jan21
	-a/c ERJ 170-200STD (88 seats)	Load and Trimsheet ERJ 170-200STD, Rev0, 25Apr2022
	-a/c ERJ 190-100 (106 seats)	Load and Trimsheet ERJ 190-100, Rev3, 12Apr22
	-a/c ERJ 190-100AR (106 seats)	Load and Trimsheet ERJ 190-100AR, Rev0, 28Feb2022
	-a/c ERJ 190-200 (112 seats)	Load and Trimsheet ERJ 190-200, Rev2, Oct20
	-a/c ERJ 190-200 (118 seats)	Load and Trimsheet ERJ 190-200/118, Rev2, Aug2020
	-a/c ERJ 190-200AR(118 seats)	Load and Trimsheet ERJ 190-200AR, Rev2, Oct20
	-a/c ERJ 195-E2 (136 seats)	Load and Trimsheet E195-E2 , Rev0, Jun 2024
	-a/c B737-800 (186 seats)	Load and Trimsheet B737-800, Rev1, Feb2021
	-a/c B737-86N (186 seats)	Load and Trimsheet B737-86N, Rev2, Apr2022
	-a/c B737-8 (186 seats)	D636A080-LOT1C Appendix C, Revision B, JUN 2024
	-a/c B737-8 (189 seats)	Load and Trimsheet 737-8 189 seats, Rev2, Nov 2023
	-a/c B787-8 (252 seats)	Load and Trimsheet B787-8, Rev2, Jan21
	-a/c B787-9 (294 seats)	Load and Trimsheet B787-9, Rev4, Feb21
	• **Loading Instruction/Report:**	
	-a/c ERJ 170-100	LIR ERJ-170, REV.1, Mar05
	-a/c ERJ 170-200	LIR ERJ 170-200, REV.0, Apr'06
	-a/c ERJ 170-200STD	LIR ERJ 170-200, REV.0, Apr'06
	-a/c ERJ 190-100	LIR ERJ 190-100, REV 0, Sep18
	-a/c ERJ 190-100AR	LIR ERJ 190-100, REV 0, Sep18
	-a/c ERJ 190-200	LIR ERJ 190-200, REV 2, May18
	-a/c ERJ 190-200AR	LIR ERJ 190-200, REV 2, May18
	-a/c ERJ 195-E2	LIR E195-E2, Rev0, Jun24
	-a/c B737-800	Loading Instruction/Report B737-800, Rev0, 17Jan2017
	-a/c B737-86N	Loading Instruction/Report B737-86N,Rev0,26Aug2019
	-a/c B737-8	Loading Instruction/Report B737-8, Rev1, 12Dec2017
	-a/c B787-8	LIR B787-8, REV 2, Nov 15
	-a/c B787-9	LIR B787-9, REV 1, May18

2.Centre of Gravity	• The weight and balance calculations are applied to define the **Centre of Gravity – COG** location of an loaded aircraft. • The Centre of Gravity of an aircraft must be located in a specific area, within the limits given by the aircraft manufacturer. • The proper position of COG is the base of safe and economic flight. • **It is prohibited to operate an aircraft with COG out of limits.**
3.Loadsheet	• **Loadsheet** is a document, which contains data on actual loading and COG location of an aircraft. • **Loadsheet must be prepared on the basis of data on Loading Report of Loading Instruction/Report signed by the loading supervisor.** • Loadsheet must be prepared in three copies for: ⇒ pilot in command, ⇒ cabin crew, ⇒ ground handling organization preparing loadsheet.
4.Type of Loadsheets	Loadsheet may be produced by: • Electronic Data Processing machine in **Departure Control System (DCS).** EDP loadsheet has an IATA AHM 517 standard or IATA AHM 518 ACARS format. The database for LOT POLISH AIRLINES' aircraft to produce EDP loadsheets is created on the base of IATA AHM 560 (according to IATA AHM Revision 37). • Manually. Manual loadsheet is calculated using the UNIVERSAL INDEX method. This method uses numerical addition to establish aircraft weight and COG location. Manual loadsheet for each aircraft type consists of: • **Standard loadsheet according to IATA AHM 516,** • **Trim Chart**.
5.Actual W&B documents	Ground Handling Agent has access to current weight and balance documents using the website https://plllot.sharepoint.com/sites/external/ghl/AHM560/Forms/AllItems.aspx

3.2 WEIGHT VALUES

3.2.1 General rules

	Remarks
1.	LOT Polish Airlines establish following weight values obligatory for weight and balance calculations purposes: **a) standard weights** - listed in AHM 560 (according to IATA AHM Revision 37): • crew, • passenger, • catering. • baggage **b) actual weights:** • baggage, • cargo, • mail.
2.	**All weights applying in weight and balance calculations must be in kilograms (kg).**

3.2.2 Standard weights:

	Remarks		
1.Crew weights	• Cockpit crew: 85 kg • Cabin crew: 75 kg Crew weight includes cabin baggage. Additional crew baggage carried in cargo compartments must be treated as checked baggage. Standard crew weights are not applied for crew positioning to/from duty not directly involved in the operation of the flight, who are occupying passenger seats (DHC – Dead Head Crew).		
2.Standard passenger weights	• **All flights except Holiday Charters**		
	Passenger category:	Standard	Alternative standard
	Male.	84 kg	88 kg
	Female.	84 kg	70 kg
	Child (between 2-12 years) or infant under 2 years if occupying a separate seat.	35 kg	35 kg
	Infant under 2 years if sharing a seat with an adult	0 kg	0 kg

<table>
<tr><td></td><td colspan="3">Remarks</td></tr>
<tr><td rowspan="6">..cont.
Standard passenger weights</td><td colspan="3">a) Commander must be informed of weights used by an appropriate remark in the SI-part of the loadsheet.
b) Standard passenger weight includes:
⇒ cabin baggage,
⇒ any infant weight below 2 years of age carried by an adult on one passenger seat.
c) Alternative standard may be applied provided that the percentage of women in the total number of adult passengers is 23% and/or more.</td></tr>
<tr><td colspan="3">• Holiday Charters</td></tr>
<tr><td>Passenger category</td><td>Standard</td><td>Alternative standard</td></tr>
<tr><td>Male</td><td>76 kg</td><td>83 kg</td></tr>
<tr><td>Female</td><td>76 kg</td><td>69 kg</td></tr>
<tr><td>Child (between 2-12 years) or infant under 2 years if occupying a separate seat.</td><td>35 kg</td><td>35 kg</td></tr>
<tr><td>Infant under 2 years if sharing a seat with an adult.</td><td>0 kg</td><td>0 kg</td></tr>
<tr><td colspan="3">a) Holiday charter is treated as an element of a holiday travel package.
It is a flight where the entire passenger capacity is hired by one or more Charterer(s) for the carriage of passengers.
Categories of passengers such as company personnel, tour operators' staff, representatives of the press, can be included within the 5% alleviation without negating the use of holiday charter weight values.
b) Commander must be informed of weights used by an appropriate remark in the SI-part of the loadsheet.
c) Standard passenger weight includes:
⇒ cabin baggage,
⇒ any infant weight below 2 years of age carried by an adult on one passenger seat.
d) alternative standard may be applied provided that the percentage of women in the total number of adult passengers is 50% and/or more
NOTE:
On any flight identified as carrying a significant number of passengers whose weights, including hand baggage, are expected to exceed the standard passenger weight, the actual weight of such passengers must be determined by weighing or by adding an adequate weight increment.</td></tr>
</table>

<table>
<tr><td></td><td colspan="2">Remarks</td></tr>
<tr><td>3.Equivalent passenger</td><td colspan="2">a) To obtain the number of equivalent passengers corresponding to the standard weights, the actual number of passengers shall be multiplied by the assumed passenger weight then the result divided by standard passenger weight appropriate to the type of the flight (scheduled or charter).
b) In case of carrying cargo in passenger cabin, it is required to divide the weight of cargo by standard passenger weight to obtain the number of equivalent passengers.</td></tr>
<tr><td>4.Catering</td><td colspan="2">Standard catering weights for given aircraft type are published LOT AHM560 document, Sheet C8, according to IATA AHM Revision 37.</td></tr>
<tr><td rowspan="5">5.Baggage</td><td colspan="2">In case it is not possible to use the current baggage weight, it is allowed to use standard weights according to the table below.
If standard weights are used, on the weight and balance calculations form (loadsheet), the SI field must state:
"standard bags mass used xx kg".
The "xx" space must indicate the baggage mass used depending on the type of flight.</td></tr>
<tr><td>Type of flight</td><td>Baggage standard mass</td></tr>
<tr><td>Domestic</td><td>11kg</td></tr>
<tr><td>Within the European region</td><td>13kg</td></tr>
<tr><td>Intercontinental</td><td>15kg</td></tr>
<tr><td>All other</td><td>13kg</td></tr>
</table>

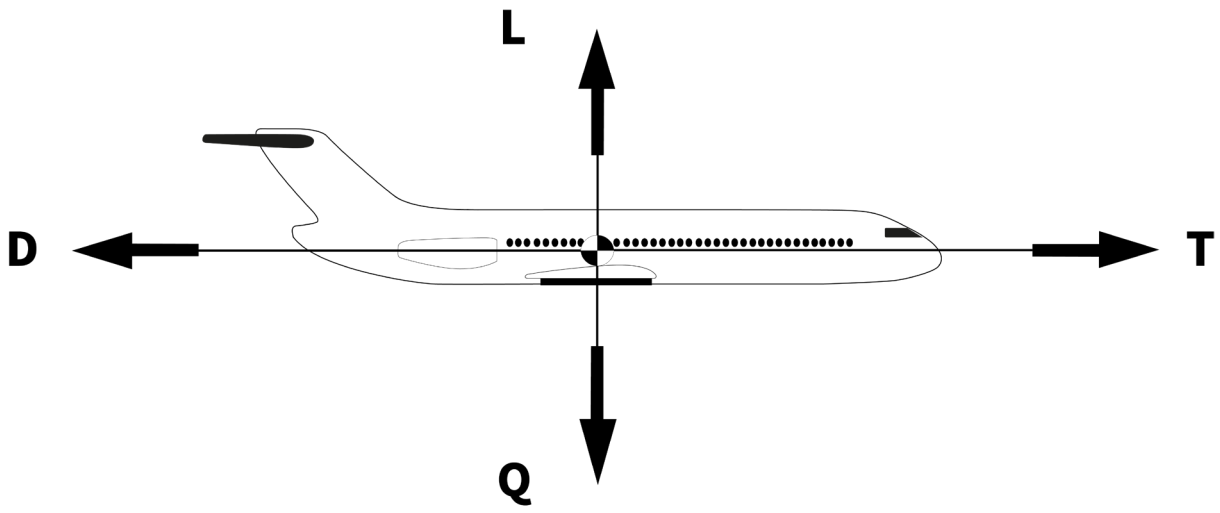
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3.3 PRINCIPLES OF WEIGHT AND BALANCE

Generally, there are four forces affecting an aircraft during the straightforward flight with a constant speed as shown on the drawing below

Drawing 1



T	**Thrust**
D	**Drag**
L	**Lift**
Q	**Weight**

This case occurs when forces affecting an aircraft and moments from these forces are in balance that means: Thrust equals Drag and Lift equals Weight.

Thrust equals Drag when an aircraft flies at constant speed:

T = D

In this situation two vertical forces remains to be taken into consideration: Lift and Weight. Lift **L** is hung in the Centre of Lift and depends on value of a constant speed of an aircraft. Weight **Q** is placed in the Centre of Gravity **COG** and depends on the loading of an aircraft.

The centre of gravity of a body is defined as the point at which its total weight may be considered to act as a concentrated force.

These two points: Centre of Lift and Centre of Gravity do not usually cover.

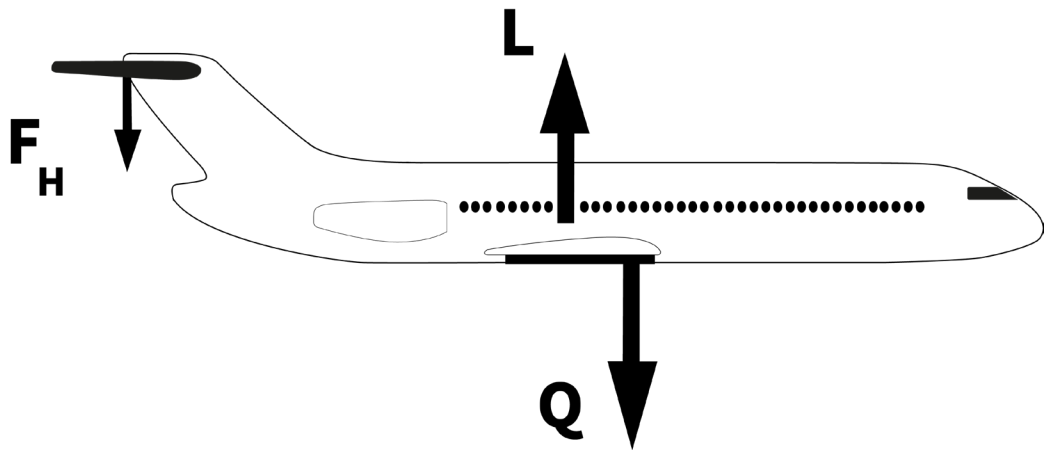
In this case a pair of forces is created and aircraft can tend nose down and up because of a moment which occurs.

Moment equals force multiplied by arm, on which this force affects.

Moment = Force x Arm

To balance an aircraft, that means to eliminate the influence from above moment, additional force coming from horizontal stabilizer **FH** is created.

Drawing 2

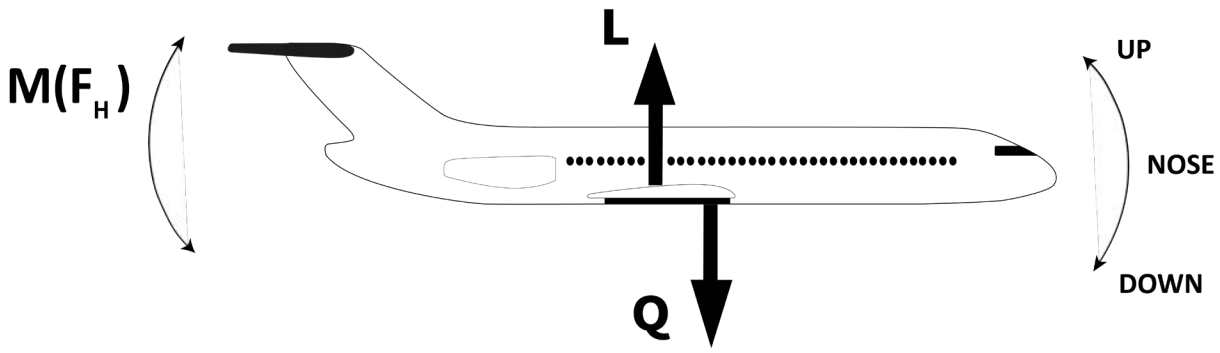


The sum of three forces: Lift **L**, Weight **Q** and Horizontal Stab. **FH** must equal zero and the sum of moments coming from these forces around a given point must equal zero, then the balance is maintained.

$$\mathbf{L + Q +} \text{ FH } \mathbf{= 0} \qquad \mathbf{M(L) + M(Q) + M(}\text{FH }\mathbf{) = 0}$$

A force coming from horizontal stabilizer FH depends on an angle of swing of stabilizer.
This angle has limited range. That's why moment coming from a pair of forces Lift **L** and Weight **Q** must not exceed strictly defined value, limited by a moment obtained from a force coming from horizontal stabilizer M(FH).

Drawing 3



Location of Centre of Lift depends on aerodynamics, so we cannot affect on it. Location of Centre of Gravity can be controlled by appropriate loading of an aircraft.
For each aircraft type therefore the manufacturer specifies a safe range of COG location and operator of an aircraft must not exceed given limitations.

COG location is defined in following units:

1 %MAC (Mean Aerodynamic Chord) – percent of Mean Aerodynamic Chord.

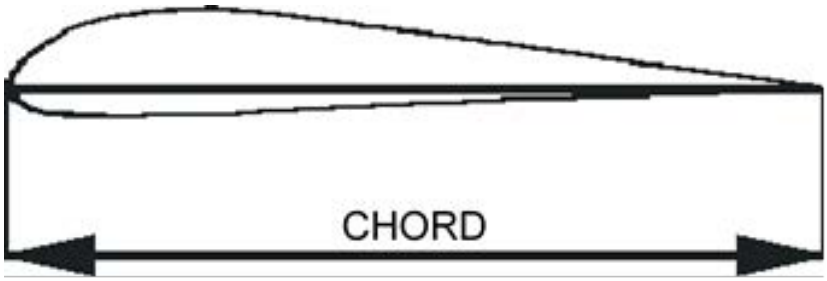
2 Index - unit without a term

1. % MAC – PERCENT OF MEAN AERODYNAMIC CHORD.

DEFINITION :

The Aerodynamic Chord is the line linking a wing nose and a trailing edge.

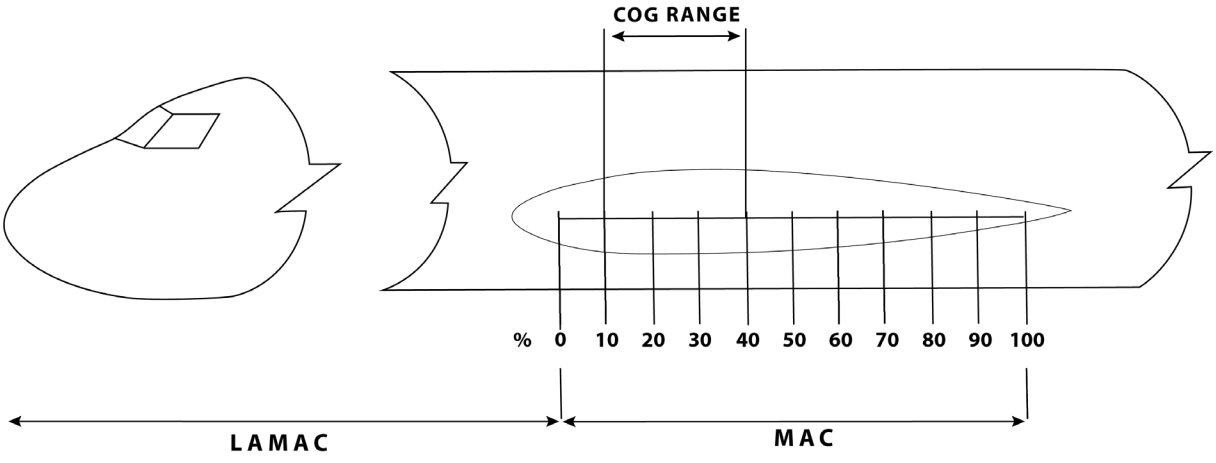
Drawing 4



The Mean Aerodynamic Chord MAC is a conventional chord of a substitute wing with a irregular rectangle shape having the same aerodynamic characteristic as a real wing.
This reference line is used in the design of a wing and its position relative to the wing and the fuselage is accurately known.

Assuming that the full length of MAC line is 100%, it is possible to define COG location on it as an appropriate value of %MAC, as shown on the drawing 5.

Drawing 5.



LEMAC- Horizontal distance in inches or meters from the station zero to location of the Leading Edge of MAC.

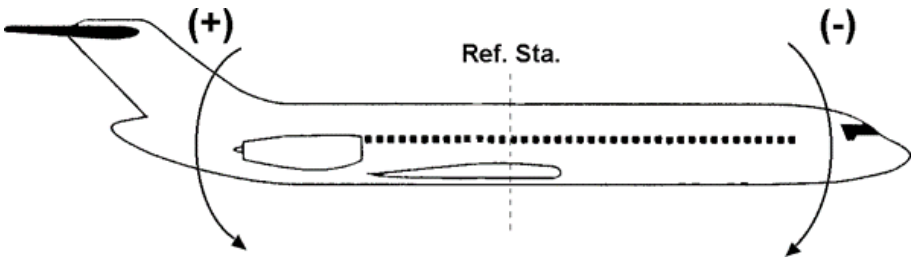
The Safe Range of COG for an aircraft type, for characteristic aircraft weights, is specified by the manufacturer and is expressed in terms of percentage of MAC.

2. INDEX – unit without a term.

Index expresses an influence of the component weight forces on change of COG position depending on location of the forces relatively to Ref. Station.

Index – it is an equivalent of moment coming from the component weight forces relatively to their positions to Ref. Station.

Drawing 6



Ref. Station – Reference station /axis. Selected station around which all indexes values are calculated.

Depending on position of an loaded item on an aircraft relatively to Ref. Station, the value of arms are following:

- **the arms measured forward of Ref. Station are negative (-)**
- **the arms measured aft of Ref. Station are positive (+)**

Therefore, each weight of an item loaded on an aircraft - relatively to its location - corresponds to negative or positive index correction, which is a measure of an influence of the load on Centre of Gravity location.

The conversion from index value to percent of MAC is obtained from a graph.

The graph represents MAC grids in function of aircraft characteristic weight and index values

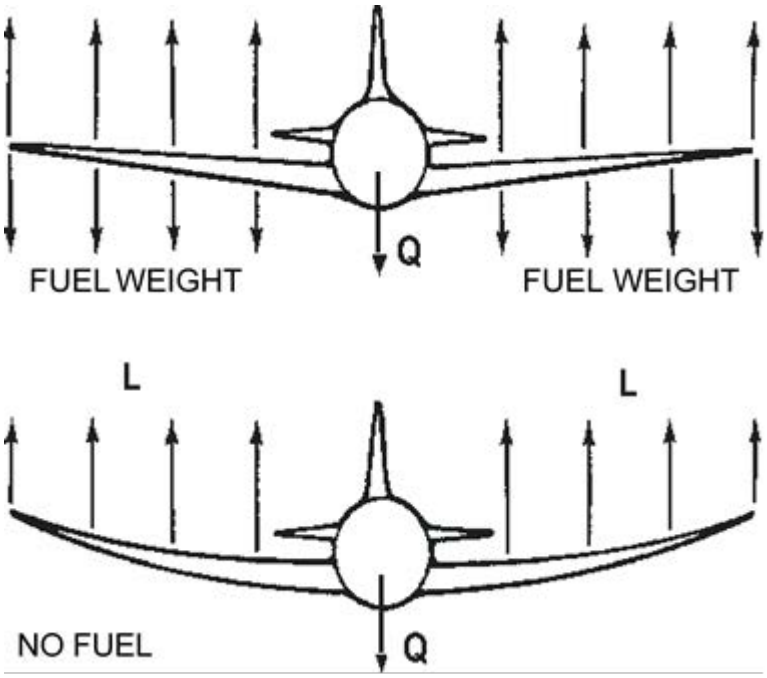
3.4 AIRCRAFT WEIGHT DEFINITION

3.4.1 Maximum design weights

	Remarks
1.General rule	• **Every aircraft has certain weight restrictions which are determined by the manufacturer.** • **The operator must not exceed the stipulated limitations when loading the aircraft.**
2.MZFW (Maximum Zero Fuel Weight)	• This is maximum design weight of loaded aircraft without fuel. • This weight results from the designed strength of the wings. • The force **Lift L** -from the wings- acting upwards, together with the force **weight Q** of the loaded fuselage acting downwards in the centre, impose a bending moment on the wing. (see drawing 1 below)
3.MTOW (Maximum Take Off Weight)	• This is the **maximum permitted weight at commencement of the take- off run:** ⇒ design – determined by the manufacturer of an aircraft (does not depend on operational conditions), ⇒ operational – reduced by the operator subject to conditions prevailing at the airfield of departure or arrival . • Actual MTOW is calculated accordingly to operational conditions of the runway on the base of Airplane Flight Manual. • Design MTOW may be reduced by: a) runway characteristic: ⇒ length, ⇒ slope, ⇒ pavement, ⇒ elevation, ⇒ obstacles on the climb path. b) weather conditions: ⇒ temperature, ⇒ precipitation, ⇒ wind component. c) noise abatement rules.
4.MLAW (Maximum Landing Weight	• This is **the maximum permitted weight at which the aircraft may land**. ⇒ design – determined by the manufacturer of an aircraft (does not depend on operational conditions), ⇒ operational – reduced by the operator subject to conditions prevailing at the airfield of departure or arrival. • Design MLAW, similarly to design MTOW, may be reduced by the operator subject because of operational conditions mentioned above. • **Only real MTOW and MLAW values, taking into consideration all operational factors, are allowed to be used for weight and balance calculations.**
5.MTXW (Maximum Taxi Weight	• This is **maximum permitted weight of the aircraft at which it may be moved, either using its engines or being pushed or towed**. • MTXW includes MTOW and Taxi Fuel.

Drawing 1

MZFW - MAXIMUM ZERO FUEL WEIGHT



The designed strength of the wings limits the weight that may be loaded in the fuselage. That part of the total aircraft weight which consists of fuel carried in the wings will tend to counterbalance that part of the total weight carried in the fuselage.
The most critical bending moment would occur, therefore, with no fuel in the wings and maximum weight in the fuselage

3.4.2 Operational weights

	Remarks
1.BW (Basic Weight)	• **Weight of the aircraft prepared for service. BW includes the actual weight of the aircraft including its fixed equipment, unusable fuel, configuration equipment with galley structures, 100% potable water load** • Basic Weight (BW) is published: ⇒ on sheet C3 of AHM560 (according to IATA AHM Revision 37), ⇒ in aircraft weighing report stored in cockpit documents.
2.DOW (Dry Operating Weight)	• Dry Operating Weight consists of: ⇒ Basic Weight (BW), ⇒ Crew weight, ⇒ crew baggage, ⇒ pantry weight, **DOW = BW + CREW + PANTRY** Fuel ballast, if carried, shall be included in DOW. Water adjustment, if applicable, should be included in the DOW. Paper docs, if carried, shall be included in DOW.
3.TOF (Take Off Fuel)	• Fuel quantity necessary at commencement of the take-off run. • **Take-off Fuel does not include Taxi Fuel.**
4.TF (Trip Fuel)	• Fuel quantity necessary for trip calculated from commencement of take- off run to touch-down.
5.TXF (Taxi Fuel)	• Fuel quantity necessary for taxing.
6.OW (Operating Weight)	• Operating Weight includes Dry Operating Weight (DOW) and Take-off Fuel (TOF).
7.TL (Traffic Load)	• Traffic Load consist of following weights: ⇒ passengers, ⇒ baggage, crew baggage ⇒ cargo including non-revenue load as: EIC, FKT, CSU, ballast carrying in holds, empty ULD tare weight, ⇒ mail **TTL = PAX + BAG + CARGO + MAIL**
8.ZFW (Zero Fuel Weight)	Actual weight of loaded aircraft without fuel.
9.LAW (Landing Weight)	Actual weight of aircraft for landing.
10.TOW (Take Off Weight)	Actual weight of aircraft for take-off.

11.COG LOCATION – UNITS SPECIFICATION	**BI**	BASIC INDEX -index at Basic Weight
	DOI	DRY OPERATING INDEX- index at Dry Operating Weight
	DLI	DEADLOAD INDEX - index at cargo compartment loaded
	DLMAC	DEADLOAD MAC - % MAC at cargo compartment loaded
	LIZFW	LOADED INDEX at ZERO FUEL WEIGHT - index at ZFW
	MACZFW %	MAC at ZERO FUEL WEIGHT - % MAC at ZFW
	LITOW	LOADED INDEX at TAKE OFF WEIGHT - index at TOW
	MACTOW	% MAC at TAKE OFF WEIGHT - % MAC at TOW
	LILAW	LOADED INDEX at LANDING WEIGHT - index at LAW
	MACLAW	% MAC at LANDING WEIGHT - % MAC at LAW

3.4.3 Fuel As Ballast

Fuel may be used as ballast in order to relocate the ZFW inside the CG envelope. The ZFW informed in the FMS, however, must not consider the fuel quantity used as ballast. This additional fuel must not be consumed during flight.

Some airplane configurations such as very low passenger occupation, non-revenue flights or ferry fights may cause the Zero Fuel Weight (ZFW) to be outside the CG envelope.

In order to relocate the ZFW within the CG envelope, fuel can be used as ballast provided this fuel quantity is not considered and not used for flight planning purposes. This additional fuel must remain in tanks for the duration of the relevant flight. Any fuel ballast used in flight may cause balance problems and jeopardize the safety of the aircraft

Fuel ballast must be shown as an adjustment to the dry operating weight which will then be included in the ZFW. However, for CG position determination total fuel on tanks must be considered, which means that, the index influence of fuel ballast and trip fuel cannot be calculated separately.

When using fuel as ballast the ZFW in the FMS must not consider this additional fuel quantity, therefore, flight crew must insert Zero Fuel Weight without the fuel ballast

For example:

ZFW without fuel ballast = 39000

Kg Fuel Ballast = 1000 Kg

ZFW adjustment considering fuel ballast = 40000 Kg

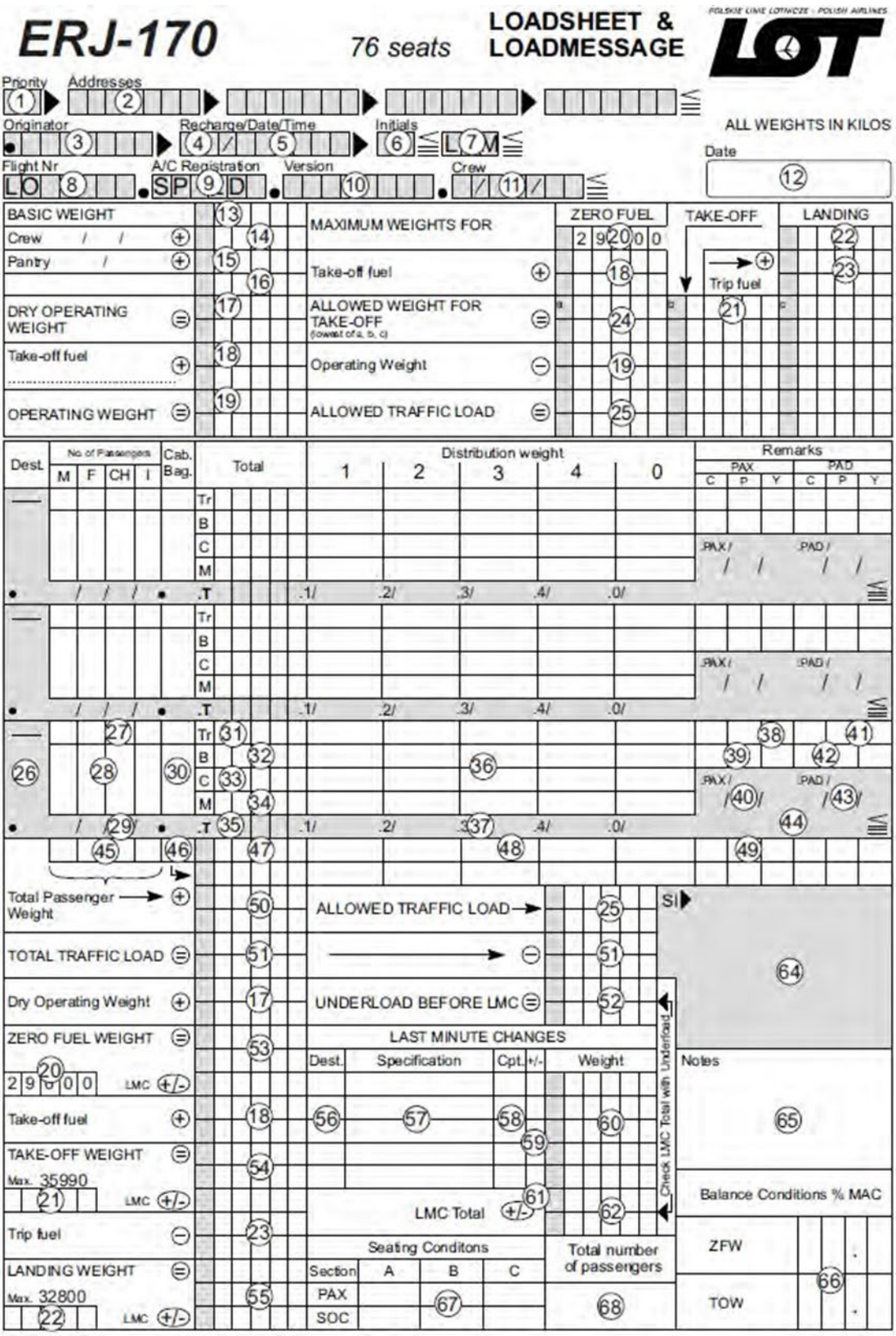
ZFW in the FMS = ZFW adjustment considering fuel ballast - Fuel Ballast

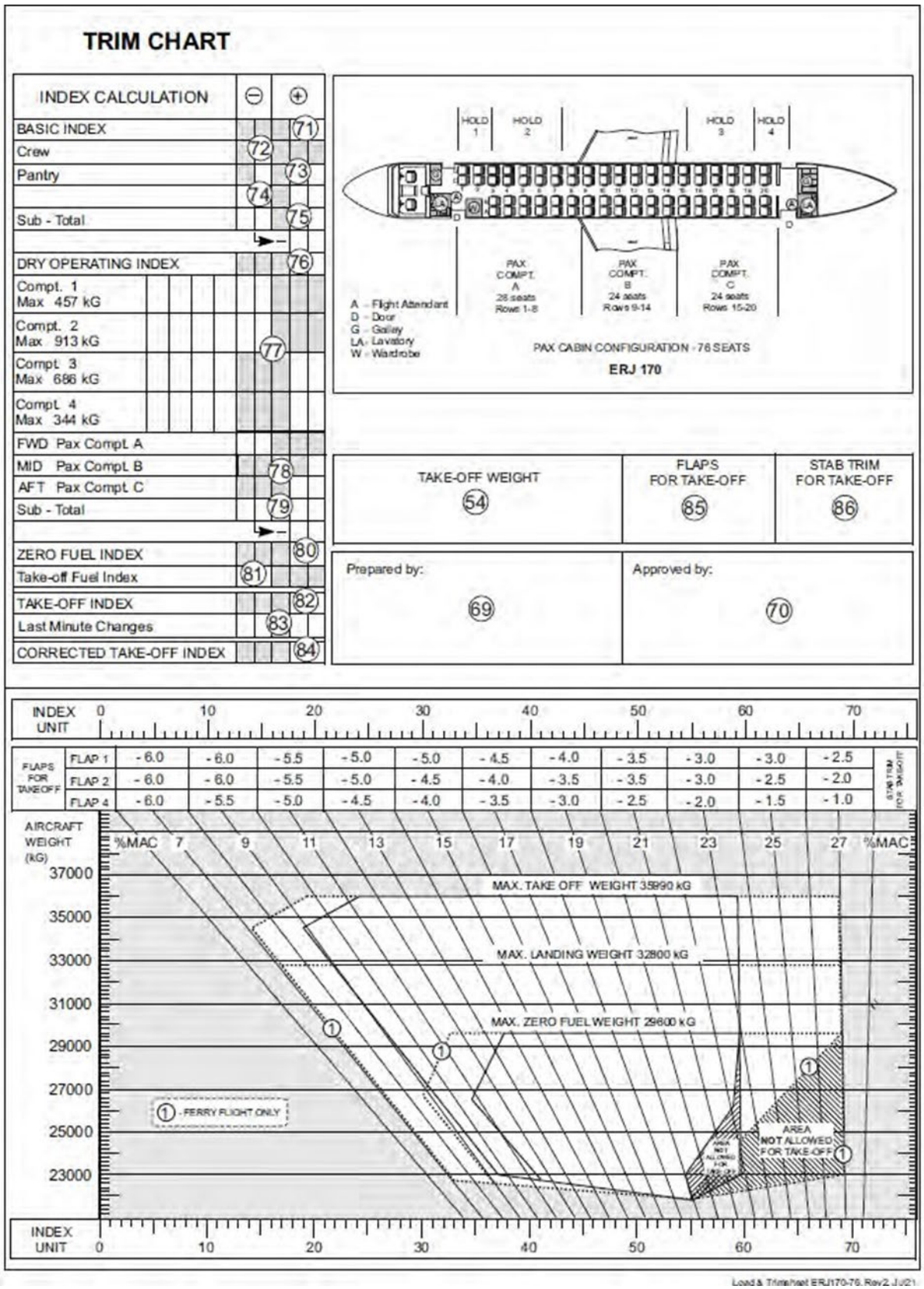
ZFW in the FMS = 40000 Kg - 1000 Kg

ZFW in the FMS = 39000 Kg

3.5 LOADSHEETS

3.5.1 Manual Loadsheet Description




TRIM CHART
INDEX CALCULATION
BASIC INDEX
Crew
Pantry
Sub - Total
DRY OPERATING INDEX
Compt. 1 Max 457 kG
Compt. 2 Max 913 kG
Compt. 3 Max 686 kG
Compt. 4 Max 344 kG
FWD Pax Compt. A
MID Pax Compt. B
AFT Pax Compt. C
Sub - Total
ZERO FUEL INDEX
Take-off Fuel Index
TAKE-OFF INDEX
Last Minute Changes
CORRECTED TAKE-OFF INDEX
HOLD 1
HOLD 2
HOLD 3
HOLD 4
PAX COMPT. A 28 seats Rows 1-8
PAX COMPT. B 24 seats Rows 9-14
PAX COMPT. C 24 seats Rows 15-20
A - Flight Attendant
D - Door
G - Galley
LA - Lavatory
W - Wardrobe
PAX CABIN CONFIGURATION - 76 SEATS
ERJ 170
TAKE-OFF WEIGHT
FLAPS FOR TAKE-OFF
STAB TRIM FOR TAKE-OFF
Prepared by:
Approved by:
INDEX UNIT
FLAPS FOR TAKE-OFF
FLAP 1
FLAP 2
FLAP 4
AIRCRAFT WEIGHT (kG)
%MAC
MAX. TAKE OFF WEIGHT 35990 kG
MAX. LANDING WEIGHT 32800 kG
MAX. ZERO FUEL WEIGHT 29600 kG
1 - FERRY FLIGHT ONLY
AREA NOT ALLOWED FOR TAKE-OFF

INDEX AND WEIGHT CORRECTION TABLE FOR CREW				
Cockpit Crew / Cabin Crew	**2 / 2**	**2 / 0**	**3 / 2**	**3 / 0**
Weight (kG)	320	170	405	255
Index Units	- 5	- 5	- 7	- 7

FUEL INDEX TABLE	
Weight (kG)	Index Units
0 - 320	0
321 - 650	- 1
651 - 1140	- 2
1141 - 1460	- 3
1461 - 1950	- 4
1951 - 2430	- 5
2431 - 2760	- 6
2761 - 3250	- 7
3251 - 3730	- 8
3731 - 4220	- 9
4221 - 4700	- 10
4701 - 5350	- 11
5351 - 5840	- 12
5841 - 6490	- 13
6491 - 8430	- 14
8431 - 8920	- 13
8921 - 9250	- 12
9251 - 9470	- 11

EMBRAER

ERJ 170
76 seats

INDEX CORRECTION FOR PANTRY			
FWD Galley		AFT Galley	
Weight (kG)	Index Units	Weight (kG)	Index Units
0 - 20	0	0 - 23	0
21 - 61	- 1	24 - 69	1
62 - 101	- 2	70 - 113	2
102 - 110	- 3	114 - 159	3
		160 - 205	4
		206 - 249	5
		250 - 295	6
		296 - 341	7
		342 - 353	8

POTABLE WATER(*)		
Load	Weight	Index
0%	-110	-2
25%	- 82	-2
50%	- 55	-1
75%	- 27	-1
100%	0	0

(*) - 100% included in Basic Weight

BAGGAGE - CARGO INDEX TABLES							
COMPT. 1		COMPT. 2		COMPT. 3		COMPT. 4	
Weight (kG)	Index Units	Weight (kG)	Index Units	Weight (kG)	Index Units	Weight (kG)	Index Units
0 - 29	0	0 - 39	0	0 - 49	0	0 - 29	0
30 - 79	- 1	40 - 119	- 1	50 - 139	1	30 - 89	1
80 - 129	- 2	120 - 189	- 2	140 - 229	2	90 - 149	2
130 - 179	- 3	190 - 259	- 3	230 - 309	3	150 - 209	3
180 - 229	- 4	260 - 339	- 4	310 - 399	4	210 - 269	4
230 - 279	- 5	340 - 409	- 5	400 - 489	5	270 - 329	5
280 - 329	- 6	410 - 489	- 6	490 - 579	6	330 - 344	6
330 - 369	- 7	490 - 559	- 7	580 - 669	7		
370 - 419	- 8	560 - 629	- 8	670 - 686	8		
420 - 457	- 9	630 - 709	- 9				
		710 - 779	- 10				
		780 - 859	- 11				
		860 - 913	- 12				

PAX INDEX TABLE											
ALL FLIGHTS EXCEPT HOLIDAY CHARTERS						HOLIDAY CHARTERS ONLY					
COMPT. A 28 Max PAX		COMPT. B 24 Max PAX		COMPT. C 24 Max PAX		COMPT. A 28 Max PAX		COMPT. B 24 Max PAX		COMPT. C 24 Max PAX	
PAX	Index Unit	PAX	Index Unit	PAX	Index Unit	PAX	Index Unit	PAX	Index Unit	PAX	Index Unit
1	- 1	0 - 6	0	1	1	1	- 1	0 - 6	0	1	1
2	- 2	7 - 18	1	2	2	2	- 2	7 - 20	1	2	2
3	- 3	19 - 24	2	3	3	3	- 3	21 - 24	2	3	3
4	- 4			4	4	4	- 4			4	4
5	- 5			5	5	5	- 5			5	5
6	- 6			6	6	6	- 6			6	6
7	- 7			7	7	7	- 7			7	7
8	- 8			8	8	8	- 8			8	8
9	- 9			9	9	9	- 8			9	8
10	- 10			10	10	10	- 9			10	9
11	- 11			11	11	11	- 10			11	10
12	- 13			12	12	12	- 11			12	11
13	- 14			13	14	13	- 12			13	12
14	- 15			14	15	14	- 13			14	13
15	- 16			15	16	15	- 14			15	14
16	- 17			16	17	16	- 15			16	15
17	- 18			17	18	17	- 16			17	16
18	- 19			18	19	18	- 17			18	17
19	- 20			19	20	19	- 18			19	18
20	- 21			20	21	20	- 19			20	19
21	- 22			21	22	21	- 20			21	20
22	- 23			22	23	22	- 21			22	21
23	- 24			23	24	23	- 22			23	22
24	- 25			24	25	24	- 23			24	23
25	- 26					25	- 24				
26	- 27					26	- 25				
27	- 28					27	- 25				
28	- 29					28	- 26				

Load & Trimsheet ERJ170-76 Rev2 Jul21

	Remarks	
Addresses and Heading	Data in the shaded areas of the loadsheet constitute the load message LDM	
	1. Priority	Priority indicator (e.g. QU)
	2. Addresses	SITA addresses for load message LDM (e.g. JFKAPLO)
	3. Originator	SITA addresses of originator (e.g. WAWKKLO)
	4. Recharge	Recharge facility (e.g. LO)
	5. Date/time	Date and time group.(e.g. 120111)
	6. Initials	Initials of agent preparing loadsheet
	7. LDM	Standard message indicator (LOADMESSAGE)
	8. Flight	Flight number/identifier (e.g. LO006)
	9. A/c Reg.	Aircraft registration (e.g. SPLRA)
	10. Version	Version of aircraft (e.g. C18P21Y213)
	11. Crew	Number of crew excluding crew travelling as passengers (e.g. 2/10/1)
	12. Date	Date of preparing loadsheet
Operating Weight Calculation	**13.** Basic Weight	Basic Weight includes all fixed equipment, system fluids, unusable fuel and configuration equipment including galley structure
	14. Crew	Weight of crew members shown under Ref.No.11
	15. Pantry	Weight of pantry and additional unmanifested catering material transported in the galley
	16.	Spare line for adjustments to the basic weight
	17. Dry Operating Weight	Basic Weight plus Operational Items, e.g. crew, flight equipment and pantry
	18. Take-off Fuel	The amount of fuel on board less fuel consumed before take-off
	.....	Total fuel in tanks minus taxi fuel
	19. Operating Weight	Sum of Ref.Nos.17 and 18.
Allowed Traffic Load Calculation	**20.** Maximum weight for Zero Fuel	Maximum Design Zero Fuel Weight
	21. Maximum Weight For Take Off	Maximum Design Take Off Weight or Operational Take- off Weight, whichever is lower
	22. Maximum Weight For Landing	Maximum Design Landing Weight or Operational Landing Weight, whichever is lower
	23. Trip Fuel	The amount of fuel planned to be consumed from take- off to the airport of first intended landing
	24. Allowed Weight For Take Off	Use lowest of items a, b, c: Ref. a - sum of Ref. Nos.20 and 18 Ref. b – No. 21 Ref. c – sum of Ref. Nos.22 and 23
	25. Allowed Traffic Load	Difference between the lowest of Ref.Nos.24 a, b, c and 19.

Load Information	**26.** Dest.	Airport of destination - IATA code
	27. No. of Passengers (transit)	Total number of transit passenger(s), including PAD(s): M – male, F – female, CH – children, I – infants
	28. No. of Passengers (joining)	Total number of joining passenger(s), including PAD(s):
	29. No. of Passengers	Total number of outgoing passenger(s): Sum of Ref. Nos. 27 and 28. Note: • If there is a dead load to this destination, but no passengers, zeros must be filled in. • If there is no traffic load to this destination, enter NIL
	30. Cab. Bag	Cabin baggage not included in standard passenger weight: transit passengers', joining passengers', total cabin baggage
	31. Total Tr.	Weight of transit dead load (to be obtained from incoming LDM or loadsheet)
	32. Total B	Weight of joining baggage excluding Ref.No.30
	33. Total C	Weight of joining cargo
	34. Total M	Weight of joining mail
	35. Total T	Total weight of dead load
	36. Distribution Weight	Weight distribution of the different load categories per compartment. Column "0" is specified for load carried in passenger cabin.
	37. Total Weight	Total weight of dead load (transit dead load plus joining baggage, cargo, mail and LMC) per compartment.
	38. PAX C/Y	Seat(s) occupied by transit passenger(s) per class, including PAD(s).
	39. PAX C/Y	Seat(s) occupied by joining passenger(s) per class, including PAD(s).
	40. PAX / /	Total seats occupied by outgoing passenger(s) per class, including PAD(s) and LMC Sum of Ref. Nos.38 and 39.
	41. PAD C/Y	Seat(s) occupied by transit PAD(s) per class
	42. PAD C/Y	Seat(s) occupied by joining PAD(s) per class.
	43. PAD / /	Total seats occupied by outgoing PAD(s) by class, including LMC. Figure group of each class to be separated by an oblique. All PAD(s) are included in the CY distribution.

…cont. **Load information**	**44.**	Additional remarks applying three-letters codes (e.g. HEA/1/200)
	45.	Total number of passenger(s) as per /M, F, CH, I/
	46.	Total weight of cabin baggage
	47.	Total weight of dead load Sum of Ref. Nos. 31, 32, 33 and 34
	48.	Total weight of dead load per compartment
	49.	Total number of seats occupied by passengers per class Sum of Ref. Nos.38 and 39.
	50. Total Passenger Weight	Total passenger weight calculated according to the standard passenger weight.
	51. Total Traffic Load	The total weight of passengers, baggage , cargo and mail. Operational items not included in DOW, e.g. pallets, nets, must be added to the cargo weight figures.
	52. Underload Before LMC	Underload before LMC. Ref. Nos.25 minus 51.
Actual Gross Weight Calculation	**53.** Zero Fuel Weight	Actual zero fuel weight Sum of: Total Traffic Load (Ref. No.51) and Dry Operating Weight (ref No.17)
	54. Take-Off Weight	Actual take-off weight. Sum of: Zero Fuel Weight (Ref.No.53) and Take-off Fuel (Ref.No.18)
	55. Landing Weight	Actual landing weight Take-off Weight (Ref. No.54) minus Trip Fuel (Ref. No.23)
Last Minute Changes	The changes in the weight of the traffic load (passengers, baggage, cargo and mail) or in its distribution are to be recorded in the LMC box of the loadsheet. If the changes in the number of passengers and/or in the weight of the deadload do not exceed the LMC tolerances specified for the aircraft type concerned, the previously calculated balance conditions need not be corrected.	
	56.	Destination of LMC
	57. Specification	Kind of LMC e.g. B - baggage, C - cargo, M - mail, PAX - passengers, CREW - crew.
	58. Cpt.	Passenger sector code or compartment number.
	59. "+/- "	Identification of on “+” or off-load “-“.
	60. Weight	Weight of LMC stated in Ref. No 57.
	61. LMC Total "+/-"	Identification of LMC, sum total
	62. LMC Total Weight	Resultant weight of all LMC.
	63. LMC +/-	Weight of LMC
Supplementary Information and Notes	**64.** SI	Supplementary Information to be included in LDM. Free format.
	65. Notes	Information not transmitted with LDM.

Balance and Seating Conditions	**66.** Balance Conditions % MAC	Balance Condition in % MAC at ZFW, TOW, LAW
	67. Seating Conditions	PAX - seats occupied by passenger per sectors. SOC- seats occupied by cargo per sectors
	68. Total number of passengers	Total number of passengers on board. Sum of Ref. Nos.45 and LMC e.g. 155 + 2 INF.
Loadsheet Preparation and Acceptance	**69.** Prepared by:	Loadsheet agent's signature.
	70. Approved by:	Signature of authorised person.
Index Calculation – Index Correction Table	**71.** Basic Index	Basic Index as integer.
	72. Crew	Index correction for crew.
	73. Pantry	Index correction for pantry in particular galleys.
	74.	Spare line for index corrections for adjustments to the basic index included in Dry Operating Weight is specified in Ref. No.16.
	75. Sub-Total	Sum of index corrections "-" and "+".
	76. Dry Operating Index	Index correction at Dry Operating Weight. Algebraic sum of index correction "-" and "+".
	77. Compt. 1 Compt. 2, Compt. 3,	Weight of deadload in compartment No.1 and its index correction Similarly other compartments.
	78. Pax. Compt. A Pax. Compt. B, C,	Index correction for passengers in section A. Similarly other sections. Index correction for equivalent passengers shall be written from the same table as for actual passengers (PAX. INDEX TABLE).
	79. Sub-Total	Sum of index corrections "-" and "+".
	80. Zero Fuel Index	Index at Zero Fuel Weight Algebraic sum of index correction "-" and "+"
	81. Take-off Fuel Index	Index correction for take-off fuel
	82. Take-off Index	Index at Take-off Weight.
	83. Last Minute Changes	Index correction for LMC accordingly to Ref. No. 63
	84. Corrected Take-off Index	Index correction at Take-off Weight after LMC.
	85. Flap Position	Flap position at Take-off Weight.
	86. STAB TRIM For Take-off	Stab Trim for different flaps positions.

Index Corrections Tables	Relation between the weight of deadload and its location on the aircraft expressed in values of index correction is read from the following tables. • Index and Weight Correction Table For Crew, • PAX Index Table, • Fuel Index Table, • Index Correction For Load In PAX Compartments, • Index Correction For Pantry, • Baggage – Cargo Index Tables.
Operational Limits Graph, Stabilizer TRIM Setting	The graph shows COG limits for characteristic aircraft weights – not shaded area. Horizontal index axle determines index value, vertical index axle – weight and diagonal lines - %MAC. To read, from graph, the COG location in% MAC for appropriate aircraft weight, it is necessary to: 1. *draw horizontal line at aircraft weight,* 2. *draw vertical line at index corresponding to appropriate weight,* 3. *check if intersection point lies within the operational limits – not shaded area,* 4. *read location of intersection point in **% MAC.*** **Stabilizer Trim Setting at Take-off** depends on Take-off Weight (TOW), flaps position and Centre of Gravity of an aircraft, and is read from the table "***STAB TRIM SETTING-FLAP***"

3.5.2 EDP Loadsheet Description

```
L O A D S H E E T          CHECKED          APPROVED         EDNO
ALL WEIGHTS IN KILOGRAMS   J SMITH                            01

           CAPTAINS NAME    LOTOWSKI MICHAL
FROM/TO FLIGHT      A/C REG  VERSION       CREW      DATE    TIME
AMS WAW LO270/21    SP-LIE    Y82           2/2      21DEC16 0708

                        WEIGHT           DISTRIBUTION
LOAD IN COMPARTMENTS      1445     1/   624 2/   395 3/   426
                                   4/     0 0/     0

PASSENGER/CABIN BAG       5531  37/ 31/  3/  0 TTL  71 CAB 0
PAX                                  1/  0/ 70 SOC   0/  0/  0
                               BLKD  0
TOTAL TRAFFIC LOAD        6976
DRY OPERATING WEIGHT     22751
ZERO FUEL WEIGHT ACTUAL  29727 MAX  31700       ADJ
TAKE OFF FUEL             5550
TAKE OFF WEIGHT  ACTUAL  35277 MAX  38790       ADJ
TRIP FUEL                 3145
LANDING WEIGHT   ACTUAL  32132 MAX  34000  L    ADJ

BALANCE AND SEATING CONDITIONS .       LAST MINUTE CHANGES
BI       67.8    DOI      65.2 .DEST  SPEC     CL/CPT | - WEIGHT
DLI      52.1    LIZFW    65.1 .
MACZFW   24.2                  .
LITOW    53.7    MACTOW   20.4 .
STAB:1                   3.6 UP.
STAB:2                   3.5 UP.
STAB:4                   2.6 UP.
A21.B20.C30                    .
SEATROW TRIM                   .
                               .
UNDERLOAD BEFORE LMC      1868.            LMC TOTAL
LOADMESSAGE AND CAPTAINS INFORMATION BEFORE LMC

TAXI FUEL  150 TAXI WGT  35427 MAX   38950

-WAW.37/31/3/0.0.T1445.1/624.2/395.3/426
.PAX/1/0/70.PAD/0/0/1

SI NOTOC: NO
CHECKED BAGGAGE PIECES WAW 1/T/12/Y/15 3/T/23/Y/2
BW  21978

SERVICE WEIGHT ADJUSTMENT WEIGHT/INDEX
DEDUCTIONS
WAW POT#75% ADJ                                27     0.7-
PREPARED BY SMITH/JOHN    22 4450172
PANTRY CODE  D
PAX WEIGHTS USED M88 F70 C35 I0
WAW C       4 M     570 B    52/    871 O       0 T       0
ADD
WAW POTABLE WATER                              110    2.6
SALEABLE CONFIGURATION 3C/4P/72Y

LIZFW LIMITS +   36.6/+   71.3         NOW: +   65.1
LITOW LIMITS +   20.5/+   69.9         NOW: +   53.7

AUTHORISED WEIGHTS USED FOR PASSENGERS CREW AND BAGGAGE


WAW    FRE       4    POS     570    BAG     871    TRA       0
```

1	Message designator, Checked, Approved, Edition
2	Weight units used, Load controllers name, Edition number
4	Captains name
5,6	Flight leg, Aircraft registration, Passenger compartment version, Crew configuration, Edition date and time (local)
8	Weight distribution
9,10	Load in compartments
12	Passengers weight , gender split, total, cabin load
13	Passengers per class, seats occupied by cardo
14	Blocked seats
15	Total traffic load
16	Dry Operating Weight
17	Zero fuel weight actual and maximum, Adjustments, L – marks limiting weight
18	Take off fuel
19	Take off weight actual and maximum, Adjustments
20	Trip Fuel
21	Landing weight actual and maximum, Adjustments
23	Balance, Seating Conditions, Last minute changes
24	Basic index, Dry operating index,
25	Deadload index, Index at ZFW
26	CG location at ZFW [% MAC]
27	Index at TOW, CG location at TOW [% MAC]
28,29,30	Stabilizer setting per different flaps
31	Passengers distribution per cabin section
32	Trim method
34	Underload before LMC, LMC total weight
35	Loadmessage and captains information before LMC
37	Taxi fuel, Taxi weight actual and maximum
39	Gender split, Load in compartments,
40	Passengers per class
42	NOTOC required?
43	Checked baggage pieces per baggage type
44	Basic weight
46	Service Weight Adjustments
47	Deductions
48	Portable water adjustment
49	Load Controller Name / Phone number
50	Pantry code
51	Passenger weights used

52	Load by category Freight / Post (Mail) / Baggage / Transit Baggage
53	Additional
54	Potable water weight / index
55	Saleable configuration
57,58	LIZFW, LITOW values with FWD & AFT Limits
60	Authorized weight statement
63	Load by category Freight / Post (Mail) / Baggage / Transit Baggage

3.5.3 Acars Final Loadsheet Description

LOADSHEET FINAL 2106 EDNO1	Message designator, Edition time, Edition number
LO004/06 05MAY15	Flight number / day of month, Local date
ORD WAW SP-LRE 3/10	Dep. airport, Dest. airport, Aircraft registration, Crew
ZFW 154603 MAX 161025 L	Zero Fuel Weight - actual, maximum
TOF 52600	Takeoff fuel
TOW 207203 MAX 227930	Takeoff Weight - actual, maximum
TIF 44067	Trip fuel
LAW 163136 MAX 172365	Landing Weight - actual, maximum
UNDLD 6422	Underload
PAX/8/12/203 TTL 227	Number of PAX per class, Total number of PAX
BI 42.3	Basic Index
DOI 43.9	Dry Operating Index
DLI 40.8	Deadload Index
LIZFW 54.3	Index at ZFW
LITOW 58.2	Index at TOW
LILAW 55.2	Index at LAW
MACZFW 24.4	CG location at ZFW [% MAC]
MACTOW 24.7	CG location at TOW [% MAC]
MACLAW 24.5	CG location at LAW [% MAC]
FUEL DENSITY 0.805	Fuel density
A8 B12 C110 D93	Passengers distribution per cabin section
SEATROW TRIM	Trim method
WAW FRE11087 POS 416 BAG 5021 TRA 0	Load by category Freight / Post (Mail) / Baggage / Transit Baggage
SI DLW 137372 DLI 40.77 MACDL 17.77	Deadload weight / index / %MAC
LOAD IN CPTS 0/0 1/5368 2/3938 3/2942 4 /5004 5/812	Load in compartments distribution
NOTOC: YES	NOTOC required?
SERVICE WEIGHT ADJUSTMENT WEIGHT/INDEX	Service Weight Adjustments
DEDUCTIONS	Deductions
NIL	
PREPARED BY Milosz/Smus 48 22 4450172	Load Controller Name / Phone number
DOW 119308	Dry Operating Weight
PANTRY CODE B	Pantry code
CHARYTONOWICZ RYSZARD	Captain Name
PAX WEIGHTS USED M88 F70 C35 I0	PAX weights used
ADD	Additions
WAW POTABLE WATER	
567 2.4	Potable water weight / index

3.6 LMC PROCEDURE

<table>
<tr><th></th><th>Remarks</th></tr>
<tr><td>1.</td><td>LMC can only be performed by a person who has received dedicated LOT weight and balance manual training for specific type of aircraft. The training shall be given by instructor certified by LOT.</td></tr>
<tr><td>2.</td><td>The loadsheet must reflect the actual loaded state of an aircraft prior to take-off.</td></tr>
<tr><td>3.</td><td>Last Minute Changes (LMC) procedure is provided as a means of including load changes after the loadsheet has been completed.</td></tr>
<tr><td>4.</td><td>In general, only changes in the weight of the traffic load (passengers, baggage, cargo and mail) or in its distribution are to be recorded in the LMC box of the loadsheet.</td></tr>
<tr><td>5.</td><td>LMC adjustments are allowed to be done under following conditions:
• weight increase represented by the LMC entries must not exceed the UNDERLOAD before LMC
• the maximum gross weights (ZFW, TOW and LAW) applicable for the flight are not exceeded
• the maximum weight limitation of each compartment /sector are not exceeded
• the calculated Centre of Gravity at ZFW, TOW and, if applicable, at LAW is within the allowed limits.</td></tr>
<tr><td>6.</td><td>Fuel LMC must not be entered in the LMC box.</td></tr>
<tr><td>7.</td><td>All weight changes entered in LMC must be shown in the appropriate LMC boxes. Therefore, LMCs are not allowed on ACARS Loadsheet.</td></tr>
<tr><td>8.</td><td>LMC must not exceed the limits specified in the table below:
<table>
<tr><th>AIRCRAFT TYPE</th><th>WEIGHT (+) OR (-) (KG)</th><th></th><th>INDEX (+) OR (-)</th></tr>
<tr><td>ERJ 170/190
E195-E2</td><td>300</td><td rowspan="3">AND</td><td>5</td></tr>
<tr><td>B737</td><td>400</td><td>5</td></tr>
<tr><td>B787</td><td>1000</td><td>5</td></tr>
</table>
For calculations purposes it is assumed that passenger and baggage weight is standard.</td></tr>
<tr><td>9.</td><td>LMC items should be distributed in a way to minimize CG movement.</td></tr>
<tr><td>10.</td><td>In the case that LMC adjustments exceed established tolerances given in the table above, it is necessary to make corrections of the previously calculated balance conditions at Zero Fuel, Take-off and Landing weights. If EDP loadsheet is issued, it is required to reprint final version of loadsheet including LMC adjustments.
All LMC changes must be included in the LDM CPM messages.
The aircraft commander must be informed of the LMC change.</td></tr>
</table>

EDITION: 43
REVISION: 0
EFFECTIVE: DEC 2024

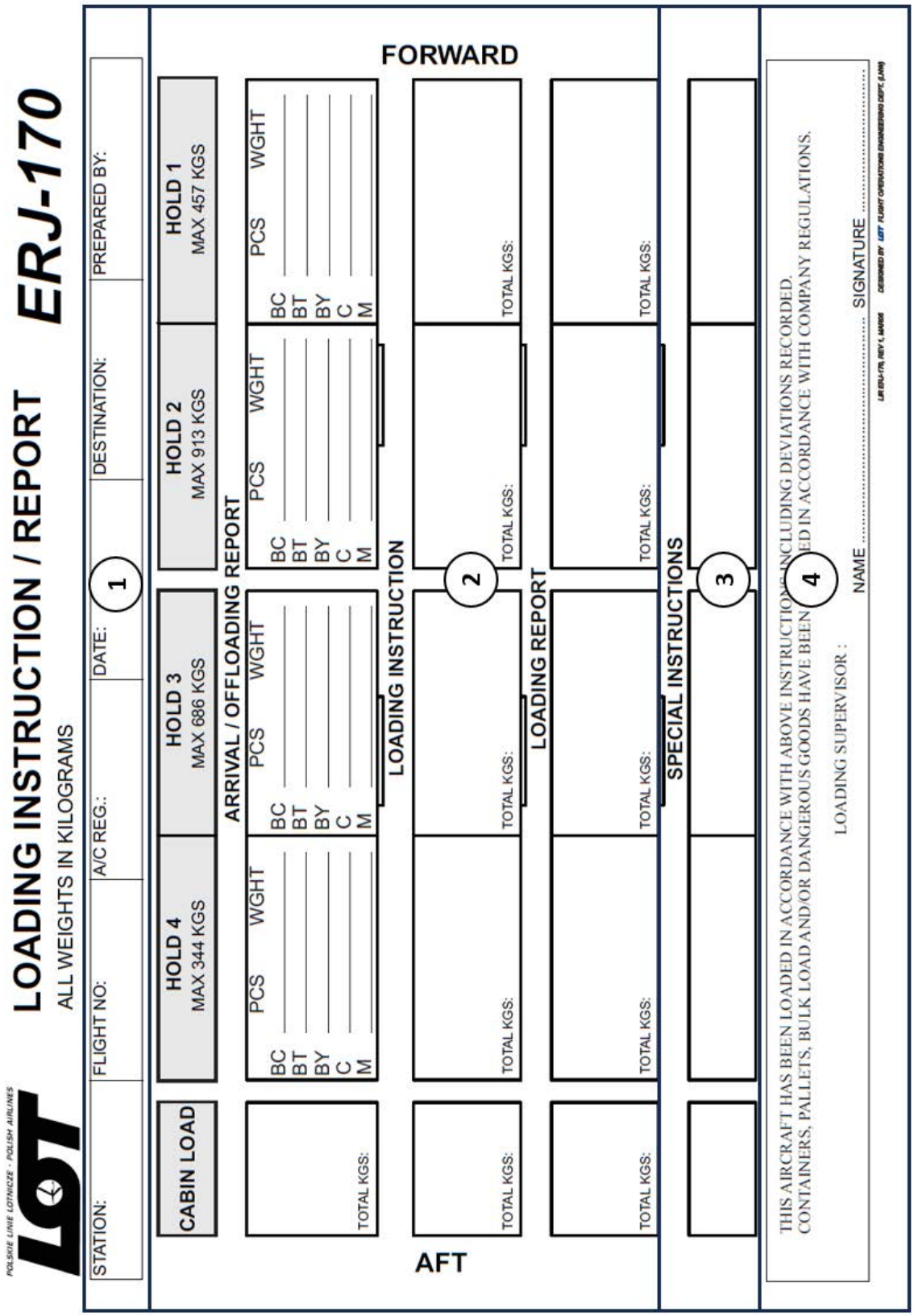
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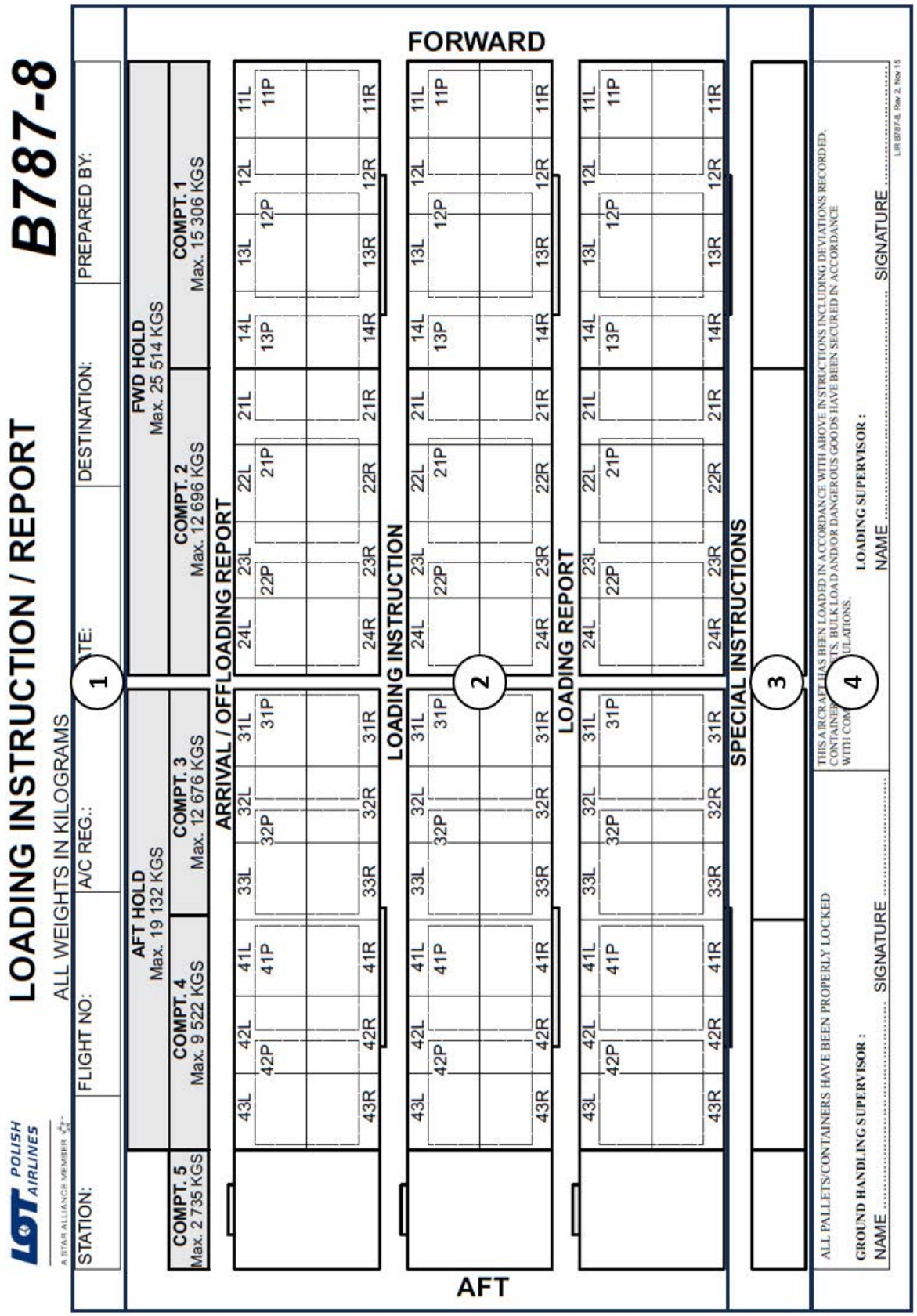
3.7 LOADING INSTRUCTION/REPORT

	Remarks
Loading Instruction/Report	• It is a two parts document prepared for each type of aircraft[1]. • Format of Loading Instruction/Report is in accordance to IATA AHM 515.
Loading Instruction part	• Is to instruct the Loading Supervisor about the distribution of the load.
Loading Report part	• Must 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 Loadsheet Agent. • Deviations from the instructions must be clearly on the report.

[1]The manual Loading Instruction/Report have an additional part, "ARRIVAL/OFFLOADING REPORT".
LOT Polish Airlines does not require this section of the Loading Instructions/Report to be completed.

3.7.1 Manual Loading Instruction/Report Description




LOADING INSTRUCTION / REPORT
B787-8
ALL WEIGHTS IN KILOGRAMS
STATION:
FLIGHT NO:
A/C REG.:
DATE:
DESTINATION:
PREPARED BY:
FORWARD
AFT HOLD
Max. 19 132 KGS
FWD HOLD
Max. 25 514 KGS
COMPT. 5
Max. 2 735 KGS
COMPT. 4
Max. 9 522 KGS
COMPT. 3
Max. 12 676 KGS
COMPT. 2
Max. 12 696 KGS
COMPT. 1
Max. 15 306 KGS
ARRIVAL / OFF
LOADING INSTRUCTION
LOADING REPORT
LOADING REPORT
SPECIAL INSTRUCTIONS
AFT
1
2
3
4
ALL PALLETS/CONTAINERS HAVE BEEN PROPERLY LOCKED
GROUND HANDLING SUPERVISOR :
NAME ..... SIGNATURE .....
THIS AIRCRAFT HAS BEEN LOADED IN ACCORDANCE WITH ABOVE INSTRUCTIONS INCLUDING DEVIATIONS RECORDED.
CONTAINERS, BULK LOAD AND/OR DANGEROUS GOODS HAVE BEEN SECURED IN ACCORDANCE WITH CORRECT REGULATIONS.
LOADING SUPERVISOR :
NAME ..... SIGNATURE .....

MAXIMUM ALLOWED POSITION WEIGHTS FOR GIVEN SIZE CODE

Position	K	P
11L & 11R	1587	1224
12L & 12R	1587	1224
13L & 13R	1587	not allowed
14L & 14R	1587	1224
21L & 21R	1587	1224
22L & 22R	1587	1224
23L & 23R	1587	1224
24L & 24R	1587	1224
31L & 31R	1587	1224
32L & 32R	1587	1224
33L & 33R	1587	1224
41L & 41R	1587	not allowed
42L & 42R	1587	1224
43L & 43R	1587	1224

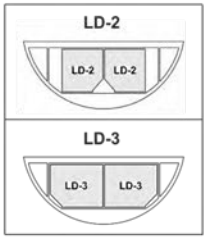
Position	L
11	3174
12	3174
13	3174
14	3174
21	3174
22	3174
23	3174
24	3174
31	3174
32	3174
33	3174
41	3174
42	3174
43	3174

Position	A	M
11P	4646	5102
12P	4646	5102
13P	4646	5102
21P	4646	5102
22P	5102	5669
31P	5102	5669
32P	4646	5102
41P	4646	not allowed
42P	4646	5102

Position	N	LD-4	LD-8
11PL & 11PR	2510	1587	not allowed
12PL & 12PR	2510	1587	1587(*)
13PL & 13PR	2510	1587	not allowed
21PL & 21PR	2510	1587	1587
22PL & 22PR	2510	1587	not allowed
31PL & 31PR	2510	1587	not allowed
32PL & 32PR	2510	1587	1587
41PL & 41PR	not allowed	not allowed	not allowed
42PL & 42PR	2510	1587	not allowed

(*) LD-8 NOT ALLOWED 12PR

LATERAL POSITION



B787-8

POLISH AIRLINES
A STAR ALLIANCE MEMBER

ULD LOAD CONFIGURATIONS (EXAMPLES)

CONFIG	IATA SIZE CODE	COMMON TYPES	FORWARD HOLD	AFT HOLD
1	K (LEFT) (60.4Lx61.5Wx64H)	LD-1	11L 12L 13L 14L 21L 22L 23L 24L	31L 32L 33L 41L 42L 43L
2	K (RIGHT) (60.4Lx61.5Wx64H)	LD-1	11R 12R 13R 14R 21R 22R 23R 24R	31R 32R 33R 41R 42R 43R
3	P (60.4Lx47Wx64H)	LD-2	11R 12R 14R 21R 22R 23R 24R 11L 12L 14L 21L 22L 23L 24L	31R 32R 33R 42R 43R 31L 32L 33L 42L 43L
4	K (60.4Lx61.5Wx64H)	LD-3	11R 12R 13R 14R 21R 22R 23R 24R 11L 12L 13L 14L 21L 22L 23L 24L	31R 32R 33R 41R 42R 43R 31L 32L 33L 41L 42L 43L
5	L (60.4Lx125Wx64H)	LD-5/6 LD-10/11	11 12 13 14 21 22 23 24	31 32 33 41 42 43
6	Q (LONGITUDINAL) (96Lx60.4Wx64H)	LD-4	P11R P12R P13R P21R P22R P11L P12L P13L P21L P22L	P31R P32R P42R P31L P32L P42L
7	Q (LONGITUDINAL) (96Lx60.4Wx64H)	LD-8	P12L P21R P21L	P32R P32L
8	A (88Lx125Wx64H)	LD-7/9 A	P11 P12 P13 P21 P22	P31 P32 P41 P42
9	M (96Lx125Wx64H)	M	P11 P12 P13 P21 P22	P31 P32 P42
10	N (96Lx61.5Wx64H)	Half Pallet	P11R P12R P13R P21R P22R P11L P12L P13L P21L P22L	P31R P32R P42R P31L P32L P42L

NOTE:

1) DOOR AREA POSITIONS ARE SHOWN WITH A DOUBLE LINE BORDER.
2) HEAVY WEIGHT ULD POSITIONS ARE SHOWN WITH A BOLD LINE BORDER.
3) OTHER CONFIGURATIONS ARE POSSIBLE WITH A MIXTURE OF CONTAINER AND PALLET SIZES.
4) LD-4 AND LD-8 IN LONGITUDINAL DIRECTION ONLY.
5) LD-2 MUST BE PAIRED WITH ANOTHER LD-2 OR LD-3 CONTAINER.
6) LD-3 LOAD SIDE BY SIDE. IF AN ODD NUMBER OF LD-3, LEAVE ONLY ONE EMPTY POSITION.

LIR B787-8, Rev 2, Nov 15

	Remarks	
1.Heading	Station	Three-letter IATA airport code of issuing station
	Flight	Flight number for which the instruction is issued
	A/C Reg.	Aircraft registration
	Date	Local date e.g. 05JUN94
	Destination	Three-letter IATA airport code(s) of route station(s)
	Prepared by	Name in capital letters of Loadsheet Agent.
2.Instruction of onloading	• Loading Instruction/Report is to be filled for each compartment taking into consideration the compartments weight limitations, its volume and the structural strength limits. • The Loading Instructions must be completed by the Loadsheet Agent. The information specified on it must include details of the load per compartment as follows: ⇒ for multi-sector flights the destinations using three-letters IATA codes, ⇒ followed by category of load e.g. Baggage (B), Cargo (C), Mail (M), ⇒ followed by weight and, if necessary number of pieces, ⇒ followed by specific handling code(s) in case of special load. • The Loading Report must be completed by the Loading Supervisor while loading is in progress. The information specified on it must include actual load details per compartment or deviations from original instructions. For aircraft equipped with ULD additional information must be enter: ⇒ for multi-sector flights the destinations using the 3-letter IATA airport codes, ⇒ IATA ULD identification code together with category of load, ⇒ weight of cargo, ⇒ for empty ULD write “X”, ⇒ write “N’ (no fit) when a ULD position is to be left empty, • Loading Report must inform about actual load details per ULD position or deviations from original instructions.	
3.Special instructions	• The Special Instructions must be completed by the Loadsheet Agent. • This part is to instruct the Loading Supervisor about: ⇒ goods which require special handling or stowage, e.g. live animals, dangerous goods, etc., ⇒ supporting of heavy items, ⇒ securing of items which may cause a hazard, ⇒ relocation of transit load, ⇒ load to be located in passenger cabin, ⇒ and any other information which is useful for the Loading Supervisor e.g. summary of planned onload.	
4.Signatures	• This part is designed for confirmation that the aircraft has been loaded in accordance with the instructions, including the deviations shown on the report, and that the load has been secured in accordance with company instructions. • Signature of responsible Loadsheet Agent and name and signature of responsible Loading Supervisor must be placed.	

3.7.2 EDP Generic Loading Instruction/Report Description

1

```
LOADING INSTRUCTION/REPORT  PREPARED BY Adela Martyniuk  EDNO1
ALL WEIGHTS IN KG
FROM/TO FLIGHT  A/C REG   VERSION   GATE TARMAC   DATE     TIME
ODS WAW LO770   SP-LIE    ERJ170-200               02JUL15  1622
PLANNED JOINING LOAD
WAW    C 0      P 0      Y 46     C 0      M 1      B 657
JOINING SPECS:   SEE SUMMARY
TRANSIT SPECS:   SEE SUMMARY
RELOADS:
```

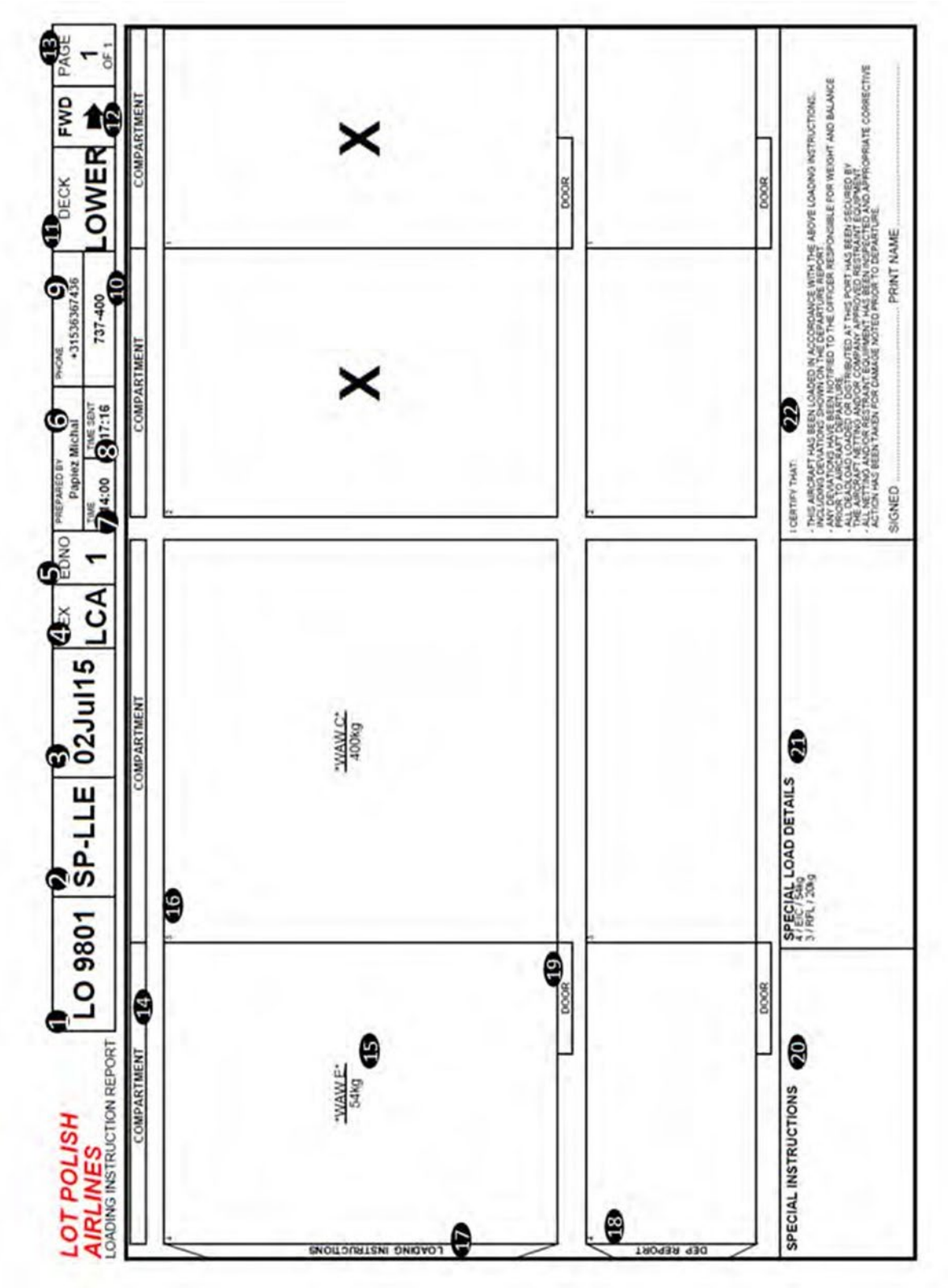
2

```
                                                          ACTUAL
                                                          PIECES
LOADING INSTRUCTION                                       WEIGHT
*************************************************************
CPT 1     MAX 00633
:1                                                       :
:ONLOAD: WAW BY R/                                       :
:            50/3PCS                                     :
:SPECS: NONE                                             :
:REPORT:                                    CPT  1 TOTAL:
*************************************************************
CPT 2     MAX 00867
:2                                                       :
:ONLOAD: WAW BT R/                                       :
:            347/20PCS                                   :
:SPECS: NONE                                             :
:REPORT:                                    CPT  2 TOTAL:
*************************************************************
CPT 3     MAX 00828
:3                                                       :
:ONLOAD: WAW BT/                                         :
:            260/15PCS                                   :
:SPECS: NONE                                             :
:REPORT:                                    CPT  3 TOTAL:
*************************************************************
CPT 4     MAX 00322
:4                                                       :
:NO FIT                                                  :
:                                                        :
:                                           CPT  4 TOTAL:
*************************************************************
CPT 0
:ONLOAD: WAW M/1                                         :
:SPECS: COM                                              :
:REPORT:                                    CPT  0 TOTAL:
*************************************************************
LOCN  JOIN/TRAN DEST  CAT  IMP  PCS  WEIGHT  TI        AWB
*************************************************************
CBN   JOIN      WAW   M    COM       1
SI LOAD IN CPTS 0/1 1/50 2/347 3/260 4/0
NOTOC: NO
```

3	PREPARED BY Adela/Martyniuk 48 22 4450172 I CERTIFY THAT: - THIS AIRCRAFT HAS BEEN LOADED IN ACCORDANCE WITH THE ABOVE LOADING INSTRUCTIONS, INCLUDING DEVIATIONS SHOWN ON THE DEPARTURE REPORT. - ANY DEVIATIONS HAVE BEEN NOTIFIED TO THE OFFICER RESPONSIBLE FOR WEIGHT AND BALANCE PRIOR TO AIRCRAFT DEPARTURE. - ALL DEADLOAD LOADED OR DISTRIBUTED AT THIS PORT HAS BEEN SECURED BY THE AIRCRAFT NETTING AND/OR COMPANY APPROVED RESTRAINT EQUIPMENT. - ALL NETTING AND/OR RESTRAINT EQUIPMENT HAS BEEN INSPECTED AND APPROPRIATE CORRECTIVE ACTION HAS BEEN TAKEN FOR DAMAGE NOTED PRIOR TO DEPARTURE. SIGNED ..... PRINT NAME ....
4	

1	Document title, Prepared by, Edition number
	Weights used
	Flight leg, Flight number, Aircraft registration, Aircraft type, Aircraft location, Edition date and time
	Load by category Passengers per class / Cargo / Mail / Baggage
	Joining/Transit loads
2	Loading Instructions per each compartment
	Actual pieces weight – to be filled by ramp agent
	Cpt 1 – compartment number
	Maximum compartment weight
	Onload Destination, type of load, weight of load, pieces of load,
	Special loads (dangerous goods/special loads)
	Loading report
	Compartment 1 total weight of load - to be filled by ramp agent
3	Loads on passenger deck (cabin joining)
	Load in compartments
	NOTOC required?
	Load Controller Name / Phone number
4	Loading statement
	Signature of load master
	Name of load master

3.7.3 EDP Graphical Loading Instruction Description



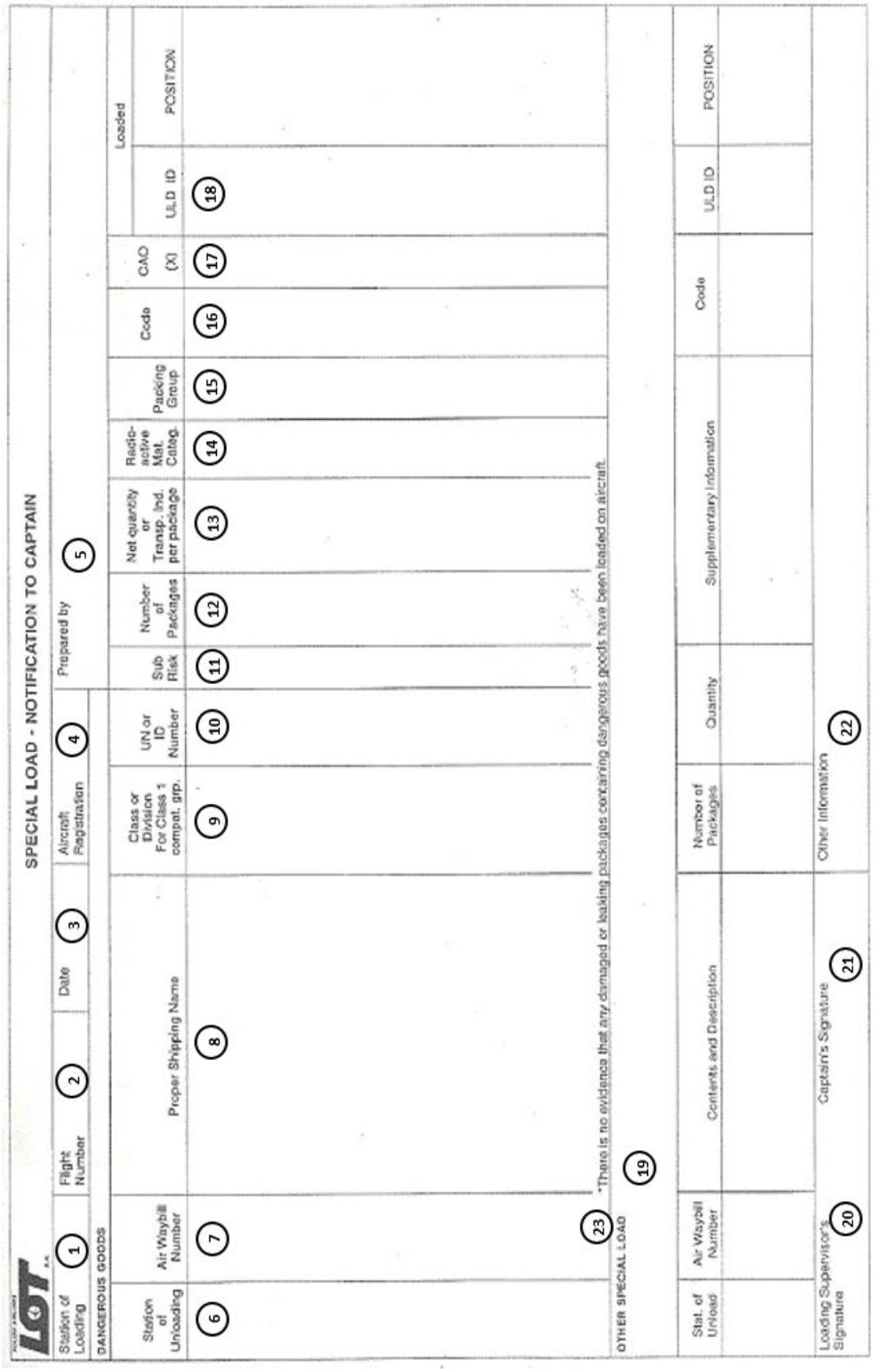
1	Flight Number
2	Aircraft Registration
3	Date of flight
4	Departure Station
5	Edition Number
6	Load Controller Name
7	Standard Time of Departure
8	Time Sent
9	Load Controllers Telephone Number
10	Type of Aircraft
11	Aircraft Deck
12	Direction of Aircraft Nose
13	Page Number
14	Compartment
15	Load information
16	Compartment number
17	Loading Instruction
18	Final Loading Report
19	Door location
20	Special Instructions
21	Special Load Details
22	Load Master Statement, Load Master Signature, Load Master Name

_____

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3.8 SPECIAL LOAD – NOTIFICATION TO CAPTAIN (NOTOC)

3.8.1 Manual NOTOC Description



SPECIAL LOAD - NOTIFICATION TO CAPTAIN

Station of Loading (1)	Flight Number (2)	Date (3)	Aircraft Registration (4)	Prepared by (5)

DANGEROUS GOODS

Station of Unloading (6)	Air Waybill Number (7)	Proper Shipping Name (8)	Class or Division For Class 1 compat. grp. (9)	UN or ID Number (10)	Sub Risk (11)	Number of Packages (12)	Net quantity or Transp. Ind. per package (13)	Radio-active Mat. Categ. (14)	Packing Group (15)	Code (16)	CAO (X) (17)	Loaded ULD ID (18)	Loaded POSITION

(23) "There is no evidence that any damaged or leaking packages containing dangerous goods have been loaded on aircraft.

OTHER SPECIAL LOAD (19)

Stat. of Unload	Air Waybill Number	Contents and Description	Number of Packages	Quantity	Supplementary Information	Code	ULD ID	POSITION

Loading Supervisor's Signature (20) Captain's Signature (21) Other Information (22)

	Description
1	Station of loading
2	Flight number
3	Date
4	Aircraft registration
5	Prepared by
6	Station of unloading
7	Air waybill number
8	Proper shipping name Full name as per Shipper's Declaration
9	Class or Division: for Class 1, compatibility group
10	UN or ID Number
11	Subsidiary risk
12	Number of packages
13	Net quantity or transport index per package Net quantity per package in kilograms or liters e.g 15kg, 4L For RRY (yellow label) enter the transport index pre package e.g. TI 7.4
14	Radioactive category Enter I, II, III according to the label on the package
15	Packing Group
16	Code Cargo IMP code
17	CAO Enter "X" for cargo aircraft only items
18	Loading position Enter the loading position in the POS column. Additionally, the ULD identification e.g. ULD ID code, may be entered in the ULD ID column
19	Other special load
20	Loading supervisor's signature
21	Captain's signature
22	Other information
23	(*) Such a confirmation must appear on the NOTOC. Its location on the NOTOC is left to the carrier's discretion. It should preferably be pre-printed

3.8.2 EDP NOTOC Description

```
SPECIAL LOAD NOTIFICATION TO CAPTAIN
FROM    FLIGHT      DATE        A/C REG
WAW     LO006/03    03JUL15     SP-LRE
************************************************************
*** DANGEROUS GOODS ***
TO  AWB NR    CL/DV UN/ID SUB PCS QTY/TI RRR PCK IMP  CAO     POS
               COMP  NR   RSK            CAT GRP CODE   ULD/CODE
------------------------------------------------------------------------------
01.DRY ICE
JFK 32028684 9     UN        1   7              ICE  N      13P
                   1845                             PMC38635LO
..............................................................
02.DRY ICE
JFK 32124444 9     UN        2   7              ICE  N      13P
                   1845                             PMC38635LO
************************************************************
*** OTHER SPECIAL LOADS ***
TO  AWB NR    CONTENTS              PCS  QTY     IMP          POS
                                                 CODE   ULD/CODE
------------------------------------------------------------------------------
NO SPECIAL LOAD UPLIFTED EX WAW

************************************************************
SI
PREPARED BY Katarzyna/Bichta 48 22 2069468
01 PMC38635LO
02 PMC38635LO
************************************************************
THERE IS NO EVIDENCE THAT ANY DAMAGED OR LEAKING PACKAGES
CONTAINING DANGEROUS GOODS HAVE BEEN LOADED ON THE AIRCRAFT.
************************************************************
LOADING SUPERVISOR                              CAPTAIN
(NAME AND SIGNATURE)                    (NAME AND SIGNATURE)
```

1	Message designator
	Flight leg, Edition date , Aircraft registration
	Per each Dangerous Good item:
	Destination
	Airway bill number
	Class/Division
	UN Code
	Sub Risk
	Pieces
	Quantity/ Transport Index
	Radioactive category
	Packing Group
	IMP Code
	Cargo Aircraft Only
	Position/Unit Loading Devices
	Information about special load

2	Supplementary Information
	Load Controller Name / Phone number
	Dangerous Goods/Special Loads marked on positions/ULD number
	Dangerous Goods/Special Load statement
	Signature of load master
	Signature of pilot in command

_____

3.8.3 Cargo system NOTOC examples

SPECIAL LOAD - NOTIFICATION TO CAPTAIN (NOTOC)

Station of Loading	Flight Number	Date	Aircraft Registration	Prepared by	Page 1 of 1
WAW	LO041	13AUG2024		Jan Kowalski	

DANGEROUS GOODS

Station of Unloading	Air Waybill Number	Proper Shipping Name	Class or Division For Class 1 compat. grp.	UN or ID Number	Sub Risk	Number of Packages	Net quantity or Transp. Ind. per package	Radio-active Mat. Categ.	PG	IMP Code	ERG	CAO	Loaded ULD ID	Loaded POS
YYZ	080-37644585	DRY ICE	9	UN1845		1	18 kg			ICE	9L		PMC50009LO	
YYZ	080-37644574	DRY ICE	9	UN1845		1	18 kg			ICE	9L		PMC50009LO	

There is no evidence that any damaged or leaking packages containing dangerous goods have been loaded on the aircraft.

OTHER SPECIAL LOAD

Station of Unloading	Air Waybill Number	Contents and Description	Number of Packages	Quantity	Supplementary Information	Code	Loaded ULD ID	Loaded POS
YYZ	080-3764 4574	CONSOLIDATION AS PER	1	20 Kg	Should be stored cool at +2 °C to +8 °C whenever possible	COL	PMC50009LO	
YYZ	080-3764 4585	CONSOLIDATION AS PER	1	20 Kg	Should be stored cool at +2 °C to +8 °C whenever possible	COL	PMC50009LO	

Other information

LOADING CERTIFICATION	Loading supervisor's name and signature:	Captain's signature:
I certify that these articles have been loaded in accordance with all regulations and that there is no evidence of leaking or damaged packages.		

SPECIAL LOAD - NOTIFICATION TO CAPTAIN (NOTOC)

Station of Loading	Flight Number	Date	Aircraft Registration	Prepared by	Page 1 of 1
WAW	LO015	13AUG2024	SPLRB	Jan Kowalski	

DANGEROUS GOODS

Station of Unloading	Air Waybill Number	Proper Shipping Name	Class or Division For Class 1 compat. grp.	UN or ID Number	Sub Risk	Number of Packages	Net quantity or Transp. Ind. per package	Radio-active Mat. Categ.	PG	IMP Code	ERG	CAO	Loaded ULD ID	Loaded POS
EWR	080-37589016	LIFE-SAVING APPLIANCES, SELF-INFLATING	9	UN2990		1	21.85 Kg			RMD	9L		PMC60001LO	
EWR	080-37589016	LIFE-SAVING APPLIANCES, SELF-INFLATING	9	UN2990		1	17.55 Kg			RMD	9L		PMC60001LO	

There is no evidence that any damaged or leaking packages containing dangerous goods have been loaded on the aircraft.

OTHER SPECIAL LOAD

Station of Unloading	Air Waybill Number	Contents and Description	Number of Packages	Quantity	Supplementary Information	Code	Loaded ULD ID	Loaded POS
NIL								

Other information

LOADING CERTIFICATION	Loading supervisor's name and signature:	Captain's signature:
I certify that these articles have been loaded in accordance with all regulations and that there is no evidence of leaking or damaged packages.		

SPECIAL LOAD - NOTIFICATION TO CAPTAIN (NOTOC)

Station of Loading	Flight Number	Date	Aircraft Registration	Prepared by	Page 1 of 1
WAW	**LO125**	**13AUG2024**		**Jan Kowalski**	

DANGEROUS GOODS

Station of Unloading	Air Waybill Number	Proper Shipping Name	Class or Division For Class 1 compat. grp.	UN or ID Number	Sub Risk	Number of Packages	Net quantity or Transp. Ind. per package	Radio-active Mat. Categ.	PG	IMP Code	ERG	CAO	Loaded ULD ID	Loaded POS
RUH	**080-37770515**	**CONSUMER COMMODITY**	**9**	**ID8000**		**6**	**16.78 kg G**			**RMD**	**9L**		**BULK**	

There is no evidence that any damaged or leaking packages containing dangerous goods have been loaded on the aircraft.

OTHER SPECIAL LOAD

Station of Unloading	Air Waybill Number	Contents and Description	Number of Packages	Quantity	Supplementary Information	Code	Loaded ULD ID	Loaded POS

NIL

Other information

LOADING CERTIFICATION	Loading supervisor's name and signature:	Captain's signature:
I certify that these articles have been loaded in accordance with all regulations and that there is no evidence of leaking or damaged packages.		

SPECIAL LOAD - NOTIFICATION TO CAPTAIN (NOTOC)

Station of Loading	Flight Number	Date	Aircraft Registration	Prepared by	Page 1 of 1
WAW	**LO645**	**13AUG2024**		**Jan Kowalski**	

DANGEROUS GOODS

Station of Unloading	Air Waybill Number	Proper Shipping Name	Class or Division For Class 1 compat. grp.	UN or ID Number	Sub Risk	Number of Packages	Net quantity or Transp. Ind. per package	Radio-active Mat. Categ.	PG	IMP Code	ERG	CAO	Loaded ULD ID	Loaded POS

NIL

There is no evidence that any damaged or leaking packages containing dangerous goods have been loaded on the aircraft.

OTHER SPECIAL LOAD

Station of Unloading	Air Waybill Number	Contents and Description	Number of Packages	Quantity	Supplementary Information	Code	Loaded ULD ID	Loaded POS
OTP	**080-3782 5535**	**GOLD**	**1**	**18.4 Kg**		**VAL**	**BULK**	

Other information

LOADING CERTIFICATION	Loading supervisor's name and signature:	Captain's signature:
I certify that these articles have been loaded in accordance with all regulations and that there is no evidence of leaking or damaged packages.		

3.9 AIRCRAFT CHARACTERISTICS

3.9.1 ERJ 170-100/ -200/ -200STD

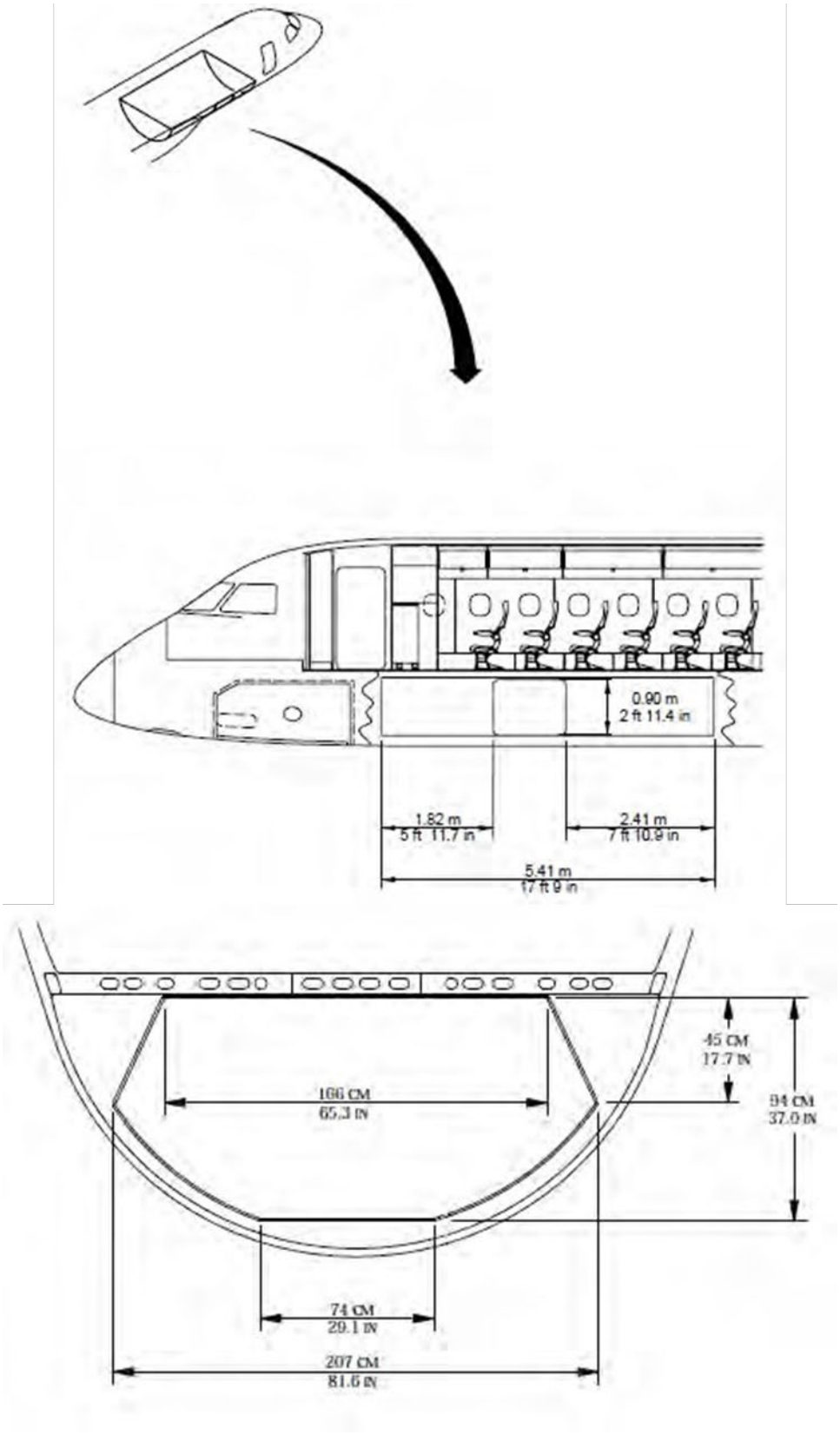
	ERJ170-100	ERJ170-200	ERJ170-200STD
MAX WEIGHTS	[kg]		
MTXW	36150	38950	37660
MTOW	35990	38790	37500
MLAW	32800	34000	34000
MZFW	29600	31700	31700
FUEL	9470		9881
ALT FWD CG	N/A		
CREW – STD (TTL)			
COCKPIT	2 (3)		
CABIN - FWD/AFT	1 / 1 (2)[1]	1 / 2 (3)[2]	1 / 1 (2)[3]
PANTRY	AHM 560 sheet C8 (according to IATA AHM Revision 37)		
PAX CABIN			
NBR OF SEATS	76	82 | 68[4]	88
PAX SECTOR **A**	28	30 | 08	32
PAX SECTOR **B**	24	20 | 32	24
PAX SECTOR **C**	24	32 | 28	32
CARGO COMP.	gross weight [kg]		
FWD **1**	457 A-137/B–320	633 A-155/B–210/C-268	
FWD **2**	913 C-457/D–240/E–216	867 D-434/E–228/F–205	
AFT **3**	686 A-342/B–344	828 A-506/B–322	
AFT **4**	344 C-172/D–172	322 C-161/D–161	
CARGO COMP.	gross weight [kg]; volume [m^3]		
FWD 1 + 2	1370; 8.7	1500; 10.6	
AFT 3 + 4	1030; 5.8	1150; 7.19	
CARGO DOOR DIM	[m]		
FWD	1.10 x 0.90		
AFT	0.99 x (0.87 - 0.78)		
MAX. FLOOR LOAD	[kg/m^2]		
MAIN DECK	200		
COMPARTMENTS	488		

Remark:

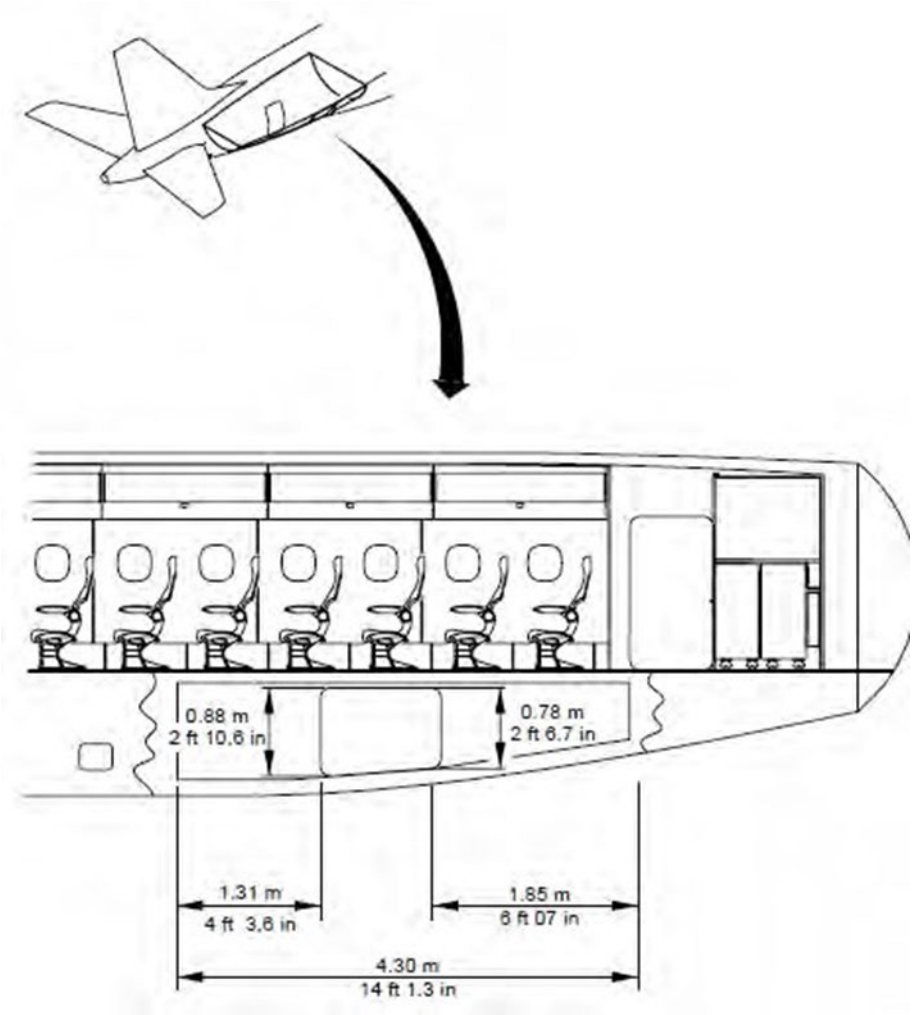
1. **A/C ERJ170-100 – additional third F/A is allocated on seat 20C.**
2. **A/C ERJ170-200 SP-LIG / -LIH - additional two (2) F/A is allocated on seats 8B / 8C.**
3. **A/C ERJ170-200STD - additional third F/A is allocated on seat 22C.**
4. **PAX CABIN for SP-LIG /- LIH only.**

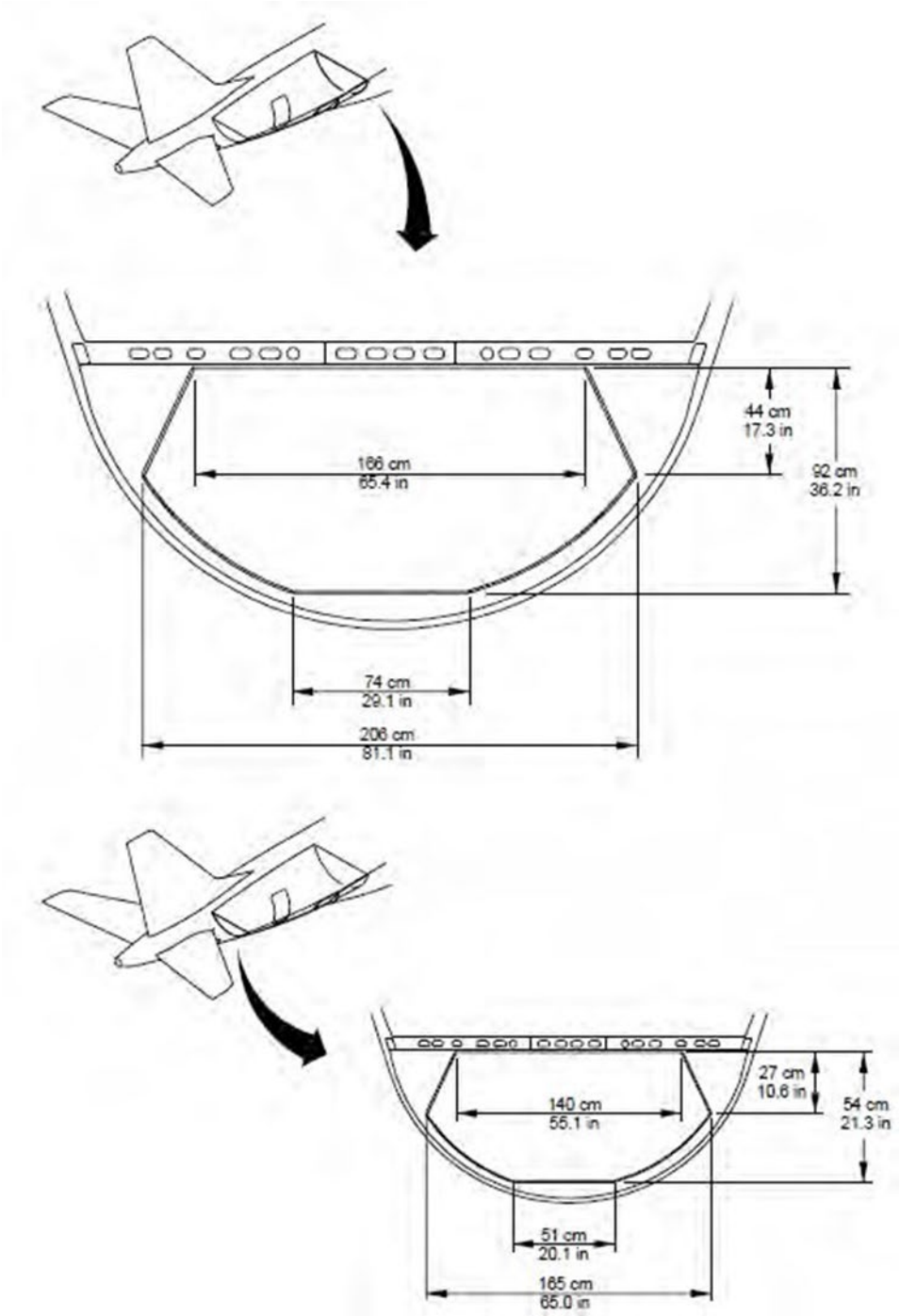
To ensure proper of the smoke detection and fire suppression systems under all operating conditions, placards are installed inside the compartment to restrict cargo from being loaded to within 2 inches (51 mm) of the cargo compartment ceiling

ERJ170-100 - FORWARD CARGO HOLD Dimensions



ERJ170-100 - AFT CARGO HOLD Dimensions




44 cm
17.3 in
166 cm
65.4 in
92 cm
36.2 in
74 cm
29.1 in
206 cm
81.1 in
27 cm
10.6 in
140 cm
55.1 in
54 cm
21.3 in
51 cm
20.1 in
165 cm
65.0 in

ERJ 170-100 FWD CARGO COMPT. (1 + 2)

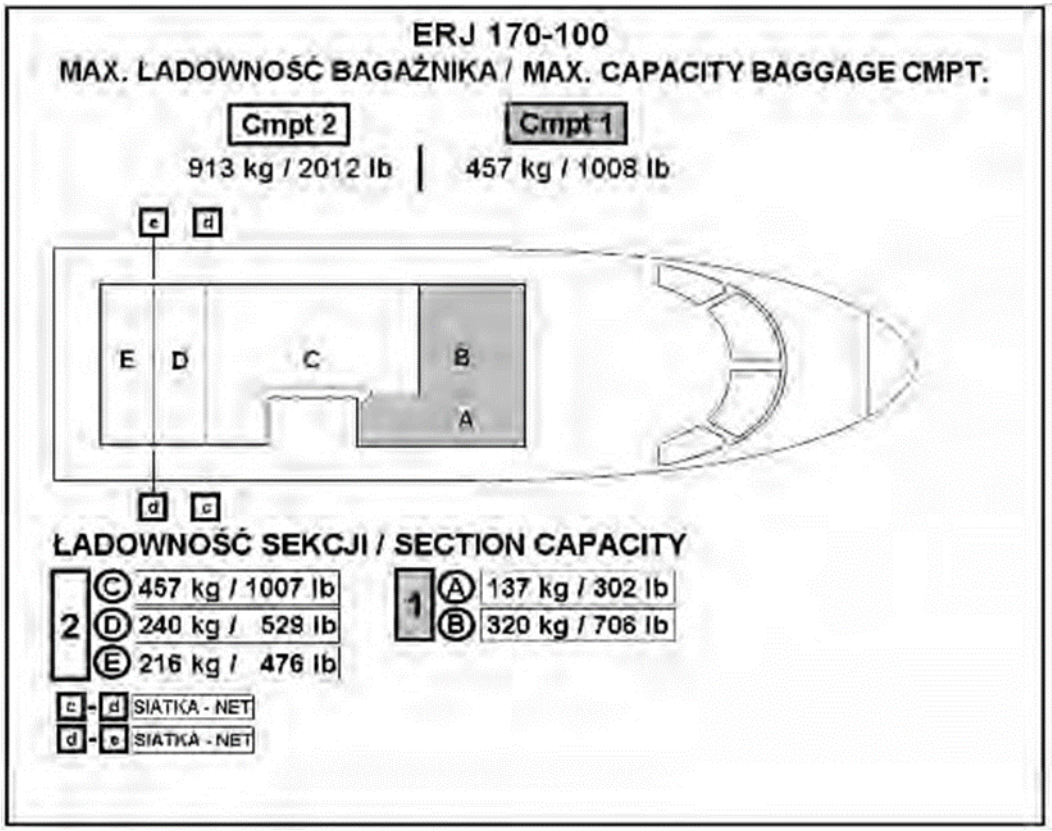
Operations with cargo nets missing

Load limits shown below must be observed when operating with cargo nets missing. The only nets allowed to be missing are (c-d) and (d-e).

Y- net operative

CARGO CMPT. 1 [kg]		
section B	section A	max weight
320	137	457

CARGO CMPT.2 [kg]					
section E	net (d-e)	section D	net (c-d)	section C	max weight
216	Y	240	Y	457	913
216	Y	456			672
456			Y	457	913
456					456



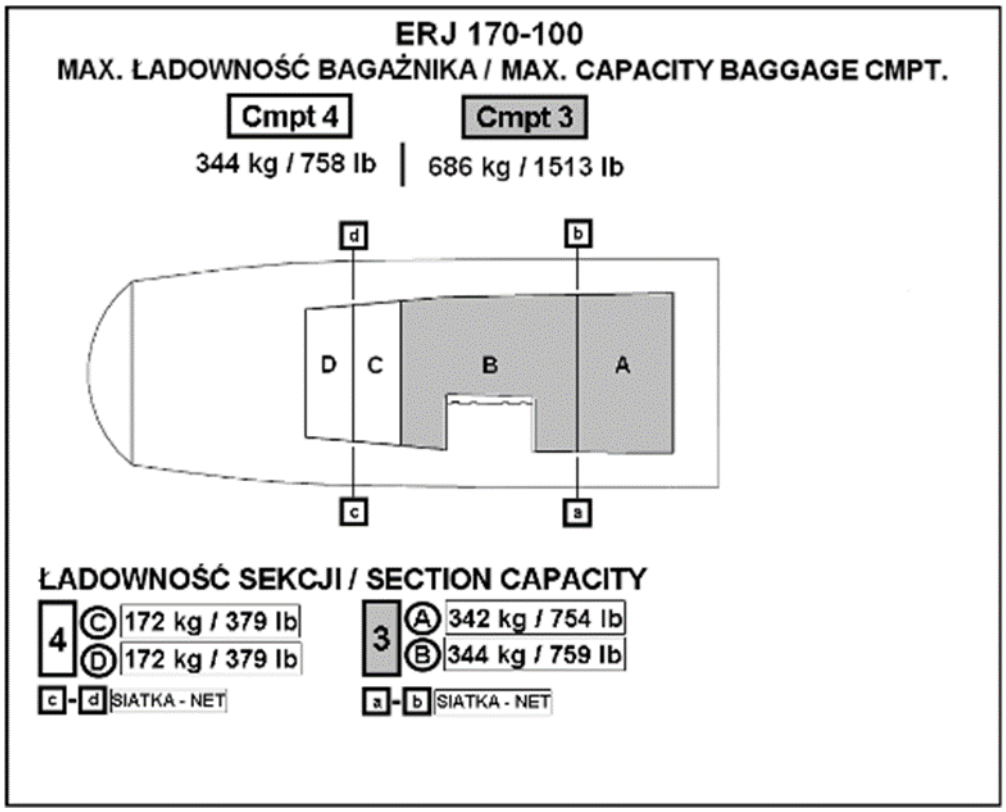
ERJ 170-100 AFT CARGO COMPT. (3 + 4)

Operations with cargo nets missing

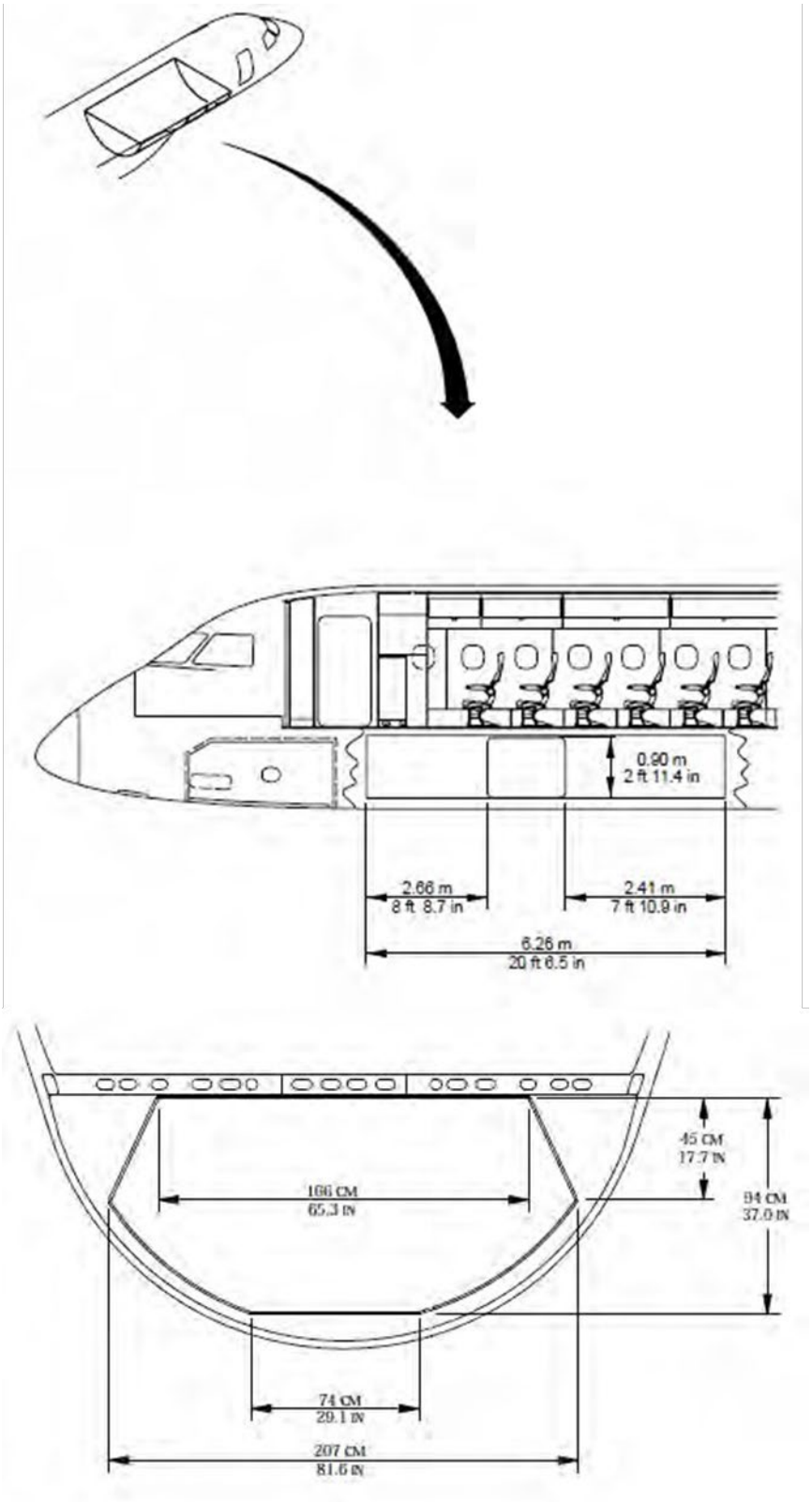
Load limits shown below must be observed when operating with cargo nets missing. The only nets allowed to be missing are (a-b) and (c-d).

Y- net operative

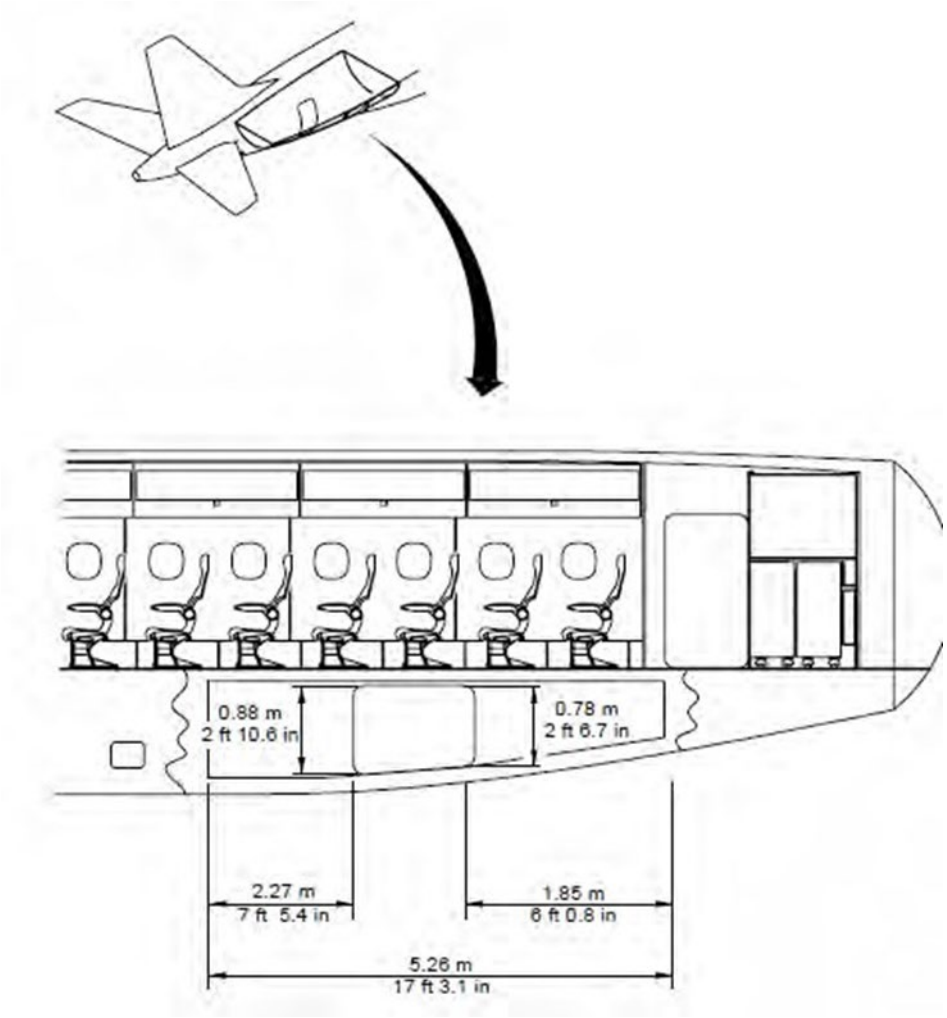
CARGO CMPT. 3 [kg]			
section B	net (a-b)	section A	max weight
344	Y	342	686
343			343
CARGO CMPT. 4 [kg]			
section D	net (c-d)	section C	max weight
172	Y	172	344
343			343

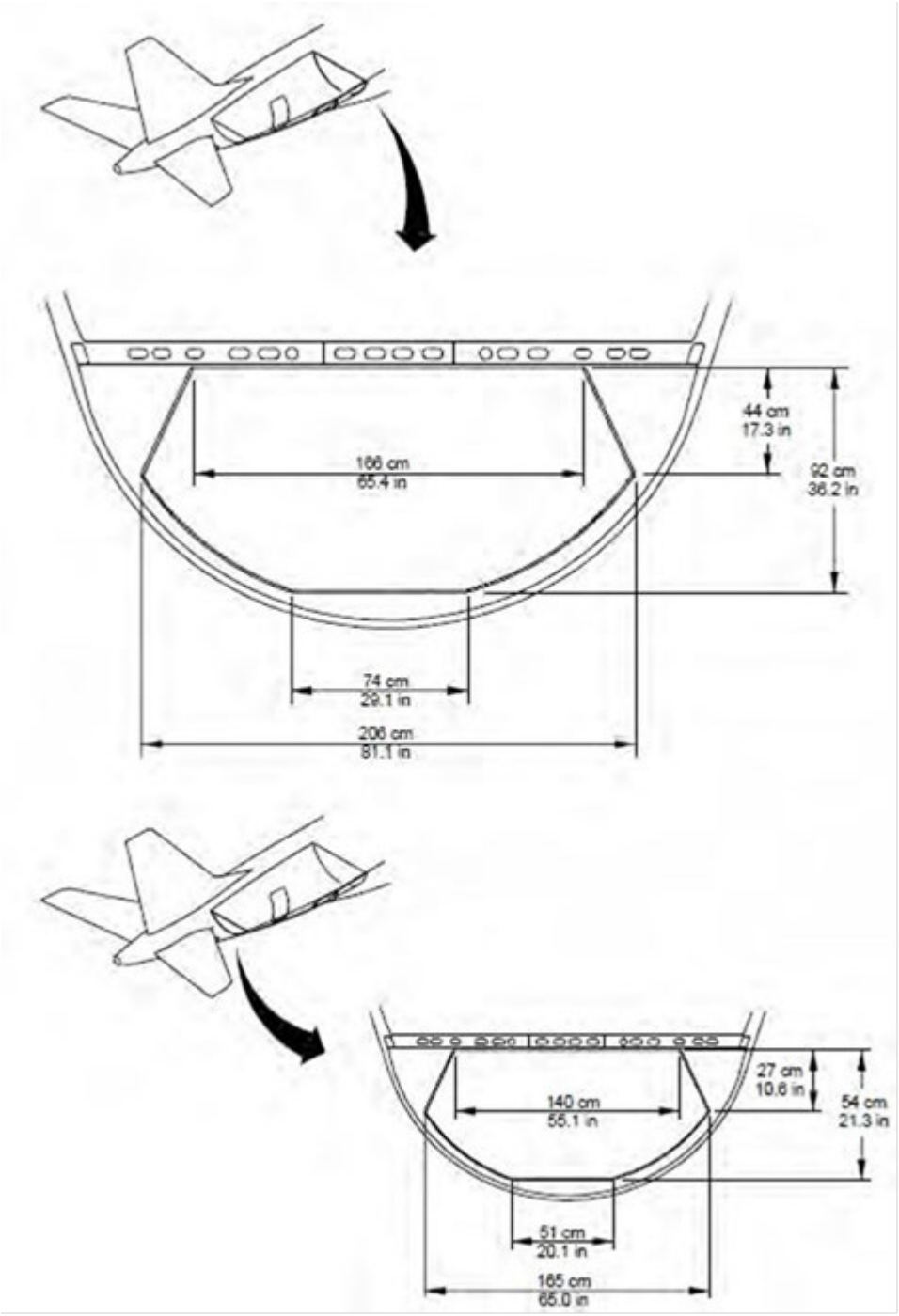


ERJ170-200/ -200STD - FORWARD CARGO HOLD Dimensions



ERJ170-200/ -200STD - AFT CARGO HOLD Dimensions




44 cm
17.3 in
166 cm
65.4 in
92 cm
36.2 in
74 cm
29.1 in
206 cm
81.1 in
27 cm
10.6 in
140 cm
55.1 in
54 cm
21.3 in
51 cm
20.1 in
165 cm
65.0 in

ERJ 170-200/ -200STD FWD CARGO COMPT. (1 + 2)

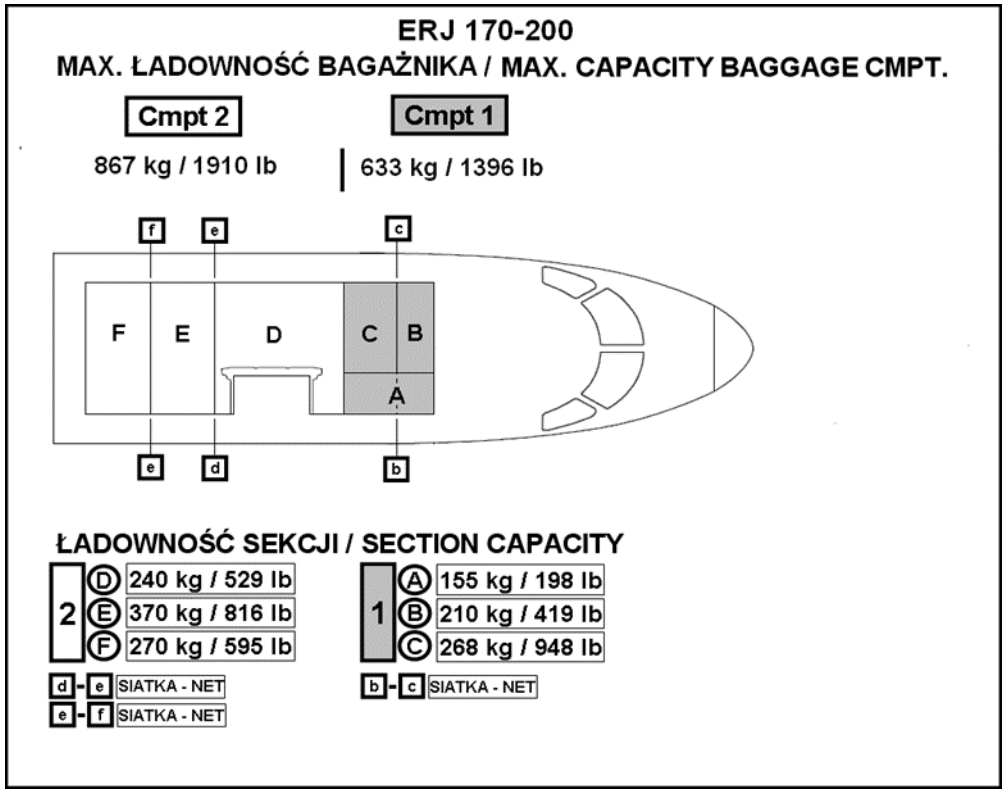
Operations with cargo nets missing

Load limits shown below must be observed when operating with cargo nets missing. The only nets allowed to be missing are (b-c) ,(d-e) and (e-f).

Y- net operative

CARGO CMPT. 1 [kg]				
section C	net (b-c)	section B	section A	max weight
268	Y	210	155	633
456			155	611

CARGO CMPT.2 [kg]					
section F	net (e-f)	section E	net(d-e)	section D	max weigh t
205	Y	228	Y	434	867
205	Y	456			661
433			Y	434	867
456					456



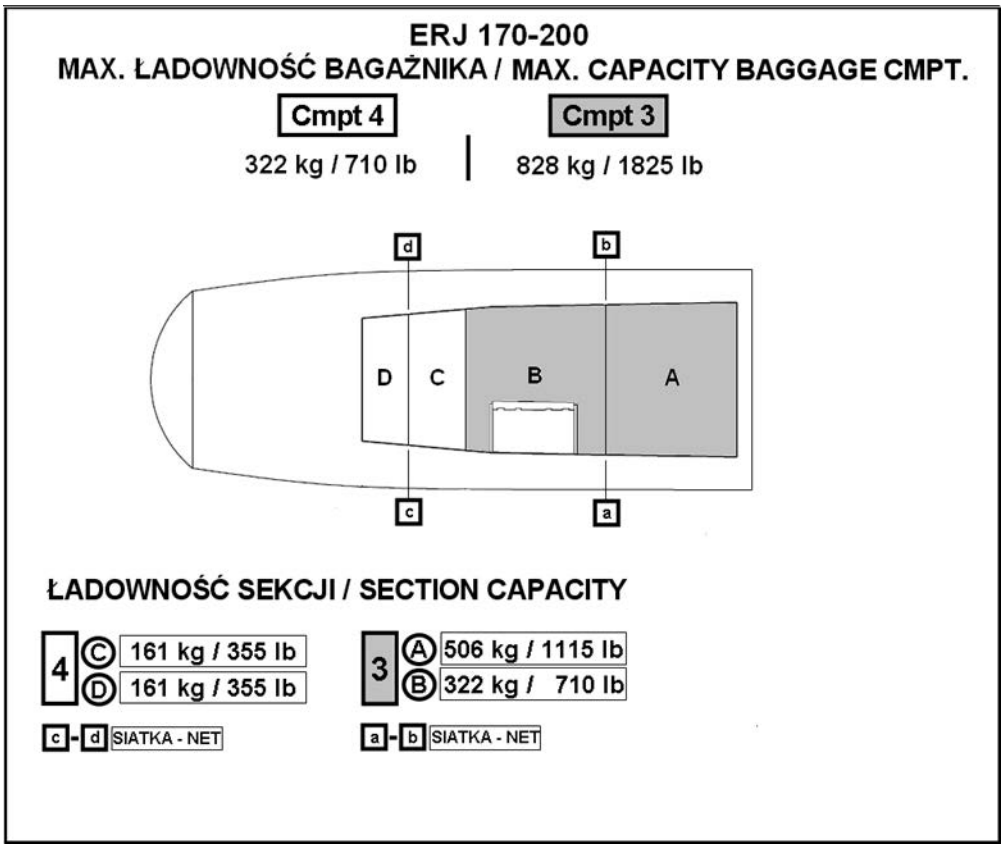
ERJ 170 – 200/ -200STD AFT CARGO COMPT. (3 + 4)

Operations with cargo nets missing

Load limits shown below must be observed when operating with cargo nets missing. The only nets allowed to be missing are (a-b) and (c-d).

Y- net operative

CARGO CMPT. 3 [kg]			
section B	net (a-b)	section A	max weight
322	Y	506	828
343			343
CARGO CMPT. 4 [kg]			
section D	net (c-d)	section C	max weight
161	Y	161	322
322			322



3.9.2 ERJ 190-100/ -100AR/ -200 / -200AR

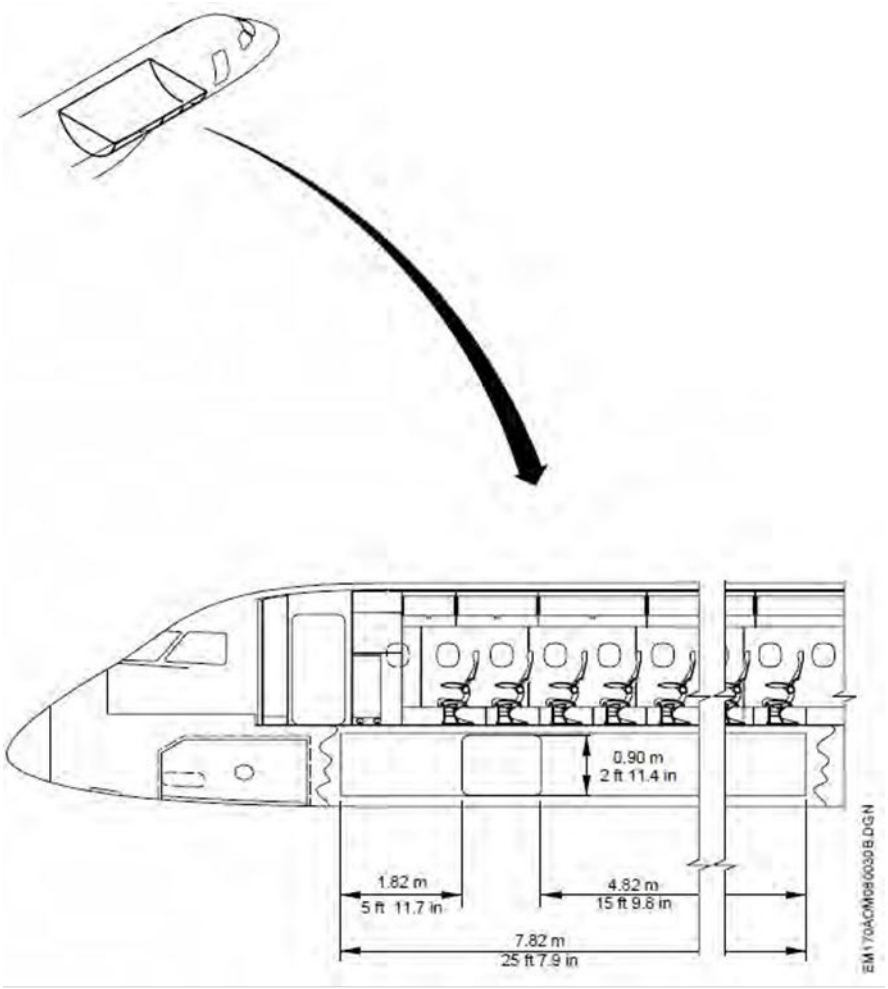
	ERJ190-100	ERJ190-100AR	ERJ190-200	ERJ190-200AR
MAX WEIGHTS	[kg]			
MTXW	47950	51960	50950	52450
MTOW	47790	51800	50790	52290
MLAW	43000	44000	45000	45800
MZFW	40800	40900	42500	42600
FUEL	13730			
ALT FWD CG	MAC ≥ 20%[1]			
CREW – STD (TTL)				
COCKPIT	2 (3)			
CABIN - FWD/AFT	2 / 2 (4)[2]			
PANTRY	AHM 560 sheet C8 (according to IATA AHM Revision 37)			
PAX CABIN				
NBR OF SEATS	106		112 | 118[3]	118
PAX SECTOR **A**	34		40 | 38	38
PAX SECTOR **B**	36		36 | 40	40
PAX SECTOR **C**	36		36 | 40	40
CARGO COMP.	gross weight [kg]			
FWD **1**	870 A-137/B–303/C-430		710 A-90/B–190/C-430	
FWD **2**	980 D-240/E–370/F–370		1190[4] D-240/E–370/F–270/G-310	
AFT **3**	1100 A-260/B–445/C-395		1250[4] A-360/B–230/C-310/D-350	
AFT **4**	550 D-340/E–130/F-80		550 E-340/F–130/G-80	
CARGO COMP.	gross weight [kg]; volume [m^3]			
FWD 1 + 2	1850; 10.99		1900; 11.14	
AFT 3 + 4	1650; 8.92		1800; 11.25	
CARGO DOOR DIM	[m]			
FWD	1.10 x 0.90			
AFT	0.99 x (0.87 - 0.78)			
MAX. FLOOR LOAD	[kg/m^2]			
MAIN DECK	200			
COMPARTMENTS	488			

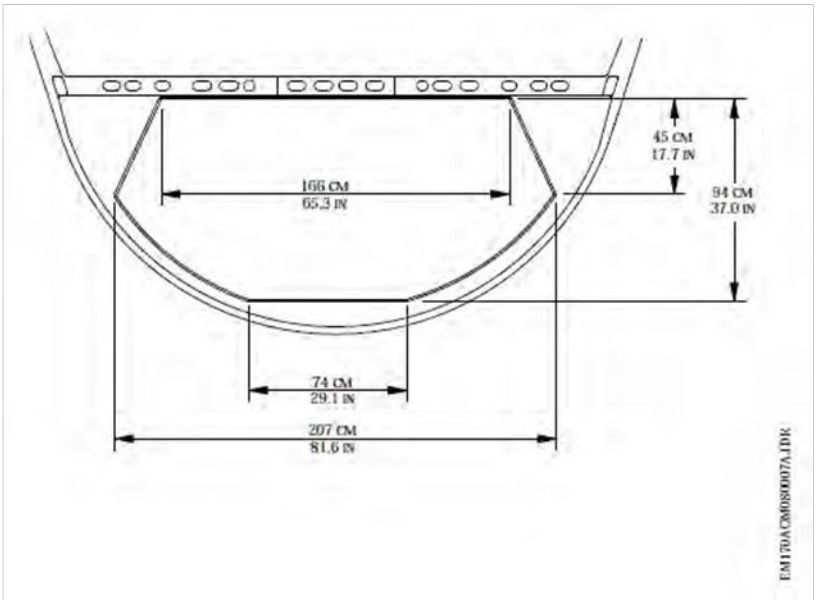
Remark:

1. **Except A/C ERJ190-200 – SP-LNO/-LNP**
2. **A/C ERJ190-200 – SP-LNO / -LNP standard cabin crew is 1 / 2 (3)**
3. **PAX CABIN for SP-LNO / -LNP only**
4. **Cargo compartment gross weight with all net sections installed**

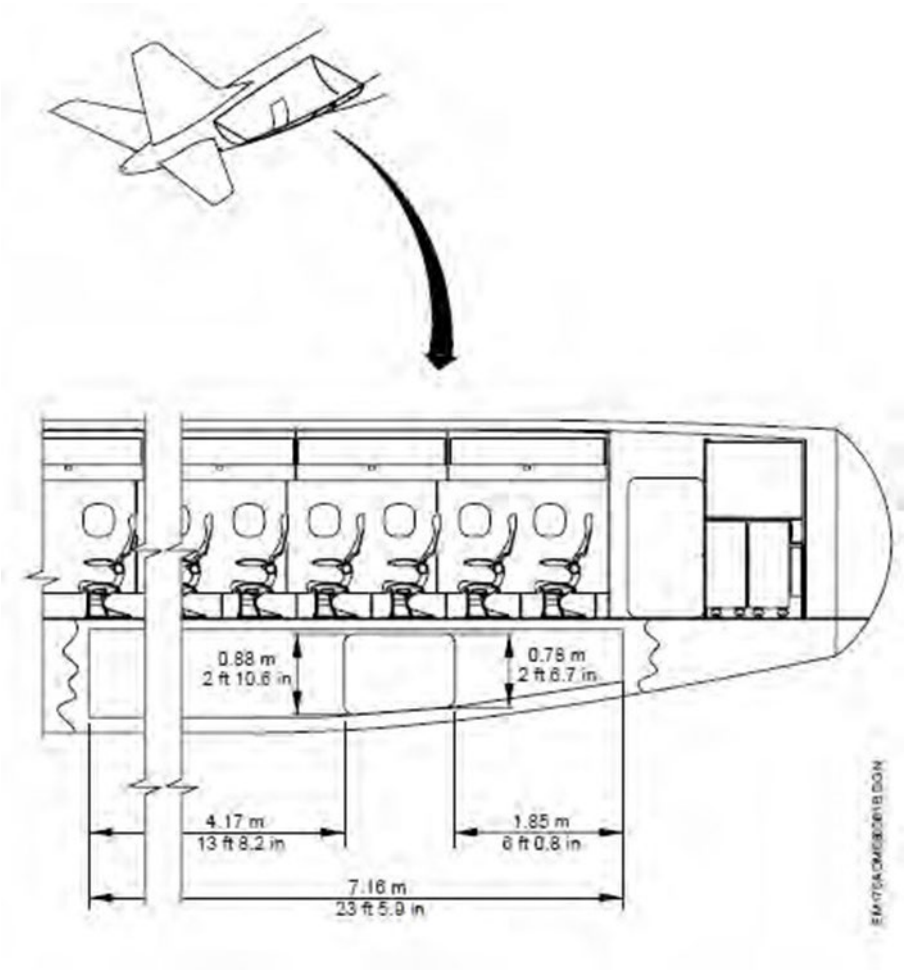
To ensure proper of the smoke detection and fire suppression systems under all operating conditions, placards are installed inside the compartment to restrict cargo from being loaded to within 2 inches (51 mm) of the cargo compartment ceiling

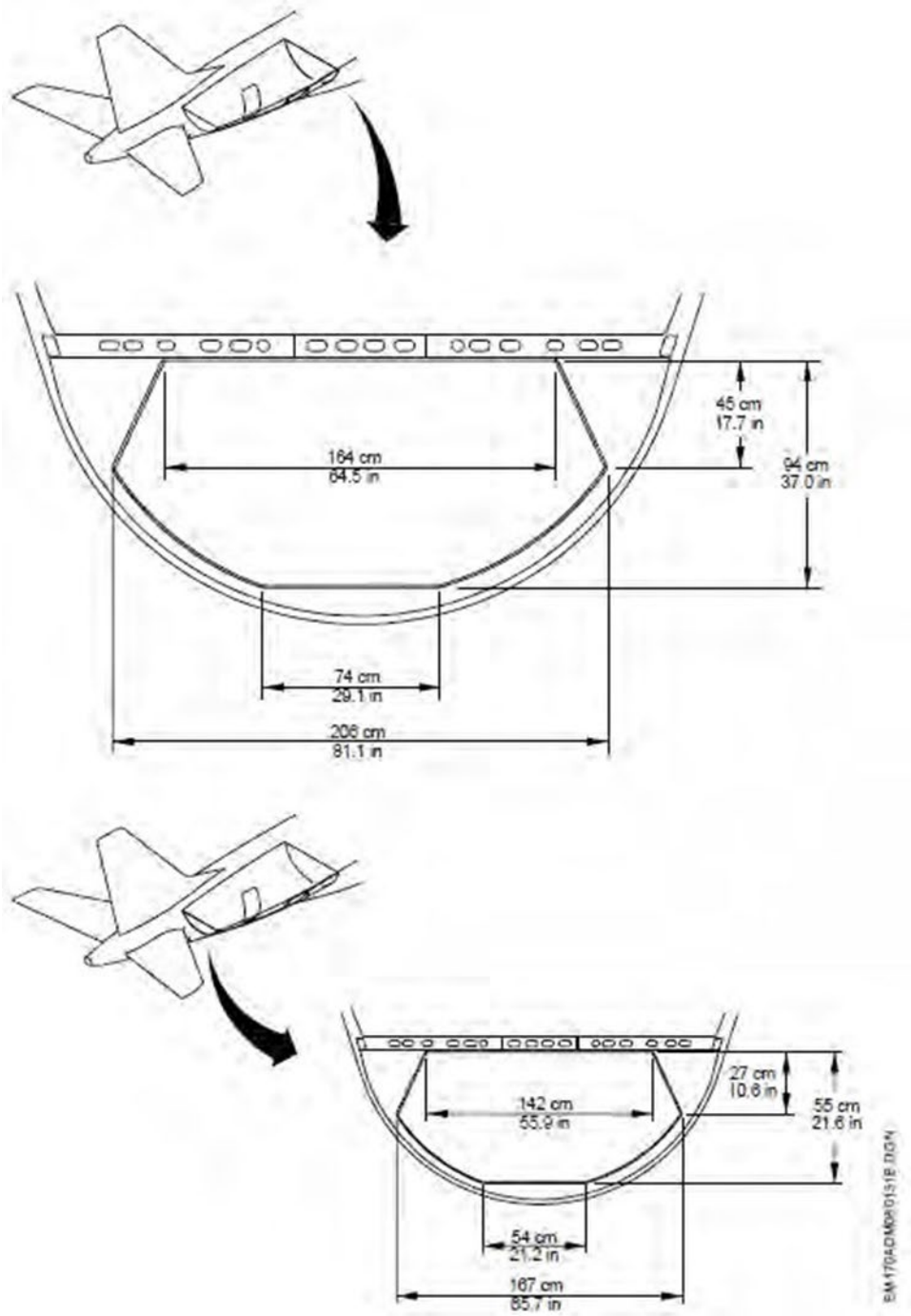
ERJ190-100 / -100AR - FORWARD CARGO HOLD Dimensions





ERJ190-100 / -100AR - AFT CARGO HOLD Dimensions




45 cm
17.7 in
164 cm
64.5 in
94 cm
37.0 in
74 cm
29.1 in
206 cm
81.1 in
27 cm
10.6 in
142 cm
55.9 in
55 cm
21.6 in
54 cm
21.2 in
167 cm
65.7 in

ERJ 190-100 FWD CARGO COMPARTMENT (1 + 2)

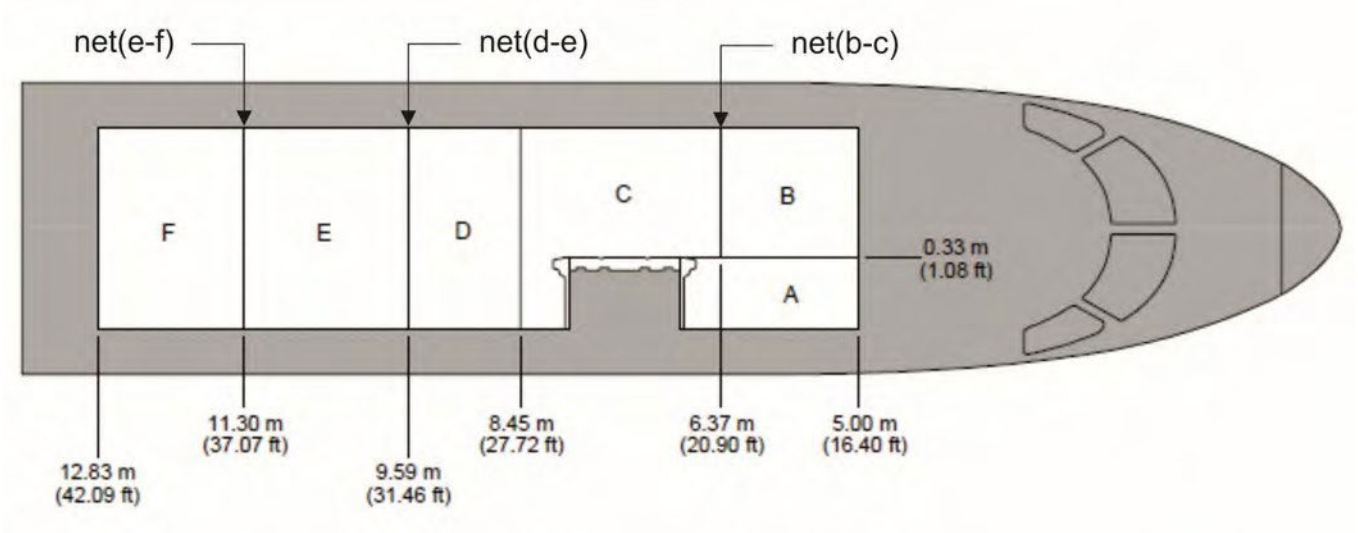
Operations with cargo nets missing

Load limits shown below must be observed when operating with cargo nets missing. The only nets allowed to be missing are (b-c) ,(d-e) and (e-f).

Y- net operative

CARGO CMPT. 1 (kg)				
section C	net(b-c)	section B	section A	max weight
430	Y	303	137	870
456			137	593

CARGO CMPT. 2 (kg)					
section F	net(e-f)	section E	net(d-e)	section D	max weight
370	Y	370	Y	240	980
370	Y	456			826
456			Y	240	696
456					456



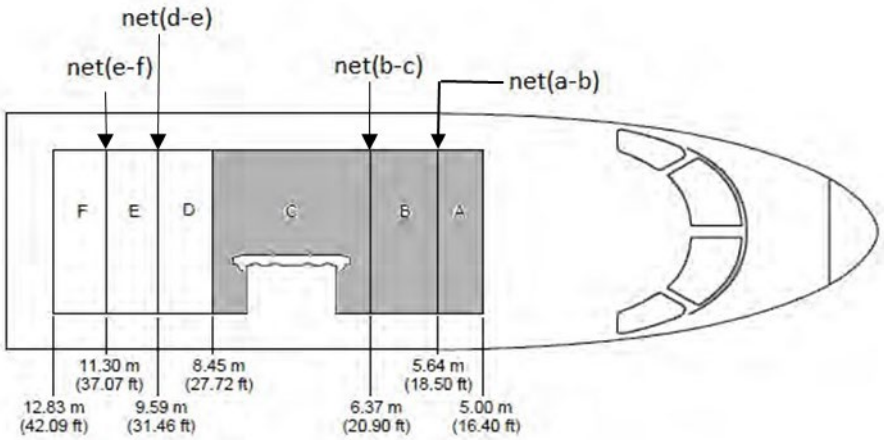
ERJ 190-100AR FWD CARGO COMPARTMENT (1 + 2)

Operations with cargo nets missing

Load limits shown below must be observed when operating with cargo nets missing. The only nets allowed to be missing are (a-b), (b-c), (d-e) and (e-f).

Y- net operative

CARGO CMPT. 1 (kg)					
section C	net(b-c)	section B	net(a-b)	section A	max weight
430	Y	220	Y	220	870
430	Y	440			870
456			Y	220	676
456					456
CARGO CMPT. 2 (kg)					
section F	net(e-f)	section E	net(d-e)	section D	max weight
370	Y	370	Y	240	980
370	Y	456			826
456			Y	240	696
456					456



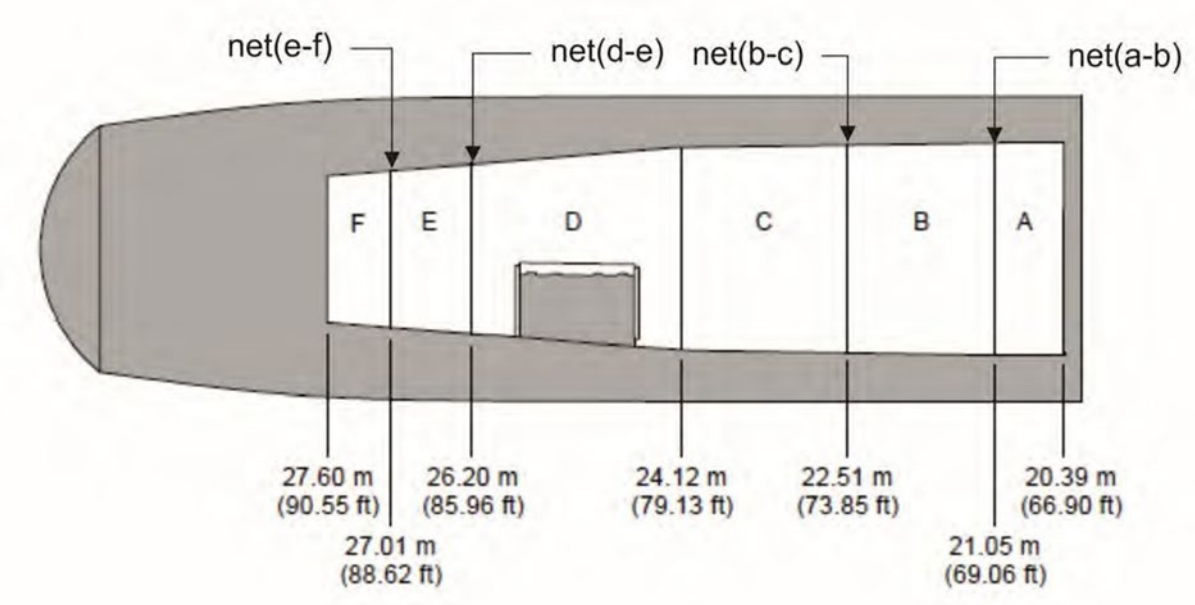
ERJ 190-100/ -100AR AFT CARGO COMPARTMENT (3 + 4)

Operations with cargo nets missing

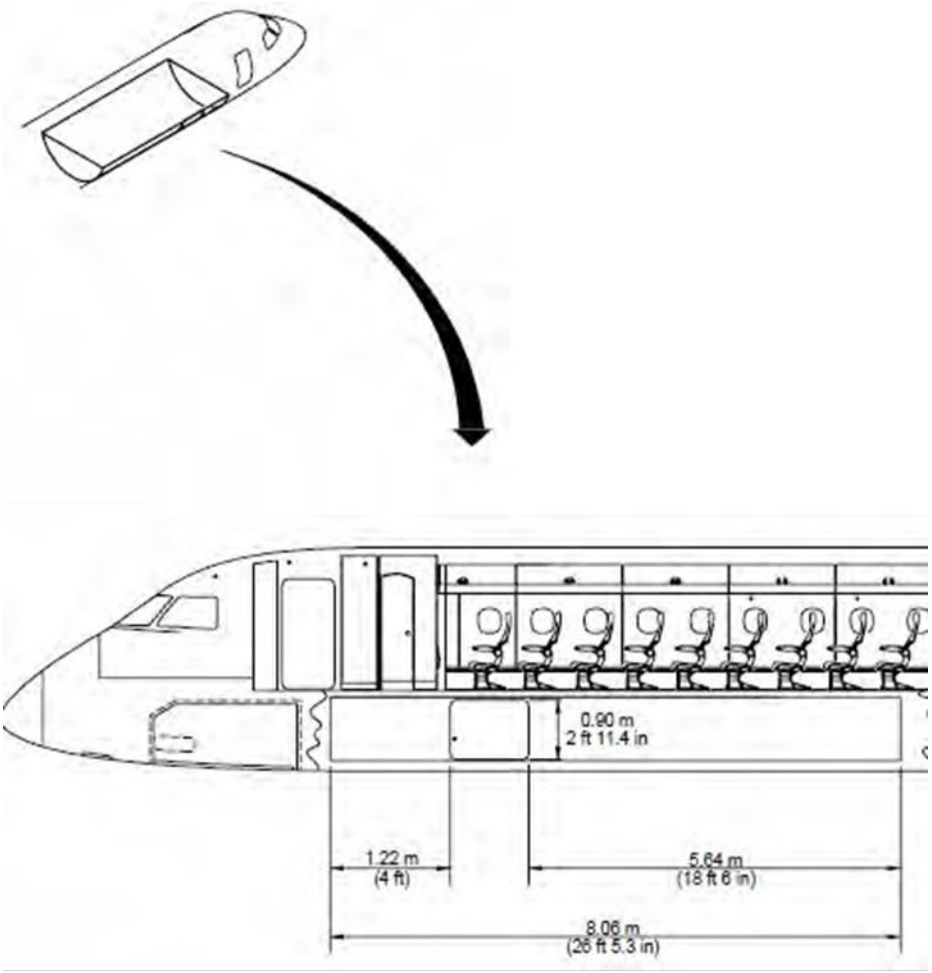
Load limits shown below must be observed when operating with cargo nets missing. The only nets allowed to be missing are (a-b), (b-c), (d-e) and (e-f).

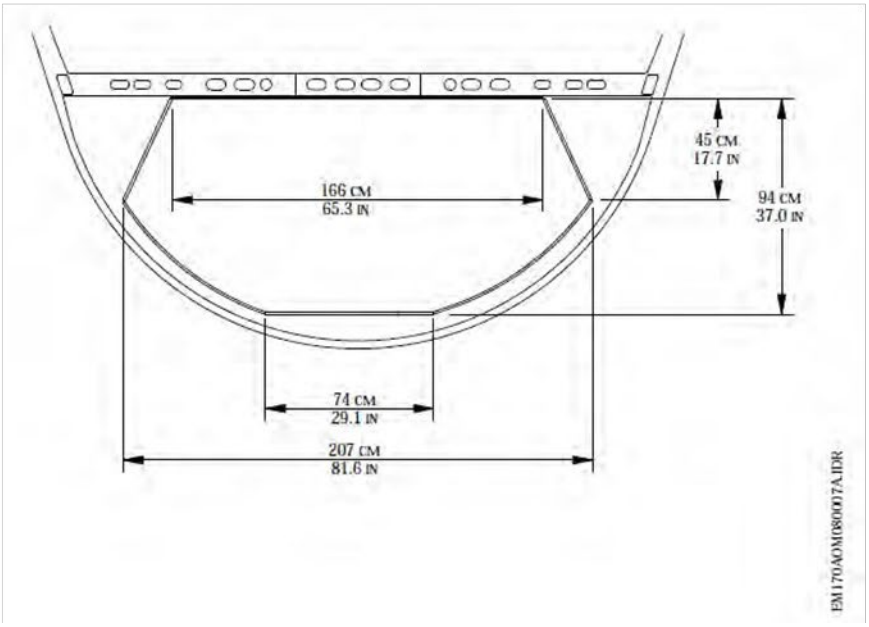
Y- net operative

CARGO CMPT. 3 (kg)					
section C	net(b-c)	section B	net(a-b)	section A	max weight
395	Y	445	Y	260	1100
395	Y	456			851
395			Y	260	655
395					395
CARGO CMPT. 4 (kg)					
section F	net(e-f)	section E	net(d-e)	section D	max weight
80	Y	130	Y	340	550
80	Y	343			423
210			Y	340	550
343					343

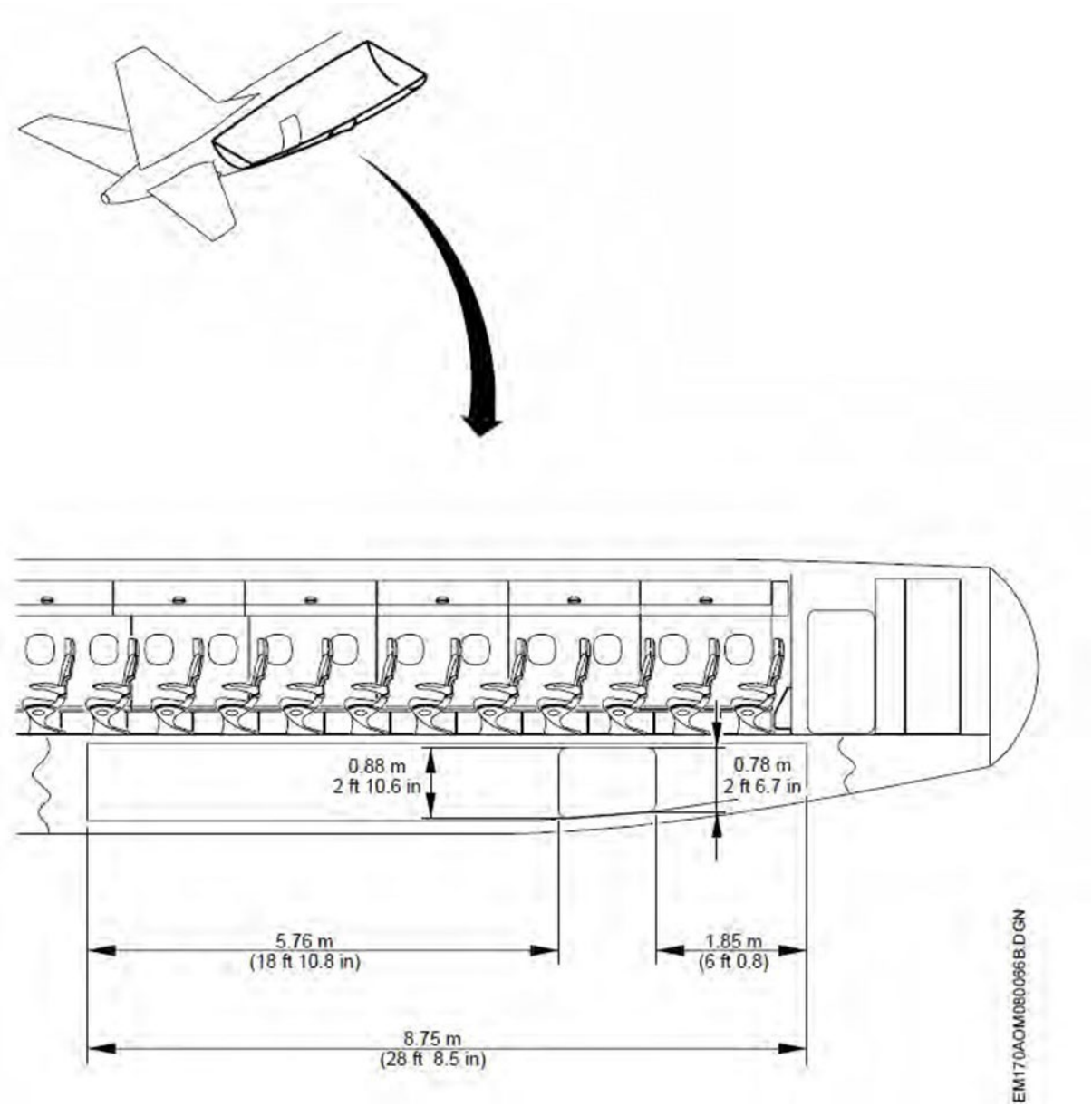


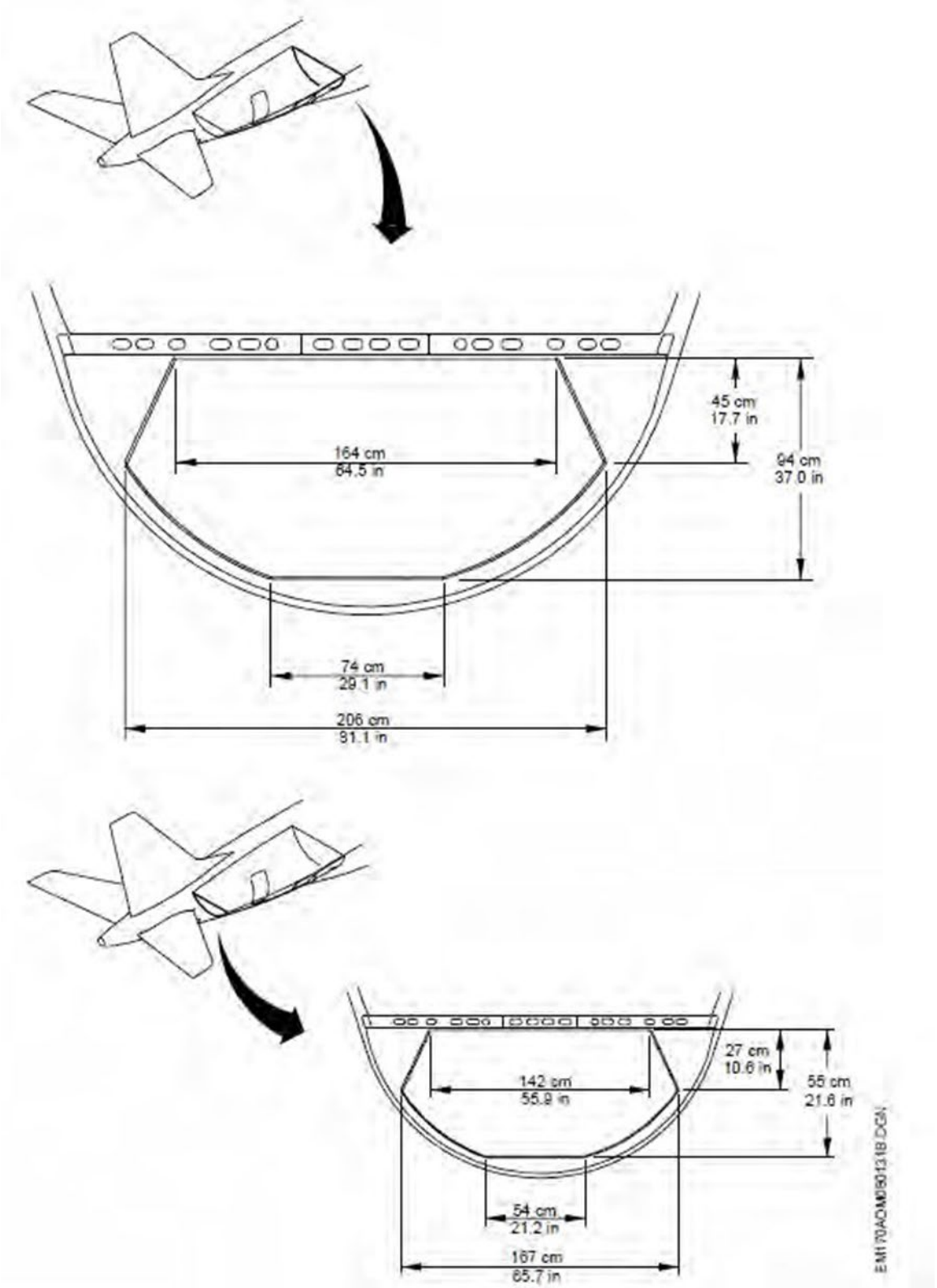
ERJ190-200/ -200AR - FORWARD CARGO HOLD Dimensions





ERJ190-200/ -200AR - AFT CARGO HOLD Dimensions




45 cm
17.7 in
164 cm
64.5 in
94 cm
37.0 in
74 cm
29.1 in
206 cm
81.1 in
27 cm
10.6 in
142 cm
55.9 in
55 cm
21.6 in
54 cm
21.2 in
167 cm
65.7 in
EMI70AOM050131B.DGN

ERJ 190-200 FWD CARGO COMPARTMENT (1 + 2)

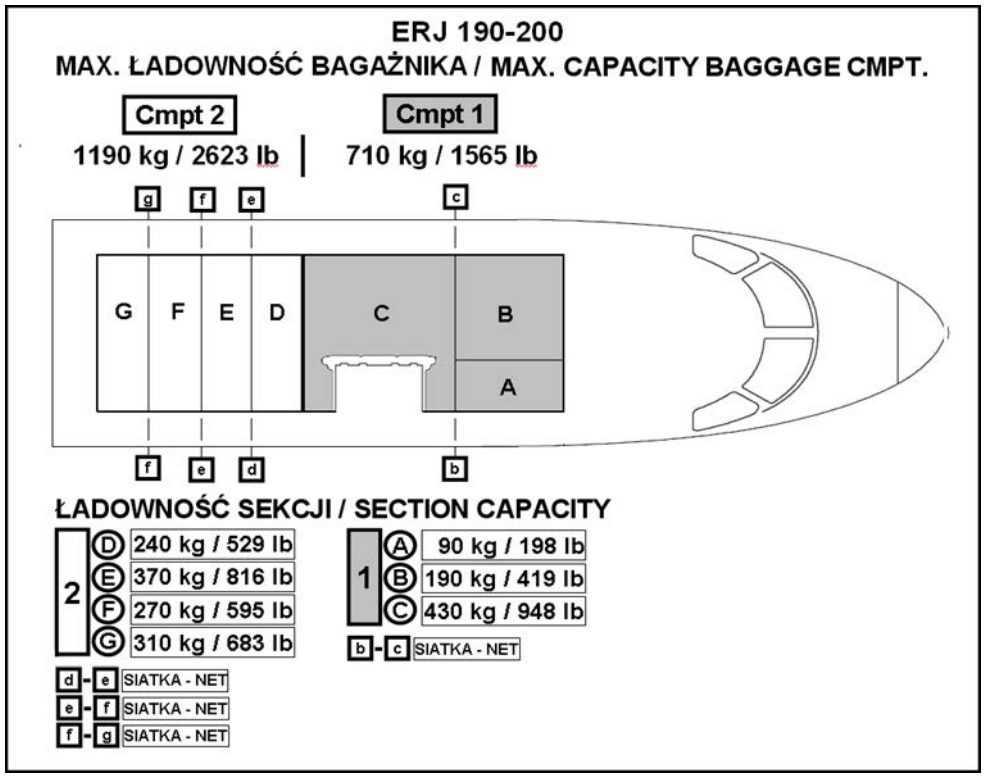
Operations with cargo nets missing

Load limits shown below must be observed when operating with cargo nets missing. The only nets allowed to be missing are (b-c) ,(d-e), (e-f) and (f-g).

Y- net operative

CARGO CMPT. 1 [kg]				
section C	net (b-c)	section B	section A	max weight
430	Y	190	90	710
366			90	456

CARGO CMPT. 2 [kg]							
section G	net (f-g)	section F	net (e-f)	section E	net (d-e)	section D	max weight
310	Y	270	Y	370	Y	240	1190
310	Y	270	Y	456			1036
310	Y	456			Y	240	1006
456			Y	370	Y	240	1066
310	Y	456					766
456					Y	240	696
456			Y	456			912
456							456



ERJ 190-200AR FWD CARGO COMPARTMENT (1 + 2)

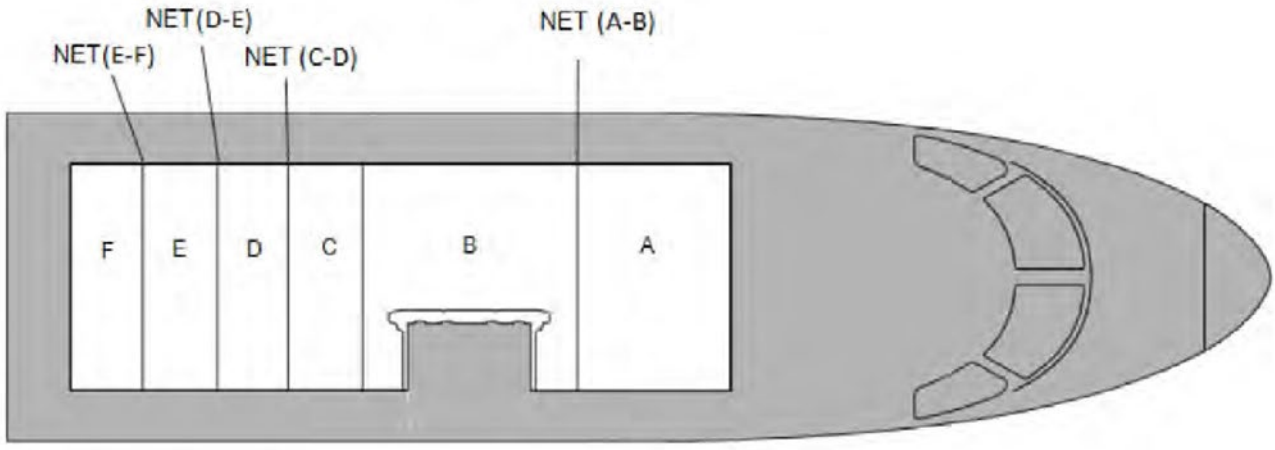
Operations with cargo nets missing

Load limits shown below must be observed when operating with cargo nets missing. The only nets allowed to be missing are (a-b) ,(c-d), (d-e) and (e-f).

Y- net operative

CARGO CMPT. 1 [kg]			
section B	net (a-b)	section A	max weigh t
430	Y	280	710
456			456

CARGO CMPT. 2 [kg]							
section F	net (e-f)	section E	net (d-e)	section D	net (c-d)	section C	max weigh t
310	Y	270	Y	370	Y	240	1190
310	Y	270	Y	456			1036
310	Y	456			Y	240	1006
456			Y	370	Y	240	1066
310	Y	456					766
456					Y	240	696
456			Y	456			912
456							456



ERJ 190-200/ -200AR AFT CARGO COMPARTMENT (3 + 4)

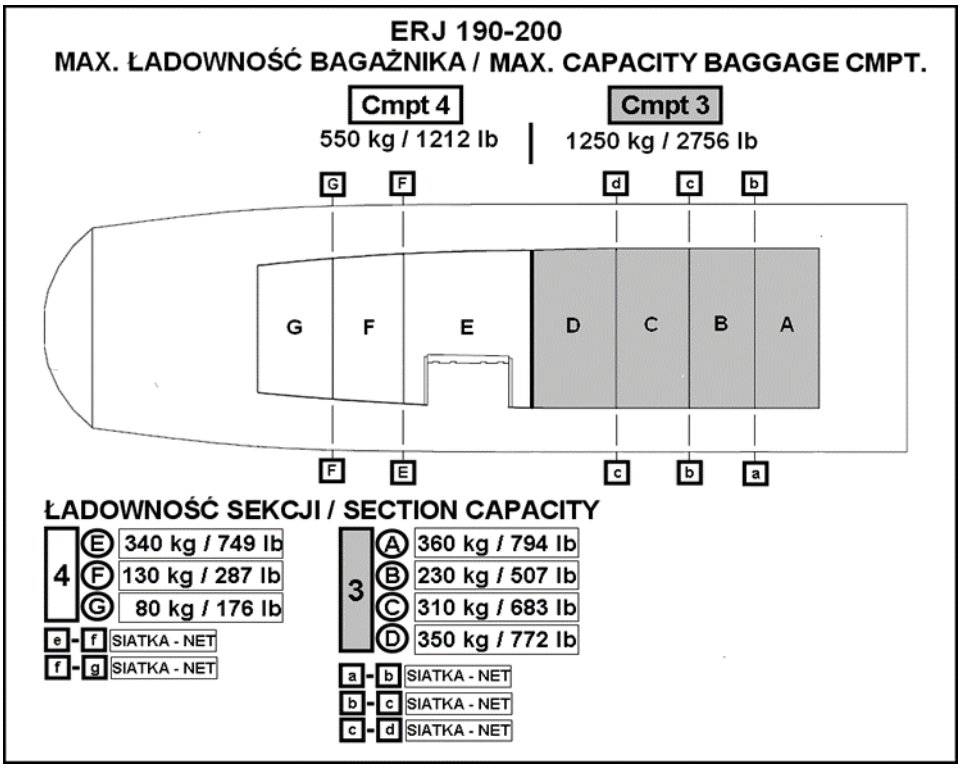
Operations with cargo nets missing

Load limits shown below must be observed when operating with cargo nets missing. The only nets allowed to be missing are (a-b), (b-c), (c-d), (e-f) and (f-g).

Y- net operative

CARGO CMPT. 3 [kg]							
section D	net (c-d)	section C	net (b-c)	section B	net (a-b)	section A	max weight
350	Y	310	Y	230	Y	360	1250
350	Y	310	Y	456			1116
350	Y	456			Y	360	1166
395			Y	230	Y	360	985
350	Y	456					806
395					Y	360	755
395			Y	456			851
395							395

CARGO CMPT. 4 [kg]					
section G	net (f-g)	section F	net (e-f)	section E	max weight
80	Y	130	Y	340	550
80	Y	343			423
210			Y	340	550
343					343

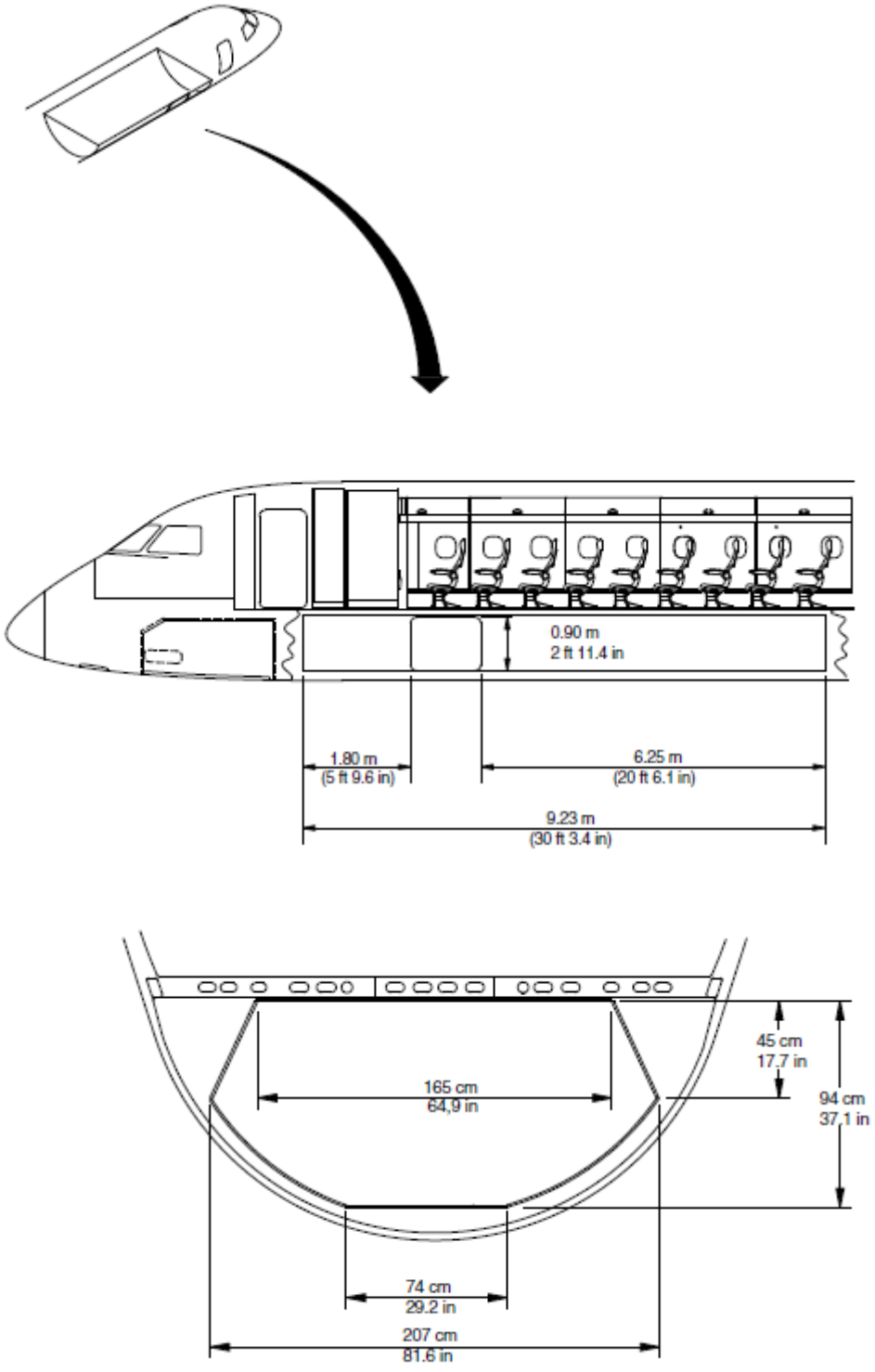


3.9.3 E195-E2

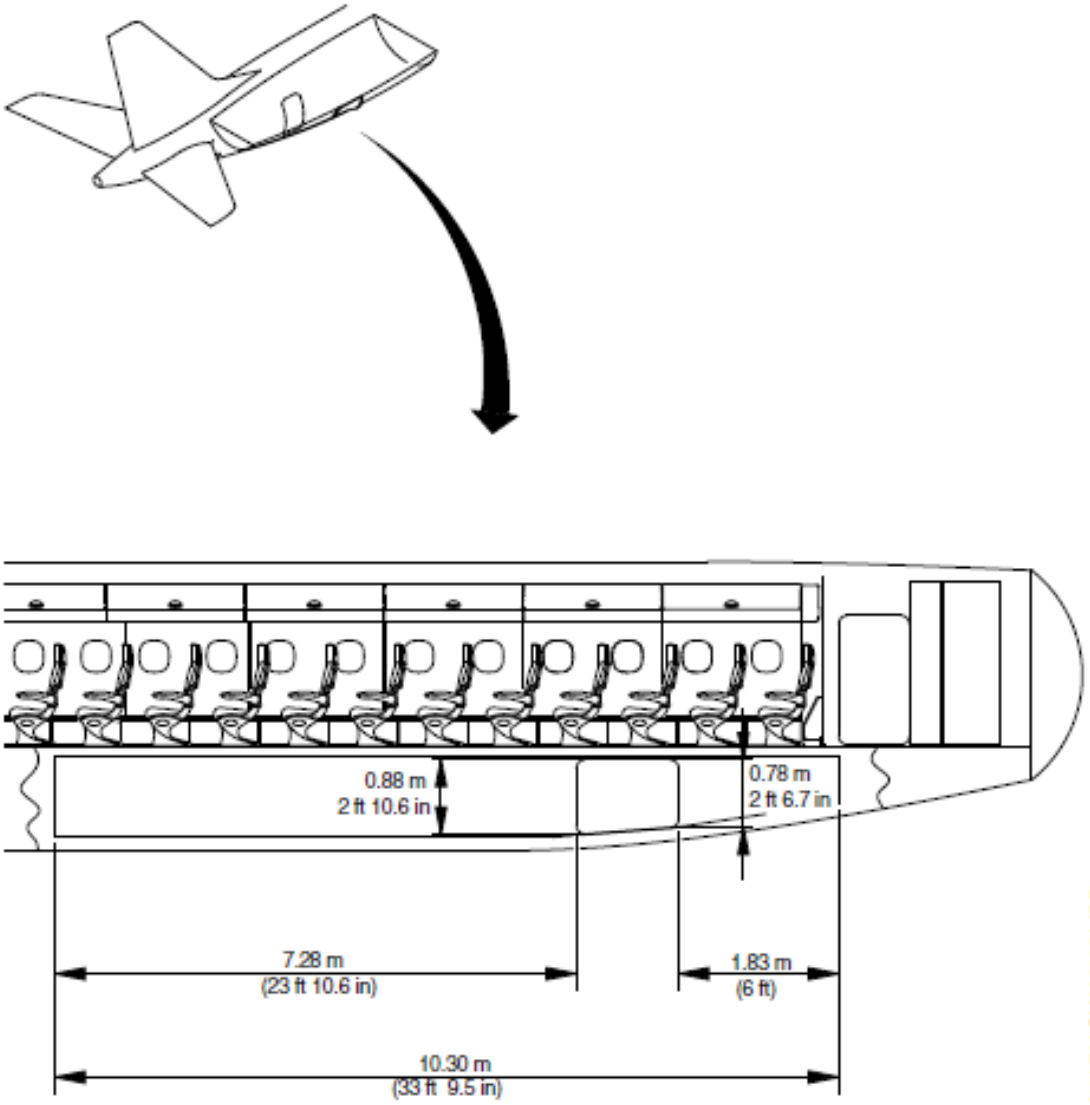
	E195-E2
MAX WEIGHTS	[kg]
MTXW	62200
MTOW	62000
MLAW	54000
MZFW	51580
FUEL	14790
ALT FWD CG	MAC ≥ 28%
CREW – STD (TTL)	
COCKPIT	2 (3)
CABIN - FWD/AFT	2 / 2 (4)
PANTRY	AHM 560 sheet C8 (according to IATA AHM Revision 37)
PAX CABIN	
NBR OF SEATS	136
PAX SECTOR **A**	44
PAX SECTOR **B**	48
PAX SECTOR **C**	44
CARGO COMP.	gross weight [kg]
FWD **1**	840 E-137/F–703
FWD **2**	1535 C-410/D–1125
AFT **3**	2005 A-755/B–1250
AFT **4**	550 C-340/D–210
CARGO COMP.	gross weight [kg]; volume [m^3]
FWD 1 + 2	2375; 13.19
AFT 3 + 4	2555; 13.63
CARGO DOOR DIM	[m]
FWD	1.10 x 0.90
AFT	1.10 x (0.87 - 0.78)
MAX. FLOOR LOAD	[kg/m^2]
MAIN DECK	200
COMPARTMENTS	488

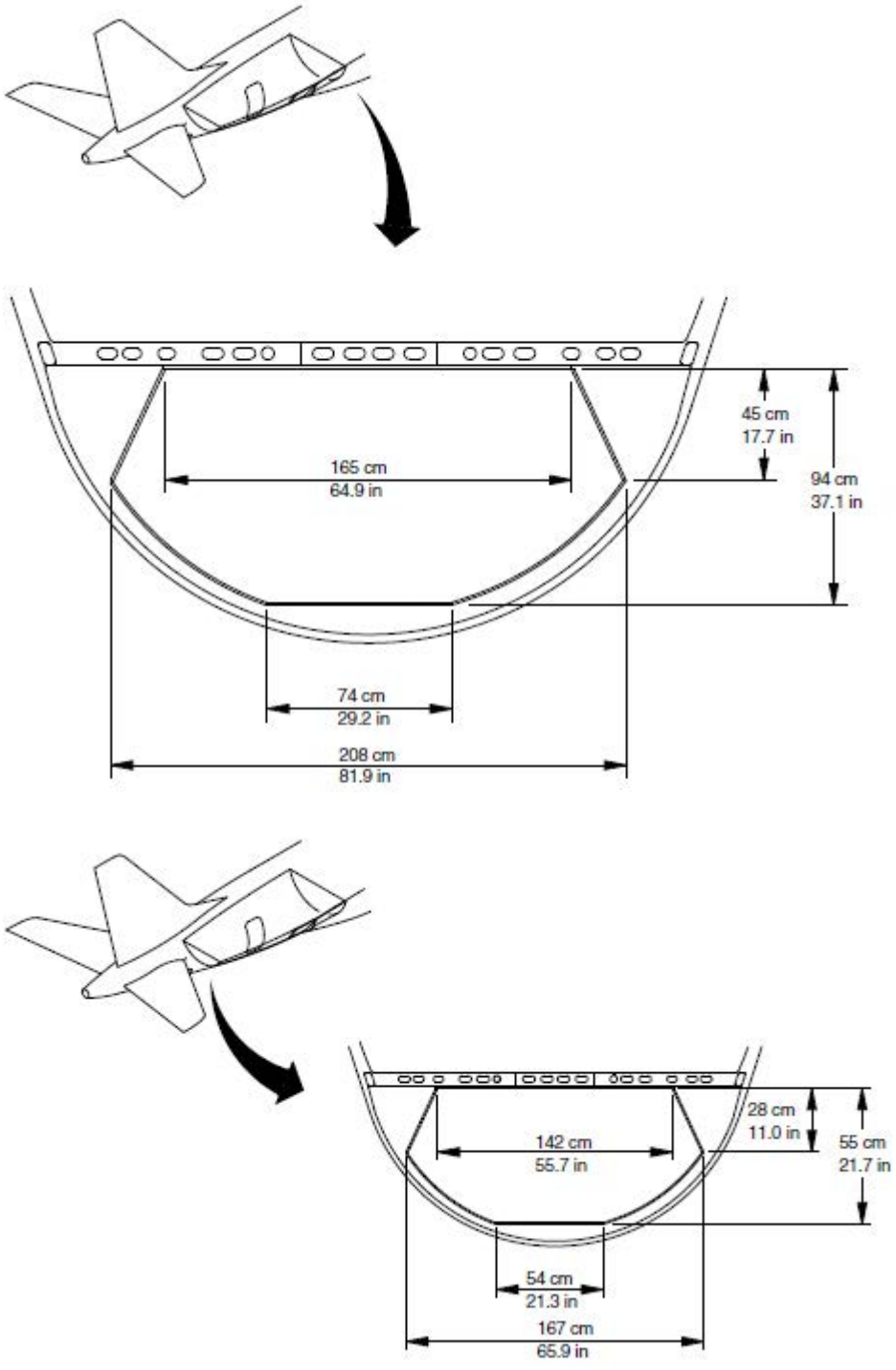
To ensure proper of the smoke detection and fire suppression systems under all operating conditions, placards are installed inside the compartment to restrict cargo from being loaded to within 2 inches
(51 mm) of the cargo compartment ceiling

E195-E2 - FORWARD CARGO HOLD Dimensions



E195-E2 - AFT CARGO HOLD Dimensions




45 cm
17.7 in
165 cm
64.9 in
94 cm
37.1 in
74 cm
29.2 in
208 cm
81.9 in
28 cm
11.0 in
142 cm
55.7 in
55 cm
21.7 in
54 cm
21.3 in
167 cm
65.9 in

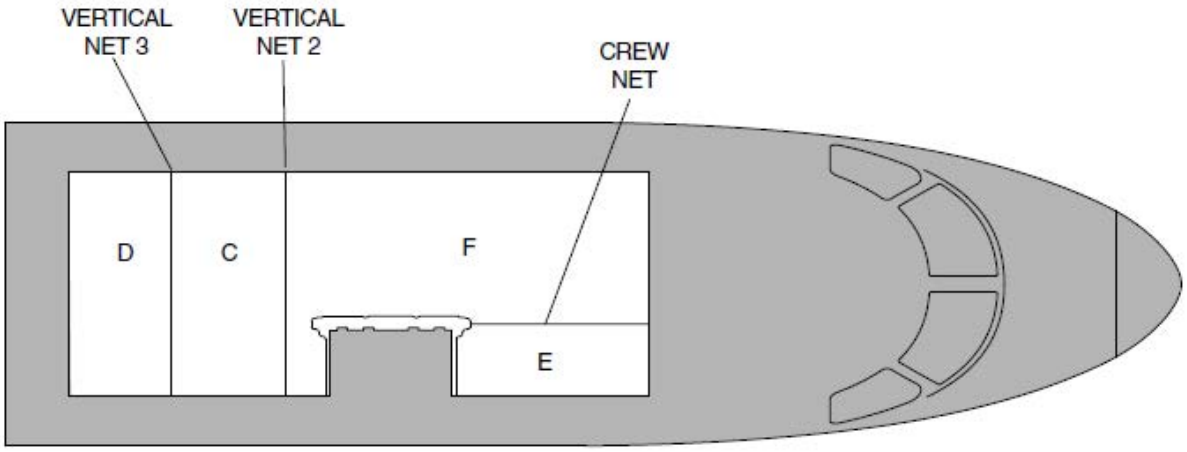
E195-E2 - FORWARD CARGO COMP. (1+2)
Operations with cargo nets missing

Load limits shown below must be observed when operating with cargo nets missing. The only nets allowed to be missing is (c-d).

Y- net operative

CARGO CMPT. 1 [kg]		
section E	section F	max weight
137	703	840

CARGO CMPT.2 [kg]			
section C	net (c-d)	section D	max weight
410	Y	1125	1535
1535			1535

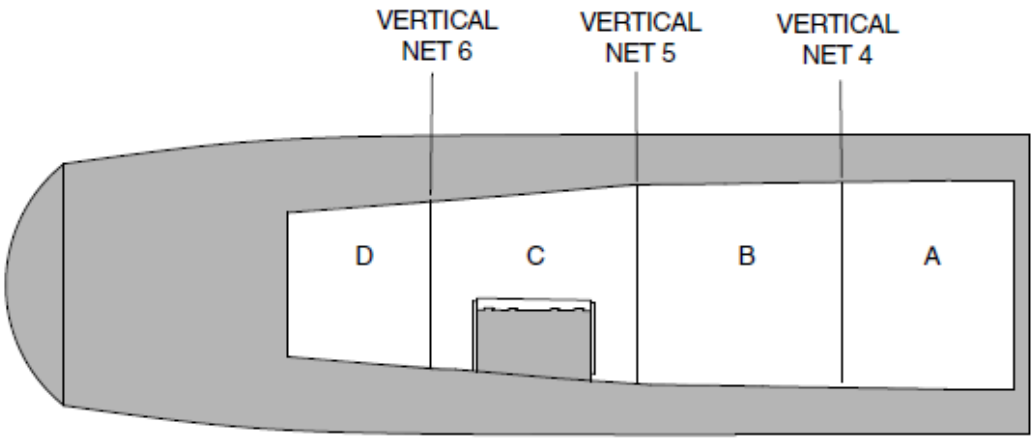


E195-E2 - AFT CARGO COMPT. (3 + 4)
Operations with cargo nets missing

Load limits shown below must be observed when operating with cargo nets missing. The only nets allowed to be missing are (a-b) and (c-d).

Y- net operative

CARGO CMPT. 3 [kg]			
section A	net (a-b)	section B	max weight
755	Y	1250	2005
2005			2005
CARGO CMPT. 4 [kg]			
section C	net (c-d)	section D	max weight
340	Y	210	550
550			550



3.9.3.1 ERJ 170-100/ -200/ -200STD/ ERJ190-100/ -100AR/ -200/ 200AR/ E195-E2 – cargo tiedown with vertical cargo net attachment points

The vertical cargo net attachment points may be used to tie down volumes. When using attachment points to tie down volumes, all the following conditions must be met:

- Volumes must be tied down in a manner to prevent shifting,
- Vertical cargo net located at that position must be removed,
- Loose volumes are not allowed in the same section where tie down fitting cups are being used to restrain cargo.

NOTE: **Cargo door nets and crew baggage net attachment points as well as attachment points located on the cargo compartment ceiling shall not be used to tie down volumes.**

The following schemes of attachment should be used to attach volumes. Each scheme has its related table which specifies the limits for volume dimensions and weight that can be allocated in each pair of nets.

ERJ170-100

For example, in the case of a volume of 40 cm of width, 60 cm of length, 50 cm of height and 60 kg of weight, its allocation could be in the forward compartment through scheme 2.

ERJ170-200

For example, in the case of a volume of 30 cm of width, 60 cm of length, 40 cm of height and 55 kg of weight, its allocation could be in the forward compartment through scheme 2.

ERJ190-100 / -100AR

For example, in the case of a volume of 70 cm of width, 120 cm of length,45 cm of height and 82 kg of weight, its allocation could be between AFT net pair (d-e)(e-f) through scheme 4.

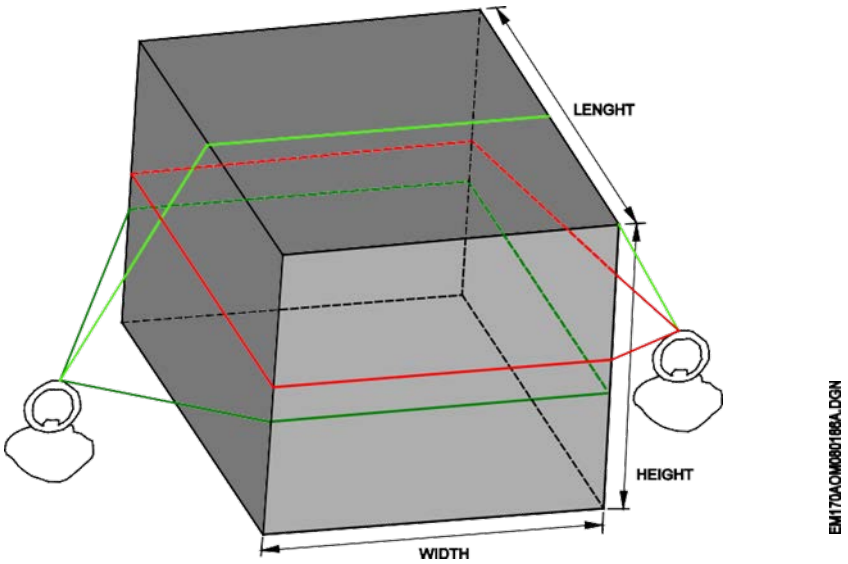
ERJ190-200/ -200AR

For example, in the case of a volume of 60 cm of width, 200 cm of length,70 cm of height and 70 kg of weight, its allocation could be between AFT net pair (a-b)(b-c) through scheme 3.

E195-E2

For example, in the case of a volume of 30 cm of width, 60 cm of length, 60 cm of height and 55 kg of weight, its allocation could be in the forward compartment through scheme 2.

SCHEME 1



ERJ170-100

	HEIGHT (CM)	WIDTH (CM)	
		25 – 40	
		PACKAGE LENGTH (CM)	MAXIMUM WEIGHT (KG)
FORWARD CARGO	10 – 80	25 – 50	10
AFT CARGO	10 – 50	25 – 50	7

ERJ170-200/ -200STD

	HEIGHT (CM)	WIDTH (CM)	
		25 – 40	
		PACKAGE LENGTH (CM)	MAXIMUM WEIGHT (KG)
FORWARD CARGO	10 – 80	25 – 50	19
AFT CARGO	10 – 50	25 – 50	8

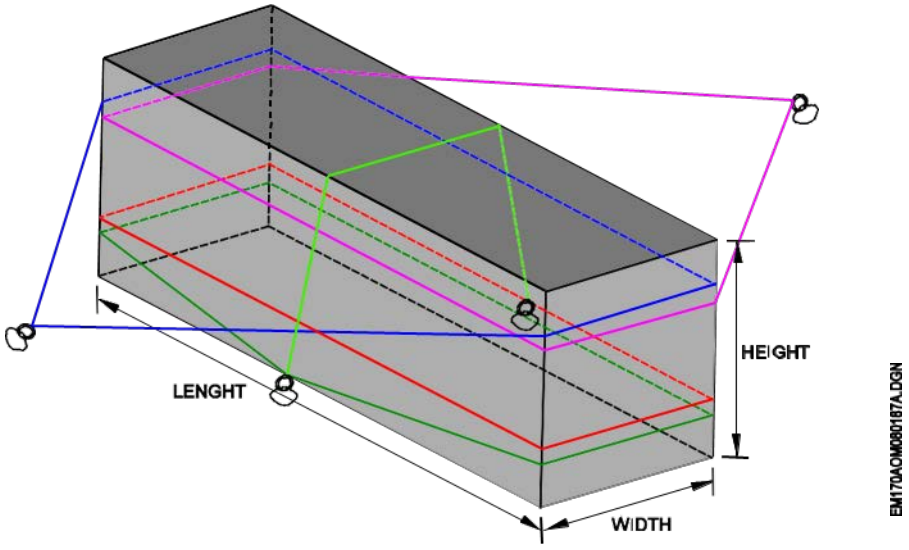
ERJ190-100 / -100AR and E195-E2

	HEIGHT (CM)	WIDTH (CM)	
		25 – 40	
		PACKAGE LENGTH (CM)	MAXIMUM WEIGHT (KG)
FORWARD CARGO	10 – 80	25 – 50	26
AFT CARGO	10 – 50	25 – 50	15

ERJ190-200/ -200AR

	HEIGHT (CM)	WIDTH (CM)	
		25 – 40	
		PACKAGE LENGTH (CM)	MAXIMUM WEIGHT (KG)
FORWARD CARGO	10 – 80	25 – 50	28
AFT CARGO	10 – 50	25 – 50	17

SCHEME 2



ERJ170-100

	HEIGHT (CM)	WIDTH (CM)	
		25 – 40	
		PACKAGE LENGTH (CM)	MAXIMUM WEIGHT (KG)
FORWARD CARGO	34 – 80	25 – 67	68
AFT CARGO	40 – 50	25 – 59	38

ERJ170-200/ -200STD

	HEIGHT (CM)	WIDTH (CM)	
		25 – 40	
		PACKAGE LENGTH (CM)	MAXIMUM WEIGHT (KG)
FORWARD CARGO	34 – 80	25 – 67	87
AFT CARGO	40 – 50	25 – 59	50

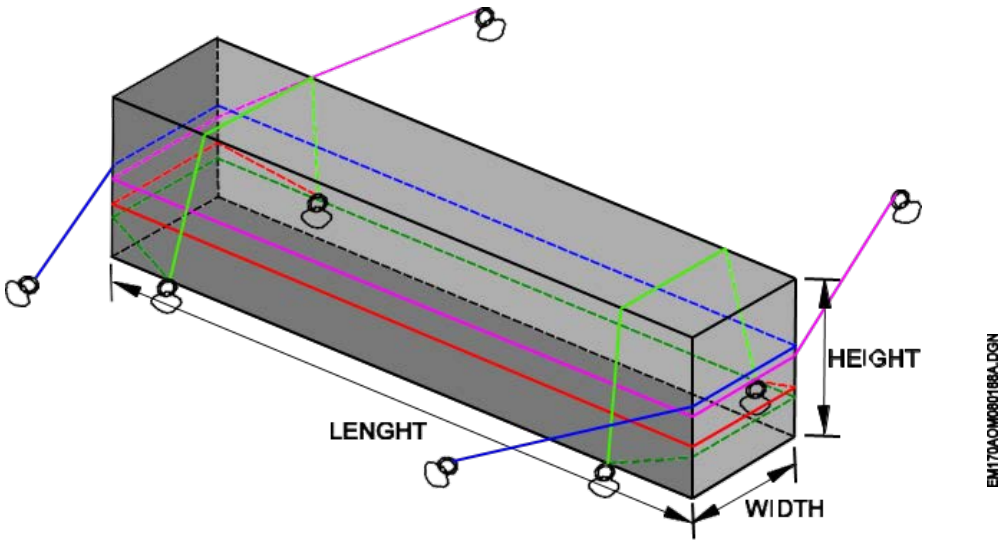
ERJ190-100 / -100AR and E195-E2

	HEIGHT (CM)	WIDTH (CM)	
		25 – 40	
		PACKAGE LENGTH (CM)	MAXIMUM WEIGHT (KG)
FORWARD CARGO	34 – 80	25 – 64	98
AFT CARGO	40 – 50	25 – 66	99

ERJ190-200/ -200AR

	HEIGHT (CM)	WIDTH (CM)	
		25 – 40	
		PACKAGE LENGTH (CM)	MAXIMUM WEIGHT (KG)
FORWARD CARGO	34 – 80	25 – 78	104
AFT CARGO	40 – 50	25 – 59	113

SCHEME 3



E195-E2

Not applicable

ERJ170-100

Net attachment used	HEIGHT (CM)	WIDTH (CM)	
		25 – 40	
		PACKAGE LENGTH (CM)	MAXIMUM WEIGHT (KG)
FWD (c-d)(d-e)	34 – 63	144 – 228	136

ERJ170-200/ -200STD

Net attachment used	HEIGHT (CM)	WIDTH (CM)	
		25 – 38	
		PACKAGE LENGTH (CM)	MAXIMUM WEIGHT (KG)
FWD (d-e)(e-f)	34 – 56	144 – 228	196

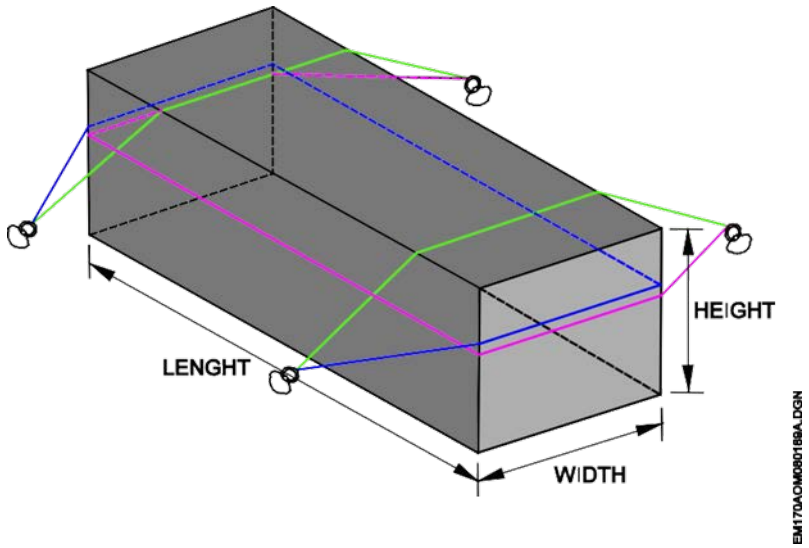
ERJ190-100 / -100AR

Net attachment used	HEIGHT (CM)	WIDTH (CM)	
		25 – 40	
		PACKAGE LENGTH (CM)	MAXIMUM WEIGHT (KG)
FWD (a-b)(b-c)	34 – 71	103 – 146	218
FWD (d-e)(e-f)	34 – 51	201 – 313	251
AFT (a-b)(b-c)	34 – 55	176 – 285	250
AFT (d-e)(e-f)	35 – 52	111 – 162	225

ERJ190-200/ -200AR

Net attachment used	HEIGHT (CM)	WIDTH (CM)	
		25 – 40	
		PACKAGE LENGTH (CM)	MAXIMUM WEIGHT (KG)
FWD (d-e)(e-f)	34 – 71	201 – 285	254
FWD (e-f)(f-g)	34 – 71	138 – 250	256
AFT (a-b)(b-c)	34 – 55	124 – 203	260
AFT (b-c)(c-d)	34 – 55	164 – 287	254
AFT (e-f)(f-g)	35– 52	111 – 162	254

SCHEME 4



ERJ170-100 and E195-E2

Not applicable

ERJ170-200/ -200STD

Net attachment used	HEIGHT (CM)	WIDTH (CM)	
		40 – 63	
		PACKAGE LENGTH (CM)	MAXIMUM WEIGHT (KG)
FWD (d-e)(e-f)	52 – 63	144 –170	64

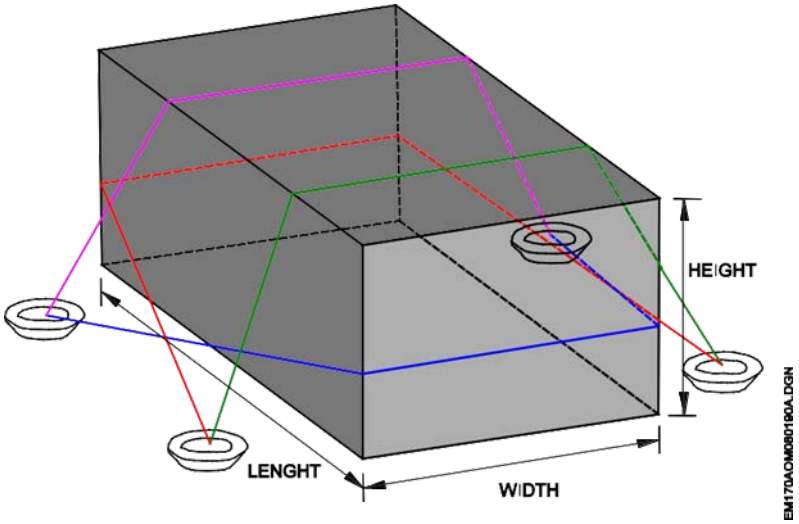
ERJ190-100 / -100AR

Net attachment used	HEIGHT (CM)	WIDTH (CM)	
		40 – 71	
		PACKAGE LENGTH (CM)	MAXIMUM WEIGHT (KG)
AFT (a-b)(b-c)	34 – 56	176 – 200	78
AFT (d-e)(e-f)	40 – 52	111 – 162	84

ERJ190-200/ 200AR

Net attachment used	HEIGHT (CM)	WIDTH (CM)	
		40 – 63	
		PACKAGE LENGTH (CM)	MAXIMUM WEIGHT (KG)
FWD (d-e)(e-f)	34 – 48	201 – 240	83
AFT (a-b)(b-c)	50 – 63	150 – 170	150
AFT (b-c)(c-d)	37 – 56	164 – 180	70
AFT (e-f)(f-g)	35 – 52	111 – 162	59

SCHEME 5



E195-E2

Not applicable

ERJ170-100

Net attachment used	HEIGHT (CM)	WIDTH (CM)	
		25 – 35	
		PACKAGE LENGTH (CM)	MAXIMUM WEIGHT (KG)
FWD (c-d)(d-e)	25 – 63	144 – 200	17

ERJ170-200/ -200STD

Net attachment used	HEIGHT (CM)	WIDTH (CM)	
		25 – 43	
		PACKAGE LENGTH (CM)	MAXIMUM WEIGHT KG ()
FWD (d-e)(e-f)	25 – 63	144 – 228	16

ERJ190-100 / -100AR

Net attachment used	HEIGHT (CM)	WIDTH (CM)	
		25 – 35	
		PACKAGE LENGTH (CM)	MAXIMUM WEIGHT (KG)
FWD (d-e)(e-f)	25 – 55	201 – 313	48
AFT (a-b)(b-c)	25 – 63	176 – 285	41
AFT (d-e)(e-f)	25 – 63	111 – 162	12

ERJ190-200/ 200AR

Net attachment used	HEIGHT (CM)	WIDTH (CM)	
		25 – 35	
		PACKAGE LENGTH (CM)	MAXIMUM WEIGHT (KG)
FWD (d-e)(e-f)	25 – 63	201 – 250	50
FWD (e-f)(f-g)	25 – 63	138 – 250	50
AFT (a-b)(b-c)	25 – 80	124 – 203	43
AFT (b-c)(c-d)	25 – 50	164 – 280	39
AFT (e-f)(f-g)	25 – 63	111 – 162	13

COFFINS ATTACHMENT

Standard coffins with dimensions as shown in the table below can be attached using the attachment points of the following net pairs:

ERJ170-100

Net Pairs	FWD (c-d)(d-e)

ERJ170-200/ -200STD

Net Pairs	FWD (d-e)(e-f)

ERJ190-100 / -100AR

Net Pairs	AFT (a-b)(b-c)

ERJ190-200/ -200AR

Net Pairs	FWD (e-f)(f-g), AFT (a-b)(b-c), AFT (b-c)(c-d)

E195-E2

Net Pairs	4-5 or 5-6

The maximum allowable coffin weight that can be attached is 149 kg (326 lb).

Loose volumes are not allowed in the same section where tie down fitting cups are being used to restrain cargo.

COFFIN 1 DIMENSIONS

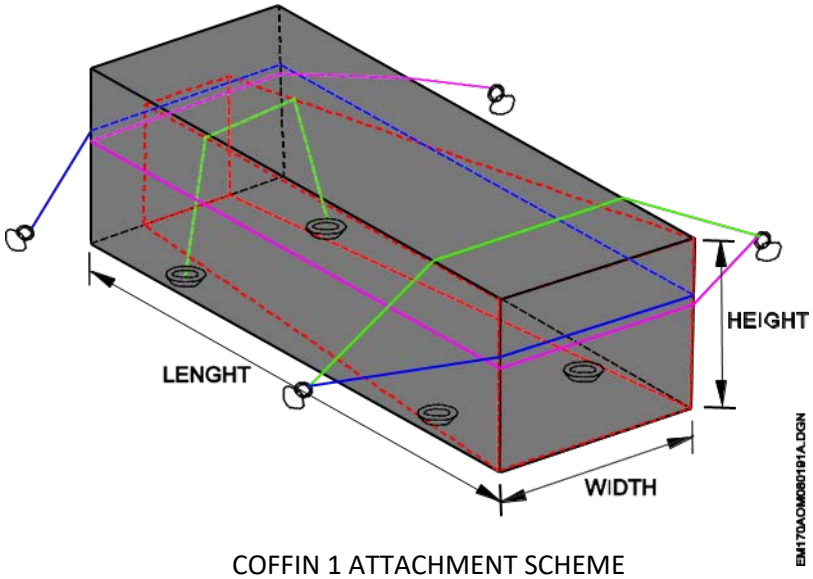
ERJ170-100 and ERJ170-200/ -200STD

Length	200 cm (78.7 in)
Cross Section Head	50 x 40 cm (19.7 x 15.7 in)
Cross Section Foot	35 x 30 cm (13.8 x 11.8 in)

COFFIN 1 DIMENSIONS

ERJ190-100 / -100AR/ ERJ190-200/ -200AR/ E195-E2

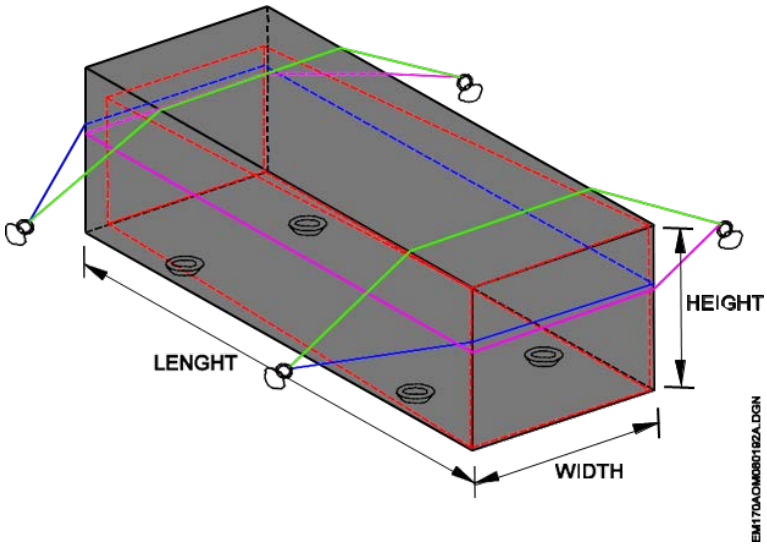
Length	200 cm (78.7 in)
Cross Section Head	50 x 34 cm (19.7 x 13.4 in)
Cross Section Foot	40 x 30 cm (15.7 x 11.8 in)



COFFIN 1 ATTACHMENT SCHEME

COFFIN 2 DIMENSIONS

Length	205 cm (80.7 in)
Cross Section Head	59 x 42 cm (23.2 x 16.5 in)
Cross Section Foot	46 x 35 cm (18.1 x 13.8 in)

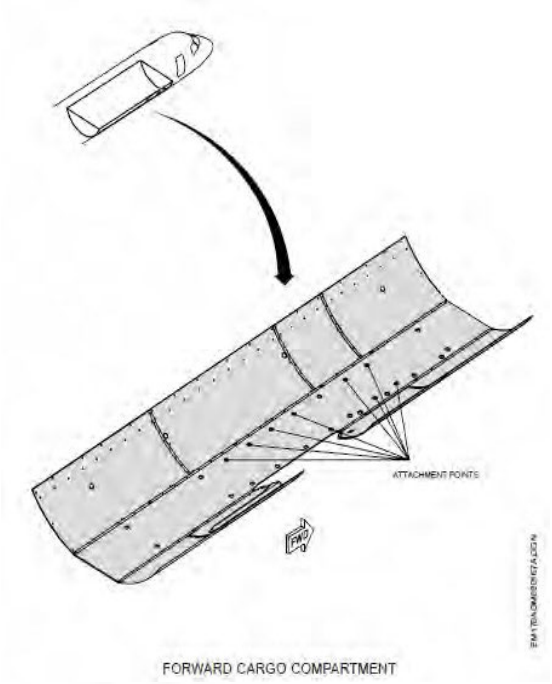


COFFIN 2 ATTACHMENT SCHEME

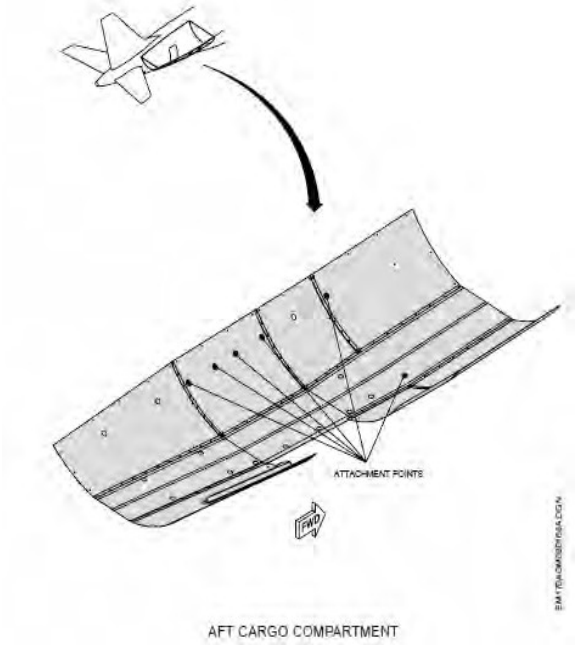
3.9.3.2 ERJ 170 -100/-200 and ERJ 190-200– cargo tiedown with additional attachment points

There are additional attachment points installed on ERJ170-100/-200 and ERJ190-200 LR that can be used for cargo tiedown. Maximum allowable weight for each additional point is limited to 40 kg.

NOTE:
ERJ190-100 and E195-E2 do not have cargo additional attachment points



FORWARD CARGO COMPARTMENT



AFT CARGO COMPARTMENT

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3.9.4 B737-800/ -86N/ -8

	B737-800	B737-86N
MAX WEIGHTS	[kg]	
MTXW	76883	79242
MTOW	76657	79015
MLAW	65317	66360
MZFW	61688	62731
FUEL	20966	
CREW – STD (TTL)		
COCKPIT	2 (4)	
CABIN - FWD/AFT	2 / 4 (6)	
PANTRY	AHM 560 Sheet C8 (according to IATA AHM Revision 37)	
PAX CABIN C/Y		
NBR OF SEATS	Y186	
PAX SECTOR **A**:	60	
PAX SECTOR **B**:	60	
PAX SECTOR **C**:	66	
CARGO COMPARTMENTS	gross wgt [kg] / vol [m^3]	
FWD **1**	888 / 4,4	814 / 4,4
FWD **2**	2670 / 14,6	2440 /14,6
AFT **3**	3777 / 20,8	3467 /20,8
AFT **4**	667 / 3,9	570 / 3,9
CARGO DOOR DIM	[m]	
FWD	1.22 x 0.89	
AFT	1.22 x 0.89 □ 0.79	
MAXIMUM FLOOR LOADING	[kg/m^2] / [kg/m]	
MAIN CABIN	488 / 740	
CARGO COMPARTMENTS		
FWD 1	732 / 516	
FWD Door Section	732 / 228	
FWD 2	732 / 516	
AFT 3	732 / 543	
AFT Door Section	732 / 213	
AFT 4	732 / 142	

B737-8			
MAX WEIGHTS	[kg]		
MTXW	77225/82871[1]	77337/82871[1]	
MTOW	76999/82644[1]	77110/82644[1]	
MLAW	69308	68174	
MZFW	65952	64818	
FUEL	21961		
CREW – Standard (TTL)			
COCKPIT	2 (3)	2 (4)	
CABIN - FWD/AFT	2 / 4 (6)	2 / 2 (4)[2]	2 / 4 (6)
PANTRY	AHM 560 Sheet C8 (according to IATA AHM Revision 37)		
PAX CABIN C/Y			
NBR OF SEATS	Y186	Y189[3]	Y189
PAX SECTOR **A**:	60	66	63
PAX SECTOR **B**:	60	60	60
PAX SECTOR **C**:	66	63	66
CARGO COMPARTMENTS	gross wgt [kg] / vol [m^3]		
FWD **1**	809; 4,0		
FWD **2**	2670; 14,6		
AFT **3**	3706; 20,4		
AFT **4**	763; 3,5		
CARGO DOOR DIM	[m]		
FWD	1.22 x 0.89		
AFT	1.22 x 0.89 ÷ 0.79		
MAXIMUM FLOOR LOADING	[kg/m^2] / [kg/m]		
MAIN CABIN	488 / 740		
CARGO COMPARTMENTS			
FWD 1	732 / 516		
FWD Door Section	732 / 228		
FWD 2	732 / 516		
AFT 3	732 / 543		
AFT Door Section	732 / 213		
AFT 4	732 / 142		

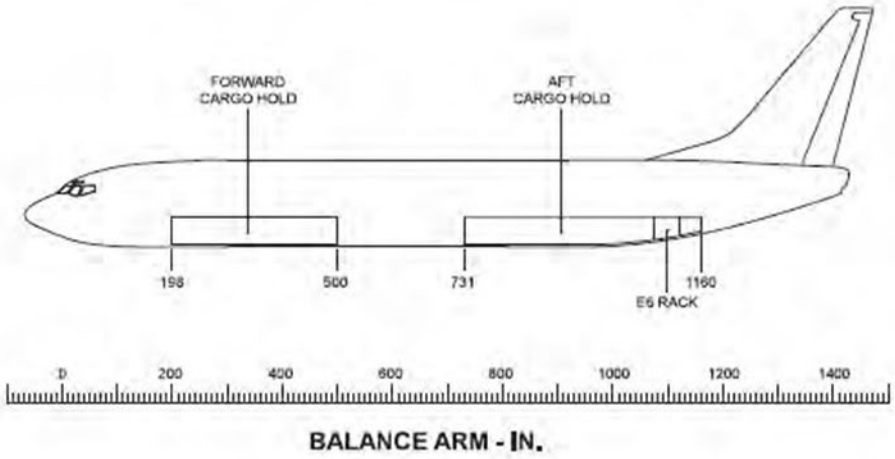
Remarks:

1. **Maximum weights for SP-LVG/ -LVH/ -LVM/ LVQ/ -LVR/ -LVS/ -LVT**
2. **Cabin crew standard FWD/AFT for SP-LVG/ -LVH**
3. **PAX CABIN for SP-LVG/ -LVH**

B737-800

CARGO COMPARTMENTS

The following airplane profile illustrates cargo compartment locations.



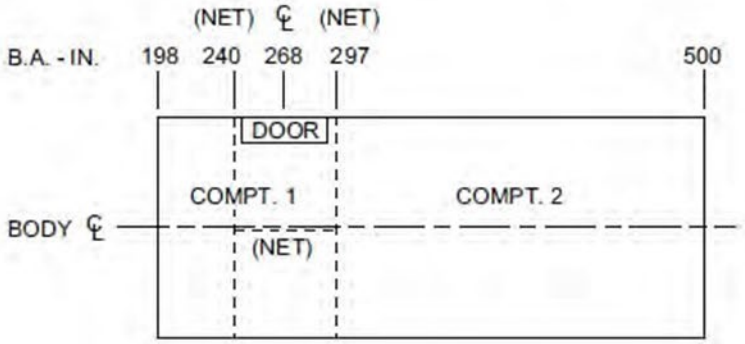
BALANCE ARM - IN.

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 COMPARTMENT	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

FORWARD CARGO COMPARTMENTS

The following figure shows forward cargo hold compartment boundaries. The cargo door net is installed.



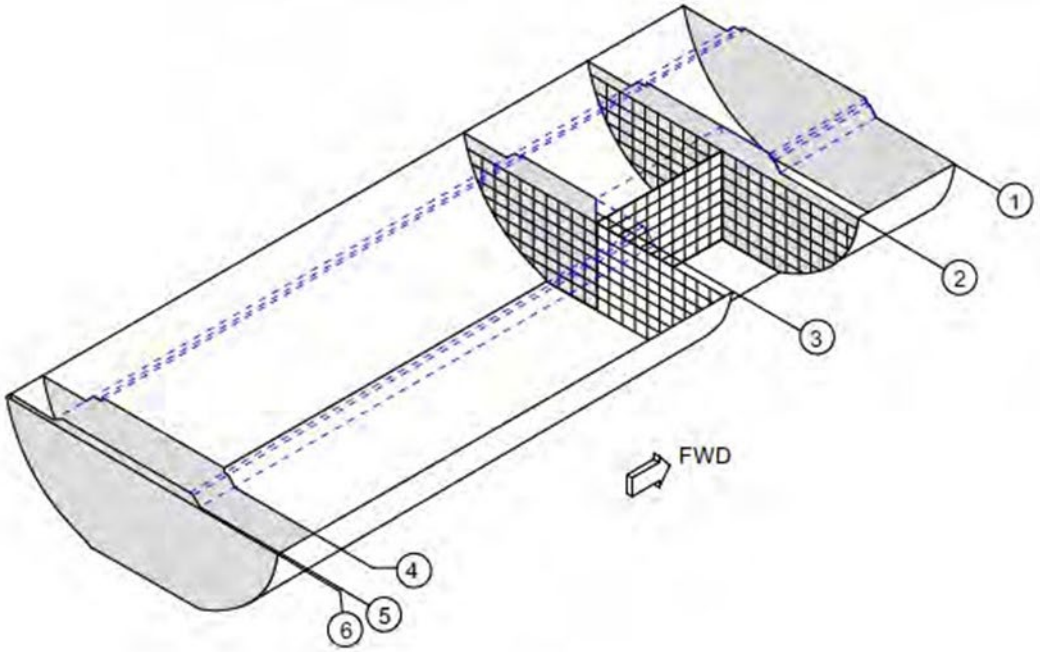
Volumes and centroids for the above figure are provided in the following table.

VOLUMES	COMPARTMENTS		
	1		2
Forward Compartment Volumes CU FT	105	50	517
Total Forward Hold CU FT	672		
Volumetric Centroids B.A. - IN.	219.0	268.1	398.4
	360.7		

FORWARD CARGO COMPARTMENTS (Continued)

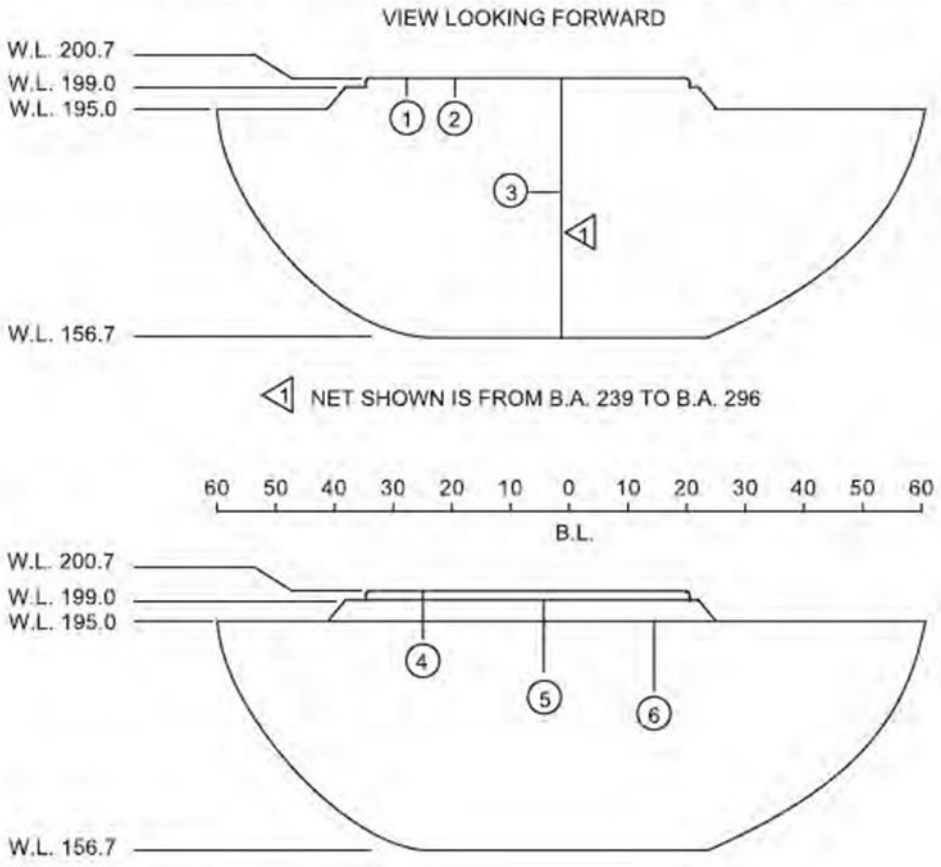
FORWARD CARGO COMPARTMENT CROSS SECTIONS

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.



FORWARD CARGO COMPARTMENTS (Continued)

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 the general layout on the previous page.

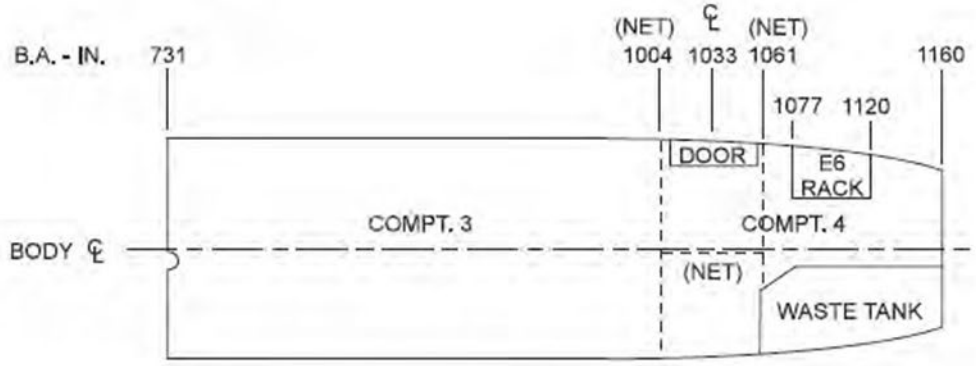


CROSS SECTION NO.	B.A. IN.
1	198.0
2	240.0
3	297.0
4	482.0
5	498.0
6	500.0

AFT CARGO COMPARTMENTS

AFT CARGO COMPARTMENT VOLUMES

The following figure shows aft cargo hold compartment boundaries. The cargo door net is installed.



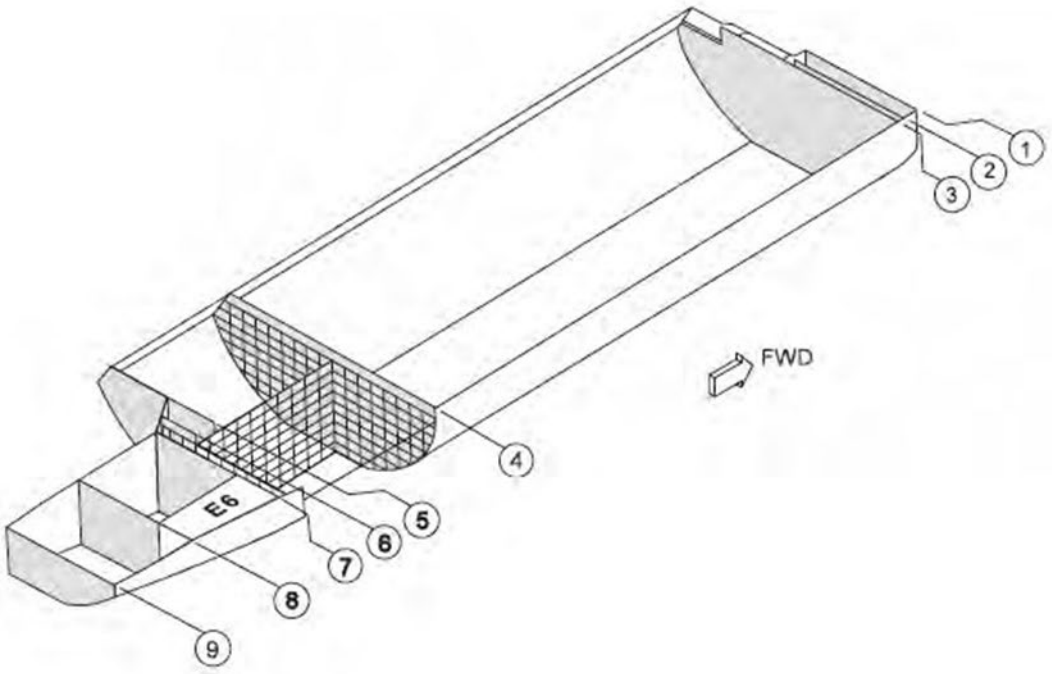
Volumes and centroids for compartments 3 and 4 in the above figure are provided in the following table.

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	1105.0
	900.2		

AFT CARGO COMPARTMENTS (Continued)

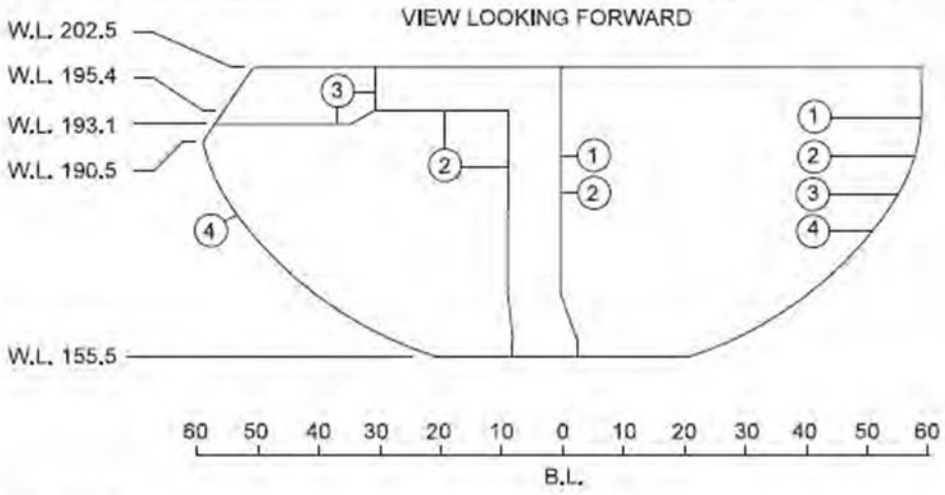
AFT CARGO COMPARTMENT CROSS SECTIONS

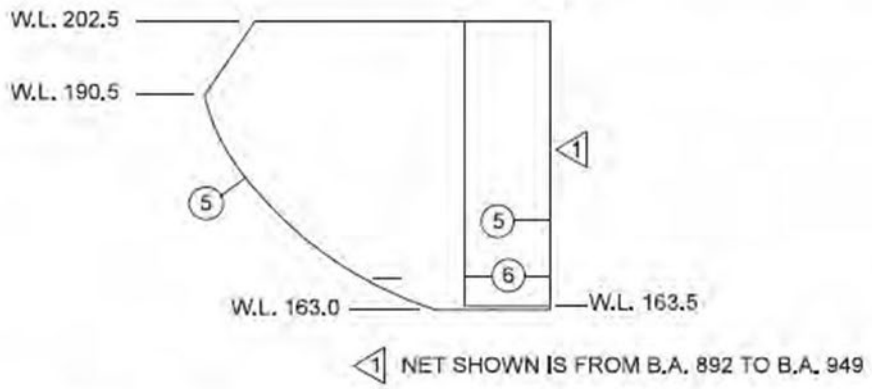
The figure below illustrates the general layout of the aft cargo compartments. The numbered labels and shaded panels correspond to the cross-sections provided on the next page.



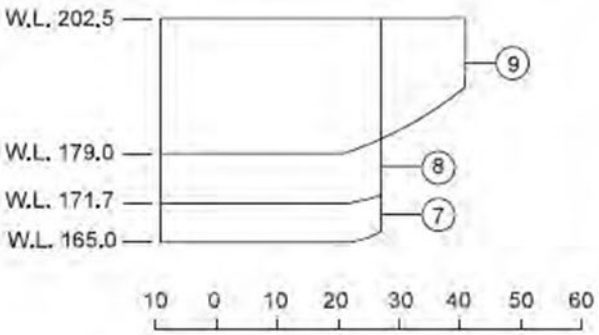
AFT CARGO COMPARTMENTS (Continued)

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 on the previous page.





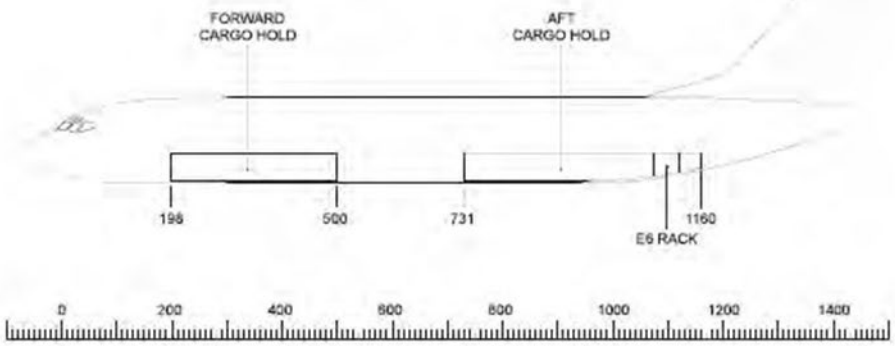
CROSS SECTION NO.	B.A. IN.
1	731.0
2	732.0
3	741.0
4	1004.0
5	1057.0
6	1061.0
7	1077.0
8	1120.0
9	1160.0



B737-86N

CARGO COMPARTMENTS

The following airplane profile illustrates cargo compartment locations.

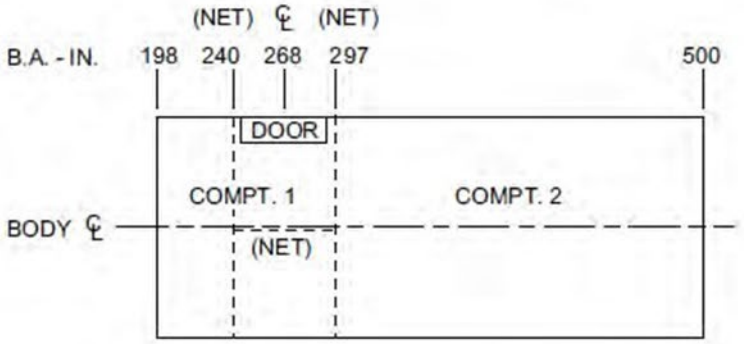


The following table provides cargo compartment locations, usable volumes and the corresponding volumetric centroid arms for cargo compartments with the cargo door net installed.

CARGO COMPARTMENT	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

FORWARD CARGO COMPARTMENTS

The following figure shows forward cargo hold compartment boundaries. The cargo door net is installed.



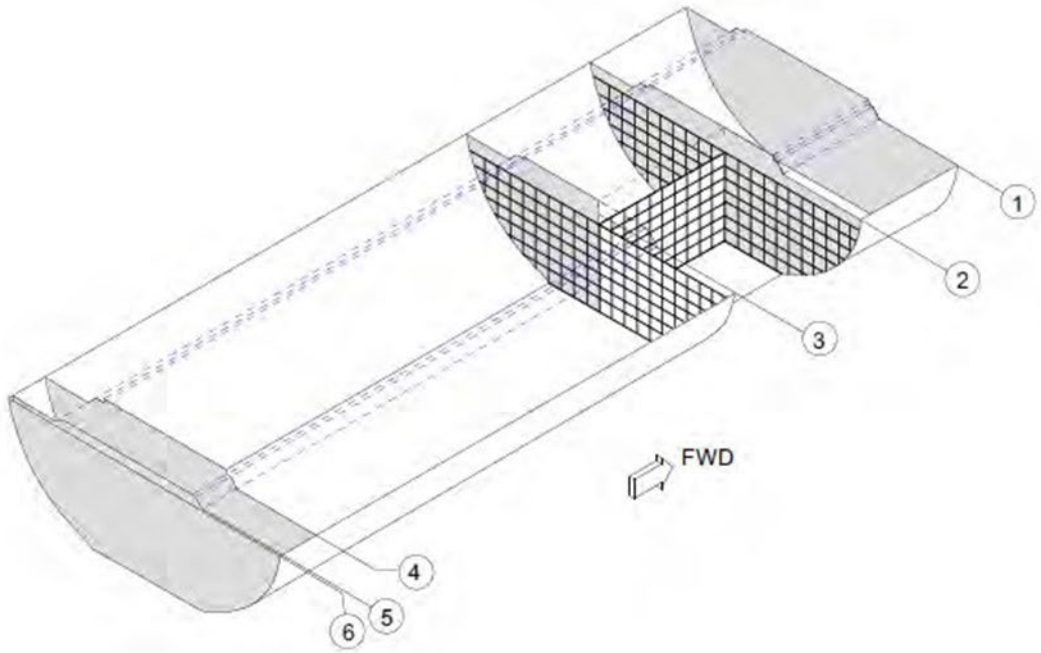
Volumes and centroids for the above figure are provided in the following table.

VOLUMES	COMPARTMENTS		
	1		2
Forward Compartment Volumes CU FT	105	50	517
Total Forward Hold CU FT	672		
Volumetric Centroids B.A. - IN.	219.0	268.1	398.4
	360.7		

FORWARD CARGO COMPARTMENTS (Continued)

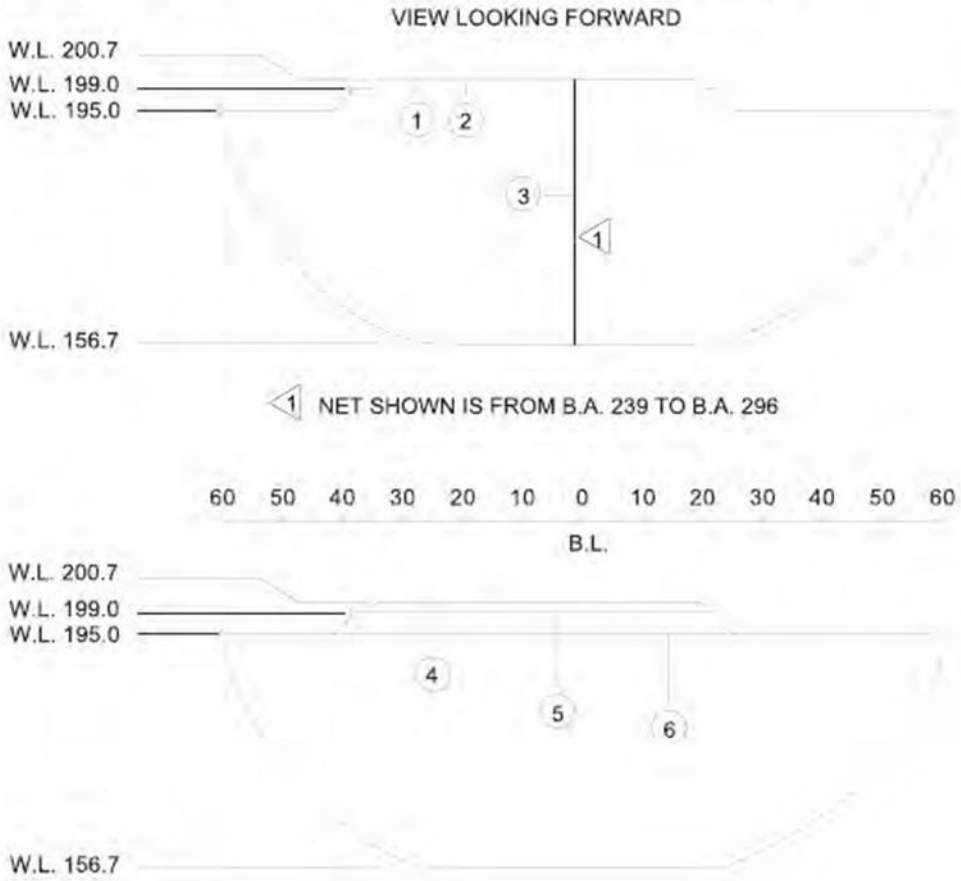
FORWARD CARGO COMPARTMENT CROSS SECTIONS

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.



FORWARD CARGO COMPARTMENTS (Continued)

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 the general layout on the previous page.

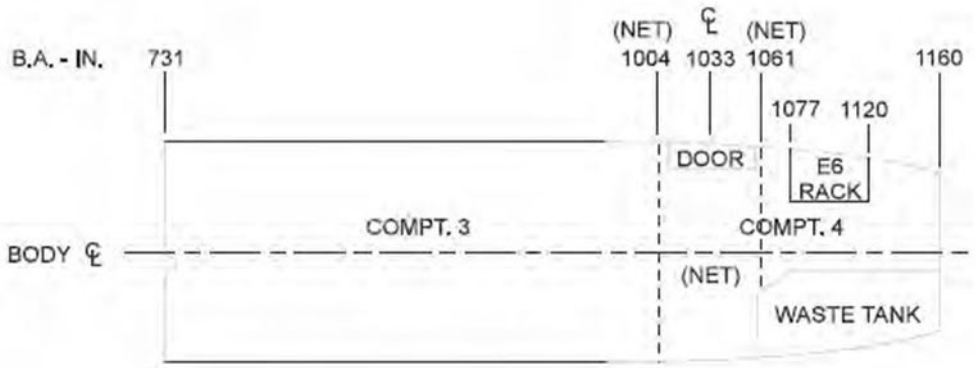


CROSS SECTION NO.	B.A. IN.
1	198.0
2	240.0
3	297.0
4	482.0
5	498.0
6	500.0

AFT CARGO COMPARTMENTS

AFT CARGO COMPARTMENT VOLUMES

The following figure shows aft cargo hold compartment boundaries. The cargo door net is installed.



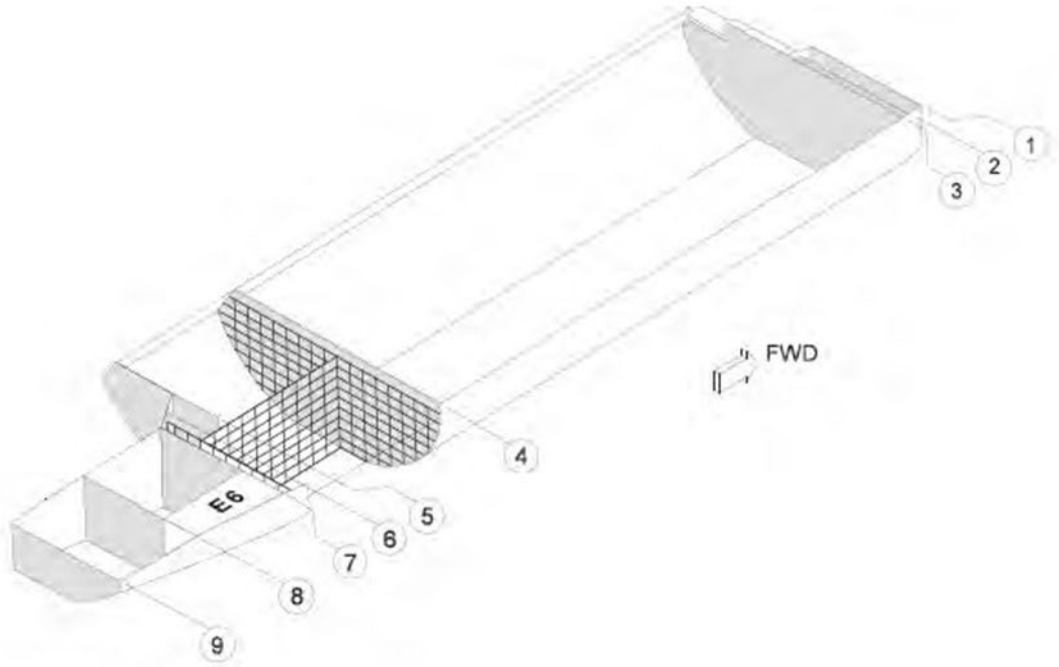
Volumes and centroids for compartments 3 and 4 in the above figure are provided in the following table.

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	1105.0
	900.2		

AFT CARGO COMPARTMENTS (Continued)

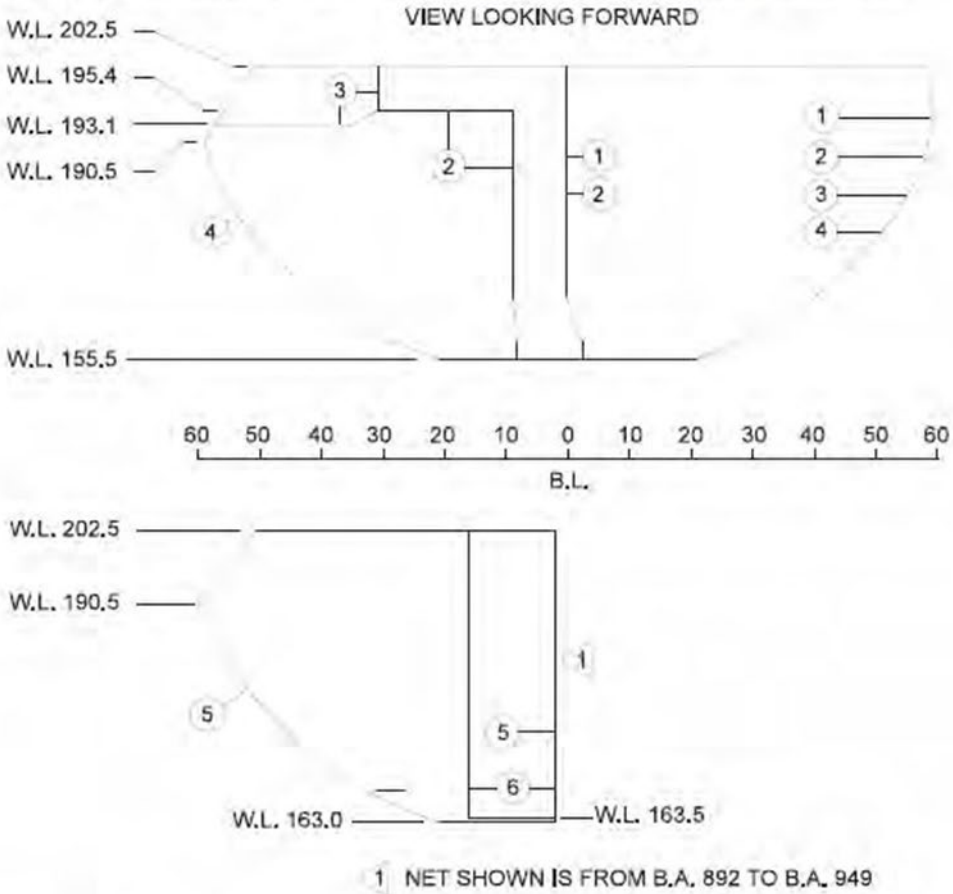
AFT CARGO COMPARTMENT CROSS SECTIONS

The figure below illustrates the general layout of the aft cargo compartments. The numbered labels and shaded panels correspond to the cross-sections provided on the next page.



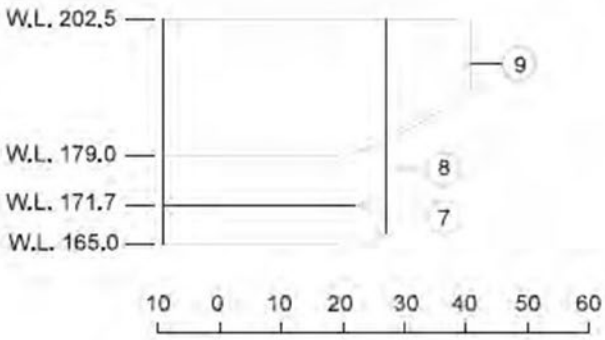
AFT CARGO COMPARTMENTS (Continued)

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 on the previous page.



1 NET SHOWN IS FROM B.A. 892 TO B.A. 949

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

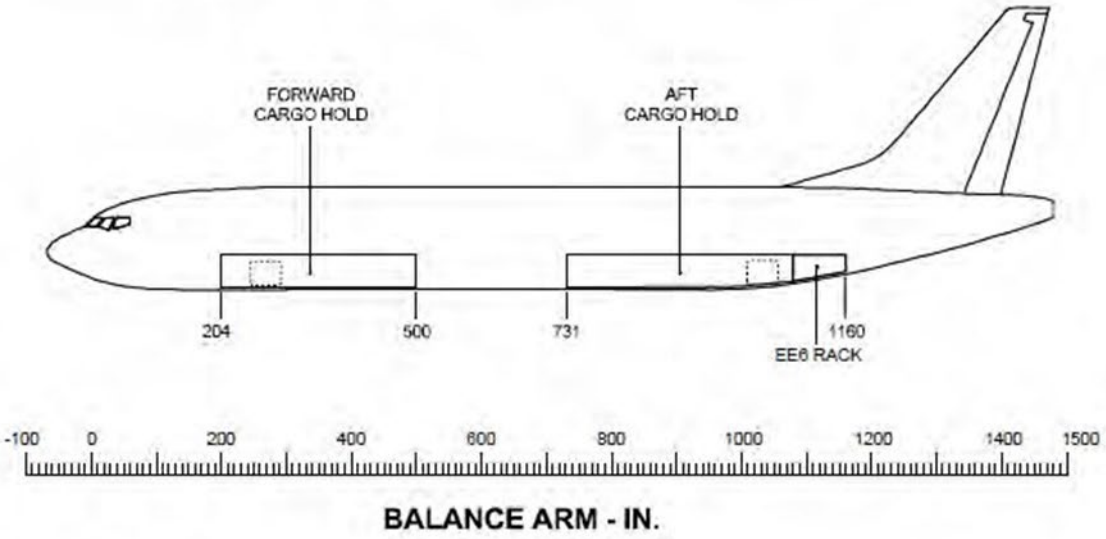


B737-8

CARGO COMPARTMENTS

GENERAL LOCATION AND ARRANGEMENT

The following airplane profile illustrates cargo compartment locations:



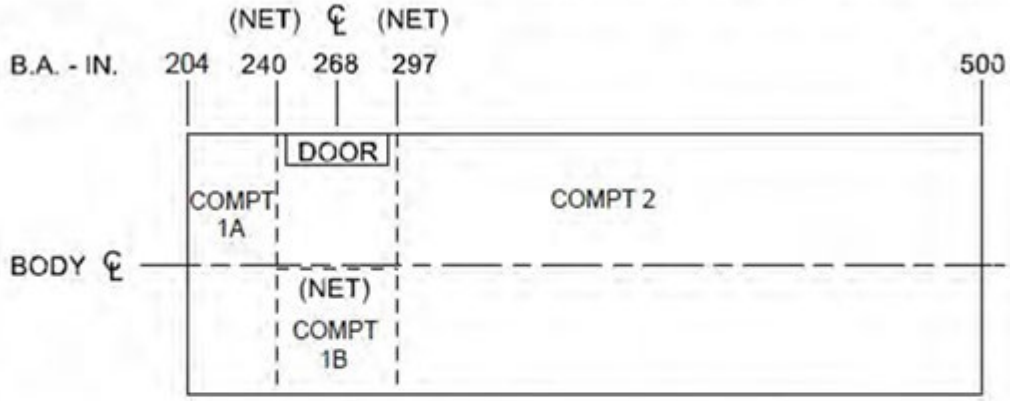
The following table provides cargo compartment locations, usable volumes and the corresponding volumetric centroid arms for cargo compartments with the cargo door net installed.

CARGO COMPARTMENT	LOCATION - B.A.		USABLE VOLUME CU FT	B. A. IN
	FROM	TO		
Forward	204	500	657	364.3
Aft	731	1160	858	897.4
Total			1515	666.2

FORWARD CARGO COMPARTMENTS

FORWARD CARGO COMPARTMENT VOLUMES

The following figure shows forward cargo hold compartment boundaries. The cargo door net is installed.



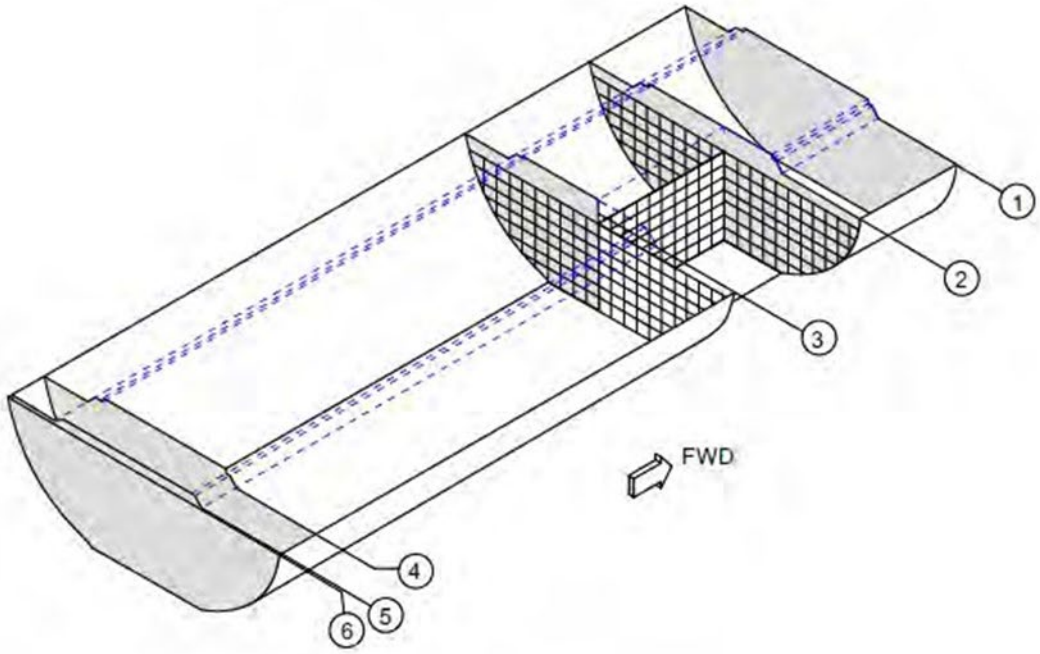
Volumes and centroids for the above figure are provided in the following table.

VOLUMES	COMPARTMENTS		
	1A	1B	2
Forward Compartment Volumes CU FT	90	50	517
Total Forward Hold CU FT	657		
Volumetric Centroids B.A. - IN.	222.0	268.1	398.4
	364.3		

FORWARD CARGO COMPARTMENTS (Continued)

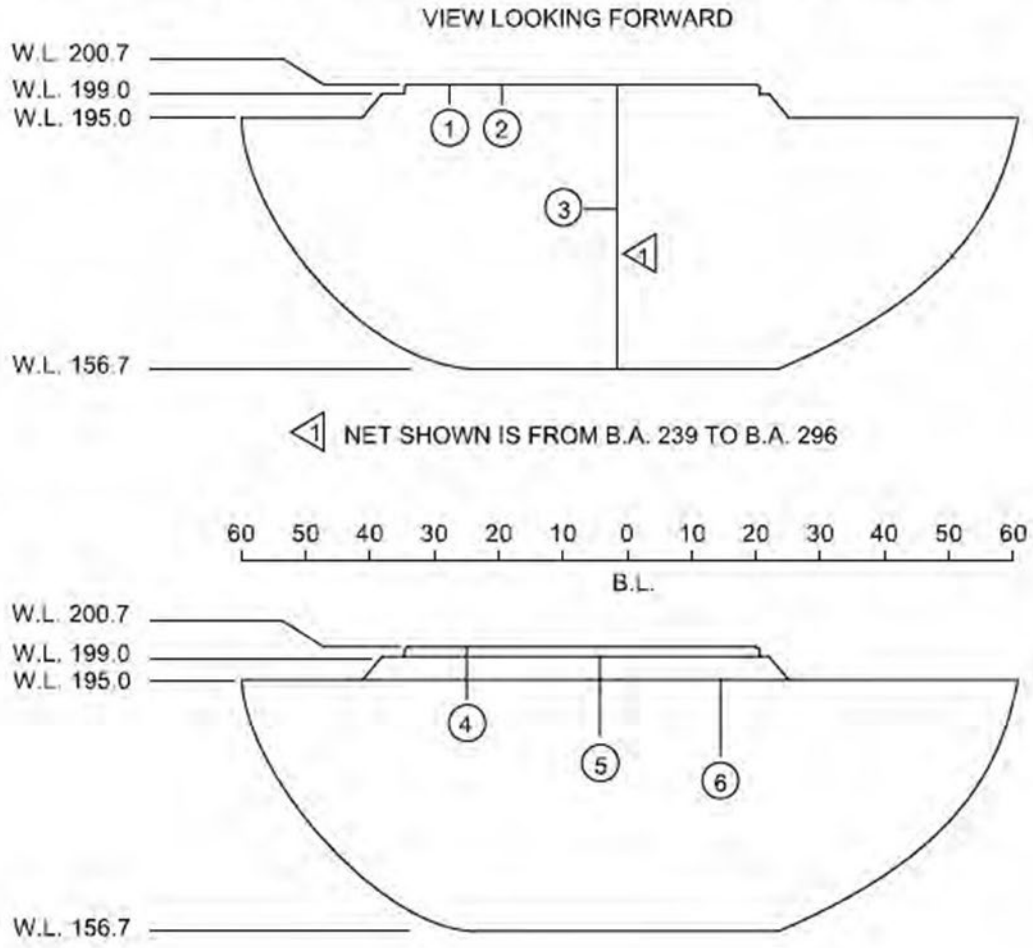
FORWARD CARGO COMPARTMENT CROSS SECTIONS

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.



FORWARD CARGO COMPARTMENTS (Continued)

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 the general layout on the previous page.

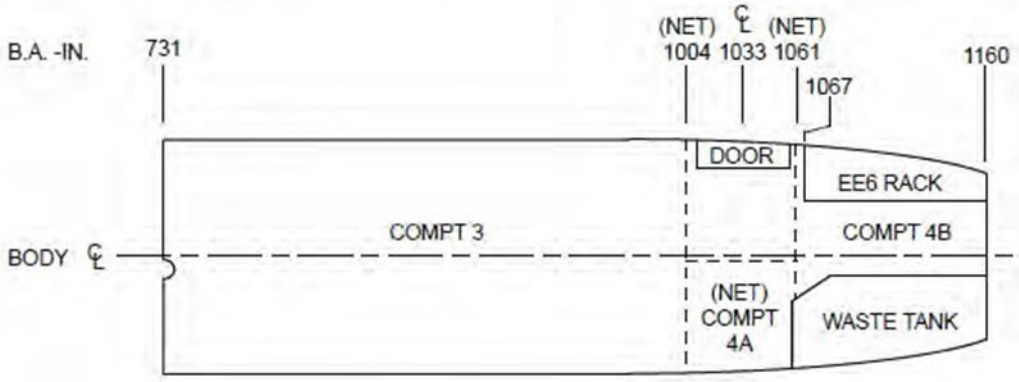


CROSS SECTION NO.	B.A. IN.
1	204.0
2	240.0
3	297.0
4	482.0
5	498.0
6	500.0

AFT CARGO COMPARTMENTS

AFT CARGO COMPARTMENT VOLUMES

The following figure shows aft cargo hold compartment boundaries. The cargo door net and enhanced E6 (EE6) rack is installed.



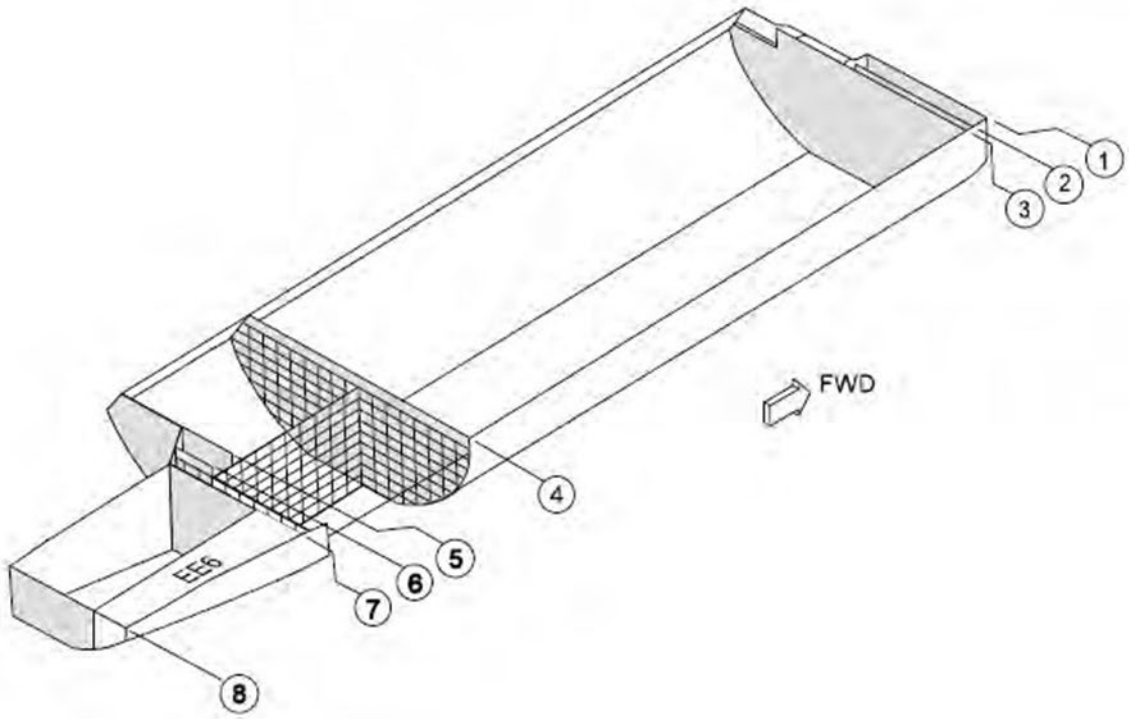
Volumes and centroids for the above figure are provided in the following table.

VOLUMES	COMPARTMENTS		
	3	4A	4B
Aft Compartment Volumes CU FT	733	50	75
Total Aft Hold CU FT	858		
Volumetric Centroids B.A. - IN.	867.2	1030.9	1103.7
	897.4		

AFT CARGO COMPARTMENTS (Continued)

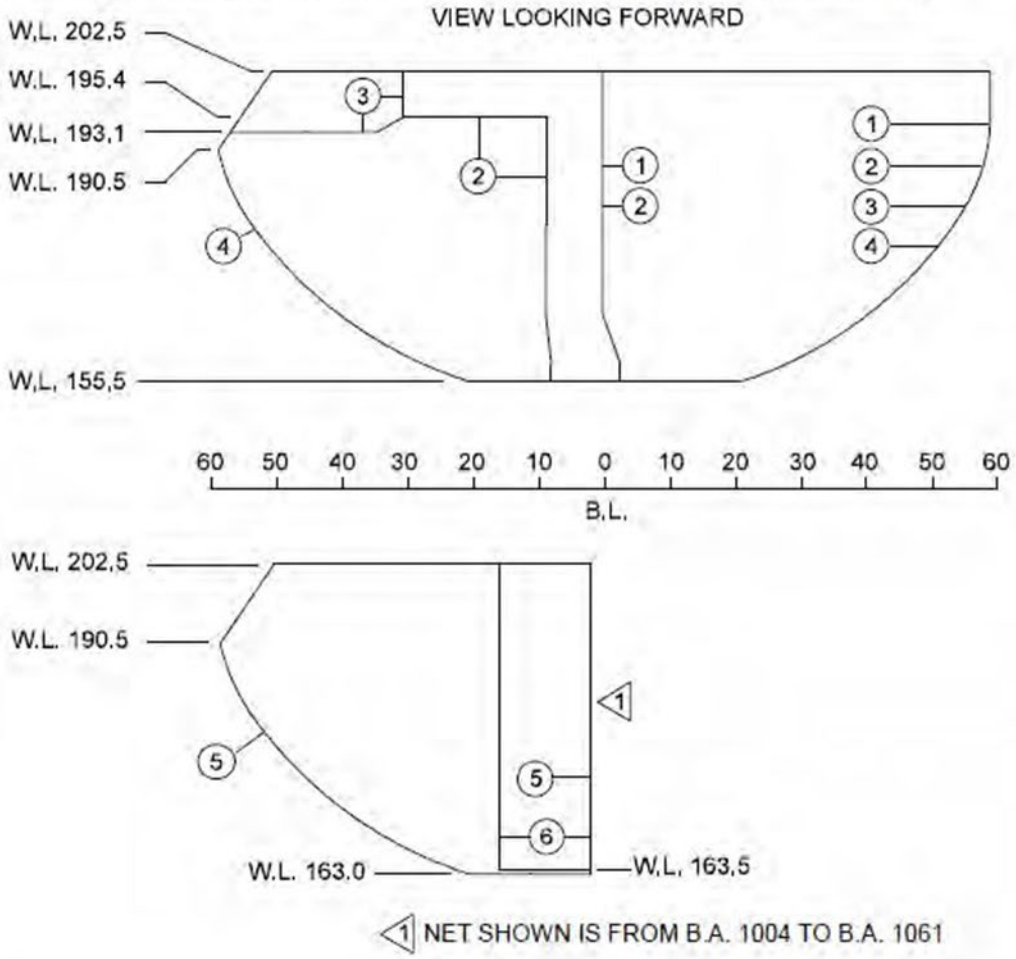
AFT CARGO COMPARTMENT CROSS SECTIONS

The figure below illustrates the general layout of the aft cargo compartments. The numbered labels and shaded panels correspond to the cross-sections provided on the next page.

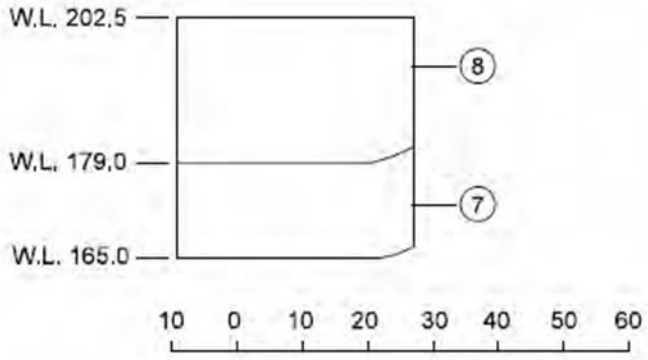


AFT CARGO COMPARTMENTS (Continued)

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 on the previous page.



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	1067.0
8	1160.0



3.9.5 B787-8/-9

	787-8	787-9
DESIGN WEIGHTS		
MAX. TAXI WEIGHT (MTXW)	228 383 kg	250382 kg | 252650 kg[1]
MAX. TAKE-OFF WEIGHT (MTOW)	227 930 kg	249475 kg | 251743 kg[1]
MAX. LANDING WEIGHT (MLAW)	172 365 kg	192776 kg
MAX. ZERO FUEL WEIGHT (MZFW)	161 025 kg	181436 kg
MAX. FUEL LOAD (at density 0.85 kg/l)	107 274 kg	107491 kg
ALTERNATE FWD CG LIMITS		
ALT FWD CG I ALT	MAC >= 18%	MAC >= 21%
FWD CG II	MAC >= 22%	MAC >= 25%
CREW		
COCKPIT – STANDARD (MAX) CABIN	2 (4)	2 (4)
SEATS – D1/D2/D3/D4 (TTL)	3 / 4 / 2 / 2 (11)	3 / 4 / 2 / 3 (12)
PANTRY	AHM 560 Sheet C8 (according to IATA AHM Revision 37)	
PAX CABIN		
VERSION – C/P/Y (TTL)	18/21/213 (252)	24 / 21 / 249 (294)
PAX SECTOR **A**: C	18	24
PAX SECTOR **B**: P	21	21
PAX SECTOR **C**: Y	117	117
PAX SECTOR **D**: Y	96	132
CARGO COMPARTMENTS (gross weight / volume)		
1 (FWD)	15306 kg	15870 kg
2 (FWD)	12696 kg	15870 kg
3 (AFT)	12676 kg	15873 kg
4 (AFT)	9522 kg	12696 kg
5 (AFT BULK)	2735 kg / 11.38 cu.m	2735 kg / 11.38 cu.m

CARGO DOOR DIMENSIONS	
FWD	269 cm x 170 cm
AFT	269 cm x 170 cm
BULK	102 cm x 114 cm

MAX. FLOOR LOADING	
	Max area load ; Max linear load
MAIN DECK	487 kg/sq.m ; 13.1 kg/m
FWD CGO CMPT BA 340.9 TO 736.6 FWD	976 kg/sq.m ; 20.9 kg/m
CGO CMPT BA 736.6 TO 832.8 AFT CGO	976 kg/sq.m ; 31.0 kg/m^2
CMPT BA 1299.9 TO 1396.1 AFT CGO	976 kg/sq.m ; 31.0 kg/m^2
CMPT BA 1396.1 TO 1669.1	976 kg/sq.m ; 20.9 kg/m
BULK	732 kg/sq.m ; 10.7 kg/m

(1) – Maximum weights for SP-LSF/ -LSG/ -LSH

(2) – cargo tiedown required when loading above 20.9 kg/m

787-8 ULD LOAD CONFIGURATIONS (examples)

CONFIG	IATA SIZE CODE	COMMON TYPES	FORWARD COMPARTMENT	AFT COMPARTMENT
1	K (LEFT) (60.4Lx61.5Wx64H)	LD-1	11L 12L 13L 14L 21L 22L 23L 24L	31L 32L 33L 41L 42L 43L
2	K (RIGHT) (60.4Lx61.5Wx64H)	LD-1	11R 12R 13R 14R 21R 22R 23R 24R	31R 32R 33R 41R 42R 43R
3	P (60.4Lx47Wx64H)	LD-2	11R 12R 14R 21R 22R 23R 24R 11L 12L 14L 21L 22L 23L 24L	31R 32R 33R 42R 43R 31L 32L 33L 42L 43L
4	K (60.4Lx61.5Wx64H)	LD-3	11R 12R 13R 14R 21R 22R 23R 24R 11L 12L 13L 14L 21L 22L 23L 24L	31R 32R 33R 41R 42R 43R 31L 32L 33L 41L 42L 43L
5	L (60.4Lx125Wx64H)	LD-5/6 LD-10/11	11 12 13 14 21 22 23 24	31 32 33 41 42 43
6	Q (LONGITUDINAL) (96Lx60.4Wx64H)	LD-4	P11R P12R P13R P21R P22R P11L P12L P13L P21L P22L	P31R P32R P42R P31L P32L P42L
7	Q (LONGITUDINAL) (96Lx60.4Wx64H)	LD-8	P21R P12L P21L	P32R P32L
8	A (88Lx125Wx64H)	LD-7/9 A	P11 P12 P13 P21 P22	P31 P32 P41 P42
9	M (96Lx125Wx64H)	M	P11 P12 P13 P21 P22	P31 P32 P42
10	N (96Lx61.5Wx64H)	Half Pallet	P11R P12R P13R P21R P22R P11L P12L P13L P21L P22L	P31R P32R P42R P31L P32L P42L

NOTE:

1. **DOOR AREA POSITIONS ARE SHOWN WITH A DOUBLE LINE BORDER.**
2. **HEAVY WEIGHT ULD POSITIONS ARE SHOWN WITH A BOLD LINE BORDER.**
3. **OTHER CONFIGURATIONS ARE POSSIBLE WITH A MIXTURE OF CONTAINER AND PALLET TYPES/SIZES.**
4. **ULD RECOMMENDED FOR LO FLIGHTS: LD-3, LD-6, PMC, PAJ, PNA, PKC, PLA**

787-9 ULD LOAD CONFIGURATIONS (examples)

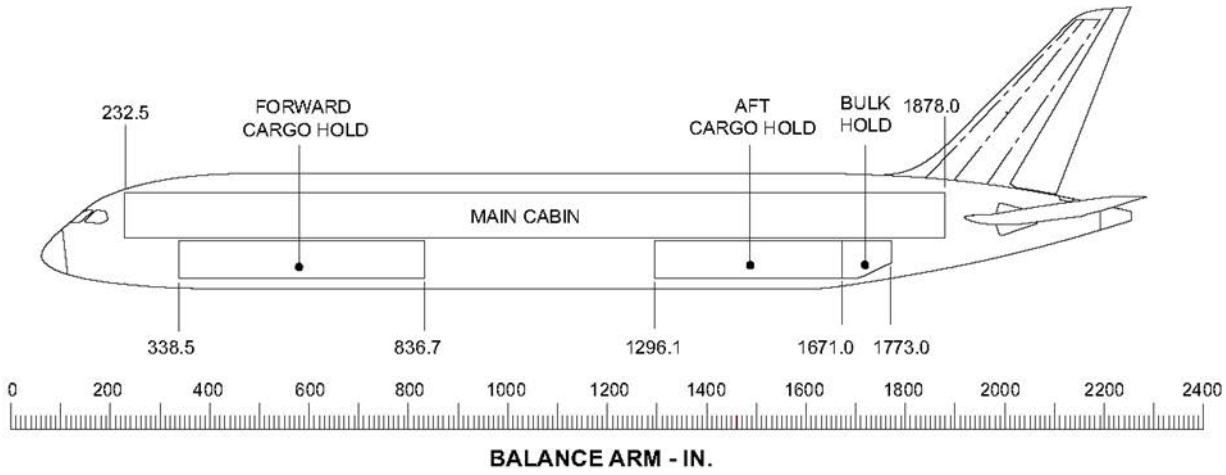
CONFIG	IATA SIZE CODE	COMMON TYPES	FORWARD COMPARTMENT	AFT COMPARTMENT
1	K (LEFT) (60.4Lx61.5Wx64H)	LD-1	11L 12L **13L** 14L 15L 21L 22L 23L 24L **25L**	**31L** 32L 33L 34L 41L **42L** 43L 44L
2	K (RIGHT) (60.4Lx61.5Wx64H)	LD-1	11R 12R **13R** 14R 15R 21R 22R 23R 24R **25R**	**31R** 32R 33R 34R 41R **42R** 43R 44R
3	P (60.4Lx47Wx64H)	LD-2	11R 12R 14R 15R 21R 22R 23R 24R **25R** 11L 12L 14L 15L 21L 22L 23L 24L **25L**	**31R** 32R 33R 34R 41R 43R 44R **31L** 32L 33L 34L 41L 43L 44L
4	K (60.4Lx61.5Wx64H)	LD-3	11R 12R **13R** 14R 15R 21R 22R 23R 24R **25R** 11L 12L **13L** 14L 15L 21L 22L 23L 24L **25L**	**31R** 32R 33R 34R 41R **42R** 43R 44R **31L** 32L 33L 34L 41L **42L** 43L 44L
5	L (60.4Lx125Wx64H)	LD-5/6 LD-10/11	11 12 **13** 14 15 21 22 23 24 **25**	**31** 32 33 34 41 **42** 43 44
6	Q (LONGITUDINAL) (96Lx60.4Wx64H)	LD-4	P11R **P12R** P13R P21R P22R **P23R** P11L **P12L** P13L P21L P22L **P23L**	**P31R** P32R P33R **P41R** P42R **P31L** P32L P33L **P41L** P42L
7a	Q (LONGITUDINAL) (96Lx60.4Wx64H)	LD-8	P13R P22R P13L P22L	P32R P32L P41L
7b	Q (LONGITUDINAL) (96Lx60.4Wx64H)	LD-8	P21R **P12L** P21L	P33R P33L
8	A (88Lx125Wx64H)	LD-7/9 A	P11 **P12** P13 P21 P22 **P23**	**P31** P32 P33 P41 P42
9	M (96Lx125Wx64H)	M	P11 **P12** P13 P21 P22 **P23**	**P31** P32 P33 P41 P42
10	N (96Lx61.5Wx64H)	HALF PALLET	P11R **P12R** P13R P21R P22R **P23R** P11L **P12L** P13L P21L P22L **P23L**	**P31R** P32R P33R **P41R** P42R **P31L** P32L P33L **P41L** P42L

NOTE:

1. **DOOR AREA POSITIONS ARE SHOWN WITH A DOUBLE LINE BORDER.**
2. **HEAVY WEIGHT ULD POSITIONS ARE SHOWN WITH A BOLD LINE BORDER.**
3. **OTHER CONFIGURATIONS ARE POSSIBLE WITH A MIXTURE OF CONTAINER AND PALLET TYPES/SIZES.**
4. **ULD RECOMMENDED FOR LO FLIGHTS: LD-3, LD-6, PMC, PAJ, PNA, PKC, PLA.**

B787-8 – cargo compartments description.

The following airplane profile illustrates the cargo hold locations.

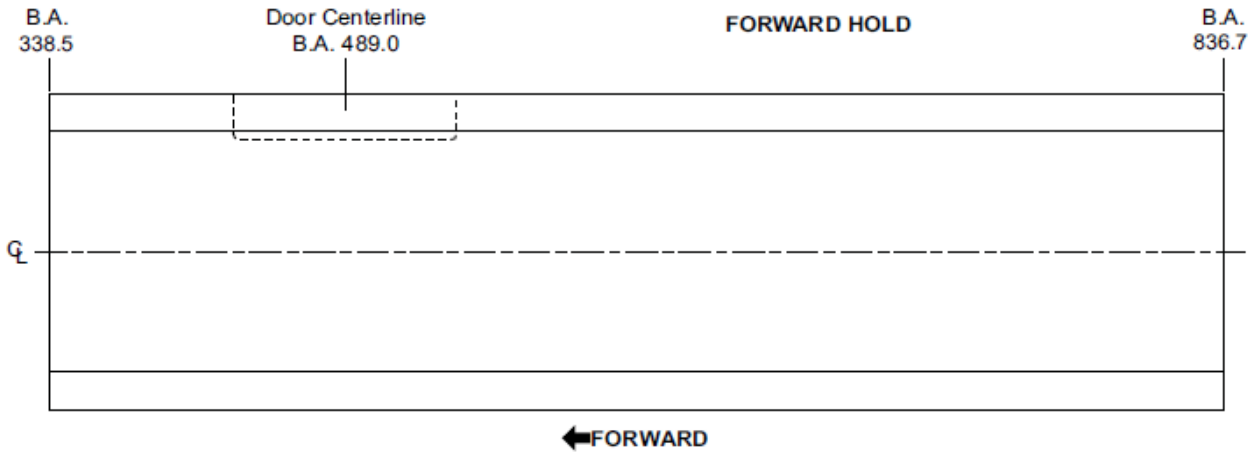


	fm BA [in]	to BA [in]	Vol [cu.m]	Max wgt [kg]	Hold	Max wgt [kg]	Position	Max wgt [kg] *	
								L	R
FWD	338.5	836.7	58.76	25514	1	15306	11	1587	1587
							12	1587	1587
							13	1587	1587
							14	1587	1587
					2	12696	21	1587	1587
							22	1587	1587
							23	1587	1587
							24	1587	1587
AFT	1296.1	1671.0	43.04	19132	3	12676	31	1587	1587
							32	1587	1587
							33	1587	1587
					4	9522	41	1587	1587
							42	1587	1587
							43	1587	1587
	1671.0	1773.0	11.38	2735	5	2735	5	2735	

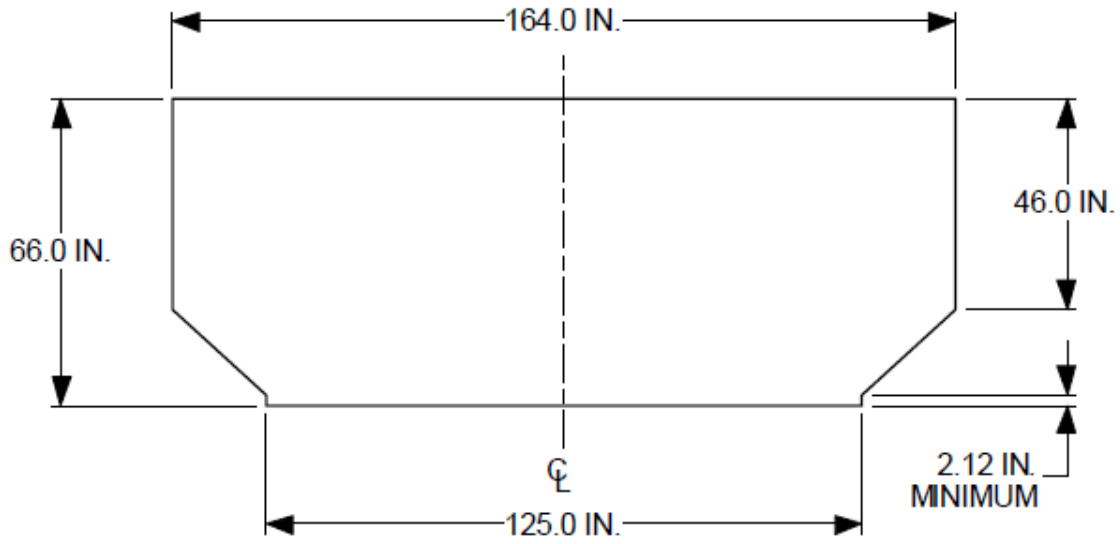
(*) – LD-3, no tiedowns

FORWARD CARGO HOLD

The following figure shows the forward cargo hold boundaries.



The figure below illustrates the cross-section of the forward cargo hold. This cross-section is constant throughout the length of the forward cargo hold, except in the doorway area where the height is 67.0 inches.



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. The maximum length is restricted by the geometry of the 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 should be determined for each situation. A trial loading is recommended for packages with dimensions close to maximum dimensions indicated in the tables.

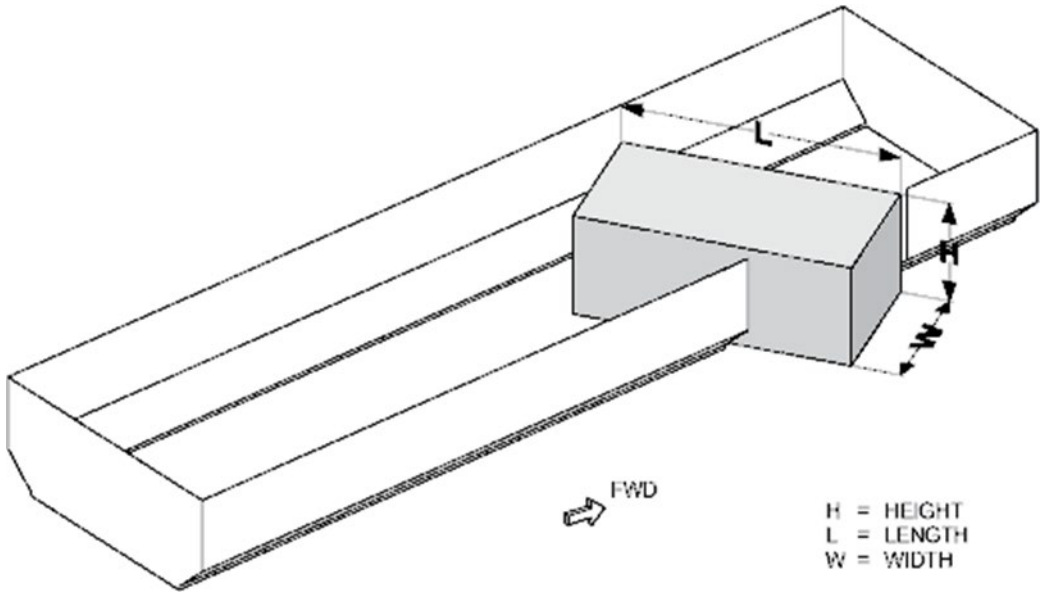
The height dimensions do not include allowances for items increasing package height such as fork lift tyne thicknesses, pallet depths, skid tub heights, etc. Any such devices must be accounted for in the total height.

Bulk cargo is usually carried in the bulk hold. Bulk cargo can also be carried in the forward cargo hold, or as a mix with containerized and palletized loads, provided it:

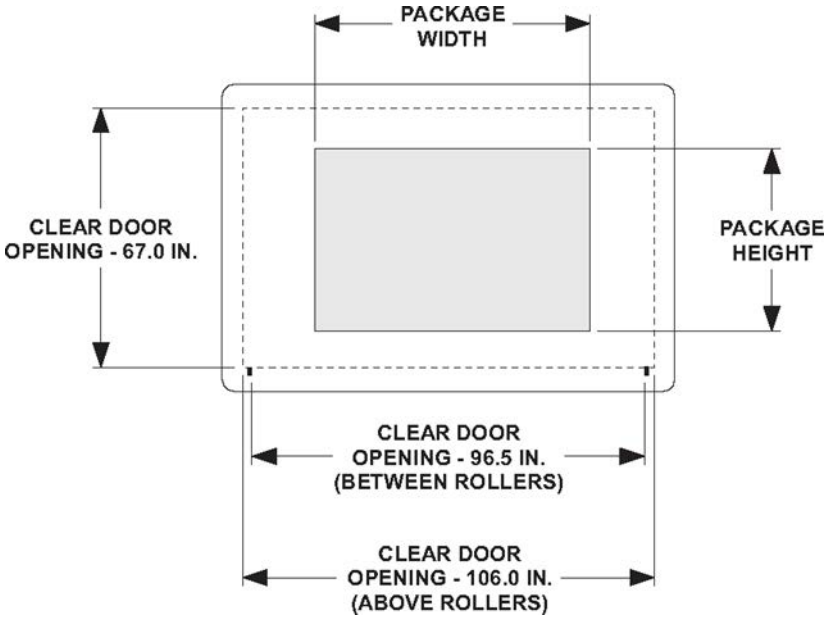
1. Is loaded on a pallet or equivalent non-combustible surface.
2. Is restrained to prevent shifting onto the floor panels, sloping sidewalls, cargo door liner, or causing a large change in the airplane C.G.
3. Has a 2 inch minimum clearance from the ceiling lights, smoke detectors, and hold liners.
4. Does not exceed the hold's area and longitudinal loading.

Tiedowns may be required.

Package size illustration.
The following illustration shows package dimensioning used in the allowable package size tables.

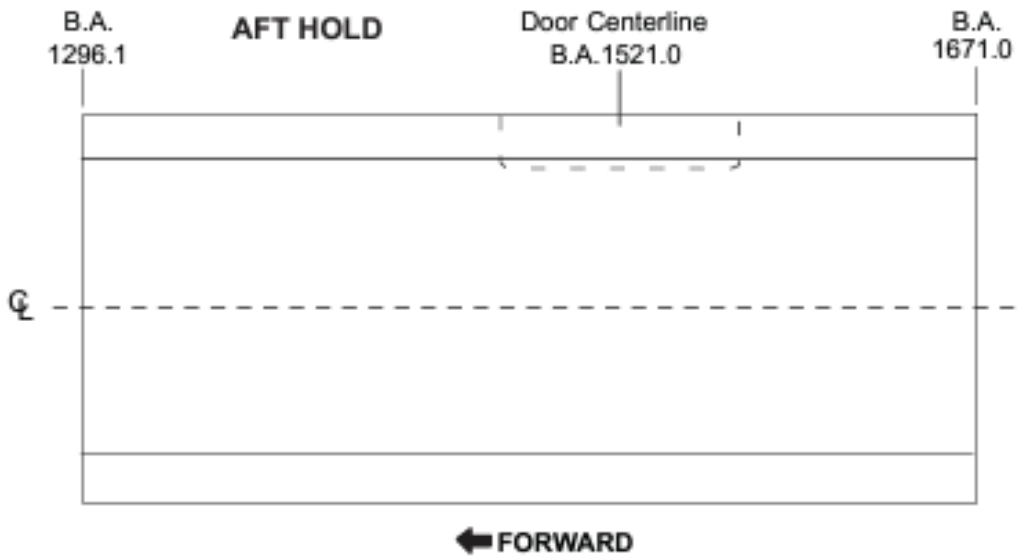


Door dimensions.
The following figure provides the forward cargo door dimensions.

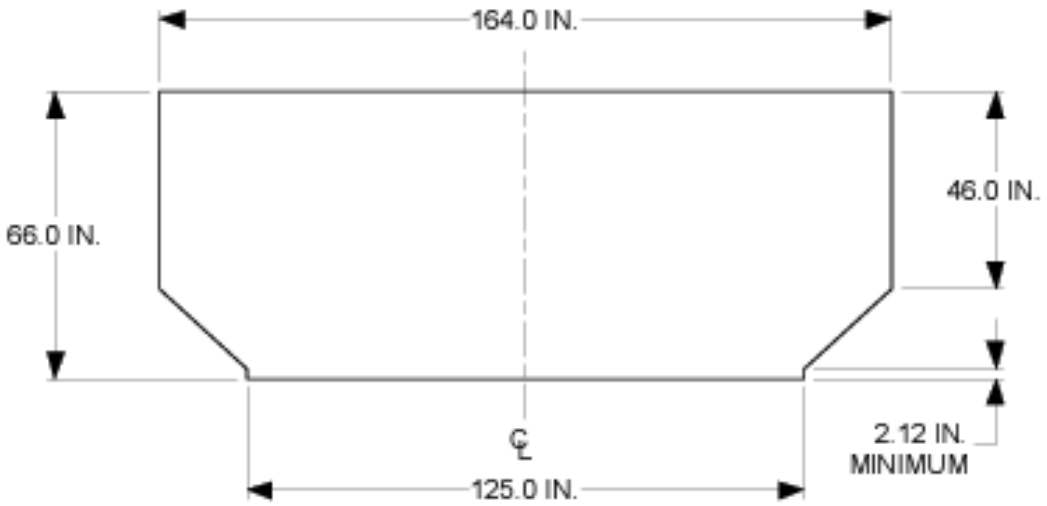


AFT CARGO HOLD

The following figure shows the aft cargo hold boundaries.



The figure below illustrates the cross-section of the aft cargo hold. This cross-section is constant throughout the length of the aft cargo hold, except in the doorway area where the height is 67.0 inches.



Cargo door dimensions and allowable package sizes.

This section provides dimensions of the maximum package sizes which will pass through the aft cargo door opening. The maximum length is restricted by the geometry of the 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 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 fork lift tyne thicknesses, pallet depths, skid tub heights, etc. Any such devices must be accounted for in the total height.

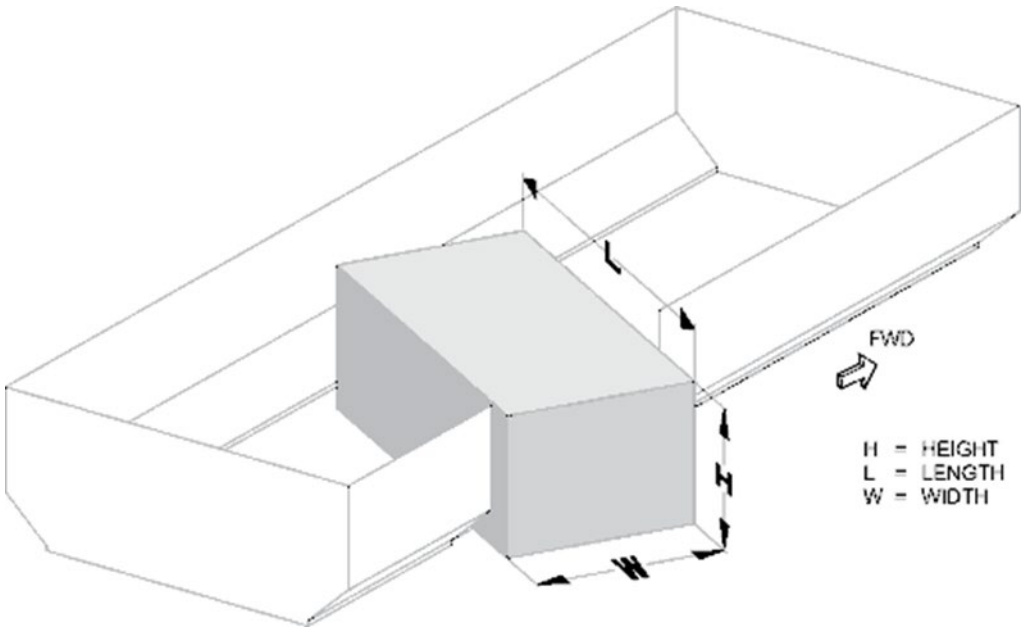
Bulk cargo is usually carried in the bulk hold. Bulk cargo can also be carried in the aft cargo hold, or as a mix with containerized and palletized loads, provided it:

1. Is loaded on a pallet or equivalent non-combustible surface.
2. Is restrained to prevent shifting onto the floor panels, sloping sidewalls, cargo door liner, or causing a large change in the airplane C.G.
3. Has a 2 inch minimum clearance from the ceiling lights, smoke detectors, and hold liners.
4. Does not exceed the hold's area and longitudinal loading limits .

Tiedowns may be required.

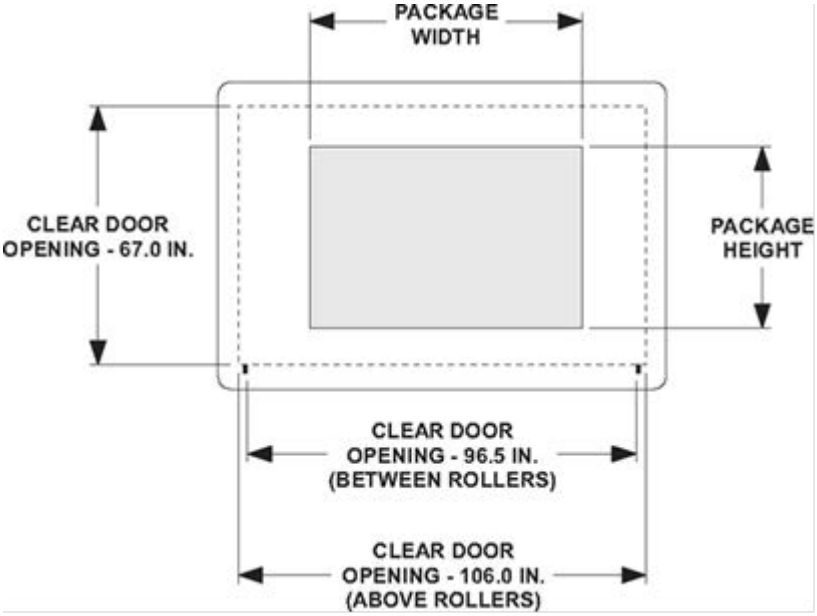
Package size illustration

The following illustration shows package dimensioning used in the allowable package size tables.



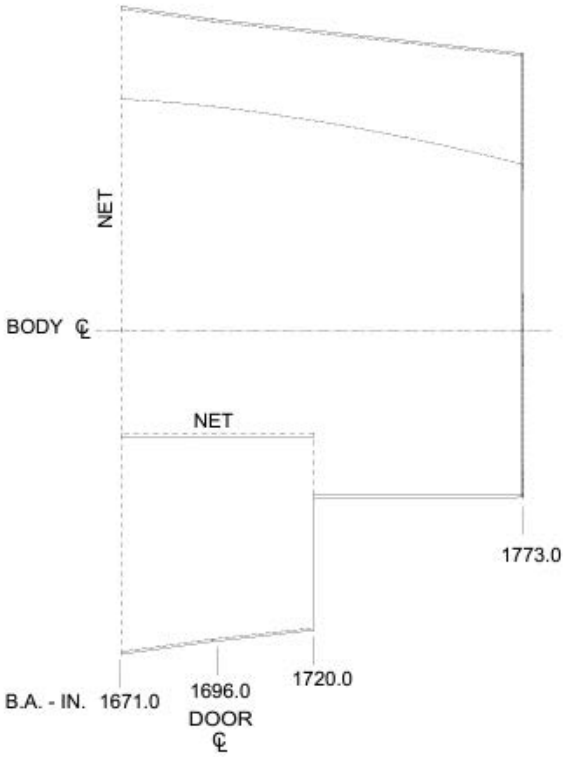
Door dimensions.

The following figure provides the aft cargo door dimensions.

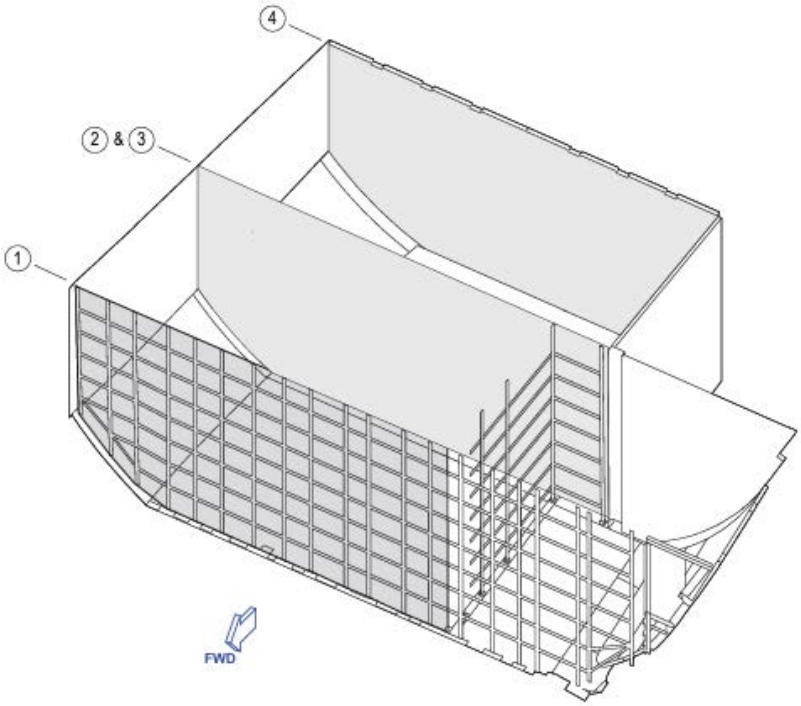


BULK CARGO HOLD

The following figure shows the bulk cargo hold boundaries.

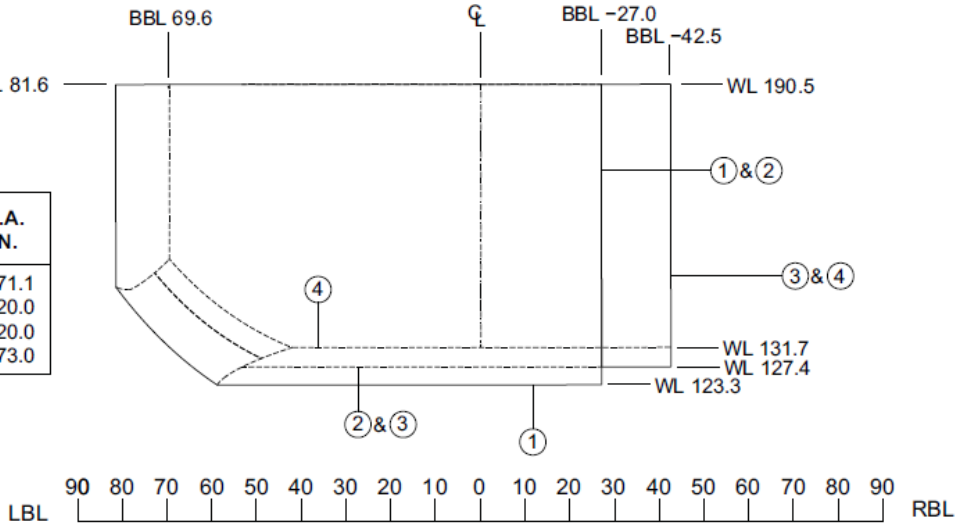


The figure below illustrates the general layout of the bulk cargo hold. The numbered labels and shaded panels correspond to the cross-sections that follow the illustration.



The following cross-sections for the bulk hold can be used to determine ceiling clearances at various bulk cargo hold balance arms. The relative location of the cross-sectional cut can be determined by correlating the cross- section number to the general layout shown above

CROSS SECTION NO.	B.A. IN.
1	1671.1
2	1720.0
3	1720.0
4	1773.0



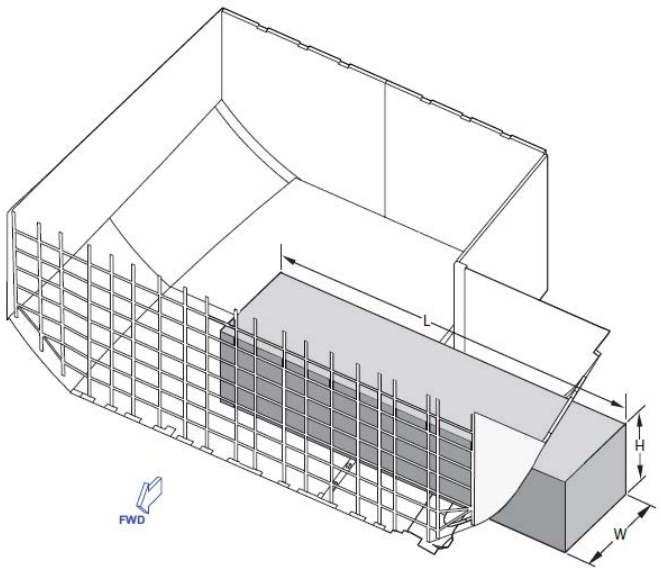
Cargo door dimensions and allowable package sizes.

This section provides dimensions of the maximum package sizes which will pass through the bulk cargo door opening. The maximum length is restricted by the geometry of the hold.

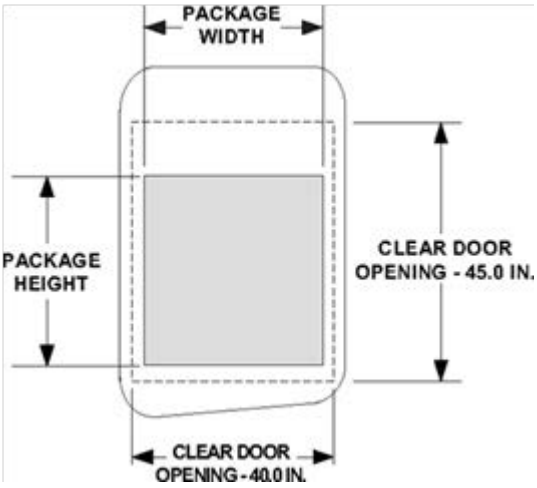
Package sizes are approximate. Tilting, twisting, bending and/or rotating packages through door openings will allow additional lengths in many cases, but should be determined for each situation. A trial loading is recommended for packages with dimensions close to maximum dimensions indicated in the tables.

Allow for a minimum clearance of 2 inches from the ceiling liner, lights, and smoke detectors when loading the bulk hold.

Package size illustration.
The following illustration shows package dimensioning used in the allowable package size tables.

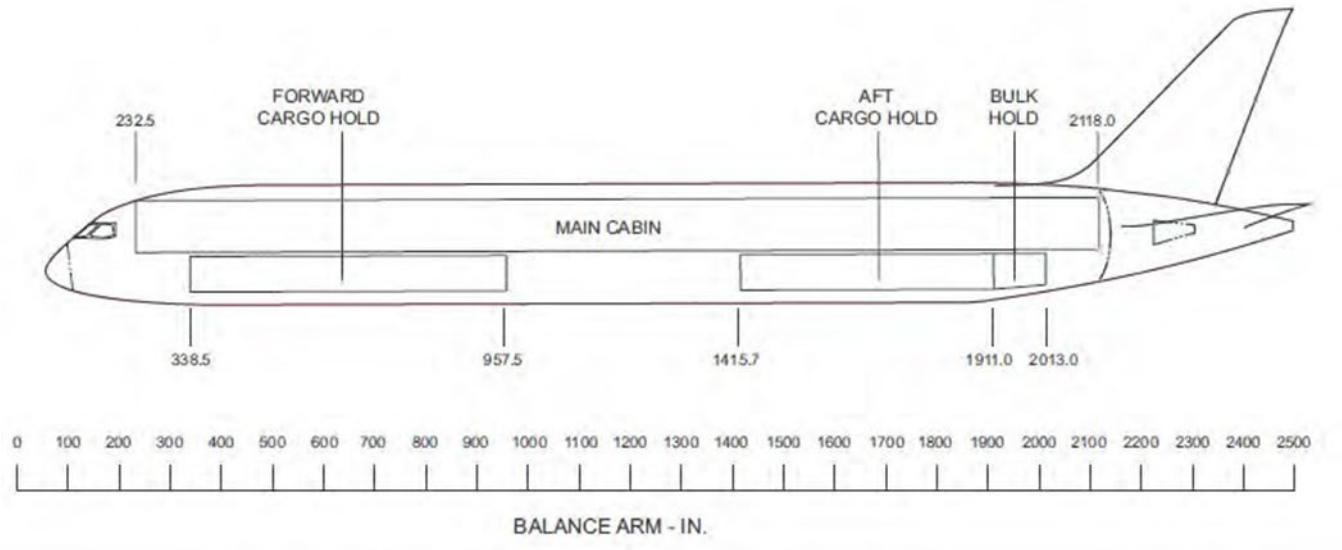


Door dimensions.
The following figure provides the bulk cargo door dimensions



B787-9 – cargo compartments description.

The following airplane profile illustrates the cargo hold locations.

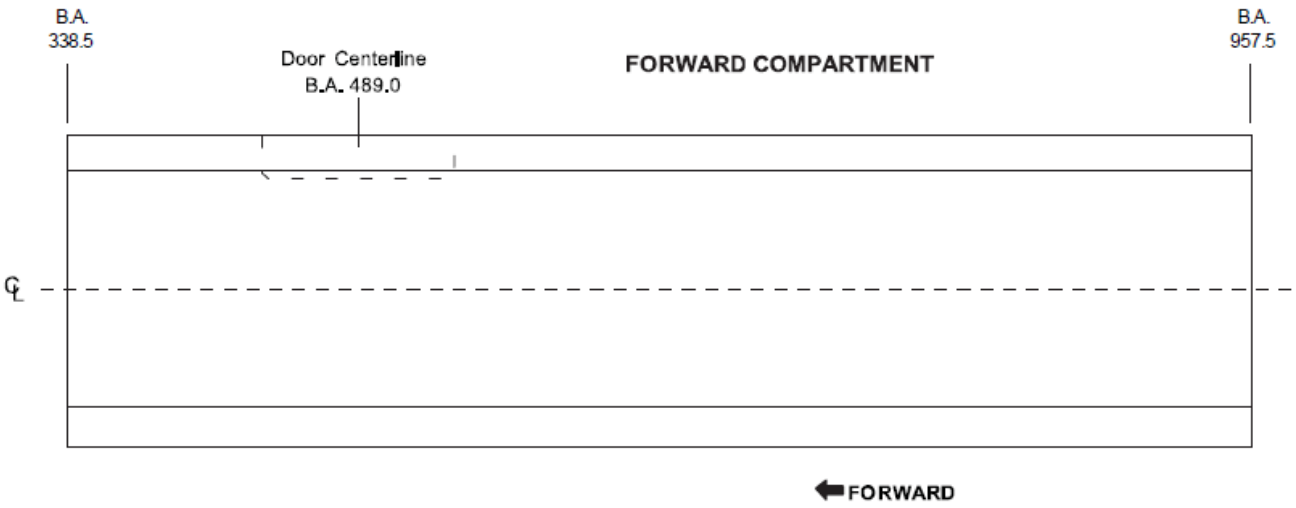


	fm BA [in]	to BA [in]	Vol [cu.m]	Max wgt [kg]	Hold	Max wgt [kg]	Position	Max wgt [kg]*	
								L	R
FWD	338.5	957.5	73.00	32005	1	15870	11	1587	1587
							12	1587	1587
							13	1587	1587
							14	1587	1587
							15	1587	1587
					2	15870	21	1587	1587
							22	1587	1587
							23	1587	1587
							24	1587	1587
							25	1587	1587
AFT	1415.7	1911.0	56.86	25655	3	15873	31	1587	1587
							32	1587	1587
							33	1587	1587
							34	1587	1587
					4	12696	41	1587	1587
							42	1587	1587
							43	1587	1587
							44	1587	1587
	1911.0	2013.0	11.38	2735	5	2735	5	2735	

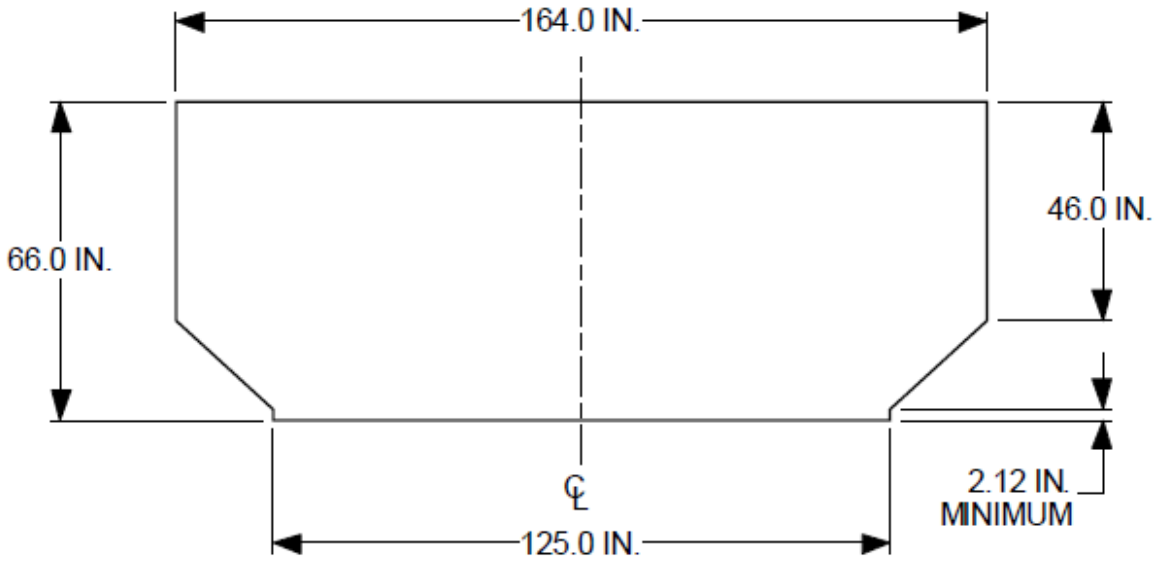
(*) – LD-3, no tiedowns

FORWARD CARGO HOLD

The following figure shows the forward cargo hold boundaries.



The figure below illustrates the cross-section of the forward cargo hold. This cross-section is constant throughout the length of the forward cargo hold, except in the doorway area where the height is 67.0 inches.



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. The maximum length is restricted by the geometry of the 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 should be determined for each situation. A trial loading is recommended for packages with dimensions close to maximum dimensions indicated in the tables.

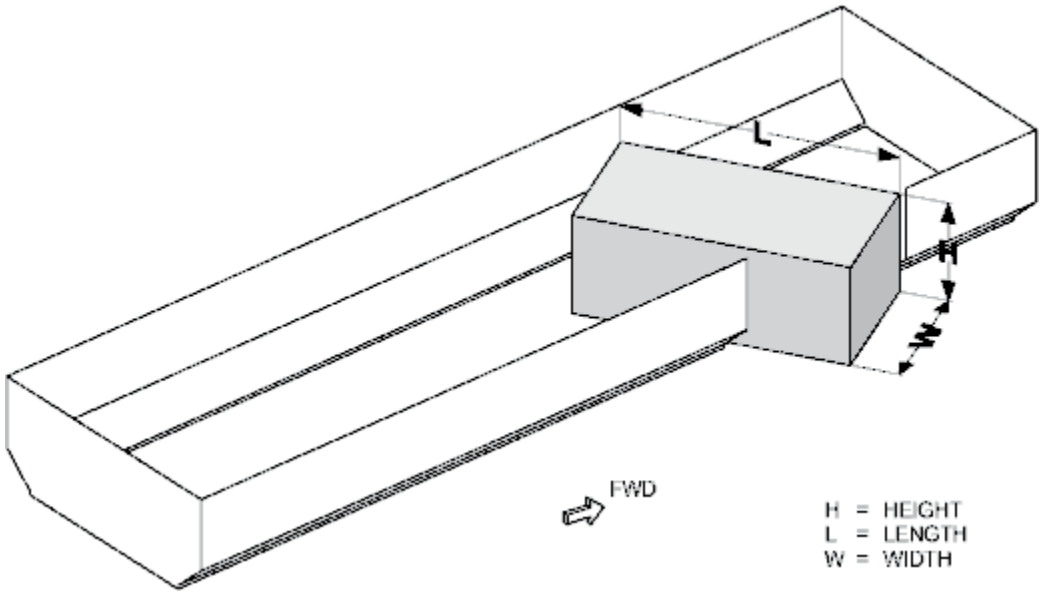
The height dimensions do not include allowances for items increasing package height such as fork lift tyne thicknesses, pallet depths, skid tub heights, etc. Any such devices must be accounted for in the total height.

Bulk cargo is usually carried in the bulk hold. Bulk cargo can also be carried in the forward cargo hold, or as a mix with containerized and palletized loads, provided it:

1. Is loaded on a pallet or equivalent non-combustible surface.
2. Is restrained to prevent shifting onto the floor panels, sloping sidewalls, cargo door liner, or causing a large change in the airplane C.G.
3. Has a 2 inch minimum clearance from the ceiling lights, smoke detectors, and hold liners.
4. Does not exceed the hold's area and longitudinal loading.
5. The bulk cargo is not of shape or density that could become a hazard to the airplane structure or systems (e.g. dense or piercing items that could become projectiles), otherwise tie down is required.
6. The bulk cargo cannot shift in flight and become a hazard when opening the cargo door Tiedowns may be required.

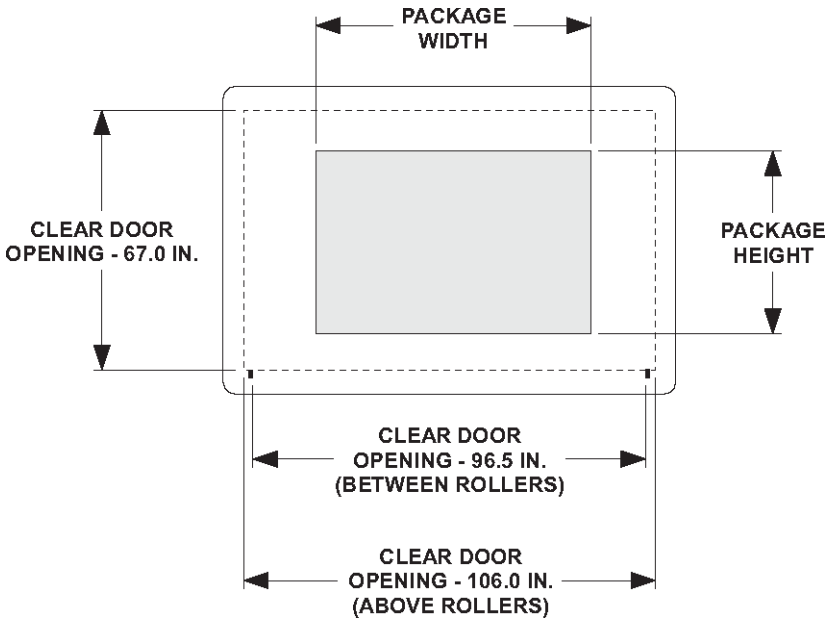
Package size illustration.

The following illustration shows package dimensioning used in the allowable package size tables.



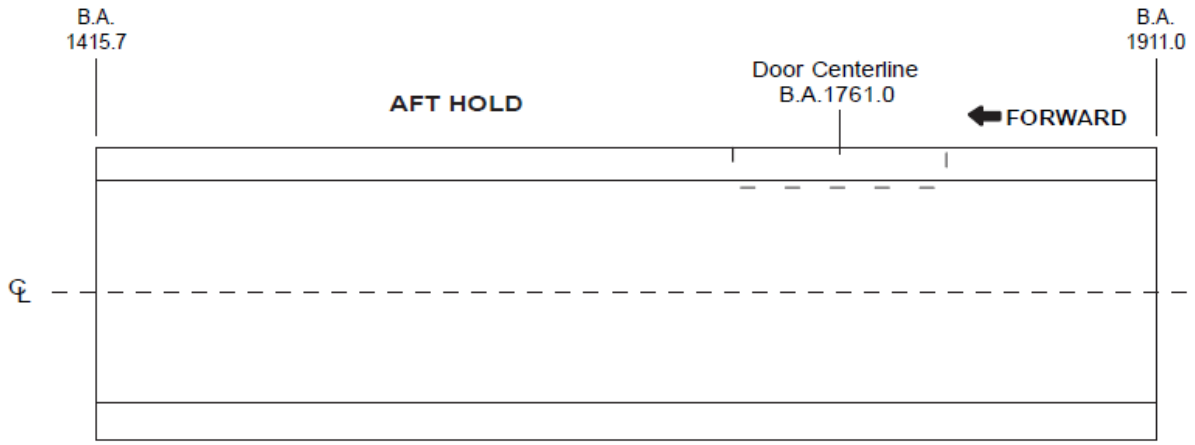
Door dimensions.

The following figure provides the forward cargo door dimensions.

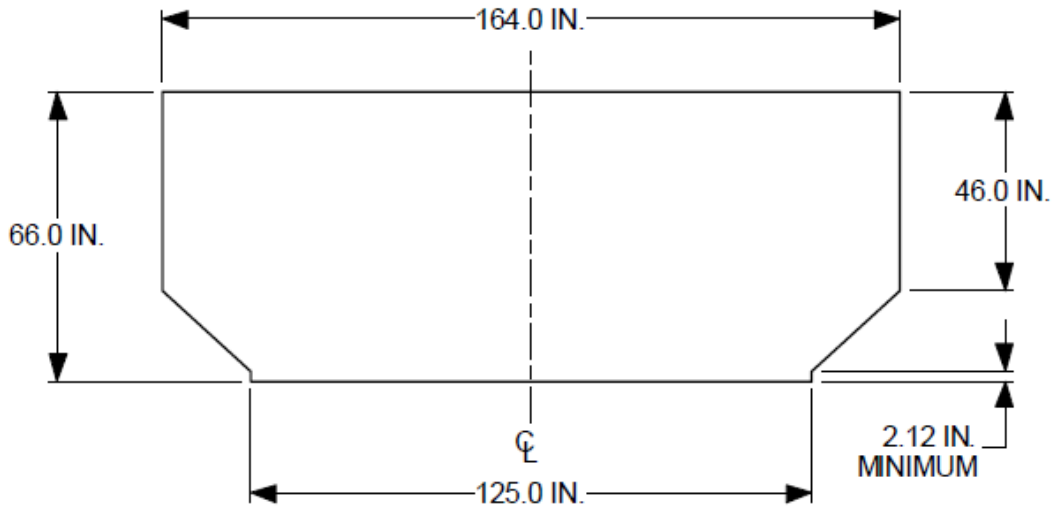


AFT CARGO HOLD

The following figure shows the aft cargo hold boundaries.



The figure below illustrates the cross-section of the aft cargo hold. This cross-section is constant throughout the length of the aft cargo hold, except in the doorway area where the height is 67.0 inches.



Cargo door dimensions and allowable package sizes.

This section provides dimensions of the maximum package sizes which will pass through the aft cargo door opening. The maximum length is restricted by the geometry of the 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 should be determined for each situation. A trial loading is recommended for packages with dimensions close to maximum dimensions indicated in the tables.

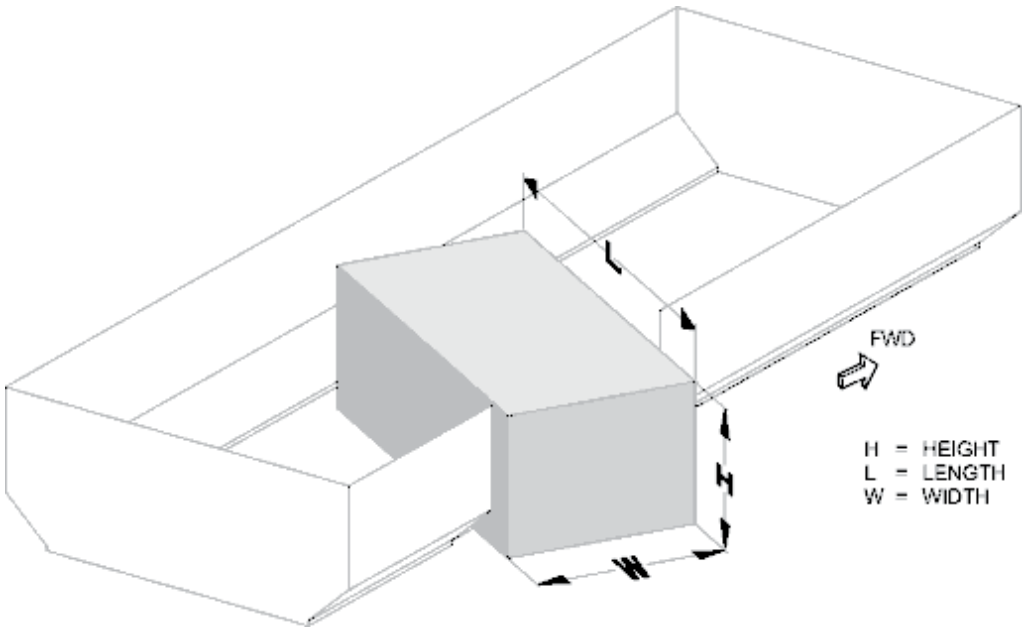
The height dimensions do not include allowances for items increasing package height such as fork lift tyne thicknesses, pallet depths, skid tub heights, etc. Any such devices must be accounted for in the total height.

Bulk cargo is usually carried in the bulk hold. Bulk cargo can also be carried in the aft cargo hold, or as a mix with containerized and palletized loads, provided it:

1. Is loaded on a pallet or equivalent non-combustible surface.
2. Is restrained to prevent shifting onto the floor panels, sloping sidewalls, cargo door liner, or causing a large change in the airplane C.G.
3. Has a 2 inch minimum clearance from the ceiling lights, smoke detectors, and hold liners.
4. Does not exceed the hold's area and longitudinal loading limits
5. the bulk cargo is not of shape or density that could become a hazard to the airplane structure or systems (e.g. dense or piercing items that could become projectiles), otherwise tie down is required.
6. the barrier net at the end of the cargo hold is installed when carrying non-certified ULDs or bulk cargo.
7. the bulk cargo cannot shift in flight and become a hazard when opening the cargo door.

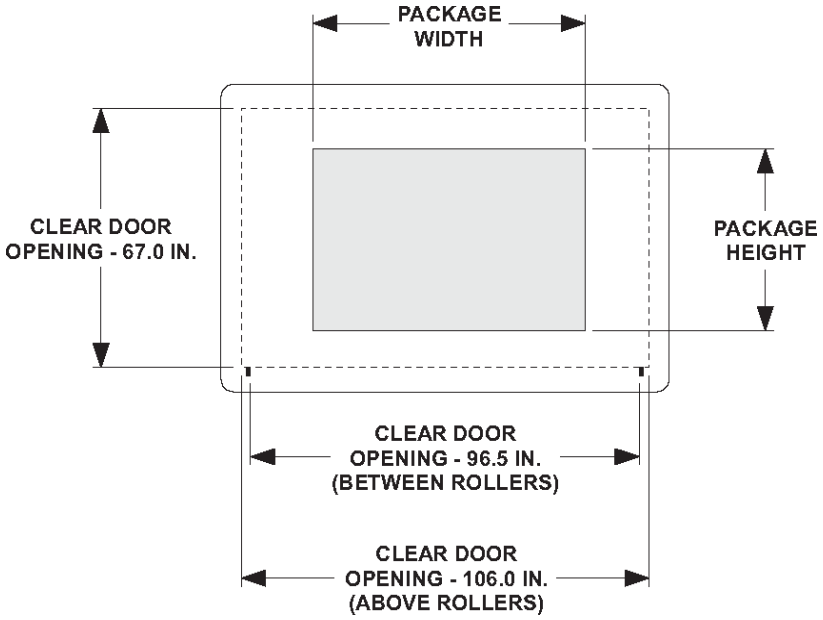
Tiedowns may be required.

Package size illustration
The following illustration shows package dimensioning used in the allowable package size tables.



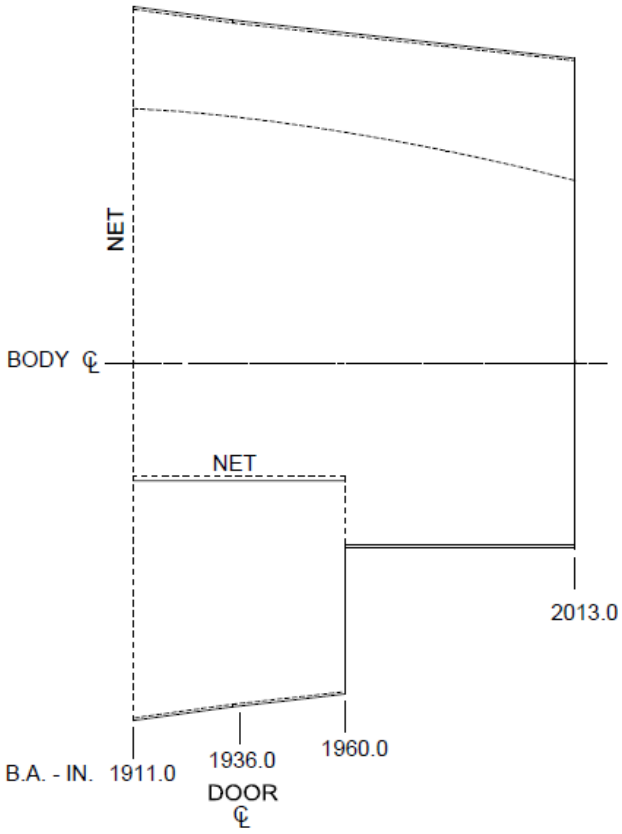
Door dimensions.

The following figure provides the aft cargo door dimensions.

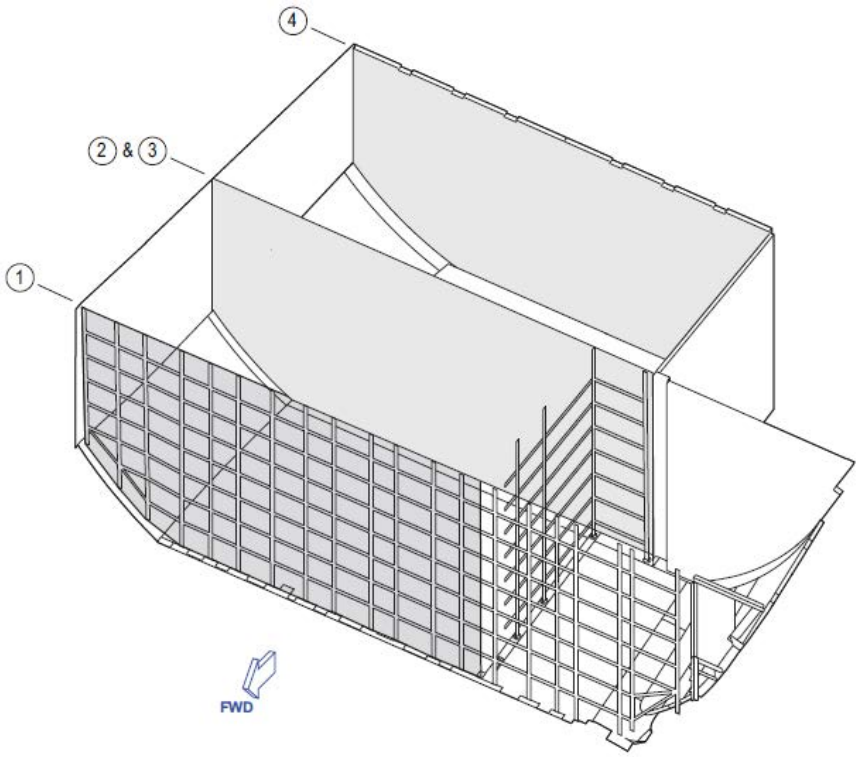


BULK CARGO HOLD

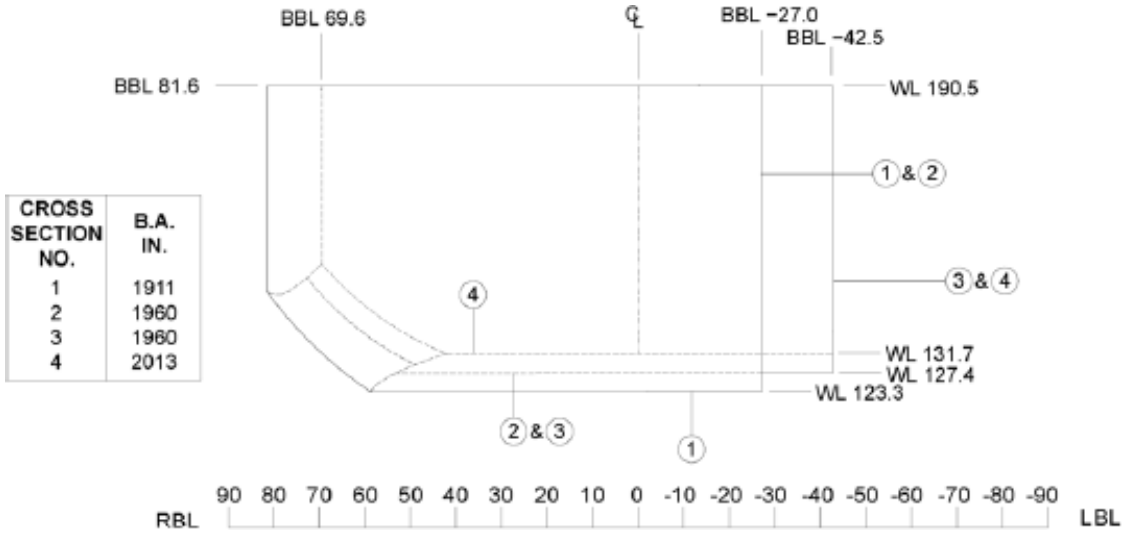
The following figure shows the bulk cargo hold boundaries



The figure below illustrates the general layout of the bulk cargo hold. The numbered labels and shaded panels correspond to the cross-sections that follow the illustration



The following cross-sections for the bulk hold can be used to determine ceiling clearances at various bulk cargo hold balance arms. The relative location of the cross-sectional cut can be determined by correlating the cross- section number to the general layout shown above.



CROSS SECTION NO.	B.A. IN.
1	1911
2	1960
3	1960
4	2013

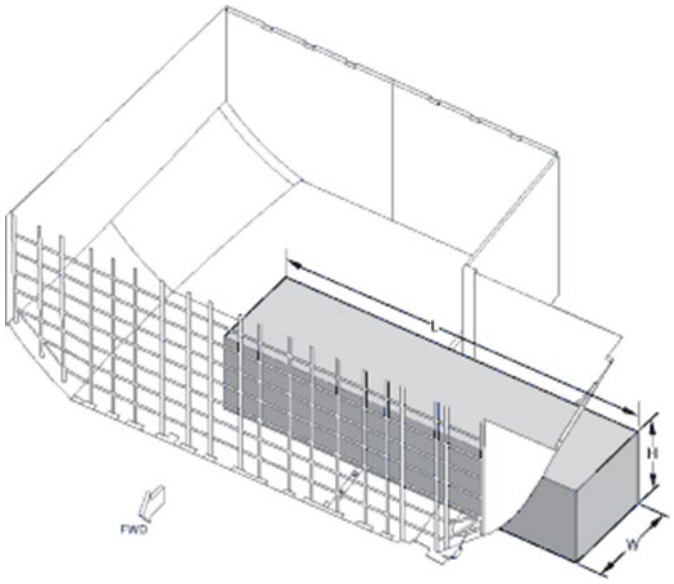
Cargo door dimensions and allowable package sizes.

This section provides dimensions of the maximum package sizes which will pass through the bulk cargo door opening. The maximum length is restricted by the geometry of the hold.

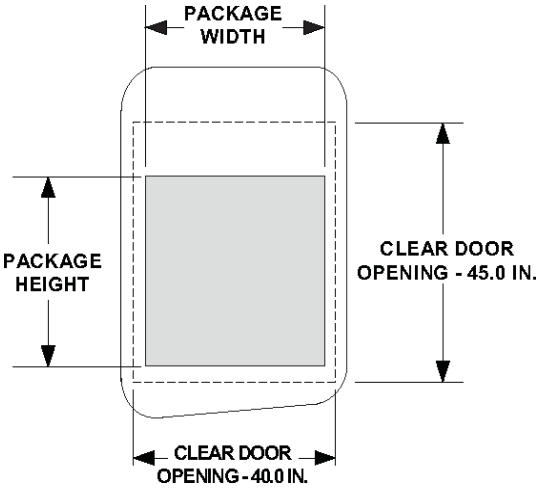
Package sizes are approximate. Tilting, twisting, bending and/or rotating packages through door openings will allow additional lengths in many cases, but should be determined for each situation. A trial loading is recommended for packages with dimensions close to maximum dimensions indicated in the tables.

Allow for a minimum clearance of 2 inches from the ceiling liner, lights, and smoke detectors when loading the bulk hold.

Package size illustration.
The following illustration shows package dimensioning used in the allowable package size tables.



Door dimensions.
The following figure provides the bulk cargo door dimensions.



B787-8 / -9 – ULD characteristics-examples

The external dimensions and lateral positions of Size Code K, L, A and M ULDs on the lower deck are provided in the following illustrations.

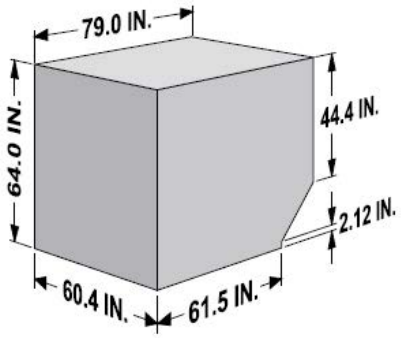
SIZE CODE	COMMON	IATA	BASE DIMS IN (CM)	VOLUME M^3	TARE WEIGHT KG	MAX. GROSS WEIGHT KG
K	LD3	AKE	60.4 x 61.5 (153.4 x 156.2)	4.5	65	1587
L	LD6	ALF	60.4 X 125 (153.4 x 317.5)	8.9	135	3174
	HALF PALLET	PLA		7.9	55	
N	HALF PALLET	PNA	96 x 61,5 (243,8 x 156,2)	6,1	55	2449
A	P1	PAG	88 x 125 (223.5 x 317.5)	11,5	100	4646/5102[1]
		PAJ			90	
M	P6	PMC	96 x 125 (243.8 x 317.5)	12.5	100	5102/5669[2]

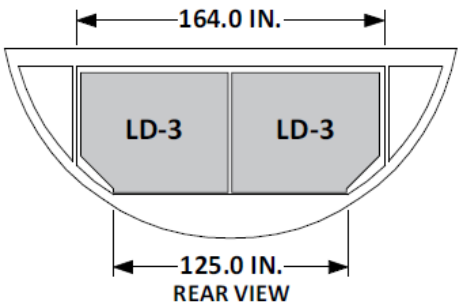
(1) – pos.22P/31P on B787-8 or pos. 23P/31P on B787-9

(2) – pos.22P/31P on B787-8 or pos. 23P/31P on B787-9

Size Code K

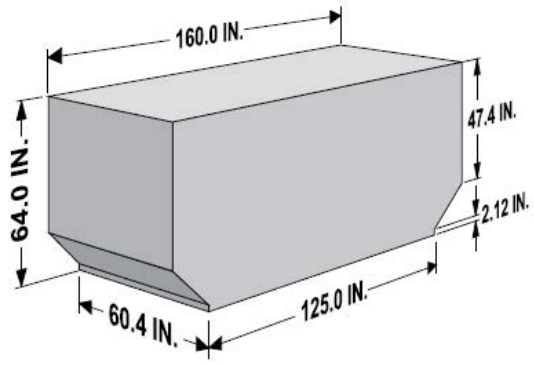
LD-3

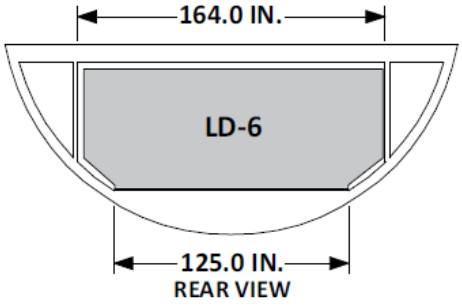




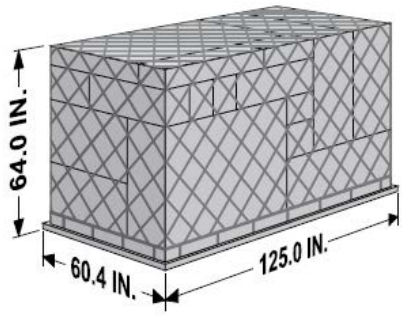
Size Code L

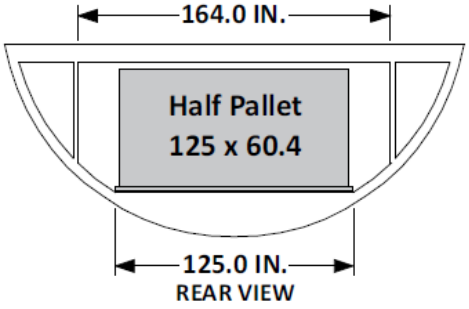
LD-6





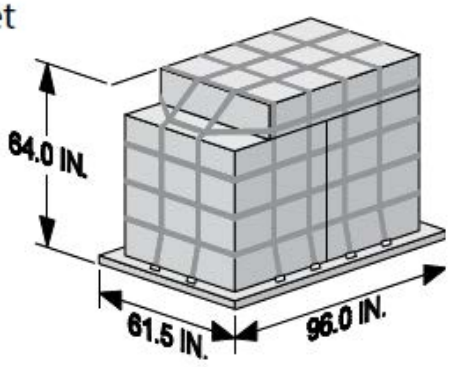
Half Pallet

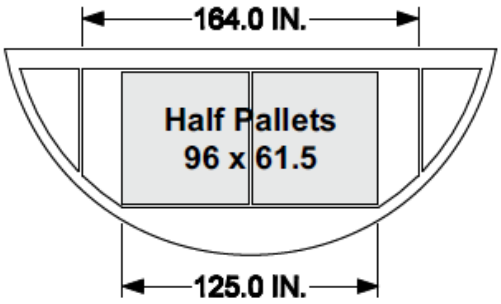




Size Code N

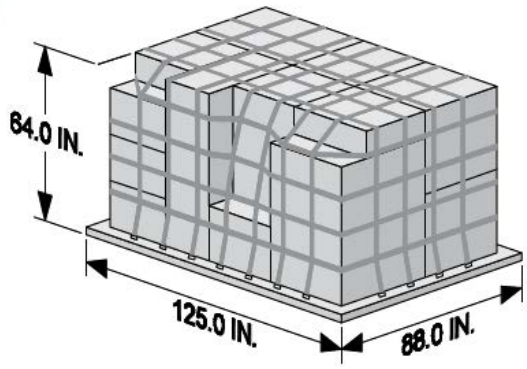
Half Pallet

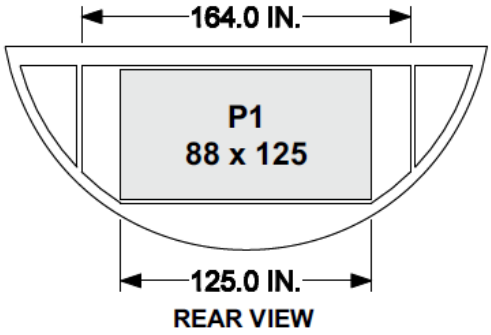




Size Code A

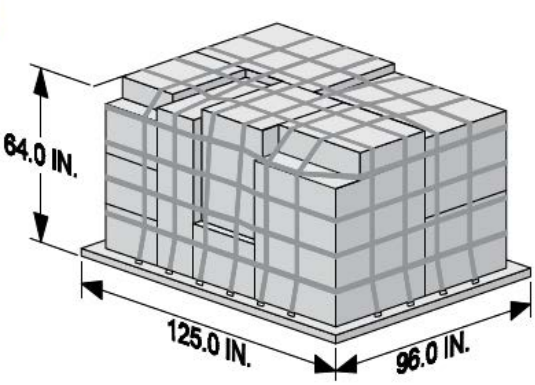
P1

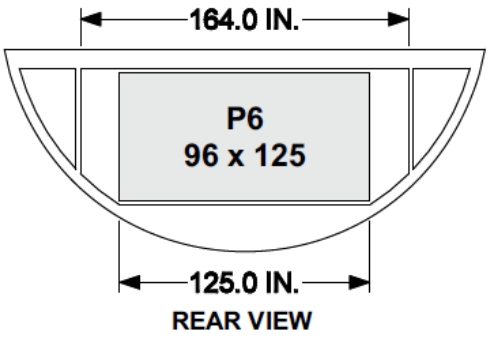




Size Code M

P6

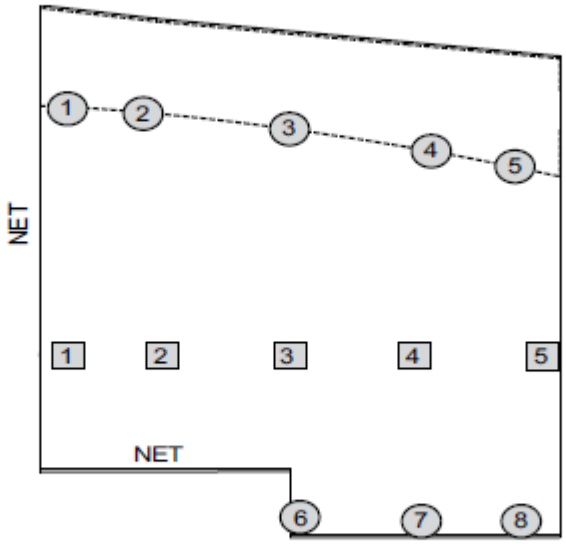




B787-8 – tiedown fitting locations - bulk hold

FITTING LOCATIONS

The following illustration shows the layout of tiedown fittings in the bulk hold.



The following tables provide the locations for each tiedown fitting in the bulk hold.

□	NO.	B.A. IN.	B.B.L. IN.	W.L. IN.
Center Tiedowns	1	1672.4	0.0	123.2
	2	1694.8	0.0	125.1
	3	1718.9	0.0	127.1
	4	1743.9	0.0	129.1
	5	1768.8	0.0	131.2

○	NO.	B.A. IN.	B.B.L. IN.	W.L. IN.
Side Tiedowns	1	1674.6	+59.3	123.4
	2	1694.1	+56.2	125.0
	3	1718.0	+52.8	127.0
	4	1743.1	+47.7	129.1
	5	1768.1	+41.1	131.1
	6[a]	1720.0	-39.2	127.2
	7	1743.2	-41.6	129.1
	8	1768.2	-41.6	131.1

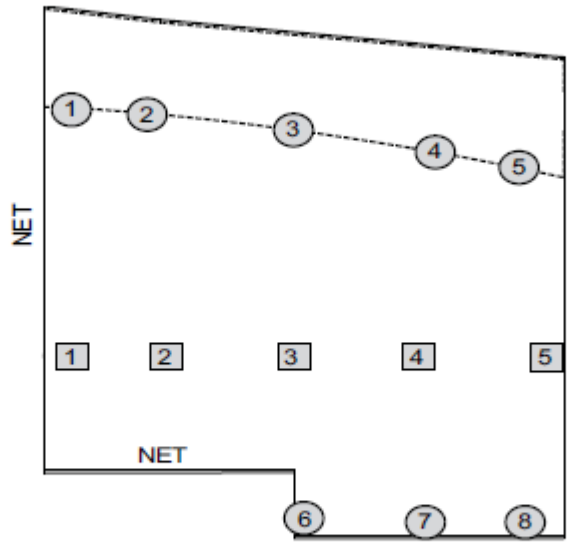
[a] Located between two cargo door net fittings at B.A. 1720.

NOTE Cargo door net fittings are not to be used for cargo tiedown.

B787-9 – tiedown fitting locations - bulk hold

FITTING LOCATIONS

The following illustration shows the layout of tiedown fittings in the bulk hold.



The following tables provide the locations for each tiedown fitting in the bulk hold.

□	NO.	B.A. IN.	B.B.L. IN.	W.L. IN.
Center Tiedowns	1	1912.4	0.0	123.2
	2	1934.8	0.0	125.1
	3	1958.9	0.0	127.1
	4	1983.9	0.0	129.1
	5	2008.8	0.0	131.2

○	NO.	B.A. IN.	B.B.L. IN.	W.L. IN.
Side Tiedowns	1	1914.8	+59.3	123.4
	2	1934.1	+56.2	125.0
	3	1958.0	+52.8	127.0
	4	1983.1	+47.7	129.1
	5	2008.1	+41.1	131.1
	6[a]	1960.0	-39.2	127.2
	7	1983.2	-41.6	129.1
	8	2008.2	-41.6	131.1

[a] Located between two cargo door net fittings at B.A. 1960.

NOTE Cargo door net fittings are not to be used for cargo tiedown.

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3.10 BASIC LOADING PRINCIPLES

	Remarks
1.	Proper loading of an aircraft must guarantee that: ⇒ Centre of Gravity position is within limits, ⇒ all load on an aircraft is correctly secured to prevent any movement because of accelerations imposed on it by the movement of the aircraft on the ground and in the air, ⇒ all requirements concerning package dimensions, area limitations and linear limitations are met.
2.	• In the case of carrying piece of cargo which weight exceeds area limitations (maximum floor loading), it is necessary to calculate the area of spreader to be used, to decrease the weight of the load pressing upon an area of the compartment floor. • The above is applied in bulk compartments.
3.	• On containerized aircraft the load is carried on pallets, containers i.e. ULD (UNIT LOAD DEVICES). The manufacturer determines ULD types certified to be used on a type of aircraft. • The containers have certain structural limits which must not be exceeded and characteristic data as: tare weight, dimensions, volume. They must be positioned in their allocated places and safely locked against any moving.
4.	The manufacturer, comparing the size of a piece of cargo with size of door openings, provides maximum package chart to establish that the package can be accommodated in the compartment as well as pass through the door opening.
5.	Restricted articles because of their inherent characteristics (radioactive, flammable materials, dry ice, poison etc.) may be carried on the board of an aircraft only under condition that IATA Dangerous Goods Regulations are strictly adhered to.
6.	When loading an aircraft following conditions must be taken into consideration: ⇒ load destined for the various stations en route must be easily accessible, loaded in the reverse order of destination, ⇒ load for the same destination should preferably be stowed in the same hold, ⇒ baggage should be loaded last so that it is available for offload first at its destination, ⇒ business passenger baggage should be equipped with appropriate baggage tags and loaded separately.

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3.11 PACKAGE MAXIMUM SIZE DIMENSIONS

	Remarks
	The tables below show approximate package size dimensions, which will pass through the cargo door openings. Individual tables are presented for heavy and light packages.
Heavy packages	• Refer to those that require the use of a fork lift or other loading device to manoeuvre them through the door. • The package length is restricted by the inward curve of the cargo hold sidewall liner opposite the door. • It is assumed that the packages are loaded in an upright position and cannot be elevated to clear this interference.
Light packages	• refer to those which may be loaded by hand and can be elevated to clear the inward curve of the cargo sidewall liner opposite the door. • Tilting, twisting, bending and/or rotating packages through door openings will allow additional lengths in some cases. • Dimensions shown in the tables below apply to packages that are loaded first to the empty holds. • For packages which dimensions are close to maximum permitted, the check of on loading is required.
NOTE:	**Dimensions of packages are determined in centimetres.**

3.11.1 ERJ 170–100 and ERJ 170-200

The following tables show packages dimensions which pass through the cargo compartments doors without interference with airplane fuselage or cargo compartments interior.

Enter the package width and height and read the maximum package length that can be stowed in the cargo compartment

NOTE: Packages with dimensions (width and height) not covered by the table may fit in the cargo compartment.
Respect to the weight capacity, maximum load distribution and clearance to the compartment ceiling is mandatory.

FORWARD CARGO COMPARTMENT /No 1 + 2/

Width [cm]	13	25	38	51	64	76	89	102
Height [cm]	Length [cm]							
13	400	400	340	300	280	270	220	200
20	380	360	320	290	280	240	220	200
25	375	360	320	290	260	230	200	170
33	365	355	310	280	260	230	200	170
41	360	350	310	280	240	210	190	160
48	360	350	300	270	240	210	170	150
56	340	320	260	215	180	170	150	130
64	300	240	200	180	170	150	130	130
71	230	210	160	150	140	140	130	120

AFT CARGO COMPARTMENT /No 3 + 4/

Width [cm]	13	25	38	51	64	76	89	102
Height [cm]	Length [cm]							
13	320	320	320	300	195	185	185	180
20	310	310	310	295	190	180	180	168
25	310	310	310	270	190	180	180	162
33	310	310	310	243	190	180	162	157
41	250	250	240	220	155	150	150	149
48	235	235	230	200	155	150	150	145
56	220	220	210	200	150	145	143	141

3.11.2 ERJ 190 -100 / ERJ 190 -200 / E195-E2

The following tables show packages dimensions which pass through the cargo compartments doors without interference with airplane fuselage or cargo compartments interior.

Enter the package width and height and read the maximum package length that can be stowed in the cargo compartment

NOTE: Packages with dimensions (width and height) not covered by the table may fit in the cargo compartment.
Respect to the weight capacity, maximum load distribution and clearance to the compartment ceiling is mandatory.

FORWARD CARGO COMPARTMENT /No 1 + 2/

Width [cm]	13	25	38	51	64	76	89	102
Height [cm]	Length [cm]							
13	570	570	366	311	280	270	220	200
20	516	453	354	300	280	240	220	200
25	510	448	348	290	260	230	200	170
33	505	416	340	280	260	230	200	170
41	500	410	310	280	240	210	190	160
48	495	400	300	270	240	210	170	150
56	483	396	294	215	180	170	150	130
64	344	256	221	180	170	150	130	130
71	302	250	215	150	140	140	130	120

AFT CARGO COMPARTMENT /No 3 + 4/

Width [cm]	13	25	38	51	64	76	89	102
Heigh [cm]t	Length [cm]							
13	470	450	420	380	350	300	250	210
20	470	380	340	319	250	230	190	179
25	470	360	320	293	230	210	170	162
33	460	350	290	257	210	200	163	159
41	450	340	280	240	210	200	155	154
48	450	340	280	235	200	195	150	149
56	400	340	270	230	200	195	145	145

3.11.3 B737-800 / -86N/ -8

FORWARD CARGO COMPARTMENT - Heavy packages lift assisted

The following table is applicable for packages loaded aft from the forward cargo door.

Width [cm]	13	25	38	51	64	76	89	102	114	122
Height [cm]	Length [cm]									
13	396	305	267	239	213	188	163	137	127	114
25	333	295	264	239	213	188	163	137	127	114
30	328	292	264	239	213	188	163	137	127	114
36	323	290	264	239	213	188	163	137	127	114
41	320	290	264	239	213	188	163	137	127	114
46	318	290	264	239	213	188	163	137	127	114
51	318	290	264	239	213	188	163	137	127	114
56	315	290	264	239	213	188	163	137	127	114
61	315	290	264	239	213	188	163	137	127	114
66	315	290	264	239	213	188	163	137	127	114
71	315	290	264	239	213	188	163	137	127	114
76	315	290	264	239	213	188	163	137	127	114
81	315	290	264	239	213	188	163	137	127	114
86	315	290	264	239	213	188	163	137	127	114

FORWARD CARGO COMPARTMENT - Light packages hand maneuvered [a]

The following table is applicable for packages loaded aft from the forward cargo door.

Width [cm]	13	25	38	51	64	76	89	102	114	122
Height [cm]	Length [cm]									
13	711	701	693	615	521	452	401	361	330	295
25	704	696	635	533	460	404	361	328	300	284
30	704	693	592	500	434	384	343	312	287	279
36	699	678	559	478	429	368	330	302	279	272
41	696	627	523	450	401	353	318	290	269	262
46	693	579	490	424	373	335	302	279	259	254
51	645	533	457	399	353	318	290	267	249	244
56	587	493	424	373	333	300	274	254	239	231
61	533	450	391	348	310	282	257	239	226	221
66	478	409	361	320	287	262	239	224	211	206
71	427	373	315	295	267	241	224	208	196	193
76	381	333	297	267	241	221	203	188	180	175
81	333	295	264	239	216	196	180	168	160	157
86	284	254	229	206	185	170	155	145	137	135

[a] Package length is limited to a maximum of 205 inches when transverse cargo nets are installed.

AFT CARGO COMPARTMENT - Heavy packages lift assisted

The following table is applicable for packages loaded forward from the aft cargo door .

Width [cm]	13	25	38	51	64	76	89	102	114	122
Height [cm]	Length [cm]									
13	417	330	274	234	208	183	157	132	109	109
25	351	297	262	234	208	183	157	132	109	109
30	328	287	259	234	208	183	157	132	109	109
36	323	284	259	234	208	183	157	132	109	109
41	318	284	259	234	208	183	157	132	109	109
46	315	284	259	234	208	183	157	132	109	109
51	312	284	259	234	208	183	157	132	109	109
56	310	284	259	234	208	183	157	132	109	109
61	310	284	259	234	208	183	157	132	109	109
66	310	284	259	234	208	183	157	132	109	109
71	310	284	259	234	208	183	157	132	109	109
76	310	284	259	234	208	183	157	132	109	109
79	310	284	259	234	208	183	157	132	109	109
81	251	226	201	178	152	124				
86	178	152								

AFT CARGO COMPARTMENT – Light packages hand maneuvered [a]

The following table is applicable for packages loaded forward from the aft cargo door.

Width [cm]	13	25	38	51	64	76	89	102	114	122
Height [cm]	Length [cm]									
13	876	864	856	681	561	478	414	366	333	305
25	871	861	693	574	483	422	376	338	310	279
30	866	859	643	538	462	406	363	330	302	272
36	864	744	605	511	442	389	340	307	282	264
41	861	673	559	478	417	363	325	295	269	254
46	859	615	523	447	394	343	310	282	259	246
51	699	572	485	422	373	325	295	267	246	234
56	627	523	450	386	340	305	274	251	234	224
61	579	480	411	361	320	287	259	236	221	208
66	511	434	376	330	295	264	239	218	203	193
71	447	386	338	300	267	239	216	198	185	178
76	406	356	312	279	251	226	206	191	178	170
81	315	274	236	208	183	163	145	132	124	124
86	226	196	168	147	132	[b]	[b]	[b]	[b]	[b]

[a] Package length is limited to a maximum of 277 inches when transverse cargo nets are installed

[b] Any length package will require tilting to clear compartment taper.

3.11.4 B787-8 / -9

Allowable package sizes.

FORWARD HOLD ALLOWABLE PACKAGE SIZES										
HEIGHT [CM]	WIDTH [CM]									
	25	51	76	102	127	152	178	203	229	259
	LENGTH [CM]									
163	744	693	643	592	541	490	437	386	330	
152	792	739	688	638	587	536	483	432	378	338
140	833	782	732	681	627	577	523	470	417	371
127	871	820	767	716	665	612	559	505	450	399
114	881	831	777	726	673	622	569	516	460	406
102	881	831	777	726	673	622	569	516	460	406
89	881	831	777	726	673	622	569	516	460	406
76	881	831	777	726	673	622	569	516	460	406
64	881	831	777	726	673	622	569	516	460	406
51	881	831	777	726	673	622	569	516	460	406
38	881	831	777	726	673	622	569	516	460	406
25	881	831	777	726	673	622	569	516	460	406
13	881	831	777	726	673	622	569	516	460	406

AFT HOLD ALLOWABLE PACKAGE SIZES										
HEIGHT [CM]	WIDTH [CM]									
	25	51	76	102	127	152	178	203	229	259
	LENGTH [CM]									
163	744	693	643	592	541	490	437	386	330	
152	792	739	688	638	587	536	483	432	378	338
140	833	782	732	681	627	577	523	470	417	371
127	871	820	767	716	665	612	559	505	450	399
114	881	831	777	726	673	622	569	516	460	406
102	881	831	777	726	673	622	569	516	460	406
89	881	831	777	726	673	622	569	516	460	406
76	881	831	777	726	673	622	569	516	460	406
64	881	831	777	726	673	622	569	516	460	406
51	881	831	777	726	673	622	569	516	460	406
38	881	831	777	726	673	622	569	516	460	406
25	881	831	777	726	673	622	569	516	460	406
13	881	831	777	726	673	622	569	516	460	406

BULK HOLD ALLOWABLE PACKAGE SIZES							
HEIGHT [CM]	WIDTH [CM]						
	13	25	38	51	64	76	89
	LENGTH [CM]						
112	305	305	292	279	267	254	241
102	318	305	292	279	267	254	241
91	318	305	292	279	267	254	241
81	318	305	292	279	267	267	241
71	330	318	305	292	279	267	254
61	330	318	305	292	279	267	254
51	330	318	318	305	292	279	267
41	343	330	318	305	292	279	267
30	343	343	330	318	305	292	279
20	356	343	330	318	305	305	292
10	368	356	343	330	318	305	292

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3.12 LIVE ANIMALS CARRIAGE

3.12.1 General rules

	Remarks
1.	There is no ventilation at all on the ground, or when flying unpressurized in the cargo compartments, so for the comfort and safety of the animal cargo it is important to minimize ground and taxi time.
2.	Animals should be loaded last and unloaded first.
3.	Luggage and other objects reduce the air available for animals to breath and therefore must be taken into account in estimates of compartment air volume.
4.	For safe transport of animal cargo in compartments it is important to determine the maximum number of hours that the cargo can remain in the compartments due to carbon dioxide concentration and cargo compartment temperature and humidity.
5.	When the flight arrives at its destination and at intermediate stops, the cargo door should be immediately open to ventilate the compartments, and then check the condition of the animals.
6.	• Containers for animal shall have ample ventilation holes. • The stacking arrangement of animal containers shall allow air circulation around and through the containers. • Additionally, dry ice, a frozen form of carbon dioxide used for refrigeration of cargo, shall never be loaded in the same compartment with live animals, as this can quickly produce dangerous concentrations of carbon dioxide in the air
7.	Use a container that is escape-proof, leak-proof and of a proper size.
8.	Animals containers should be loaded at least 15 mm above the floor of the compartments to prevent excessive chilling, and container sides should be at least 10 cm from the other baggage to maximize ventilation.
9.	Animals containers must be securely attached to the compartment to prevent shifting.
10.	Other cargo should be restrained to prevent it from shifting and crushing the animal containers.
11.	Never use the baggage chute to deliver an animal.
12.	**Sick animals or animals in poor condition must not be loaded.**

3.12.2 ERJ 170- 100/ -200 / ERJ 190 -100/-200 / E195-E2

CAUTION

Due to lack of Fwd Cargo Compartment Ventilation live animals carriage is PROHIBITED on
ERJ190-200AR (registrations **SP-LNG/ -LNH/ -LNI/ -LNK/ -LNL/ -LNM/ -LNN/ -LNQ**)
ERJ190-100AR (registrations **SP-LME/ -LMF**)
E195-E2 (registrations **SP-LEA/ -LEB/ -LEC**)

	Remarks
1.	Forward cargo compartment has ventilation system installed, but no dedicated temperature control is available for it.
2.	The air flowing from passenger cabin heats the FWD cargo compartment, providing proper conditions for live animal carriage.

The maximum and minimum shipment temperature (OAT) allowed to carry animals must be observed as in the table below:

ON GROUND TEMPERATURE LIMITATION OUTSIDE AIR TEMPERATURE DURING LOADING (OAT)		
LOAD	MIN. TEMPERATURE	MAX. TEMPERATURE
0 to Half Load	-7^{0}C	35^{0}C
Half Load to Full Load	-7^{0}C	30^{0}C

The minimum in flight temperature (SAT) allowed to carry animals is presented in the table below:

INFLIGHT TEMPERATURE LIMITATION STATIC AIR TEMPERATURE (SAT)		
LOAD	BLOCK TIME MAX 2 H. MIN. TEMPERATURE	BLOCK TIME MORE THAN 2 H MIN. TEMPERATURE
0 to 1/3 Part Load	-65^{0}C	-34^{0}C
1/3 to 2/3 Part Load		-40^{0}C
2/3 to Full Load		-54^{0}C

This information is not meant to ramp personnel, it is only for the pilot, who must know the maximum flight times versus load weight and outside temperature.

Even though the cargo compartment is climatized and ventilated, there is heat loss, then the maximum times must be complied with.

The volume of luggage placed in the cargo compartment does not affects the quantity of animals, as described in the AOM.
The amount of fresh airflow stays the same, as the quantity of air designated for ventilation does not alter.
The temperature of the environment tends to be even better, as the volume to be ventilated decreases with the increase of luggage. It is necessary to respect common sense and not let too many animals to be loaded together

MAXIMUM SAFE ANIMAL LOADING ACCORDING TO CONDITIONS ABOVE ARE:

Dogs and cats

The temperature limits for these animals are within 10^0C to 30^0C range. Considering this and the humidity and CO_2 generation by animal metabolism, the number of animals as function of animal weight are stated in the table below:

Dog and Cat	
Weight [kg]	Load limitation [1]
1	140
5	36
10	18
25	8
50	4

[1] volume capacity is not taken into account herein

Small Birds

Small Birds weight [kg]	Load limitation [1]
0.03	4500
0.1	1500
0.3	500
1	160
2.5	80

[1] volume capacity is not taken into account herein.

3.12.3 B737 -800 / -86N / -8

The forward and aft compartments both have advantages for carrying animals. The warmest temperatures will occur in the forward end of the forward compartment, so it is the recommended location for transport of cold- sensitive animals. However, large animal loads may be better accommodated in the higher-volume aft compartment. The aft compartments is also preferred for odorous cargo, as there is a lower chance of odors reaching the passenger cabin from that location. The aft compartment is cooler and may be slightly better for animal transport in hot weather.

Tables below give the maximum loadings recommended for the 737 cargo compartments for different species of animals. The tables also include generic weight limits based on individual animal weight that may be used for animal species that are not specifically listed. The tables assume that the cargo compartment is empty and unmodified. If other luggage or compartment design modifications are present, the animal load limits should be reduced in proportion to the compartment space taken by the luggage/modifications. For example, if 25% of the compartment is filled with luggage or an auxiliary fuel tank, the animal load limits should be reduced by 25%.

737-800 / -86N / -8 Forward Compartment

Animal Type	Individual Animal weight (Kg.)	Maximum Animal Load (Kg.) (empty cargo compartment)*			
		Flight Length (Hours)			
		1	2	3	4 or more
Baby Chicks	0.05	113	110	74	55
Chickens	1	225	221	147	110
Small Birds	0.02	23	22	15	11
Large Birds	2	300	294	196	147
Monkeys	10	450	441	294	221
Small dogs	5	225	221	147	110
Medium Dogs	15	300	294	196	147
Large Dogs	50	500	490	327	245
Domestic Cats	4	180	176	118	88
Sheep	50	500	490	327	245
Other Animals (by animal weight)	0.1	30	29	20	15
	0.2	45	44	29	22
	0.5	64	63	42	32
	1	90	88	59	44
	2	113	110	74	55
	5	150	147	98	74
	10	225	221	147	110
	20	265	259	173	130
	50	409	401	267	201
	100	563	551	368	276
	200	750	735	490	368

(*) Reduce loading by 25% if compartment is 25% full of baggage; reduce loading by 50% if compartment is 50% full of baggage, etc.

737-800 / -86N / -8 Aft Compartment

Animal Type	Individual Animal weight (Kg.)	Maximum Animal Load (Kg.) (empty cargo compartment)*			
		Flight Length (Hours)			
		1	2	3	4 or more
Baby Chicks	0.05	163	151	100	75
Chickens	1	325	301	201	151
Small Birds	0.02	33	30	20	15
Large Birds	2	433	401	268	201
Monkeys	10	650	602	401	301
Small dogs	5	325	301	201	151
Medium Dogs	15	433	401	268	201
Large Dogs	50	722	669	446	334
Domestic Cats	4	260	241	161	120
Sheep	50	722	669	446	334
Other Animals (by animal weight)	0.1	43	40	27	20
	0.2	65	60	40	30
	0.5	93	86	57	43
	1	130	120	80	60
	2	163	151	100	75
	5	217	201	134	100
	10	325	301	201	151
	20	382	354	236	177
	50	591	547	365	274
	100	813	753	502	376
	200	1083	1003	669	502

(*) Reduce loading by 25% if compartment is 25% full of baggage; reduce loading by 50% if compartment is 50% full of baggage, etc.

3.12.4 B787-8 / -9

The Boeing 787 has a heating and ventilation system for the forward, aft and bulk cargo compartments, as well as a dedicated forward cargo exhaust system for odor control. In addition, Forward Cargo Air Conditioning system (FCAC) is available. Air conditioning is not available for either the aft or bulk compartments.

The cargo ventilation airflows and temperature control are summarized in table below:

Cargo Ventilation Summary		
Compartment	Air flow from cabin [cu.m / min]	Temperature Control point (deg C)
Forward with FCAC selected ON	34.0	4-27
Forward with FCAC selected OFF	34.0	None
Aft	22.7*	None
Bulk	3.5	21
*to bilge All other flows are to the sidewall nozzles (after L/N 90). Prior to L/N 90, the forward compartment sidewall nozzles get 17 cu.m / min.		

The warmest temperatures will occur in the forward compartment, so it is the recommended location for transport of cold-sensitive animals

The forward, aft and bulk actual temperatures are shown on the Air Synoptic Page along with the forward and bulk target temperatures. The target temperature is shown first followed by the actual temperature. Since the aft compartment temperature is not controlled, there is no target temperature shown. With FCAC, the forward target temperature is blanked out when FCAC is selected OFF, but the actual temperature will be displayed. The displayed forward and bulk temperatures are the average of the two compartment temperature sensors. Aft cargo temperature indication is provided by temperature measurement function of the smoke detectors. The average temperature at all the smoke detectors is used.

Refer to Boeing document D624Z003-01 “Live Animal Carriage in 787 Cargo Compartments” for details

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3.13 EFFECT OF COG POSITION ON FUEL CONSUMPTION

	Remarks	
Policy	• The table below shows, for LOT Polish Airlines' aircraft, the IDEAL TRIM VALUES expressed in %MACZFW which need be achieved, whenever possible, for fuel saving purposes. • It is recommended to distribute the load in such a way that the Centre of Gravity position at Zero Fuel Weight (%MACZFW) is in range shown below.	
	Type of aircraft	**MACZFW [%]**
	ERJ 170-100	19% - 22%
	ERJ 170-200	20% - 23%
	ERJ 190-100/-200	22% - 26%
	E195-E2	30% - 34%
	B787-8 / -9	27% - 30%
	B737-800 / -8	24% - 28%

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3.14 TOWING AND TIPPING LIMITATIONS

3.14.1 ERJ 170-100/-200 and ERJ 190-100/-200

The aft tipping limit is at 56.0% CG, which corresponds to the CG of the main landing gear wheel axle position measured from airplane datum. From CG positions greater than this, tipping is expected. The minimum recommended static margin (difference between the aft tipping limit and the airplane CG) is 5%.

To avoid the occurrence of airplane tail tipping, it is recommended :

- to have assigned seats avoiding a concentrated passengers distribution. However, if it is detected a tendency of passengers concentration forward or aft, the crew shall move the passengers in order to allow for a better distribution along the cabin.
- the forward cargo compartment should begin to be loaded before the aft cargo compartment, while the aft cargo compartment should begin to be unloaded before the forward cargo compartment.

3.14.2 E195-E2

For loading purposes, the AFT CG limit is at 63.7% MAC, which corresponds to the position of the main landing gear wheel axle. For CG positions greater than 63.7% MAC, tipping is expected. The minimum recommended static margin (difference between the AFT tipping limit and the airplane CG) is 5%, the recommended AFT CG limit is at 58.7%.

To avoid the occurrence of airplane tail tipping, it is recommended :

- to have assigned seats avoiding a concentrated passengers distribution. However, if it is detected a tendency of passengers concentration forward or aft, the crew shall move the passengers in order to allow for a better distribution along the cabin.
- the forward cargo compartment should begin to be loaded before the aft cargo compartment, while the aft cargo compartment should begin to be unloaded before the forward cargo compartment.

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3.14.3 B737-800 / -86N

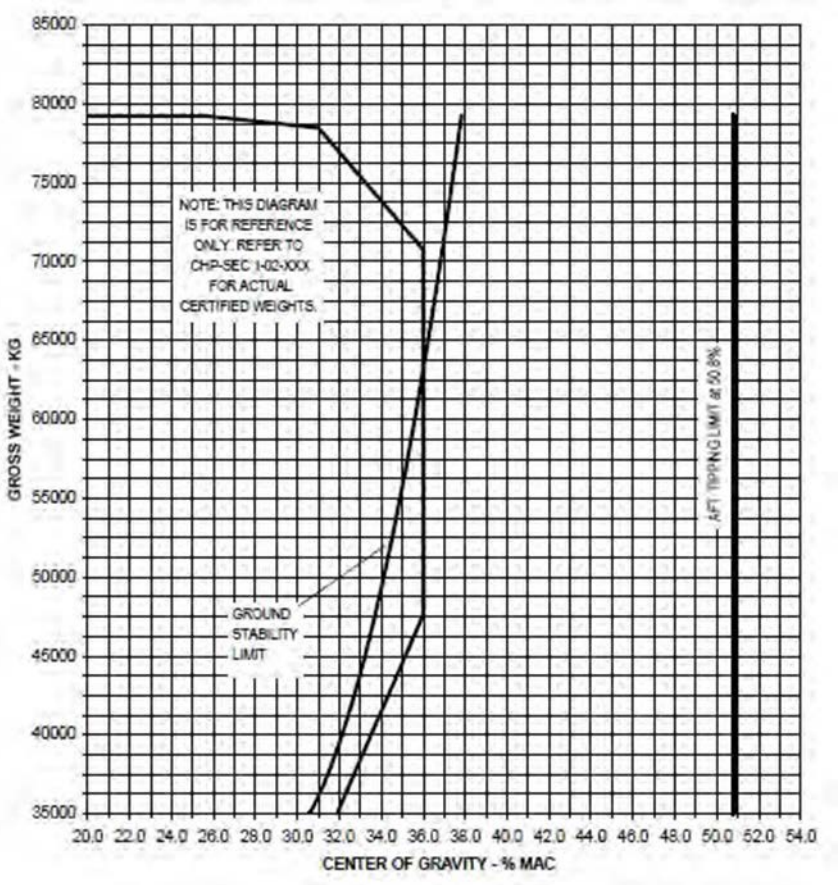
Tipping is generally not a concern for 737-800 airplanes if good judgement is exercised in maintaining airplane stability during ground operations. Effects of towing and ground operations on the airplane center of gravity must be taken into account. The absolute tipping limit for the 737-800 airplane 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 headwind.

By ensuring that the airplane center of gravity during towing is more forward than the ground stability limit a tipping situation will be avoided.





Warning!

During unloading / disembarkation It is forbidden:

- *To unload forward cargo hold (compartments 1 and 2) before the aft cargo hold (compartments 3 and 4) is fully unloaded;*

It is recommended:

- *Whenever possible, if both forward and aft doors are in use to start disembarkation through aft door first*
- *To invite passengers to seat or remain seated in the forward part of the cabin*

During loading / embarkation It is recommended:

- *To load at least 30% of the deadload mass into fwd hold and rest of the deadload mass into aft hold*
- *Always load the forward hold first.*
- *If both forward and aft doors are in use to start boarding through forward door first.*

3.14.4 B737-8

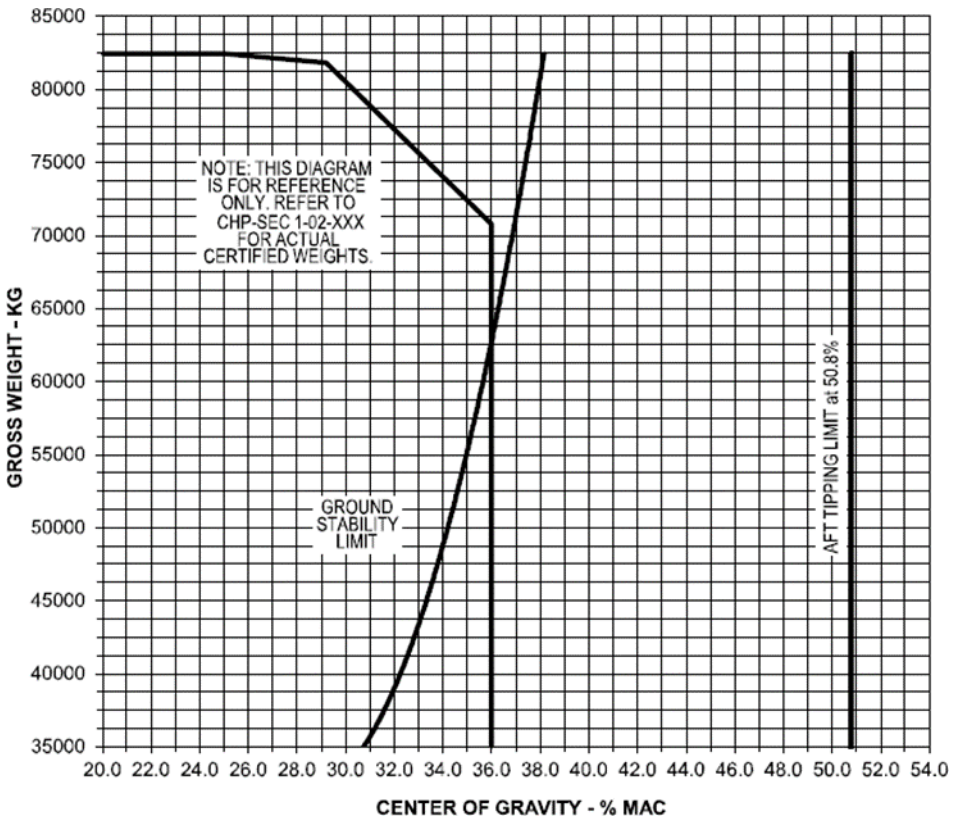
Tipping is generally not a concern for 737-8 airplanes if good judgement is exercised in maintaining airplane stability during ground operations. Effects of towing and ground operations on the airplane center of gravity must be taken into account. The absolute tipping limit for the 737-8 airplane is 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 headwind.

By ensuring that the airplane center of gravity during towing is more forward than the ground stability limit a tipping situation will be avoided





Warning!

During unloading / disembarkation It is forbidden:

- *To unload forward cargo hold (compartments 1 and 2) before the aft cargo hold (compartments 3 and 4) is fully unloaded;*

It is recommended:

- *Whenever possible, if both forward and aft doors are in use to start disembarkation through aft door first*
- *To invite passengers to seat or remain seated in the forward part of the cabin*

During loading / embarkation It is recommended:

- *To load at least 30% of the deadload mass into fwd hold and rest of the deadload mass into aft hold*
- *Always load the forward hold first.*
- *If both forward and aft doors are in use to start boarding through forward door first.*

3.14.5 B787-8

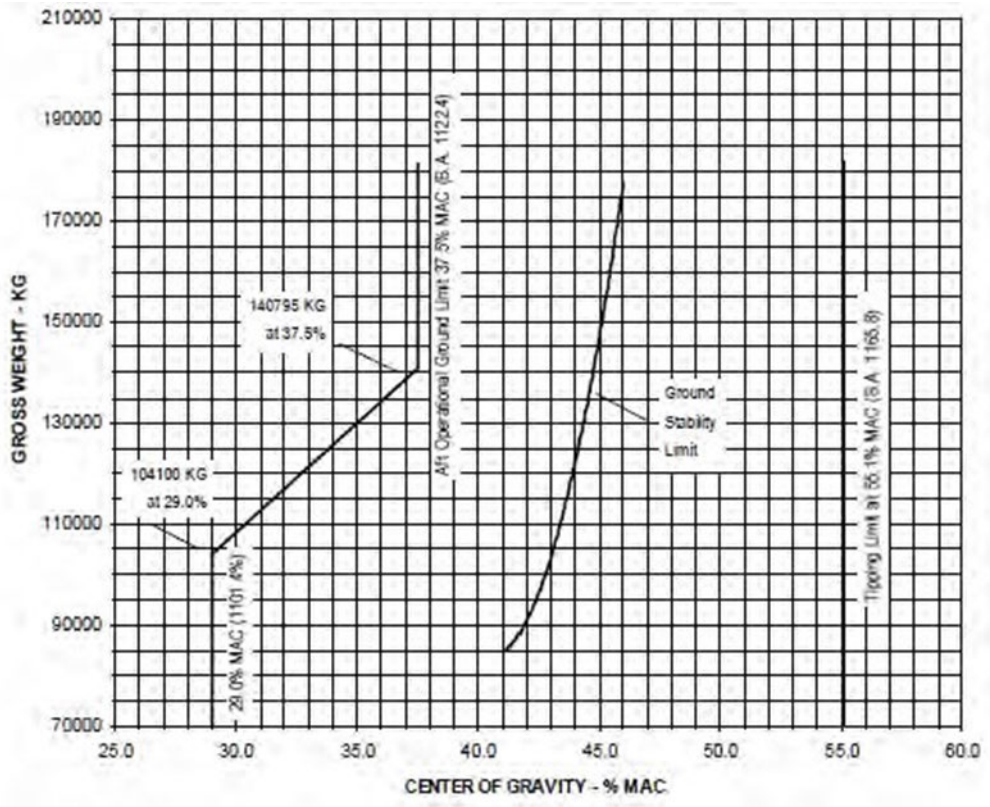
Tipping is generally not a concern for 787-8 airplanes if good judgement is exercised in maintaining airplane stability during ground operations. Effects of towing and ground operations on the airplane center of gravity must be taken into account. The absolute tipping limit for the 787-8 airplane is at 55.1% 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,
- Snow Loads,
- Wind Loads.

The ground stability limit takes into account the effects of the following:

- 3% Ramp slope,
- Towing forces,
- 35 knot headwind.

By ensuring that the airplane center of gravity during towing is more forward than the ground stability limit, a tipping situation will be avoided. See the Maintenance Manual for towing procedures and ground stability limits during maintenance



3.14.6 B787-9

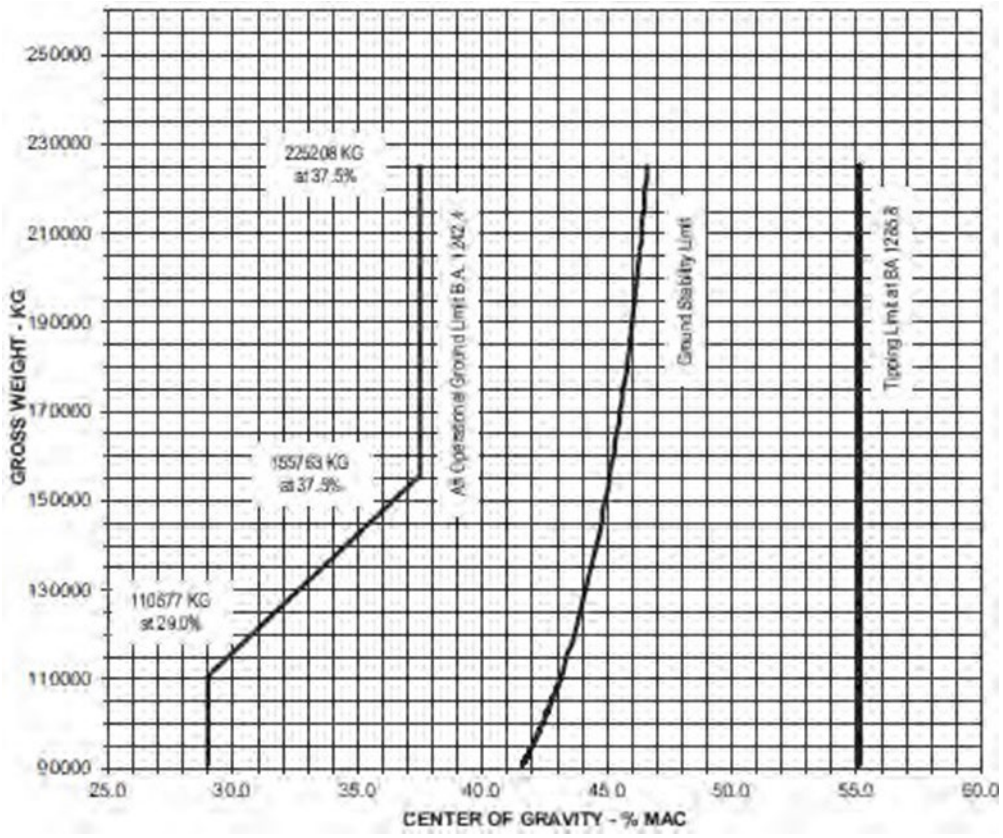
Tipping is generally not a concern for 787-9 airplanes if good judgement is exercised in maintaining airplane stability during ground operations. Effects of towing and ground operations on the airplane center of gravity must be taken into account. The absolute tipping limit for the 787-9 airplane is at 55.1% 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,
- Snow Loads,
- Wind Loads.

The ground stability limit takes into account the effects of the following:

- 3% Ramp slope,
- Towing forces,
- 35 knot headwind.

By ensuring that the airplane center of gravity during towing is more forward than the ground stability limit, a tipping situation will be avoided. See the Maintenance Manual for towing procedures and ground stability limits during maintenance.



3.15 LOAD CONTROL

3.15.1 General

Load Control activities are carried out in accordance with LOT GHM, LOT Procedures and are based on current data base provided by LOT.

Load Control activities can be performed only by trained personnel. LOT reserves the right to check training documentation and certificates.

Load Control activities can be performed in following modes:

- Loadsheet is prepared locally by Ground Handling Agent with the use own local Weight & Balance system
- Loadhseet is prepared locally by Ground Handling Agent with the use Altea FM System (LOT or own)
- Loadsheet is prepared by CLC WAW:
- For VIP flights according to VIP flights procedure
- Based on Altea Ramp Module for communication and loading confirmation
- Based on LOT FORMS (TRIP INFO , PAX REPORT, LOADING REPORT) filled in by GHA and send by email / telex to CLC WAW

Communication

Timely communication must be always ensured for load control process to grant on-time departure for LOT flights.

Local Load Control

Ground Handling Agent shall ensure proper communication for local load control activities.

Load Control by CLC WAW

CLC WAW communicates with Handling Agent via ''messenger'' function in Altea FM Ramp Module or via email for stations using LOT FORMS .

CLC WAW takes actions to contact the handling agent via available means of communication such as email, telephone or other.

If it is impossible to establish proper contact with the handling agent CLC WAW agent must inform LOT Ground Operations Control (ONN).

Load control data must be communicated by CLC WAW and handling agent in writing.

In exceptional cases (VIP flights ,technical flights, positioning flights without passengers) load control data may be provided to CLC WAW on the phone by LOT Crew operating the flight.

CLC WAW Contact Details:

Domain name	LO WAW LSL
Email addresses	verat-lh@lsas.aero vera-lh@lsas.aero
Telephone	+48 22 206 94 40 +48 22 206 94 74
SITA	WAWKKXH WAWVRXH WAWSVXH
NOTE: Conversations with above phone numbers are recorded	

Ad-hoc Operations

In case of ad-hoc operation (positioning flights, diversions, medical emergency, ad-hoc charters etc.) loadhseet is prepared by CLC WAW unless LOT Ground Operations Control Duty Manager (KZ ONN) in coordination with LOT Operations Duty Manager (OCC) take other decision.

KZ ONN checks ASM and if flight is available in Altea FM for CLC WAW.

In case flight is not available in Altea FM KZ ONN may decide and request CLC WAW to prepare loadsheet in AHOS system..

LOT Station Managers must cooperate with KZ ONN to ensure that loadsheet preparation is arranged. Final decision are made by KZ ONN.

3.15.2 Procedures for Load Controller

Duties of Load Controller starting shift

	Actions to be taken by Load Controller starting shift
1	Add phone number to Welcome Screen (*so it will be printed on the loadsheet*)
2	Allocate flights / or assign flights
3	Subscribe Messenger
4	Check flights – FZFW, Pantry etc.
5	Reallocate flight – at the end of the shift please allocate all flights to shift supervisor (make sure that supervisor has received them)

Non-Standard Pantry

If there will be non-standard pantry Load Controller must change it in the Pantry Tab. Please fallow steps below:

1) Go to the Flight Information Screen
2) Click on the Pantry
3) Go to the Pantry codes and please choose Pantry "0"
4) Please put new pantry weights for correct location and pleas click OK or Apply

Information about Cargo Provisional / Final

In case of system failure at station side Load Controller will receive information about the provisional cargo and will put figures manually into system to provide correct EZFW.

Load Controller is also obliged to put final cargo figures in case of station system failures.

Estimated Zero Fuel Weight

EZFW message will be send automatically from Altea FM system to LOT dispatch. To provide correct EZFW figures Load Controller must check each flight for figures:

- Cargo figures
- Mail Figures
- In case of offline stations passenger and baggage figures

Update of EZFW will be send when change in EZFW will exceed limits. Altea FM will ask for permission to send new figures. Load Controller must check all figures to send message without any mistake in new EZFW figures. To see limits please refer to table below.

Type of Aircraft	Change
Containerized Aircraft	More than 800 kgs
Non-Containerized Aircraft	More than 500 kgs

NOTOC Message

When system receive the NTM (NOTOC Message) Load Controller must update the DG/SL fields because in this window field WGT will be empty. Please follow instruction below:

1. NTM Message received
2. Go to Deadload Screen
3. Please put weight in the WGT field from Quantity or Transport Index
4. Please update the Quantity or Transport Index by dividing WGT by No. of Pkgs
5. Please click OK or Apply

Loading Instruction Report

Timings for LIR:

Type of Aircraft	Times STD (-HH:MM)
Containerized Aircraft	-02:00 STD
Non-Containerized Aircraft	-01:30 STD

Baggage commodities in LIR:

COMMODITY	SUBCOMMODITY	CATEGORY
B - Baggage	C	BUSINESS BAGGAGE
	P	PREMIUM ECONOMY BAGGAGE
	T	TRANSFER BAGGAGE
	Y	ECONOMY BAGGAGE
C		CARGO
		DIPLOMATIC
E		EQUIPMENT
L	H	DAA
	X	RUSH TAG BAGS
	D	CREW BAGS
		PALLET STACK
		COMAIL
M		MAIL
Q		COURIER
X		EMPTY ULD'S

Please be reminded that when the aircraft registration will be change you need to send once again LIR in other case you won't be able to send Final LS.

Change of Loading Instruction Report (out stations)

Each Load Controller in case when Trim is not sufficient is able to change loading instruction report not later than 50 min before STD. New edition of LIR must be sent to station and Load Controller shall inform the station about this change by the messenger or the telephone. In case when the station uses Altea DCS FM Ramp – the information about new edition of LIR will be visible in the system.

Crew Bags

Crew baggage shall be checked-in in Altéa CM. The Crew baggage will be added to the deadload as commodity LD (in weight) with DG/SL CRB by CLC WAW, as per the crew figures and route. The total number of crew bags loaded shall be confirmed by Ramp Agent during Ramp Clearance process. Standard weight for Crew Bags is 15 kgs per piece.

Offload Priority in Case of Overload

In case of overload on LO flight please refer to GHM 4.7.6 to check offloading priority.

Correct RTOW/RLDW in system

In case of overload caused by RTOW / RLDW or any doubts regarding RTOW / RLDW finals, Load Controller shall contact flight crew for clarification.

Preliminary Load Sheet

In order to provide PIC with a Preliminary Load Sheet, the document will be sent to aircraft via an ACARS message and to the designated station address. As the Preliminary Load

Sheet is for information only, no confirmation is required.

Contingency

The Preliminary Load Sheet is as a standard sent to a designated station address, should ACARS delivery fail or for airplane not equipped with ACARS, this copy can be printed and presented to PIC.

LMC – Last Minute Change

Each time when Load Controller receive information about the LMC must check limits for LMC (please refer to GHM Chapter 3.9 to see limits on LOT aircrafts).

LMC may be performed by a pilot or a person who has manual weight and balance training conducted by LOT or by a trainer authorised by LOT to conduct such training.

ACARS Loadsheet shall be sent after each LMC.

EDP Loadsheet shall be sent only when the LMC exceed limits.

Each change must be done before departure of aircraft.

Seat Blocking

Seat Blocking – All Station

In case Load Controller expects trim problems it is allowed to block seats. Load Controller must inform check in supervisor (HELP DCS in WAW or CKI Supervisor in out stations) about seats blocking.

Reseating Passenger

In case the aircraft is out of trim after check in is closed (status AC or AF) and there is no way to be back in trim moving load in cargo compartments it is possible to change seat for passengers.

Steps to do the reseating passenger:

1. Reseating can be done only when the aircraft is out of trim.
2. Prepare information which passengers need to be reseated (give information about the current seat and the new seat for passenger).
3. Contact HELP DCS (WAW) (contact details below) or CKI Supervisor in out stations (contacts in Flight Information Screen - Contacts)
4. All changes must be accepted by DCS / CKI Supervisor.

In case of changing seat between different classes information about this fact need to be passed to the DCS supervisor. Only this person can make decision about the change of seat between classes (upgrade / downgrade).

Passenger Service Contact

E-Mail	helpdcs@lot.pl
Phone	+48 22 650 44 55
TTY	WAWPHLO

Altea User ID Locked – *for stations using LOTs Partition of Altea DCS FM*

In case of problems with login to system like User ID locked please contact with LOT LSS Team.

In case of login deleted due to over 90 days inactivity – the current Altea DCS FM training certificate must be sent.

E-Mail	logindcs@lot.pl
Phone	+48 22 650 44 55

Load Sheet Stab Settings *for Altea FM only

There is option to change the Stab Setting Parameter in the Altea FM. Please follow short instruction below:

1. Go to the flight
2. Go to the Documents Tab
3. Choose Final Load Sheet
4. Click on the Load Sheet Stab Settings
5. Choose Stab Settings for display on Final Load Sheet
6. Click OK

DAA – Delivery at aircraft

All load controllers must put information to system about the DAA. This information will be from the ramp agent.

DAA's must be add into deadload with weight 6 kgs and commodity LH and there must be DG/SL designator DAA. All load controllers must include information about number of DAA and cargo hold number in the LDM.

Information about Cargo Provisional / Final

Information about the cargo by UWS and NTM messages.

Action	STD (-HH:MM)	Example
Provisional UWS - Ramp Agent or Cargo Agent is obliged to send information about amount of cargo and mail in UWS	(-)06:00	UWS LO016/13.ORD BULK -WAW/3000P/C -WAW/200P/M For containerized and non-containerized airplane format is the same
Final UWS – Ramp Agent or Cargo Agent is obliged to Send Final UWS with final information about the cargo. Format of messages please see ''Example"	(-)02:30	For Non-Containerized Airplanes UWS LO222/13.MUC.FINAL BULK -WAW/3832A/C For Containerized Airplanes UWS LO002/25.WAW.FINAL -PAG37012LO/ORD/833A/M -PAJ32018LO/ORD/2016A/C.RMD -PMC41042LO/ORD/1136A/M BULK -ORD/110A/
NTM – NOTOC message. Ramp Agent or Cargo Agent must send NTM message after Final UWS. In other case Altea FM won't let in information about DG/SL	(-)02:20	NTM LO002/25APR WAW 1/20140425032954/SPLRE DNGORDPAJ39018LO 080-180495332/28///RNG//N NITROGEN REFRIGERATED LIQUID LAST

The Final Cargo details, including Special Loads, Dangerous Goods and other relevant planning information will be sent as UWS and NTM message. If those messages don't go into system then those figures need to be entered in Altea Freight Module by the Ramp Agent. If the event Freight Module is not accessible at the station, the standard information message, Cargo and Mail information, will be sent by email or SITA depending on the reason for the failure and processed manually in Altea FM by the CLC WAW.

NOTE:
Always include following addresses while sending UWS and NTM:
CHACSLO, MUCKMLO

LIR – Loading Instruction Report

Ramp Agent must confirm receiving LIR to CLC WAW.

Timings STD (-HH:MM)	Aircraft Type
-02:00	Containerized Aircraft
-01:30	Non-Containerized Aircraft

Ramp Agent is obliged to load the aircraft according to LIR and PLL LOT procedures.

The Ramp Agent will verify flight nbr, aircraft reg. and date, to ensure the correct document is received.

Ramp Agent will receive two editions of LIR. First will be provisional and after receiving it Ramp Agent is obligate to put all ULD's number. After updating LIR Edno 1 Ramp Agent will receive Finial LIR with all details.

Printing additional copies of documents: LIR, LS, NOTOC

Ramp agent is responsible for print outs additional copies of documents send by load controller. In the ramp module now there is available documents tab in which ramp agent can find all necessary copies of documents like NOTOC, LIR, LS. CLC is sending only first copy of each document.

Offload priority in case of overload

In case of overload on LO flight please refer to GHM 4.7.6 to check offloading priority.

Potable Water

Ramp Agent when is sending fuel figures to CLC must also send information of quantity of portable water. This information must be sent on all type of aircraft.

Trip Info – Final Fuel for Load Control

Trip info must be taken from PIC and transmitted to load control

Trip info must be passed till (minus) 00:40 minutes to departure time

Trip info must included:

1. Flight No
2. Date
3. A/c Reg
4. Crew
5. Block fuel
6. Taxi
7. Trip Fuel
8. Potable Water
9. RTOW
10. RLDW
11. Fuel Density

*When there is no ACARS connectivity the Trip Info must be taken from the Commander and transmitted through the FM messenger or e-mail to respective CLC.

TRIP INFO (Final Fuel for Load Control) *** ALL WEIGHTS IN KILOGRAMS ***					
Procedure/Approval		**TRIP INFO (Final Fuel for Load Control)**			
Version:	4	Revision:	12/05-2016	Created by:	Michał Papież Leszek Danielski
Valid for: LO – GROUND OPS					
Pages:	1				

To be completed by Pilot In Command:

Flight number:	
Date:	
Registration:	
Crew (flightdeck/cabin/xcr):	
Block Fuel [kg]:	
Taxi Fuel [kg]:	
Trip Fuel [kg]:	
Potable Water [kg]:	
Flight Time:	
DOW [kg] (If corrections):	
DOI (If corrections):	
RTOW [kg] (*see note below):	
RLDW [kg] (*see note below):	
PIC Name:	
Signature PIC:	

(*) Note: RTOW = minimum of aFDP / TLR MTOW and OFP MTOW
RLDW = minimum of aFDP / TLR MLDW and OFP MLDW

To be completed by handling agent:

Fuel density [kg/liter]:	
EZFW (if requested by PIC):	
Signature handling agent:	

Data in **bold** must be forwarded to CLC using Altea FM Messenger or E-mail or TTY no later than 40 minutes prior to ETD.

Loadsheet

Load Controller will release Final ACARS Loadsheet directly to the aircraft and to the designated TTY, printer address or e-mail , after Ramp Clearance and Acceptance Finalized.

Contingency

The Final Loadsheet is as a standard sent to the station gate or office, should ACARS delivery fail, this copy needs to be printed and presented to PIC. In case of outage of Altea FM in CLC WAW Load Controller is obligated to prepare manual Loadsheet and send it to station.

Additionally

Each Load Controller before sending Final Loadsheet must do the cross check to prevent sending incorrect Loadsheet. Figures to check:

- Fuel Figures
- Crew
- Restrictions
- Registration of Aircraft
- Load Distribution

ACARS Loadsheet

In order to provide the PIC with a Preliminary Loadsheet and Final Loadsheet, the document will be sent to aircraft via an ACARS message and to the designated station address. As the Preliminary Loadsheet is for information only, no confirmation is required but Final Loadsheet is official document and delivery must be confirmed by message in Altea. Altea FM will receive an automated message regarding the delivery status of the Loadsheet.

NOTOC

Load Controller is obliged to send Final NOTOC, it will be send via ACARS to airplane fitted with this system. NOTOC will be created in Altea FM system after adding cargo and NOTOC details by Ramp Agent. Load Controllers duty is to check all DG/SL codes, quantities and loading separations according to GHM Chapter 7.4.2.3

On Non-Acars airplanes Final NOTOC can be send via TTY message, e-mail or fax.

ACARS NOTOC document will be sent on ACARS to airplane from Altea FM.

Contingency

For the Final Load Sheet and NOTOC is as a standard sent to the station gate or office, should ACARS delivery fail, this copy needs to be printed and presented to PIC.

Non-ACARS Load Sheet or Non-Connectivity of ACARS system

At Non-ACARS aircraft or stations without ACARS connections Ramp Agent must print out and hand over to PIC hard copy of Load Sheet. After approving of PIC, Ramp Agent must confirm to CLC WAW approval of the Final Load Sheet.

Non-ACARS NOTOC

On Non-ACARS airplanes NOTOC will be send on printer and handed over to PIC by Ramp Agent.

28. LDM/CPM

Any necessary information for the destination has to be entered as Supplementary Information on the LDM/CPM tab in the RAMP GUI before the general flight status is GD (departed).

SI LDM:

amount and location of DAA

amount and location of WEAP

information of special baggage (e.g. buggies, wheelchairs, AVI etc.)

Information of ballast (BAL) how many kilograms were taken o/b

SI CPM - CPMs shall be transmitted immediately after departure for all ULD aircraft flights.

- CPM informs the next station about ULD positions and load distribution in bulk compartments.
- The contents of CPM are taken from entries in Loading Instructions Report (LIR). All entries shall correspond with the actual loading of the aircraft, including all last minute changes.
- At DCS stations CPM is generated automatically.

Flight Status Departed

There are 2 ways to depart the flight in the system:

1. By MVT message
2. Manually in system

By MVT message

Each flight can receive MVT message going form the NETLINE and the status will go from GO to GD.

Manually in system

Sometimes MVT can be wrongly written and won't go to system automatically. If the status won't change couple minutes after aircraft airborne Load Controller must put ATD to system.

Flight Status Indicators – applicable for Altea DCS only.

General Status	Load Control Status	Acceptance Status	Boarding Status
GO Open	LO Open	AN Not open	BN Not open
GX Cancel	LC Approve distribution complete	AO Open	BO Open
GD Suspended	LL Approve distribution required	AG Gate	BC Closed
GL Locked	**LF Load Finalized**	AC Closed	BI Ignored (FM only)
GD Departed	LSF Load Sheet Finalized	AF Finalized	
	LX Cancelled	AS Suspended	
	LI Ignored (CM only)	AI Ignored (FM only)	

3.15.3 Procedures for Ramp Agents

	Actions to be taken
1	**Sign in to flight and subscription of messenger in Altea FM – Ramp Module**
2	**Add Contacts to Welcome Screen**
3	**Click on Add Agent -** tick add yourself in the appearing popup and make sure that your phone number is correct; you may also enter your first and last name when un-ticking add yourself
4	**Click on Subscribe Messenger[1)] -** for every single flight to enable communication with CLC WAW
5	**Refresh Messenger -** messenger tab – actions – refresh all. This may be done after assigning to a series of flights or after every single flight. This is required to received messages for CLC WAW
6	**Communicate with load control for any issues regarding loading**
7	**Confirm loading / Ramp Clearance** – once LIR is issued loading of the flight must be confirmed. Information regarding any changes must be reported to load controller immediately.

(1) On each flight Ramp Agent must be subscribed to messenger to communicate with Load Controller from CLC WAW. In case of work station change procedure must be repeated.

Ramp Clearance Check Sheet

ITEM	ACTION
Update Load	Updating cargo, mail, bags pcs, and other loads, changing amount of baggage (baggage variation)
Update ULD serial numbers	Updating all ULD serial numbers on containerized aircraft
Ramp Clearance	Confirming Load
Update of CPM, LDM	Add to LDM, CPM information.

The issuance of a Load Sheet without ramp clearance is not possible.

Ramp clearance must be given as soon as possible after AF to enable CLC to produce and sent the Load Sheet on time.

In case of difference between check in baggage figures and total numbers of baggage, number of bags can be change. Ramp Agent must do the baggage variation in rest location “R”. In can be done only when the acceptance status is AF.

Ramp Clearance is confirmation of the loading according to LIR and PLL LOT procedures.

Ramp Clearance shall be done at load control status approve distribution completed (LC) and acceptance status finalized (AF) only. Load control status changes to finalized (LF) when the ramp clearance has been applied.

For any additional load, where no commodity has been planned, the handling agent must inform CLC WAW with details of load and request load to be included in load distribution (when already ramp cleared, status will change from LF to LC and ramp clearance must be applied again).

3.15.4 Altea DCS FM System Outage

There can be 4 different outage scenarios:

1. Station: Altea FM is unavailable at the station but is still operational at the CLC WAW. CM still working.
2. Station: Altea CM is unavailable at the station, but FM still working.
3. Station: Both CM and FM are unavailable at the station, but systems still available at CLC WAW
4. Station: CM and FM are unavailable both at the departure airport and at the CLC WAW

	Activity	Timing (STD -HH:MM)	Responsible
Station FM down	Report FM connectivity issue to CLC WAW		Station
	Send final loading figures to CLC WAW	-00:15	Station
	Finalize flight and send DCS LSF	-00:10	CLC WAW
	Send operational messages	As per FM setup	CLC WAW
Station - CM down	Report CM connectivity issue to CLC WAW		Station
	Toggle link CM to FM	After reported	CLC WAW
	Send final PAX and baggage figures to CLC WAW	-00:40	Station
	Confirm boarding completed and report any changes	-00:15	Station
	Finalize flight and send DCS LSF	-00:10	CLC WAW
	Send operational messages	As per FM setup	CLC WAW
Station - All systems down	Report connectivity issues to CLC WAW		Station
	Toggle link CM to FM	After reported	CLC WAW
	Send final PAX figures to CLC WAW	-00:40	Station
	Report final fuel figures & crew to CLC WAW	-00:40	Station
	Report final Loading figures to CLC WAW	-00:15	Station
	Confirm boarding completed and report any changes to CLC WAW	-00:15	Station
	Finalize flight and send DCS LSF	-00:10	CLC WAW
	Send operational messages	As per FM setup	CLC WAW
Station - FM/CM down worldwide	Issue manual final load sheet	-00:15	CLC WAW
	Send operational messages	After ATD	Station

Contingency Plan – Forms for passing flight data

For offline stations or when the connection is down between CLC WAW and airport of departure there are LOT forms to fill and send to the CLC WAW.

Following Ramp to CLC report forms are available on LOT Ground Handling Library.

1. LO_LSL_Fuel Report
2. LO_LSL_Loading_Report
3. LO-LSL_PAXandBAG_Report

3.15.5 Load Control information flow – online stations

Item	STD (HH:MM)	Action By:
Create flight in Altea	-48:00	LOT
Open Acceptance, Booked Pax, Tail NBR, Crew	-39:00	LOT
Booked Pax, Tail NBR	-24:00	LOT
Altea FM Compute Capacity	-23:55	CLC
Create Baggage	-23:50	CLC
Create Cargo offer	-23:45	CLC
Send Preliminary Cargo UWS (LongHaul Flights only)	-06:00	Station
Send Preliminary EZFW to Sabre FPM	-12:00	CLC
PROVISIONAL Fuel, RTOW, RLAW	-03:00	LOT
UWS FINAL (Final Cargo details)	-02:30	Station / LOT
NTM (Notoc message, including Special Loads and Dangerous Goods)	-02:20	Station / LOT
FZFW Update (optional)	-02:10	CLC
BAG SPECIAL LOAD MESSAGE (SSR) (widebody a/c)	-02:09	Station
Loading Instruction (LIR / GLR) (widebody a/c)	-02:00	CLC
BAG SPECIAL LOAD MESSAGE (SSR) (narrowbody a/c)	-01:35	Station
Loading Instruction (LIR / GLR) (narrowbody a/c)	-01:30	CLC
Crew	-01:00	LOT
Final NOTOC	-00:40	CLC
Final Fuel Figures	-00:40	Station/LOT
Preliminary Load Sheet	-00:30	CLC
Finalized Pax Figures – Acceptance Finalized	-00:20	Station
Finalized Loading – Ramp Clearance	-00:20	Station
Final Load Sheet (ACARS or HARD COPY)	-00:15	CLC
Update LDM, CPM, UCM	00:00	Station
Send MVT Message	+00:15	Station
Send LDM, CPM, UCM	+00:15	CLC
Archive Flight	+120:00	

3.15.6 Load Control information flow – offline stations

Please find below table with actions and timings for CLC and Offline stations:

Item	STD (HH:MM)	Action By:
Enter Passenger Book Load into FM	-24:00	CLC
Tail Number	-24:00	LOT
Altea FM - capacity calculation	-23:55	CLC
Create Baggage	-23:50	CLC
Create Cargo offer	-23:45	CLC
Advise CLC of Special Load control Items (STCR, STCK Pallets, etc)	-13:00	Station
Send Preliminary Cargo UWS	-06:00	Station
Send Preliminary EZFW to Sabre FPM	-12:00	CLC
Check all flights assigned to the CLC and Load Controllers	-4:00	CLC
Send Preliminary Fuel Figures and restricted weights	-3:00	
UWS FINAL (Final Cargo details)	-02:30	Station / LOT
NTM (Notoc message, including Special Loads and Dangerous Goods)	-02:20	Station / LOT
EIC standard or passed message	-2:10	Cargo
CSU standard or passed message	-2:10	Catering
Release Loading Instruction Report to Station/GHA	-2:00	CLC
Crew	-1:00	LOT
Release Final NOTOC	-00:40	CLC
Update Load with relevant check-in / flight information	-00:40	Station
Send Final Fuel and Passengers/Baggage figures to CLC	-00:35	Station
Send Preliminary ACARS Load Sheet	-00:30	CLC
Preliminary Load Sheet corrections (if needed)	-00:28	CLC
Send final loading report to CLC/Ramp Clearance	-00:25	Station
Send LIRF and make Final adjustments in FM	-00:25	Station
Send Final ACARS Load Sheet	-00:15	CLC
Signing of Final Load Sheet and NOTOC by PIC	-00:10	PIC/Station
Last Minute Changes via CLC and PIC	-00:05	CLC/PIC
Send MVT message	+00:30	Station
Send all flight messages and file all required documents	+00:30	Station/CLC

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3.16 VIP flights procedure

Performing VIP flights please follow steps below:

1. Pantry weight and distribution is passed to CLC WAW to e-mail address vera-lh@lsas.aero. In case of multi legs please use pantry weight and distribution from first leg. For returning flights use the same pantry weight and distribution as on the flight departing from Poland

2. The gender split of passengers should always be based on current data on each flight

3. Seating - standard distribution (free seating flight):

- Section A - VIP passengers only
- Sections B and C - distribute evenly

   Example: total passengers 41 (included 5 VIP) seating will be A-5// B-19// C-17. In case of balance problems LOCO may adjust the seating to safely trim the A/C.

   LOCO must put in the SI of load sheet information: FREE SEATING FLIGHT. PLEASE CHECK SEATING IN CABIN.

4. Use the actual weight of baggage for weight and balance calculation. If it is not possible to use the actual baggage weight, use the weights specified in GHM p. 3.2.2 for VIP/HEAD flights.

5. Flight Brief –e-mail is sent to CLC WAW. It contains all necessary information's like:
   - Crew – including additional number of crew and mechanics
   - Cargo information
   - All necessary addresses for LDM, LIR, LS – all addresses to be set by LO in the system
   - Contacts to station

6. Final figures for flight – all final figures for flight are transferred to CLC WAW by station in a standard way (Altéa stations) or by the PIC by phone (non-Altéa stations) according to Flight Information Form

7. Flight Kit for flight is created automatically in system. LOCO need to only confirm those weight in system.

8. When CLC WAW receives this data they need to put it to flight in the system and send LDS to addresses in system.

VIP Flight Information Form					
Valid For:		Ground Operations / Crew			
Version:	2	Revision:	2/12-2017	Created by:	Leszek Danielski

To be completed by Pilot In Command:

Flight number:	
Date:	
Registration:	
Crew (flight deck/cabin):	
Block Fuel [kg]:	
Taxi Fuel [kg]:	
Trip Fuel [kg]:	
Potable Water:	
RTOW [kg] (*see note below):	
RLDW [kg] (*see note below):	
Signature PIC:	

(*) Note: RTOW = minimum of aFDP / TLR MTOW and OFP MTOW
RLDW = minimum of aFDP / TLR MLDW and OFP MLDW

To be completed by handling agent/flight coordinator:

Number of Passengers (VIP / Total)		
Aircraft Loading		
	Baggage (pieces)	**Cargo (kg)**
CPT1		
CPT2		
CPT3		
CPT4		
Cabin Load		
Total		
Signature handling agent/flight		

Data must be forwarded to CLC WAW using telephone: **+48 22 206 94 74**

3.17 WEIGHT AND BALANCE TRAINING

Personnel performing Load Control tasks shall be duly qualified.

Personnel performing Load Control tasks must complete:

1) Initial training prior to being assigned to perform operational duties;

2) Recurrent training not less than once during every 36-month period, except for recurrent training in dangerous goods which is required not less that once within 24 months

3) requalification training applicable to personnel that become unqualified for any reason, prior to being reassigned to perform operational duties

Training must be in accordance with AHM1110.

Training for the Load Control task shall be performed by a qualified instructor.

Load Control licensing, training and documentation shall be in compliance with LOT Polish Airlines regulations and policies (ref. LOT Polish Airlines GOMS).

In case Load Control training of service provider does not comply with LOT Polish Airlines regulations and policies training program must be adjusted to LOT Polish Airlines regulations or provided by instructor certified by LOT Polish Airlines.

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4.1. HANDLING AGENT STAFF TRAINING

	Remarks
1.General policy (GRH 2.1.1; GRH 2.1.4; GRH 2.2.1; GRH 2.3.2 GRH 3.4.2)	• The handling agent shall be in possession of ground emergencies plan in case of: aircraft or airport evacuation, bomb threats, ramp facility evacuation and in case of natural disasters. In such situations handling agent is obliged strictly follow the rules. • The handling agent shall be properly trained prior to being assigned to perform operational duties. • Handling agents shall have a training system in operation: ➢ **initial** training - before performing operational duties, ➢ **recurrent** training or recurrent assessment (not less than once during every 36-month period, except for DGR which is required not less than once within 24 months or as per requirements of the regulatory authority), ➢ **re-qualification** training applicable to personnel that become unqualified for any reason, prior to being reassigned to perform operational duties. • Qualification of staff shall be based on IATA, ICAO and local airport requirements and shall cover the ramp handling area incl.: ➢ aircraft weight & balance, ➢ loading/embarking and unloading/disembarking, ➢ de-icing/anti-icing, ➢ dangerous goods and special cargo. **NOTE**: Personnel shall be trained according to ICAO and IATA requirements based on competences approach. Each role must be properly described in training documentation. Documentation shall present Minimum Requirements for Training Curricula. ➢ cleaning of aircraft, ➢ water and toilet service, ➢ fueling, ➢ push-back and towing, ➢ operation of specialized equipment used at an airport, ➢ airside safety and associated operational hazards, ➢ human factor, ➢ Safety Management System (SMS), ➢ PRM awareness in accordance with EC 1107/2007 Article 11. • Training in the scope of security - accordingly to performed duties. • Trainings must be recorded to ensure that the content and retention of such records are in accordance with requirements of LOT.

	Remarks
2.Training System-requirements concerning personnel training database. (GRH 2.1.3; GRH 2.1.5)	• The handling agent shall have a documented training system in operation, in which the duration (number of hours), validity periods of certificates, and an evaluation system are specified, and which has been approved at a relevant management level. • Handling agent training shall include final test or evaluation by written, oral or practical means. • Handling agent training shall require a demonstration of adequate knowledge, competency and proficiency to perform duties, execute procedures and/or operate equipment. • The handling agent shall have in place a system of renewing, updating and modifying training programs in case of an introduction of new regulations, implementation of corrective measures or changes in company polices. • The handling agent shall have an up-to-date database concerning the training of permanent employees, temporary employees or any staff employed on any other basis, which can be made available for review at each request of LOT Polish Airlines representative. • All databases shall be protected. • Training documentation regarding DGR of handling agents must comply with regulations in operating country and should be approved by respected authority if necessary.
3.Training Program (GRH 2.1.2; GRH 2.2.3); GRH 2.2.4)	• The training programs completed by ground handling operations personnel shall be in accordance with Table 6.1 in appendix 5 , provide the knowledge necessary to perform duties, execute procedures and operate the equipment associated with specific ground handling functions and responsibilities. • Such programs shall include: ➢ Familiarization training on applicable regulations; ➢ In-depth training on requirements, including policies, procedures and operating practices; ➢ Training in human factors principles; ➢ Safety training on associated operational hazards. • Training for ground handling personnel in operational areas as specified shall include elements that address specific ground handling functions in accordance with the Tables included in the appendix 5. i.e.: ➢ Airside driving as specified in Table 6.2; ➢ Load control as specified in Table 6.3; ➢ Aircraft handling and loading as specified in Table 6.7; ➢ Aircraft loading supervision as specified in Table 6.9; ➢ Aircraft ground movement as specified in Table 6.10; ➢ Aircraft fueling as specified in Table 6.10; ➢ Aircraft de/anti-icing as specified in Table 6.11; ➢ Other operational ground handling functions as specified by the Operator. **Note:** *Subject areas in the tables specified in the appendix 5 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 the Operator could have different ground handling roles and responsibilities that would require training in a combination of the functions specified in the provision.*

4. DGR Training requiremets	**Basic requirements for Ground Handling Agents** Training documentation of handling agents must comply with regulations in operating country and should be approved by respected authority if necessary. "Unless otherwise provided for by the appropriate national authority, instructors of initial and recurrent dangerous goods training programs must demonstrate or be assessed as competent in instruction and the function(s) that they will instruct prior to delivering such a dangerous goods training program. Instructors should be approved by respected authority." (1.5 IATA DGR Training Requirements p.1.5.3) **Additional requirements for Ground Handling Agents in Poland** Training documentation of handling agents must additionally comply with The Act of 5 August 2022 on the transport of dangerous goods by air (Dz.U. 2022 poz.1715) and shall be approved by The Civil Aviation Authority (CAA) of the Republic of Poland. Instructors of initial and recurrent dangerous goods training programs must demonstrate or be assessed as competent in instruction and the function(s) that they will instruct prior to delivering such a dangerous goods training program. Instructors must be approved by the CAA of the Republic of Poland.

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4.2. HANDLING AGENT FUNCTIONS

<table>
<tr><th>Functions:</th><th colspan="2">Remarks</th></tr>
<tr><td>1. Supervisory functions</td><td colspan="2">• Main function requiring supervision based on agreement are:
➢ Liase with local authority,
➢ Administrative functions,
➢ Supervision and /or co-ordination of services contracted by the carrier with third party(ies),
• Following functions performed under the aircrafts requires supervision:
➢ Loading/unloading,
➢ Weight & Balance,
➢ Cleaning,
➢ Refuelling,
➢ Deicing /antyicing,
➢ Documentation exchange,
➢ Safety factors.</td></tr>
<tr><td rowspan="6">2. Coordination functions</td><td colspan="2">Coordination of aircraft turnaround activities is essential to achieve a safe, secure and efficient operation through adherence to local regulations and standard operating procedures. Coordination functions means:</td></tr>
<tr><td>to check:</td><td>• if the all required equipment for ramp handling, loading/unloading, boarding/deboarding is available.
• if all the loads for a given destination are offloaded.
• with loading personnel if all baggage, cargo for the flight concerned has been loaded and distributed according to the load control’s instructions.
• with the captain if the aircraft is ready and the purser has completed the cabin services.</td></tr>
<tr><td>to ensure:</td><td>• the proper loading and securing of the load.
• that all necessary documents required for the flight are on board the aircraft.</td></tr>
<tr><td>to confirm:</td><td>correct load distribution and securing of load by signature</td></tr>
<tr><td>to inform:</td><td>• the captain/purser if any passenger needs special handling or care is on board:
➢ VIP,
➢ PRM, UM, DEPO, INAD.
• the captain/purser if any special load is to be loaded:
➢ live animals (AVIH and PETC).
➢ dangerous goods,
➢ heavy cargo.</td></tr>
<tr><td>to make:</td><td>A visual check and inspect if cabin cleaning has been performed</td></tr>
<tr><td colspan="2">NOTE: All handling agents shall ensure that a ramp-coordinator or ramp-supervisor is available during the complete ground time to coordinate and supervise all process.</td></tr>
</table>

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4.3. GROUND SUPPORT EQUIPMENT

	Remarks
1.General rules (GRH 3.5.1 i.; GRH 3.5.1 vii. GRH 3.5.3 iii.)	• Only certified equipment, dedicated to the particular aircraft type, must be used for ramp handling • Only trained and qualified personnel will be permitted to operate ground support equipment. • Ground support equipment shall be serviceable and in good condition. • Unserviceable equipment shall be clearly tagged "Out of Service" and sent immediately to the repair/maintenance department. • In addition to the normal marking required for GSE, e-GSE shall be equipped with the following markings. Clear indication from the outside: ➢ That the equipment is electrically powered; ➢ Of the battery type; ➢ Of the presence of high, potentially lethal, voltages. Battery shall be marked in conformance with EN1175 7.4, or similar regulation. If the battery is purchased separately from the e-GSE, whomever provides/installs the battery shall supply the above information. • A walkaround safety inspection prior to use of GSE shall be done. • Personnel must not operate motor vehicles or equipment whilst using hand held portable electronic devices. Such devices shall not be used unless a suitable "hands Free" device, either personal or installed, is available. • Equipment shall only be used for its intended purposes. • Equipment shall be positioned so as not to obstruct an aircraft evacuation or the free movement of other GSE. • When operator needs to leave the GSE cabin, the following minimum condition must be met: – Parking break is set – Chock under wheel is placed. • All electric and diesel GSE including other vehicles within ERA must be positioned in parallel direction to the aircraft when not used. • Driving with elevating equipment in the raised position, except during final positioning of the equipment to the aircraft is prohibited. • The Operator of electrical or motorized GSE that is positioned at the aircraft, and is being utilized in the operating mode are not left unattended with engine running, except in Cold Weather Operations with the GSE vehicle chocked.
2.Responsibility in case of LOT equipment (GRH 3.5.3 i.)	• Equipment owned by LOT Polish Airlines, delivered to Handling Agent, can be used only as specified in the Agreement. The Agreement must include the Maintenance Requirements. • Equipment owned by Handling Agent, used to service LOT Polish Airlines aircraft, must be serviced according to the Maintenance System required by manufacturer and local Civil Aviation authorities. The Maintenance System is verified periodically by LOT Polish Airlines audit.

4.3.1. Ground Power Unit (GPU)

Remarks	
1. Definition	• Ground power unit is a vehicle capable of supplying power to aircraft parked on the ground. • Ground power units may also be built into the jetway, making it even easier to supply electrical power to aircraft.
2. General information	• All aircraft require 28V of direct current and 110V 400 Hz of alternating current. • The electric energy is carried from a generator to a connection on the aircraft via 3 phase 4-wire insulated cable capable of handling 200 amps. These connectors are standard for all aircraft. **NOTE:** In case of B787 the use of 2 GPU is required.

3. Connecting GPU:

When placing the GPU the minimum safety distance from the aircraft fuselage must be kept (2 meters) The GPU must be placed in such a way, so that the exhaust gasses are directed away from the aircraft's fuselage and the fire safety zones.

The mobile GPU must always be disconnected from the tow vehicle before connecting the cable to the aircraft and properly immobilized (fixed by putting the tow bar up and locking it in the up-lifted position or by placing chocks under the GPU wheel).

Procedure:

Make sure the GPU is working properly

ØCheck voltage indicators

ØPlug in GPU to aircraft (APU switched ON)

After the aircraft has come to a complete stop at the parking stand:

1. Chock the nose landing gear,
2. Position the Ground Power Unit,
3. Disconnect GPU from towing vehicle,
4. Place chocks under GPU,
5. Connect GPU.

After connecting the GPU, inform crew via the intercom or by using the appropriate hand signals.

During Non-APU arrival Ground Power Unit is the only GSE that may be placed at the aircraft with an engine running and the anti-collision light on.

Non-APU arrival is the procedure to secure fuel economy and APU cycles and is also used in case of APU malfunction.

Immediately after complete stop at the parking stand, the aircraft shuts down the engine on the exit side and with the other engine on idle is waiting for the GPU connection (APU is switched off).

After the aircraft has come to a complete stop at the parking stand:

1. Chock the nose landing gear,
2. Position the Ground Power Unit,
3. Disconnect GPU from towing vehicle,
4. Place chocks under GPU,
5. Connect GPU.

..Cont.. 3.Connecting GPU:

After connecting the GPU, inform crew via the intercom or by using the appropriate hand signals and wait until:

1. Engines have been switched off and are spooling down,
2. Anti-collision lights are switched off.

Chock the main landing gear and place the safety cones, the rest of the arrival procedure is standard. **NOTE**: During this procedure (especially during chocking the nose gear) it is necessary to be extremely cautious and strictly avoid the dangerous zones of the engines!

4. GPU Disconnecting

The GPU may be disconnected from the aircraft only upon the definite approval from the crew of the aircraft and/or engineer.

Before switching off/disconnecting the GPU always make sure first the control “External power not in use” is on the service panel of the aircraft.

First the power supply must be switched off, only then the connector may be pulled out of the aircraft's socket (otherwise it might cause, especially when wet, a serious injury by electricity)

The mobile GPU cable must always be disconnected from aircraft before connecting the GPU to the tow vehicle.

5. Preventive actions-correct usage of GPU	All handling and maintenance staff responsible for GPU connection is obliged to: • Check the aircraft external power receptacle and ensure it is free of liquids, ice, debris or other contaminants; • Verify that all electrical pins in the external power receptacle are clean and in good standing, ensuring that there is no deep corrosion, no local melting due to prior arcing, or any deformation. • If necessary, remove any contamination found on the receptacle and pins, then wipe them dry with a lint-free cloth. In case of damage on the receptacle and/or pin, schedule their replacement. • Make sure the GPU is set to "OFF" prior to its connection to the aircraft; • Make sure the GPU plug is in good condition and free of liquids, ice, debris or other contaminants prior to its connection to the aircraft;
	• Insert firmly the GPU plug into the external power receptacle, then power "ON" the GPU; • Do not connect to the aircraft a GPU with voltage out of range (115 +3/-2 VAC) or with known voltage spike issue; • Turn the GPU switch to "OFF" before disconnecting its plug from the aircraft. • Do not keep the GPU plug connected to the aircraft with the GPU switch pushed "OUT" for long periods (AVAIL lamp "ON" on the electrical control panel). • External power cables not be connected to either of the forward, or aft, EP connectors on the airplane when there is potential for a lightning strike.

..Cont. Preventive actions- correct usage of GPU	**NOTE 1**: If GPU do not obey the specified range of parameters the aircraft EPM (EXTERNAL POWER MODULE) overvoltage/undervoltage protection will actuate and the external AC power supply will be automatically disconnected from the a/c. **NOTE 2:** After GPU connected, only when AVAIL lamp on the AC GPU panel (on the external AC power receptacle) comes on it is allowed to push GROUND SERVICE SW switch (on the external ac power panel or inside RH. monument) to power on the a/c.
NOTE: When the aircraft is parked by the air bridge, before engine start-up the air bridge must be retracted for a safe distance, thus enabling proper deployment of escape slide. In this case: – bridge - mounted GPU may be used if power cable length is sufficient; – otherwise mobile GPU should be used.	

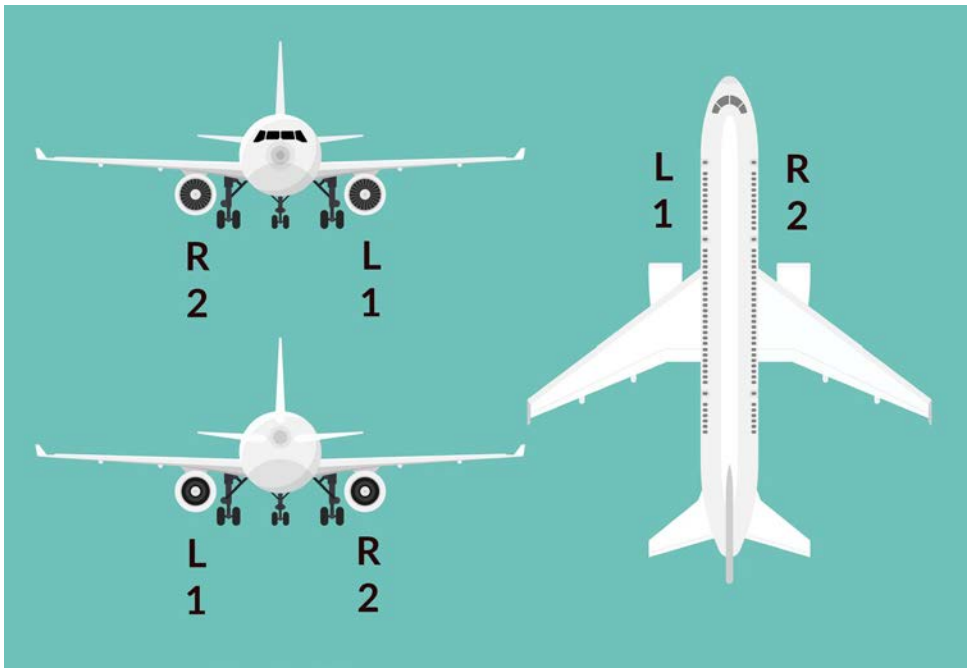
_____

4.3.2. Air Starter Unit (ASU)

In the event of the APU being unserviceable or when an airport has an APU running restriction a ground supply will be required.

- In case of APU failure:

AIRPLANE ENGINE NUMBERING



  - **ENGINE no.** 2 shall be started first
    At operator's discretion air-starter unit can be also used to start the engine No. 1. This must be agreed with flight crew before start-up.

Attention:

  - **B737- ENGINE no. 1** must be started first.

- The air-starter must be placed in such a way, so that the exhaust gasses are directed away from the aircraft's fuselage and the fire safety zones.
- The air-starter must be placed in opposite site of operated engine (start-up engine).
- The air-starter minimum safety distance from the aircraft fuselage must be kept (2,5 meters).
- Make sure the air-starter hose and connection head is in good condition and free of liquids, ice, debris or other contaminants prior to its connection to the aircraft. The minimum length of hose shall be 10 m (30 ft).

CROSS-BLEED START RESTRICTIONS

- Ground Crew shall not confirm or allow to cross bleed start until:
  1. Pushback is complete,
  2. The parking brake is set,
  3. Push back tug is disconnected.
  - ➢ Cross-bleed starts during pushback are not permitted.
  - ➢ All staff and equipment (other than ASU) is clear on self-manoeuvring stands.
  - ➢ Any request to perform a cross bleed start must be declined until all points above are completed.

4.3.3. Air Heater / Air Cooler

	Remarks
1. General rules	• In the case of malfunctioning of the Auxiliary Power Unit or if use of the unit is not allowed, the passenger cabin may be air conditioned only by an external device (Air Heater or Air Cooler). • It is recommended to cool the air in the passenger cabin if the temperature outside is higher than 25 ^{0}C, and to heat up the air if the temperature outside is below 5 ^{0}C. • The unit shall be connected approx. 60 minutes before ETD. • It is recommended to disconnect the air conditioning unit just before passengers' boarding. • **Air Heater -** the heater and its controls shall be designed to offer two different modes of heating. The heating unit shall be pressure and temperature controlled. • **Air Cooler (Conditioning Unit)** - it is desirable that the cooling system shall have minimum capacity to reduce the aircraft cabin temperature through a range of 380C in a maximum time of 70 minutes from initial start and be capable of maintaining the aircraft cabin at a constant temperature between 220C and 240C. • The air conditioning hose on mobile units shall have a minimum length of 10m (30ft).
2. Removal of ground support equipment	**Authorised ground staff must make sure that:** • Ground support equipment, which is no longer needed, is removed as soon as possible. • Ground support equipment is parked in the designated parking areas • Cabin doors are closed by the flight attendants when embarkation of passengers is completed. • Passenger steps or loading bridges are removed only after cabin doors have been closed.

4.3.4. Boarding bridge (GRH 3.5.2)

1. General rules	**Boarding bridge shall be:** • Fully retracted or parked in the designated parking position prior to aircraft arrival and departure movement. • Moved slowly to the aircraft cabin access doors. • Engaged using the auto leveling safety system. • Secured to prevent movement from non-authorized persons.

4.4. LIST OF GROUND HANDLING ACTIVITIES ON THE RAMP DURING TURNAROUND (GRH 3.2.3)

	Activities
1.	Preflight duties: • stand allocation for arriving aircraft and collection of inbound flight information; • check for serviceability of stand guidance and passenger bridge or stairs (The condition of the steps must be checked. Any debris must be removed, during winter season pay particular attention to snow, frost and liquid residues such as deicing fluids and other that may cause skidding, falling. Contamination (i.e. ice, snow) must be removed mechanically or with use of special chemicals.); • stand inspection for FOD; • check for serviceability of GSE - a walkaround safety inspection prior tu use shall be done; • check the passenger bridge/stairs are correctly parked and GSE are clear of stand; • check stand guidance/marshaller in position; • vehicles and personnel remain clear of parking stand until engines are shut down and anti-collision lights are turned off (before approaching the aircraft, please make sure that both beacons, on the top and bottom of the fuselage are switched off) - the exception is non-APU arrival procedure GHM p. 4.3.1 (3).
2.	Aircraft chocked (verbal/visual confirmation to the flight crew required)
3.	GPU connected
4.	Safety cones placed
5.	Visual check of aircraft for damages – walkaround inspection form (GHM p. 4.4.2)
6.	Passenger bridge/stairs positioned
7.	Passenger doors opened
8.	Passenger disembarkation
9.	GSE positioned and safety devices correctly used
10.	Catering equipment positioned
11.	Compartments doors opened
12.	Compartments offloading (check if empty)
13.	Catering off/on loading
14.	Cabin cleaning
15.	Refueling
16.	Crew change
17.	Compartments loading
18.	Water service
19.	Toilet service
20.	Passenger embarkation
21.	Baggage reconciliation

22.	Documentation completed
23.	Pushback positioned
24.	Compartments doors closed
25.	GSE clear
26.	Safety cones removed
27.	Cabin doors closed
28.	Passenger bridge/stairs removed
29.	De-icing
30.	Walkaround – walkaround inspection form (GHM p. 4.4.2)
31.	GPU disconnected
32.	Chocks removed
33.	Aircraft off blocks/engine start
34.	Post flight duties

4.4.1. PRE arrival/departure inspection (GRH 3.2.2; GRH 3.2.7; GRH 3.2.8)

ARR	Actions	DEP
x	Required GSE is available and positioned clear of the ERA and the aircraft docking guidance system is operational or, if applicable, marshalling personnel are in place	
x	The ramp area surface is free of: - debris that could cause foreign object damage (FOD) - contamination that could be hazardous to aircraft movement - objects that could be subjected to jet blast effect	x
x	The aircraft movement path is clear of objects and obstacles	x
x	Adequate clearance exists between the aircraft and facilities or fixed obstacles along the aircraft movement path	x
x	Any visible aircraft damage or abnormalities are reported to the flight crew and maintenance (walkaround)	x
x	Landing gear safety pin is installed after arrival and removed after push back (it does not apply to EMB)	x
x	Personnel not involved in the aircraft arrival/departure are positioned outside the ERA	x
x	If applicable, wing walkers and/or other applicable personnel are present	x
	Passenger boarding equipment are detached from the aircraft and parked in a fully retracted position prior to aircraft departure movement	x
	GSE are detached from the aircraft and vehicles are positioned clear of the aircraft movement path	x
	Aircraft servicing panels and/or hatches are closed and secured (except external power and headset panels)	x
	Aircraft cabin and cargo doors are closed and handles are flush with the fuselage	x
	Communication is established with the flight crew (if applicable, air starter unit (ASU) positioning, engine start sequence and identification of minimum specifications for volume and pressure of air supply	x
x	Use of anti-collision light(s)	x
	Vehicles and personnel remain clear of aircraft engine intake and/or blast areas during engine start	x

4.4.2. Walkaround inspection

4.4.2.1. General information

- The walkaround inspection must be conducted once after the aircraft's arrival and secondly before its departure. To conduct a walkaround inspection, the ground handling agent must use the printed Walkaround Inspection Form (WAIF), which can be found in Chapter 11, Appendix 3.
- The walkaround shall be performed clockwise and begin at the front passenger door to position the stairs as first.
- It is essential to have adequate lighting during the walkaround check. If the lighting is insufficient, a flashlight must be used.
- WAIF must be signed by the ground handling personnel performing the walkaround inspection and the pilot in command.
- If any damage or other abnormality is found during the walkaround inspection:
  - Report it immediately to the Pilot in Command and LOT Ground Operations Control (onn@lot.pl) and take a mandatory picture of the damage/abnormality. Do not approach the aircraft with any GSE in the area where the damage has been found without the Captain's authorization.
  - Send a copy of the WAIF, along with pictures, to ground.safety@lot.pl.

WALKAROUND INSPECTION FORM

Airport
Registration

ARRIVAL			Date:	Flight No.:
EXTERNAL VISUAL CHECK:			Additional information	
No damage on passenger doors and surroundings	YES	NO		
No damage on cargo doors and surroundings	YES	NO		
No damage on fuselage or wings	YES	NO		
No damage on engines or cowls	YES	NO		
Handles, panels, hatches - undamaged, closed, secured and flush with fuselage	YES	NO		
No tire damage	YES	NO		
No leaks (fuel, oil, hydraulic, water, etc.)	YES	NO		

Inspection performed on arrival by HANDLING AGENT (name and signature):

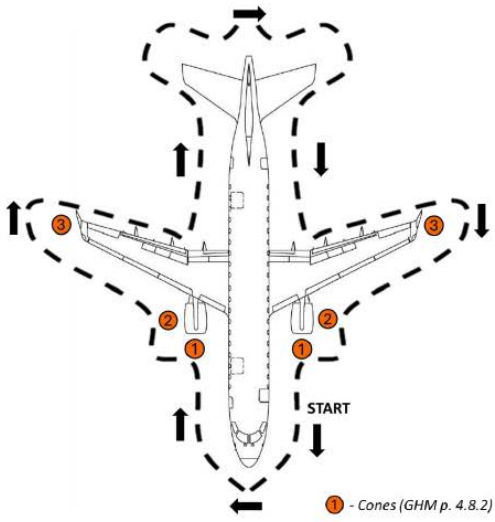
The PIC declares that the agent performed a walkaround inspection upon arrival.
The crew may refuse to sign if the walkaround was not performed.
PILOT IN COMMAND (signature and company ID no.):

CARGO HOLD CHECK:			Additional information
Cargo hold light serviceable	YES	NO	
Nets secured and undamaged	YES	NO	
Cargo door seals and cargo hold undamaged	YES	NO	
All cargo holds checked and confirmed empty	YES	NO	
All offloaded ULDs in serviceable condition	YES	NO	

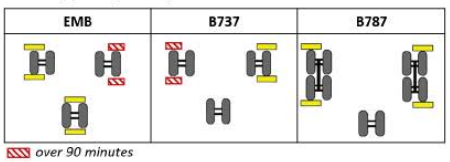
Inspection performed on arrival by HANDLING AGENT (name and signature):

DEPARTURE			Date:	Flight No.:
EXTERNAL VISUAL CHECK:			Additional Information	
All loaded ULDs serviceable and matching LIR	YES	NO		
Loading lines not exceeded	YES	NO		
Passenger doors closed and secured	YES	NO		
Cargo doors closed and secured	YES	NO		
Handles, panels, hatches - undamaged, closed, secured and flush with fuselage	YES	NO		
No damage on fuselage, door areas, wings, engines, etc.	YES	NO		
No leaks (fuel, oil, hydraulic, water etc.)	YES	NO		

Inspection performed on departure by HANDLING AGENT (name and signature):
Report to the PIC before departure: 'All doors and hatches are closed. No visible damage found.'



Chocking (GHM p. 4.8.1):



over 90 minutes
*in case of high wind all wheels must be chocked (nose and main gear)

Any damage discovered during inspection:
1. Immediately report it to the PIC and LOT Ground Operations Control (onn@lot.pl) and take a mandatory picture of the damage.
2. A copy of this form with pictures must be sent to ground.safety@lot.pl.
Do not approach the aircraft with any GSE in the area where the damage has been found without the Captain's authorization.

This form must be collected and stored in the station file for a minimum of 3 months.

Version: 9
Valid from: DEC 2024

4.4.2.2. The POST arrival walkaround check

- Conduct an **arrival walkaround** to inspect for damage to the following parts of the aircraft before positioning GSE:
  - all passenger doors, cargo doors and surroundings
  - fuselage and wings
  - engines and engine cowls
  - all access panels and servicing access points
  - tires

  Additionally, check whether:
  - handles, panels and hatches are closed, secured and flush with the fuselage
  - there are no leaks (fuel, oil, hydraulic, water, etc.)
- Give clearance for GSE to approach aircraft.
- Conduct cargo hold check.

Note: If any damage or other abnormality is found, it must be reported according to GHM p. 4.4.2.1 (guidance is also provided on the WAIF).

4.4.2.3. The PRE departure walkaround check

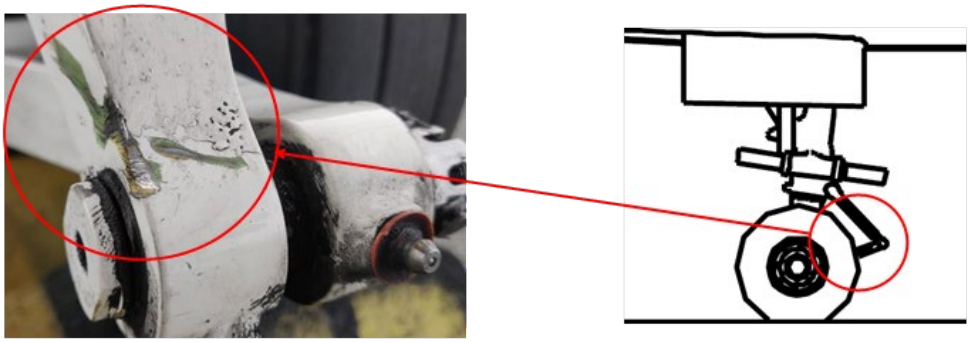
- The walkaround shall be performed before departure, after all ground servicing activities have been completed and all GSE have been removed from ERA.
- Inspect aircraft at a normal walking pace.
- If any part of the aircraft has GSE engaged during the check or re-engages after, this area must be reinspected.
- During the **pre-departue walkaround inspection**, verify whether:
  - all loaded ULDs are serviceable and matching LIR (B787);
  - loading lines are not exceeded;
  - passenger and cargo doors are closed and secured ;
  - handles, panels and hatches are closed, secured and flush with fuselage ;

    Exception: the external power and headset panel will remain open during the walkaround. Please do not forget to close and secure it before departure.
  - there is no damage on: fuselage, passenger and cargo doors (and surroundings), panels, wings, engines, tire, etc.
  - the nose landing gear, before being connected to the towbarless tractor and after being disconnected, is not damaged*
  - landing gear tire pressure is not low
  - pitot covers are removed
  - safety pins are removed (landing gear)
  - there are no leaks (fuel, oil, hydraulic, water, etc.)

Note 1: If any damage or other abnormality is found, it must be reported according to GHM p. 4.4.2.1 (guidance is also provided on the WAIF).

Note 2: In the event of the aircraft returning to the stand, the pre departure walkaround check shall be repeated.

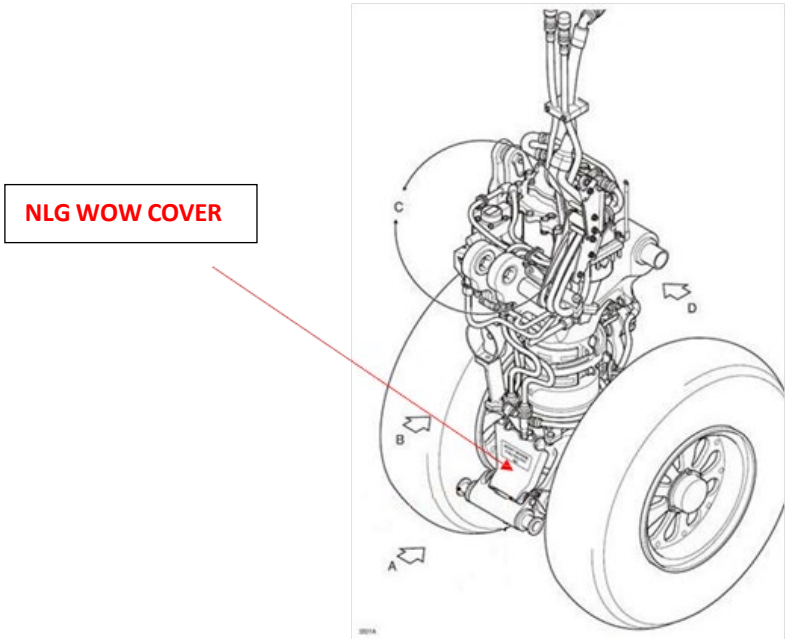
*** Damage to the nose landing gear:**



WEIGHT ON WHEEL (WOW) sensor indicate whether the weight of an aircraft is resting on its wheels. This information reveals whether the aircraft is airborne or on the ground. WoW sensors are important because they help to prevent accidents relating to the incorrect position of the landing gear, as well as protect the aircraft from damage.

WoW sensors is considered a safety critical part of aircraft landing gear control systems.

- Please be aware the WoW sensor is located in a close proximity of towbar attachment point and may be accidently damaged while connecting the towbar to NLG.
- Make sure your operational staff is aware of this to prevent potential damage or incident with landing gear.
- Any sights of damage must be immediately reported.



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4.5. LOT POLISH AIRLINES RAMP HANDLING REQUIREMENTS

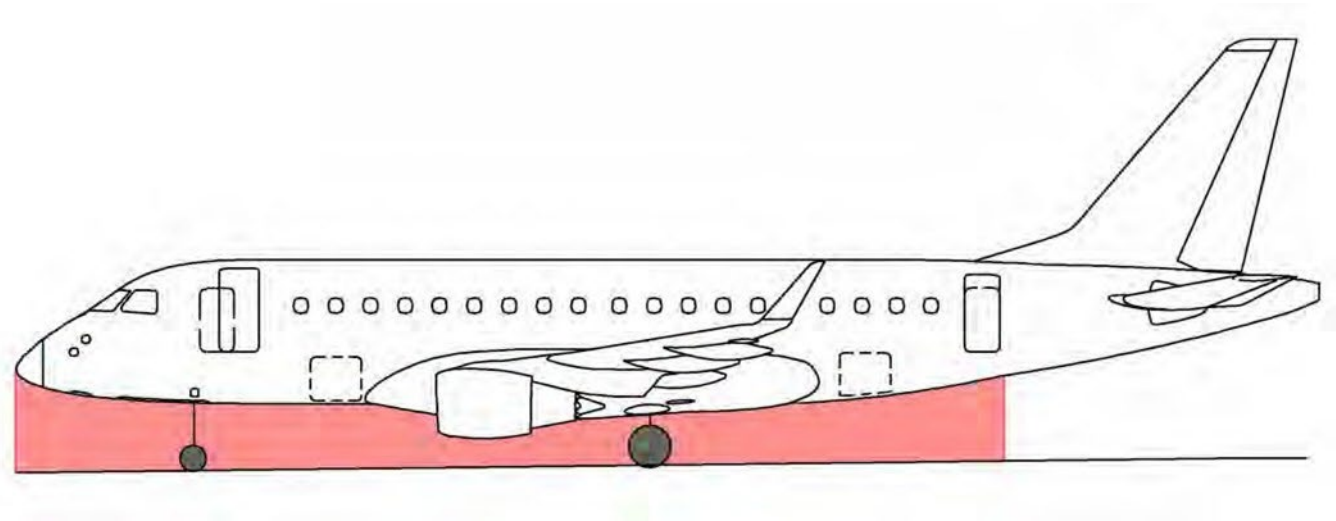
	Remarks
1. General (GRH 3.5.3 ii.)	• Ground handling of LOT aircrafts is provided according to the handling agreement signed between LOT and handling agent operating in given airport. • Ground handling is accomplished according to standards defined in GHM. • Station Manager or other LOT representative ensures that ground services are delivered according to the signed agreement. **NOTE**: Where there is no LOT representative, commander supervises required handling. • GSE must be in good condition with it's maintenance documented and recorded. • Additional handling services not included in the agreement may be arranged at the commander's or Station Manger's order.
2. Operating practices	• Personnel shall not walk or stand on a moving conveyer belt. • Personnel must not ride up or down on the rear platform of a loader. • Personnel shall never attempt to jump off or on a moving vehicle. • Personnel shall not be transported on equipment unless there is a seat for them. • Personnel on moving equipment must be seated properly and shall keep their bodies within the confines of vehicle structure. • Personnel must not ride on elevating platforms when the vehicle is in the drive mode. • Personnel shall not walk on rollers or castors. • On arriving aircraft all personnel must remain clear of the propellers, engine inlets and exhausts until the engines have spooled down and, in case of propellers stopped turning. Personnel must not approach an aircraft until the anti-collision beacons have switch off. • Personnel and equipment must not pass through the arc of the propeller at any time, including when it is stationary. • On departing aircraft, as soon as the anti-collision beacons are on, personnel must remain clear propellers, engine inlets and exhausts. Personnel, unless required to perform specific function must immediately vacate the area. • Extreme care shall be exercised when entering and leaving aircraft cabin holds and compartments. ➢ Aircraft cabins shall only be entered or exited by using steps, stands 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 (conveyer belt, cargo loader). • Drawing or scrawling on fuselage and other parts of aircraft is strictly prohibited. It may be offensive and impact the image of LOT Polish Airlines. The drawing or scrawling if observed shall be photographed, documented and supervisor shall be informed.

	Remarks
…cont. Operating practices	• If towbar is connected to tractor and aircraft, it is forbidden to cross drawbar! • It is forbidden to put baggage net out of baggage compartment. Do not leave loose metal hangings, it may cause damage of fuselage. Attach hangings to the metal o-rings to avoid net hanging free. This will also prevent attempts to climb the net.

4.5.1. General Safety Measures on the Ramp

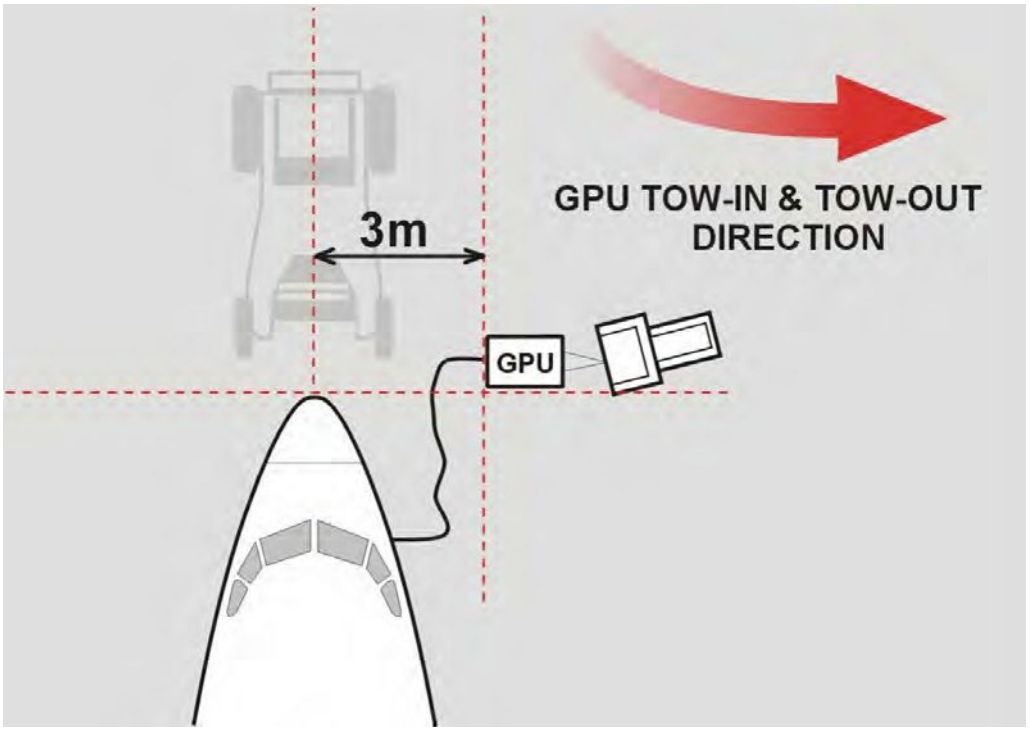
1. General Rules	Safety regulations related to specific handling tasks (which are described on the pages in this manual) as well as the local airport regulations must be strictly observed.
2. Security	No unauthorized person may enter the ramp or an aircraft. If any unauthorized person is detected: Inform the local authorities directly or through your Operations Supervisor, according to local regulations. Handling agent personnel is obliged to challenging persons without badge.
3. Ramp traffic	Use only the marked walkways and traffic routes according to the local airport regulations. Wear fluorescent safety vests.
4. Protection from noise	Wear ear protection all the time while on duty on the ramp, for example ear muffs.
5. Ramp surface	Check the ramp surface frequently to avoid accidents, injuries of persons or damage to aircraft and equipment caused by oil, ice, snow, F.O.D. (Foreign Object Damage: small or big stones or objects like tie-down rings, waste, etc.). If any contamination of the ramp surface is detected: Initiate an immediate removal of the contamination.
6. Passenger routes	Lead passengers to and from the aircraft in a way that the risk of accidents is kept to a minimum. If boarding or deboarding and fuelling take place at the same time do not lead passengers through the fuel venting areas. For more, GHM p. 4.11.4.

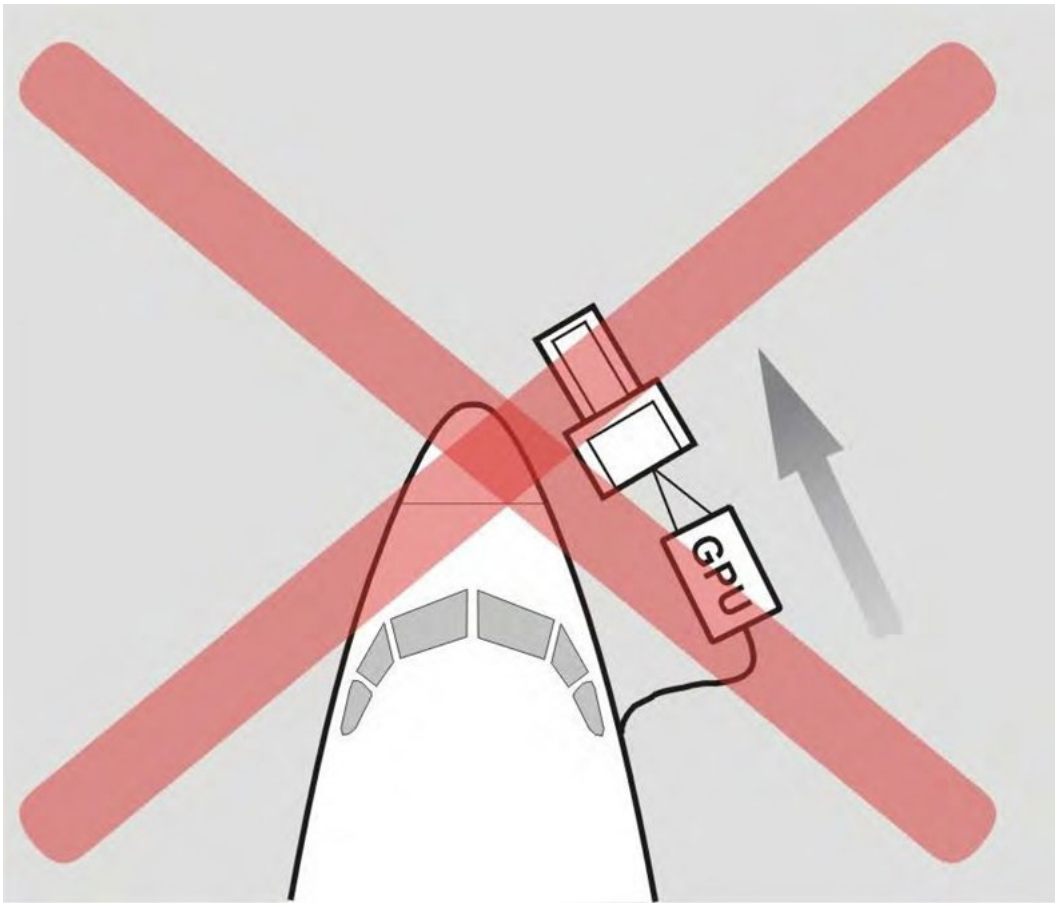
7. Movement under the narrow-body aircraft engines and fuselage shall be restricted to technical staff and flight crew only.



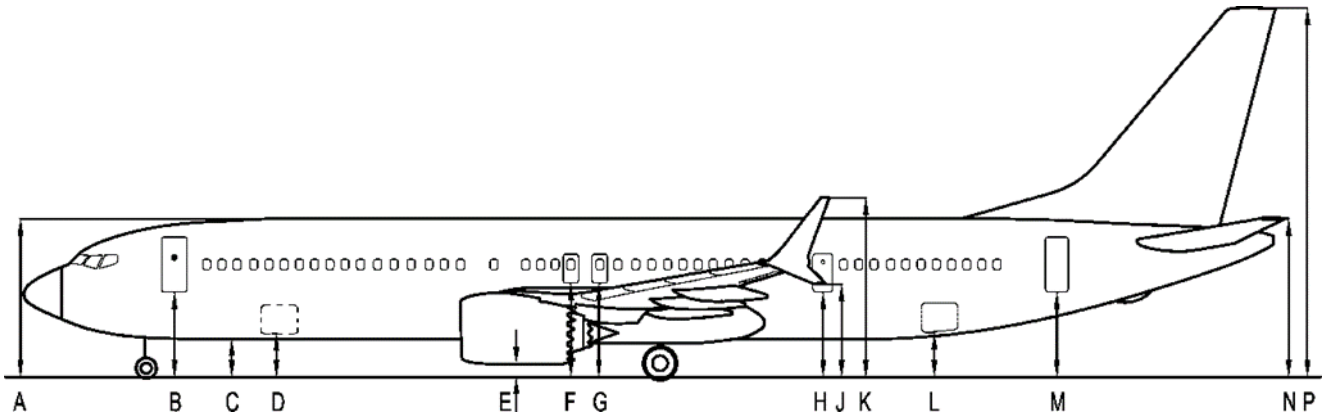


8. GPU positioning





9. B737-8MAX winglet



	DESCRIPTION	737-8 / -8-200 / BBJ8 *[1]			
		MINIMUM		MAXIMUM	
		FT - IN	M	FT - IN	M
A	FUSELAGE - TOP	16-8	5.08	18-1	5.51
B	FORWARD DOOR, LEFT & RIGHT	9-1	2.77	10-1	3.07
C	FUSELAGE - BOTTOM	4-2	1.27	5-1	1.55
D	FORWARD CARGO DOOR	4-8	1.42	5-6	1.68
E	ENGINE	1-5	0.43	1-10	0.56
F	FORWARD OVERWING EXIT DOOR, LEFT & RIGHT	10-2	3.10	10-5	3.18
G	AFT OVERWING EXIT, LEFT & RIGHT	10-2	3.10	10-5	3.18
H	MID EXIT DOOR, LEFT & RIGHT *[2]	8-8	2.64	9-5	2.87
J	WINGLET BLADE, LOWER	9-2	2.79	10-4	3.15
K	WINGLET BLADE, UPPER	15-8	4.78	19-11	6.07
L	AFT CARGO DOOR	4-4	1.32	5-4	1.63
M	AFT PASSENGER DOOR, LEFT & RIGHT	8-2	2.49	9-3	2.82
N	HORIZONTAL STABILIZER	18-9	5.72	17-6	5.33
P	VERTICAL STABILIZER	38-11	11.86	40-8	12.40

NOTES:

*[1] CLEARANCES SHOWN ARE NOMINAL. ADD PLUS OR MINUS 3 INCHES TO ACCOUNT FOR VARIATIONS IN LOADING, OLEO AND TIRE PRESSURES, CENTER OF GRAVITY, ETC. DURING ROUTINE SERVICING, THE AIRPLANE REMAINS RELATIVELY STABLE, PITCH AND ELEVATION CHANGES OCCURRING SLOWLY.

*[2] MID EXIT DOOR ONLY EQUIPPED ON 737-8-200.

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4.6. BAGGAGE HANDLING

4.6.1. Handle baggage in the baggage sorting area.

	Remarks
1. Baggage handling area	• All baggage make-up areas and baggage transfer points are restricted to authorized personnel only. • All areas shall be supervised and access shall be controlled. • All area should be well lighted. • Surveillance cameras shall be used, where feasible. • Periodic checks of all areas shall be undertaken • Loading supervisors shall ensure that loaded baggage carts are not left unattended in areas accessible to the public. • Loading supervisors shall retain baggage in make-up area, moving it to the aircraft not earlier than necessary. • Driver of baggage carts shall keep ground route from make-up area to the aircraft as short as possible. • Baggage carts must be kept in good condition and shall not be overloaded. • Before the flight is closed the handling agent shall to confirm the final number of accompanied and unaccompanied (RUSH) hold baggage pieces load into the hold. This may be done either by using the automatic reconciliation system or by manual methods.
2.Damage, theft and pilferage prevention	• Baggage held outside normal operating hours shall be stored in secure area. • Route from make-up area to the aircraft should be as short as possible and well illuminated. • Ramp agent or supervisor shall always: ➢ view compartment into which baggage is being loaded, ➢ keep constant observation during loading operation, ➢ observe state of baggage, ➢ report to the appropriate department (e.g. baggage tracing) if any damage or pilferage is stated, ➢ Weight the damage piece of baggage and enter information in the relevant documentation. **NOTE:** Leaking baggage must not be loaded. • The baggage must be properly protected against rain and snow until it is put on board aircraft.
3.Baggage with missing tag	• Should it be discovered that any piece of baggage is not marked with a destination tag, report this fact to the supervisor. • Information on the location where lack of baggage tag was discovered, weight of the piece and baggage handling persons shall be entered in the relevant documentation. • Afterwards the baggage shall be delivered to the staff handling baggage- related complaints (LL, LZ) so that appropriate action may be taken.

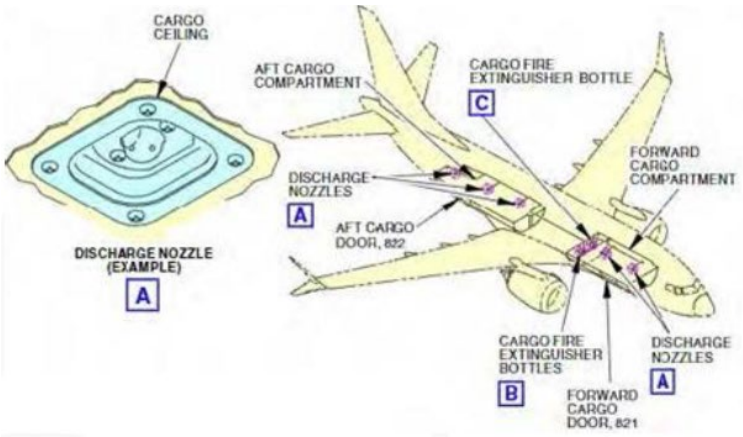
4.6.2. Prepare baggage for delivery onto flights (GRH 3.4.1)

1.Baggage loading (bulk) (GRH 3.7.7)	• Checked baggage is loaded onto the aircraft by the employees of the handling agent providing ramp handling services to LOT Polish Airlines aircraft. • It shall start and finish within the deadlines agreed with the Station Manager or another authorized person who represents LOT Polish Airlines. • While handling baggage at the sorting facility, transporting it between the sorting facility and the aircraft and loading it onto the aircraft, the baggage shall be protected against damage and unauthorized access. • Baggage must be loaded in accordance with the Loading Instruction prepared by the Weight & Balance staff. **NOTE:** The Station Manager or another person representing LOT Polish Airlines may introduce additional local regulations applicable to loading checked baggage onto the aircraft, which shall be passed on to the handling agent's staff in the form of a written instruction. • Any baggage with missing identification tag must be identified before loading. **Procedure:** ⇒ Report to supervisor any piece of baggage not marked with a destination tag, ⇒ Deliver baggage to the Lost and Found to take action • Particular attention shall be paid for handling baggage which requires special care during handling, marked by tags such as „This Way Up",„Heavy" „Live Animals" etc. • The baggage which exceeds allowed unchecked baggage limits, taken from the passenger at the GATE or at the entrance to the aircraft, tagged as „Limited Release", shall be treated, while loading, in the same way as checked baggage • The condition of the load must be inspected prior to loading, in order to detect leaking or damaged shipments. **NOTE:** Leaking shipments must not be loaded. Any damage noticed must be reported to the appropriate departments (e.g. baggage tracing, cargo department, mail handling). • The available separation nets must be properly secured to prevent shifting of load in flight. • Heavy loads must be stowed at the bottom; if necessary, put heavy loads on spreaders in order not to exceed the maximum floor load and running load limitations. • Special loads must be stowed in accordance with the relevant regulations (Dangerous goods, Live animals, and Miscellaneous special loads. • For maximum utilisation of the available compartment volume, load must be stowed as tightly as possible. • When loading is completed, a visual check of the compartment shall be done to roughly compare the volumes and weights with those mentioned on the loadsheet. • Door protection nets must be properly secured before closing the compartment door.

Cont..Baggage loading (bulk) **(GRH 3.7.7)**	• Carrying baggage which is not accompanied by a passenger is prohibited; ⇒ Should a decision be made to remove from the flight a passenger who has already checked his/her baggage in, it is absolutely necessary to remove the passenger's baggage from the flight at the same airport. ⇒ If such baggage has already been loaded onto the aircraft, one must ensure it is taken off the aircraft, regardless of any delays it may cause. **NOTE**: It is forbidden to carry passenger's baggage if the passenger is not present on board unless such baggage has been subjected to additional security check.
2.Baggage loading (ULD containers)	• ULD shall be in serviceable condition before loading - refer to IATA ULD. • Do not pack baggage pieces too tightly into a container. • Make sure baggage pieces are arranged with enough space left, with tags visible immediately upon opening the container. • Having loaded the baggage into the ULD, close the container and place the list with numbers of baggage tags affixed to baggage pieces loaded into the unit in the external "pocket" of the ULD. • Container must be equipped with tag (for baggage – black lettering and a red slash or a white background). The tag shall be placed in position easily seen from eye level. In case of fixed-size ULDs, the tag shall be inserted in a fixed placard holder. **NOTE:** Any old tag must be removed. • If possible, baggage carried on a single-leg route should be loaded into a container other than the one containing baggage carried on a multi-leg route • The transfer baggage shall be sorted regarding final destination and loaded to the separate ULD's. If possible, ULD's containing transfer baggage should be loaded into separate hold.

4.6.3. Loading sequence

1. Sorting checked baggage *(Star Alliance A2.3; B1.5)*	Checked baggage is being sorted in order to ensure that baggage is loaded onto the aircraft in a way which makes it possible to offload baggage at destination in the following order:
10. Moving/walking aids **9. DAA baggage and baby strollers / car-type seats** **8. SHORT TRANSFER baggage** *(for more, GHM p. 6.14)* **7. TRANSFER baggage** *(including Priority in transfer)* **6. PRIORITY local baggage** *(marked priority tag)* **5. LOCAL baggage** **4. SPECIAL NEEDS Passengers baggage** *(for more, GHM p. 5.11.6)* **3. RUSH** **2. MAIL** **1. CARGO** ***Note:** The loading position of transfer baggage, priority baggage and short transfer baggage must be shown on the LDM and/or CPM message. The baggage codes according to IATA must be applied.*	
2. Securing of bulk load-general	The load must be secured in such a way that: • In flight, it cannot work loose and cause hazardous displacement of the centre of gravity of the aircraft, injure passengers and crew, or damage the aircraft • In case of forced landings, it cannot injure passengers and crew. • Load must be restrained against shifting forwards, backwards, sideward and upwards.
3. Securing load	• Items weighing 150 kg or more, irrespective whether the compartment or net section is volumetrically full or not. • Items with an individual weight between 50 kg and 150 kg, if the compartment is not volumetrically full. • Items with an individual weight of less than 50 kg, but having a density of more than 240 kg/m3 (high density load, e.g. pieces of machinery, metal bars) must be lashed if the compartment or net section is volumetrically full and remains full up to the point of unloading of these items.
4. Methods for securing load must be used	• Items described above must be tied down to the tie-down tracks of the securing load must be used compartment by means of tie-down footing and ropes or straps. • Any other individual items which by their nature, shape or density may constitute a hazard must be restrained by either filling the compartment or net section to its volumetric capacity or by using the previous method. • If transit cargo is found to be damaged, the ramp handling agent must inform the carrier's Station Manager or representative and/or captain to receive further instruction.

5. Lashing regulation	For lashing of bulk load, the following regulations apply: • Whenever possible, ropes and straps must be put around the item in such a way that the angle between the actual force direction and the rope or strap is not more than 45°. • Ropes or straps securing an item for different force directions (e.g. upwards and forwards), may be attached to the same tie-down fitting. • Ropes or straps can be attached in advance to tie-down fittings in those places which may be difficult to reach later on. • Load may not be tied to attachment points not intended for this purpose (e.g. fire detector guards, compartment door latches, net attachment points in the compartment ceiling, etc.) • Tie-down fittings must be installed in the tracks with a minimum spacing of 50cm/20 inches. • Ropes and straps must be firmly tensioned, but not too tautly to avoid damage to the lashing equipment or to the item. • The same tension must be applied to all lashings. • Wet ropes may not be used, as they may loosen up when they dry out. • Ropes, straps and tie –down fitting of foreign origin may only be used if their restraint capacity is known. **NOTE**: Lashing materials must be returned to the carrier.
6. Loading of EMB	Loads MUST NOT be loaded into Embraer over the line showing maximum loading level (5 cm/2 in from the ceiling surface).  
7. Loading of B737	Loads MUST NOT be loaded close to the nozzles of fire extinguisher. Maximum loading level is 5 cm/2 in from the ceiling surface. 

4.6.4. Handling of damaged baggage, cargo and mail (general and dangerous goods) (GRH 3.6.5)

1.Requirements	• The handling agent's staff shall be properly trained. Detailed training requirements has been laid down in IATA DGR and this manual. • Is the duty of the local handling agent: ➢ to have an up-to-date NOTIFICATION LIST, appropriate for the local airport, concerning dangerous goods incidents or unknown chemical substance incidents, ➢ to have the DGOR (Dangerous Goods Occurrence Report) form.
2.Loading basic rules	It is the duty of the ramp-handling agent to: • respect basic rules while loading/unloading the aircraft. • use appropriate equipment. • apply appropriate protection to immobilize loaded consignments in the aircraft for the duration of flight.
3.Cargo documents requirements	The cargo handling agent shall hand the consignments ready for the carriage together with the documents: AWB, DGD, MSDS – if applicable, Cargo Manifest, NOTOC over to the ramp handling agent.
4.Handling agent tasks	It is the duty of the ramp handling agent to check whether: the packaging, the markings, the stickers (type and quantity), the documents are in conformity with the regulations.
5.Damage to the packaging	When cargo is found to be damaged, the following action must be taken: a) to assess to extent of the damage, b) to assess the possible effects of the damage on: • the safety on proposed flight, • the safety of handling staff, • the shipment itself, including other load If any damage to packaging has occurred, but it has been found that: ➢ no one has accessed the contents, ➢ no leakage has occurred, ➢ no spillage has occurred, ➢ not contains DGR, and nevertheless is considered to be loaded the ramp handling agent must: ✓ drown up the Damage Report; ✓ ensure that all details of extent time, location, etc. are recorded on the Damage Report, Loading Instruction; ✓ notify by means the en-route and destination station of the fact that damage has been recorded and if necessary give the instruction for the safe handling of the items.

Cont.. Damage to the packaging	• If any damage packages are considered NOT to be loaded the ramp handling agent must: ✓ remove the packages to the safe place; ✓ remove from the normal storage area; ➢ Inform cargo and return cargo/mail shipment together with the documents to the cargo handling agent, ➢ update entries in appropriate cargo/mail documents — attached to the Loadsheet — and connected with the withdrawn consignment (Cargo Manifest, NOTOC); ➢ notify the captain (also, if applicable, the engineer) about the potential consequences, including the influence of the occurrence on the schedule of the planned flight. • If transit cargo is found to be damaged, the ramp handling agent must inform the carrier's Station Manager or representative and/or captain to receive further instruction.
6.Leakage or spillage of DGR (during loading/unloading process) – procedure for handling agent	• Immediately notify: ➢ persons responsible in accordance with local Notification List, ➢ the captain or the engineer, ➢ LOT Polish Airlines Station Manager (a supervisor or other person representing the interests of LOT Polish Airlines at the airport), ➢ his direct superior, ➢ the cargo/mail handling agent. • Fill in the DGOR form if necessary. Pass a copy of the DGOR form to the Station Manager or the person representing the interests of Polish Airlines at the airport (within 72 hours original DGOR document should be on hands of the local Aviation Authority). • Update the entries in appropriate documents — attached to the Loadsheet. • Obtain written confirmation from the Airport Fire Brigade or the Chemical Rescue Staff providing the following information: ➢ effectiveness of the neutralisation operation — whether the lethal threat or health hazard has been eliminated, ➢ start time of the operation, ➢ specification of substances or dangerous goods (if any) which have been deactivated, ➢ substance used for neutralisation, ➢ areas which have been cleaned, ➢ the number of cargo pieces covered by the deactivation, specifying the parcels withheld by the - chemical Rescue Staff, ➢ the number of baggage pieces covered by the deactivation, specifying the withheld pieces (further proceedings concerning baggage arecarried out in accordance with baggage complaint procedures, including drawing up of the PIR), ➢ time of the neutralisation operation.

Cont.. Leakage or spillage of DGR (during loading/unloading process) – procedure for handling agent	• After the completed neutralisation of the contamination: ➢ hand over the packages (baggage, cargo and mail) secured by the Fire Brigade or other specialised chemical rescue staff to the Lost & Found office, cargo shipments together with documents to the cargo handling to transfer them to the cargo facilities. ➢ take further steps as regards the damaged consignment in accordance with relevant complaint procedure applicable to baggage, cargo or mail.
7.Procedure for Station Manager (a supervisor, agent or person representing the interests of LOT at airport: (GRH 3.1.2)	• Supervise the above mentioned operations of the ramp handling agent, • Notify the Operation Center, • Provide to the LOT Polish Flight Safety Department flight.safety@lot.pl ⇒ Filled copy of the DGOR form, ⇒ a copy of the written confirmation issued by the Airport Fire Brigade or other authorized chemical rescue staff concerning the completed operation (if needed), ⇒ a copy of other documents regarding the case and available photographic documentation if available. • Based on (EU) REGULATION No 376/2014 DG Occurrence Report (DGOR) shall be reported no later than 72 hours to all below: ⇒ Local Civil Aviation Authority; ⇒ Local Airport Authority; • PLL LOT S.A. (e-mail: DGOR@lot.pl and flight.safety@lot.pl)
Dangerous Goods Regulations, Section 9, Chapter 7	

4.6.5. Passenger items transported in the passenger seats of the aircraft cabin (GRH 3.4.12)

	Remarks
1. Policy:	• Passenger items (e.g. valuable baggage) might be transported in the passenger seats of the aircraft cabin.
2. Loading requirements	Such passenger items shall: • be secured by a safety belt or restraint device having enough strength to eliminate the possibility of shifting under all normal anticipated flight and ground conditions; • be packaged or covered in a manner to avoid possible injury to passengers and cabin crew members; • not impose any load on the seats that exceeds the load limitation for the seats; • not restrict access to or use of any required emergency or regular exit, or aisle(s) in the cabin; • not obscure any passenger's view of the seat belt sign, no smoking sign or required exit sign. For more, GHM p. 5.3.4 (6) and p. 6.3.5.

4.6.6. Stowing of load in the passenger cabin (GRH 3.4.10)

	Remarks
1. Policy:	• Passengers and cargo carriage within passenger compartment at the same time (combined flights) is forbidden. • In case when available holds capacity is insufficient to carry whole payload LOT Polish Airlines accept stowing of load in the passenger cabin. • LOT Polish Airlines is equipped with the special „seat container" (certified by manufacturer), different to each aircraft type.
2. Stowing of load in the passenger cabin is limited to;	• Regular cargo and mail accepted in accordance with the Cargo Bureau regulations and procedures. **NOTE:** Dangerous goods are not allowed to carry in passenger cabin. • Checked baggage. **NOTE:** Baggage with contents of firearm, ammunition and other dangerous items are not allowed to carry in passenger cabin.
3. Conditions	• Cargo or baggage shall be stowed in an approved seat container that does not exceed the load limitation for the seats. • Maximum weight allowed per triple seats 225 kg B737 A/C. • Perishable cargo is not allowed to stowing in the passenger cabin. • Live animal cargo – AVI is not allowed to stowing in the passenger cabin. • All loads stowed in the passenger cabin must be screened. • All loads stowed in the passenger cabin are packaged or covered in a manner to avoid possible injury to passengers and cabin crew members • Dangerous goods shipments must not be stowed in passenger cabin • Crew must be informed.
4. Loading instruction	• Containers are placed on the same side of cabin on: ➢ triple seats (B737). • The safety belts must be used whenever suitable. • The seat containers must be individually tied down. • It is forbidden to place the seat containers in emergency exit rows. • Emergency signs, no smoking signs or seat belt signs inside cabin can not be obscured by baggage and load. • Load placed in the containers can not exceed the upper level of the seat. • One row between container and passengers' seats must be left. • Destination station must be informed about load in passenger cabin by LDM message.

4.6.7. Withdrawing load from the flight

	Remarks
1. Responsibility	In case when available payload carrying capacity is insufficient to carry the whole payload, the LOT Polish Airlines Station Manager or a person authorized by the Station Manager or (at the airports where there is no LOT Polish Airlines office at the airport) an authorized representative of the handling agent representing the interest of LOT Polish Airlines, makes a decision to withdraw part of the load from the flight.
2. The order in which checked baggage (and other load) has to be offloaded from the flight	• Empty ULD's, • Non Revenue Cargo, • Cargo of LOT Polish Airlines staff carried at 90% discount and unaccompanied luggage belonging to LOT Polish Airlines and other persons carried according to the ,Service" tariff (except for persons mentioned under point 9) below), • Cargo carried at discount-fare tariffs (including unaccompanied luggage belonging to fare-paying passengers), • Baggage which belongs to LOT Polish Airlines staff and other persons traveling under ,Service " tariff, • Baggage of passengers holding Open Tickets, • Baggage of passengers on the Waiting List, • Baggage of discount-fare passengers, • General cargo, Mail • Baggage of Presidents, Directors and flying crew members of other airlines • Economy class baggage, • Transit passenger baggage, • Premium passenger baggage, • Priority and Express cargo: – AAA - OPERATIONAL PRIORITY CARGO; – PRI – SERVICE SELECT CARGO; – EXC – SERVICE SUPER CARGO; • Special Cargo: – NWP – NEWSPAPERS or MAGAZINES; – FRI/FRO – FROZEN CARGO; – COL/CRT – TEMPERATURE SENSITIVE CARGO; – PER/PEF/EAT/PEM/PEP/PES – PERISHABLE CARGO; – ICE – SHIPMENT IN DRY ICE; – RRE/RRW/RRY – RADIOACTIVE MATERIAL IN EXCEPTED QUANTITIES/ RADOACTIVE MATERIAL CATEGORY I/II/III; – VAL- VALUABLE CARGO; – ACT – ACTIVE TEMPERATURE CONTROLLED SYSTEM; – PIL – PHARMACEUTICAL CARGO; – DIP – DIPLOMATIC MAIL; – HUM - HUMAN REMAINS; – AVI – LIVE ANIMALS.

…Cont. 2.The order in which checked baggage (and other load) has to be offloaded from the flight	• Baggage of LOT Polish Airlines employees traveling on business, • Baggage of passengers traveling with full-fare business class tickets, • Special Cargo: diplomatic and courier mail and diplomatic and courier baggage, • Flight Kit, • EIC – Equipment in compartment, • CSU – Catering Service Unit. Catering, • Baggage of the crew members who perform a given flight operation,as well as baggage of members of the Management Board of LOT Polish Airlines, • Parts required for urgent aircraft repair marked in the Load Message, • (LDM) by the ,,AOG" code, • LHO – LIVE HUMAN ORGANS / SHL – SAVE HUMAN LIFE.
3. Procedure	• Baggage withdrawn from the flight shall be immediately delivered to the staff in charge of baggage-related complaints in order to agree on the way of sending the baggage to its destination. • The staff at the point of baggage offloading are responsible for sending a message to the staff in charge of baggage-related complaints at the destination airport, with the information on how and when the baggage. • withdrawn from the flight will be sent to its destination.

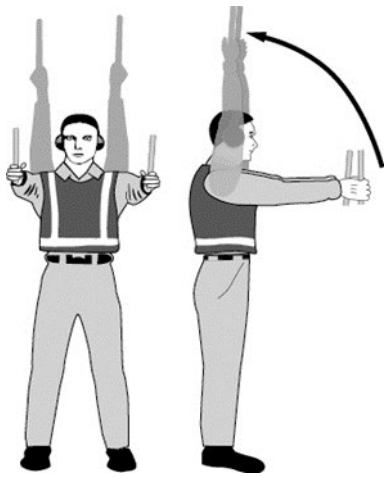
4.6.8. Arriving baggage handling standards

	Remarks
1.Offloading sequence	According to the GHM p. 4.6.3
2.Deliver baggage to the claim area *(Star Alliance B1.5)*	• Signs over the baggage belt shall indicate where the incoming flight is being handled (operating and marketing flight numbers). • Baggage equipped with Priority baggage tag must be delivered as first • The first piece of baggage shall arrive on the belt not later than 15 min after the aircraft stop on the parking position (block time). • The last piece of baggage shall arrive on the belt not later than 25 min.
3.Direct transfer of baggage from aircraft to aircraft	• In the event transfer of Schengen to Schengen, it is allowed to transfer such baggage directly from one aircraft to the other one without additional security check. • In case of any other transfer the same rule may be applied, unless it violates any customs, immigration, or security regulations of a given airport/country.

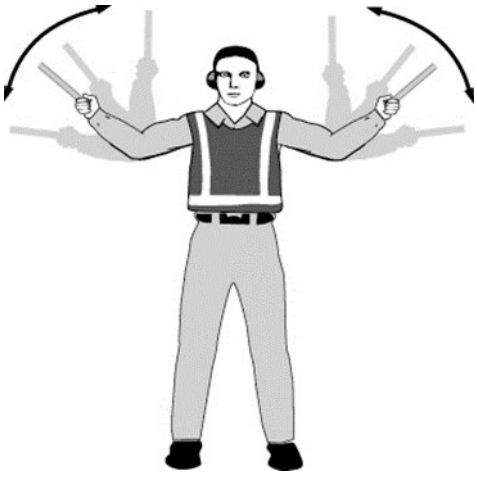
4.Delivery at Aircraft Tag	• The Delivery at Aircraft (DAA) procedure includes acceptance until boarding and delivery directly after deboarding of all baggage items which a passengers is depending on, e.g. baby strollers/car-type seats or wheelchairs. • DAA items will be loaded in the door area of the bulk compartment where they can easily be unloaded. • In order to facilitate quick unloading, the next destination shall be informed about the number of DAA items and loading position. • Upon arrival loading staff will check the delivery position on DAA tag and decide if the DAA item has to be delivered to the customer or transferred to a connecting flight.
5.Delivery at Aircraft handling	• If the DAA item has to be delivered to the customer, it shall be handled over directly at the aircraft or in the jetway – in consideration of local circumstances. • If de-boarding is finished and the DAA item was not picked up by the passenger, loading staff shall check the delivery station on the DAA tag and the baggage tag: – If the entry on the DAA tag shows your station and the baggage tag shows your station as final destination than deliver the DAA item to the baggage claim area, – If the entry on DAA tag shows your station and the baggage tag shows your station as transfer station then transfer the DAA item to the connecting flight, – If the entry on the DAA tag shows your station and the routing tag does not show your station then handle the DAA item as expedite baggage, – If the entry on the DAA item does not show your station and the baggage tag shows your station as final destination then deliver the DAA item to the baggage claim area.

4.7. MARSHALLING AT ARRIVAL/DEPARTURE

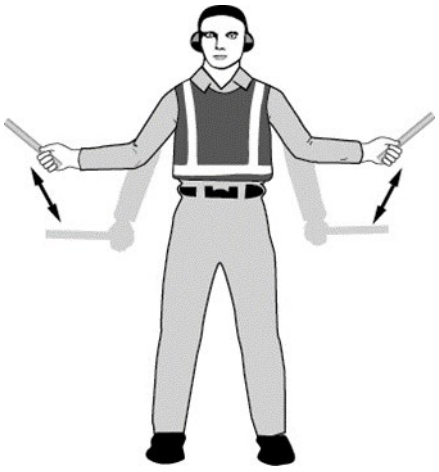
	Remarks
1.General rule	No person shall guide an aircraft unless trained, qualified and approved by appropriate Authority to carry out the functions of a marshaller.
2.Responsibility	A Marshaller is responsible for providing standard marshalling signals, in clear and precise manner, to arriving and departing aircraft.
3.Requirements	• The Marshaller shall wear a distinctive fluorescent identification west to allow the flight crew to identify that they are person responsible for operation. • "Dayglo" wands table tennis bats or gloves shall be used for ALL signaling by ALL participating ground staff. Illuminated wands shall be used at night or in low visibility. • Signals shall be used to provide a standard means of nonverbal communication between the ground personnel involved. • It is the responsibility of all ground staff to be aware of the dangers that may be present when the aircraft is taxing onto stand.



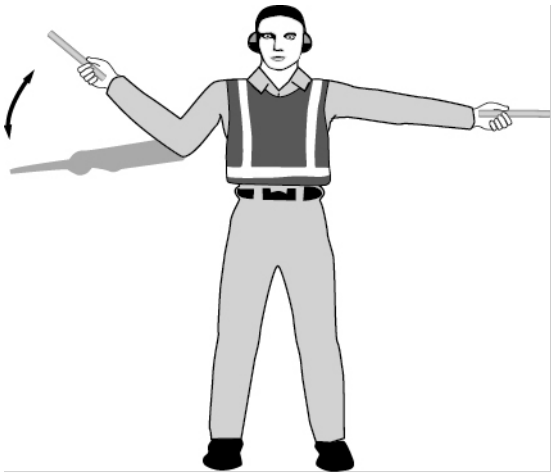
Identify gate



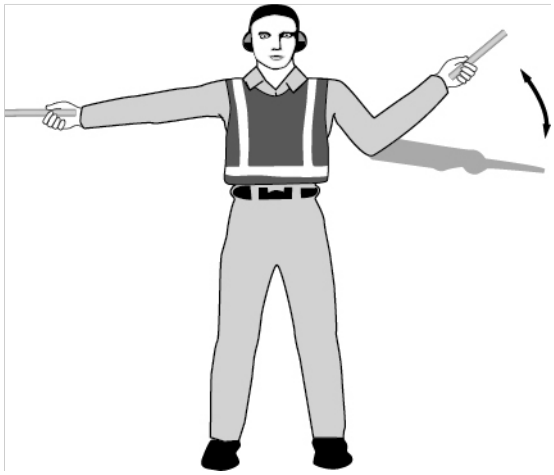
Continue to Taxi Straight Ahead



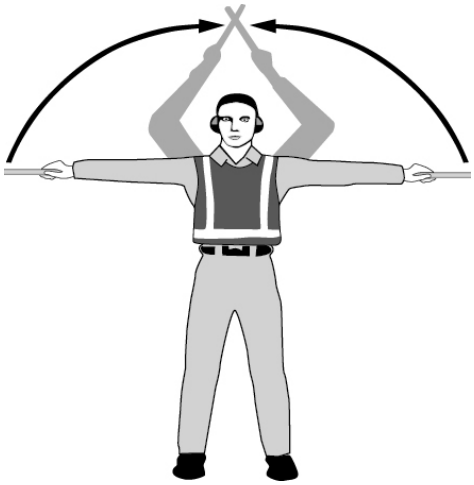
Slow down



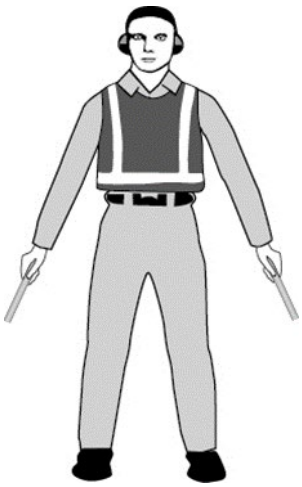
Turn Right (From the Pilots Point of View)



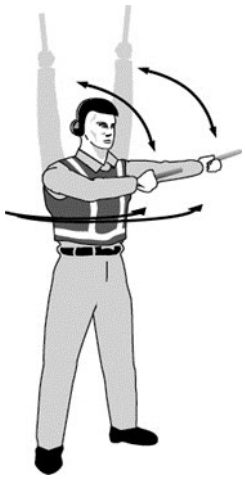
Turn Left (From the Pilots Point of View)



Stop-emergency stop



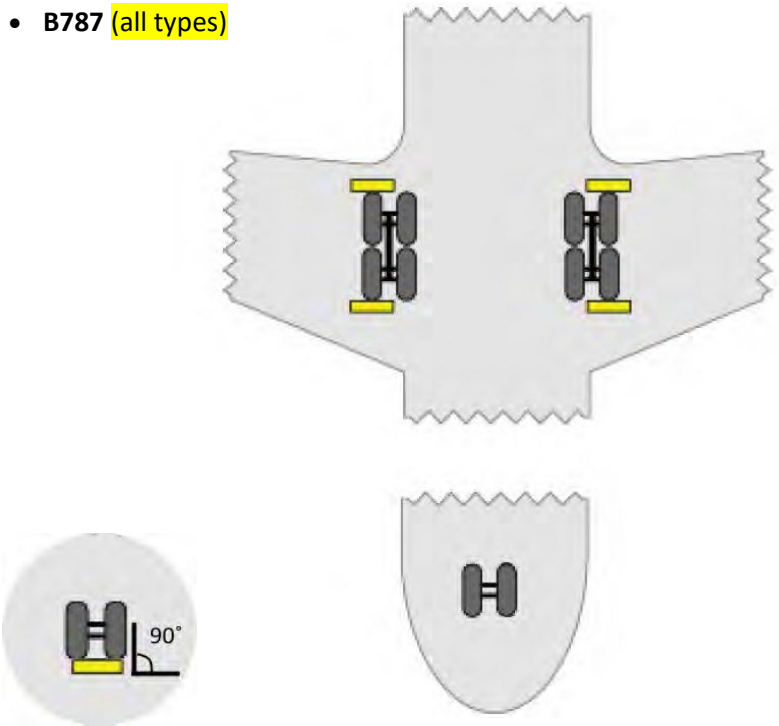
Hold position standby



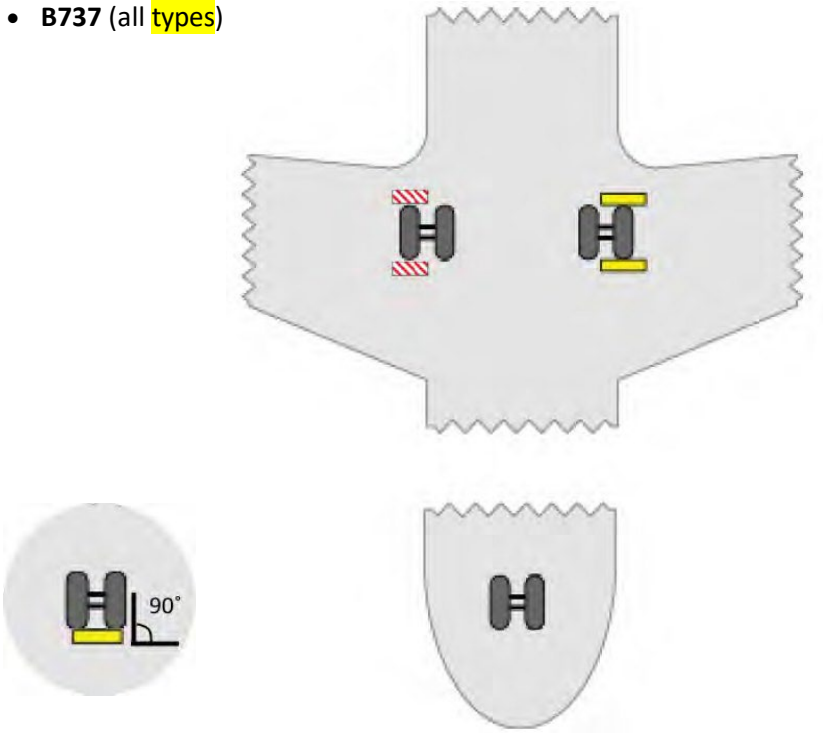
Proceed to Next Marshaller or as Directed by Tower/Ground Control

4.8. PARKING

4.8.1. Position and/or remove wheel chocks

	Remarks
1. General requirements	• Chocks should be of a high visibility color or be identified by high visibility markings. • Chocks should be triangular in shape with an approximate 45° angle at the point at which the tire makes contact. • Chocks shall be made of a material that has a suitable coefficient of friction and that has adequate rigidity. **NOTE**: Chocks made of rubber must always be used for LOT Polish Airlines aircrafts • The length of the chock should be such that it covers the full width of the wheel(s) required to be chocked. • The height of the chock shall be in relation to the size of the wheel and the type on tyre. • Chocks shall be stored in a dedicated area so they are not the cause of FOD.
2. Procedure	• Ensure that the aircraft has come to a complete stop and the anti-collision lights are off before approaching the aircraft's main wheel on arriving. • Wheel chocks must always be positioned according to Lot Polish Airlines rules. • Chocks shall never be removed from an aircraft until clearance is given by the person responsible.
• **B787** (all types) 	Wheel chocks **W88**, • Made of rubber 7"W X 5.5"H X 24"L as per Manufacturer's AMM • Weight: 24 lbs (9L752 Scientific Developments INC.175 S Danebo PO Box 2522 Eugene, OR 97402) **Procedure:** • Install the chocks on the main landing gear wheels. • Put chocks in front of one forward and behind one aft inboard or outboard wheel on each of the main landing gear trucks.

- **B737** (all types)



Wheel chocks **W92 ,**

- Made of rubber 7”W x 5.5” H x 52”L as per Manufacturer’s AMM
- Weight: 23 kg (9L752 Scientific Developments INC. 175 S Danebo PO Box 2522 Eugene, OR 97402)

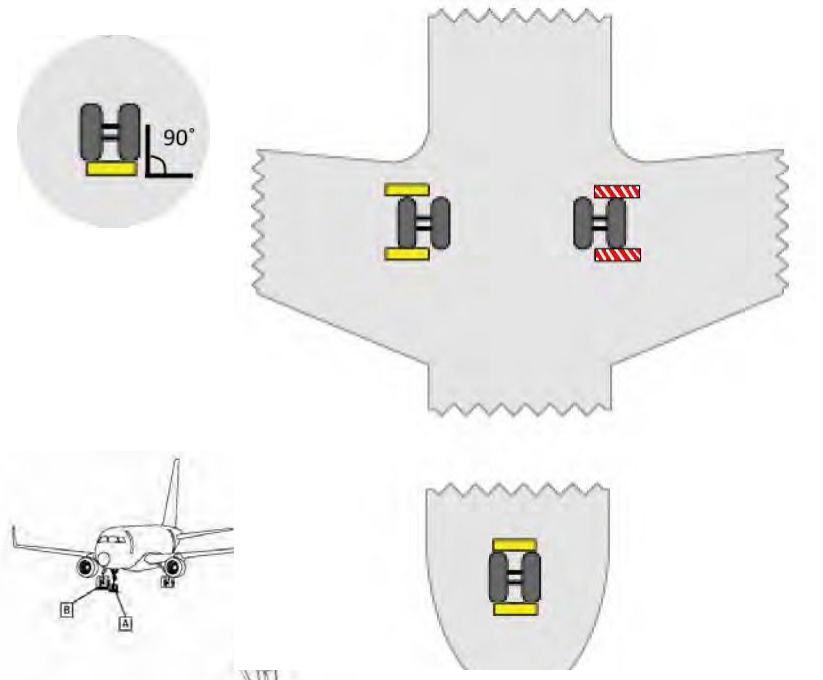
Procedure:

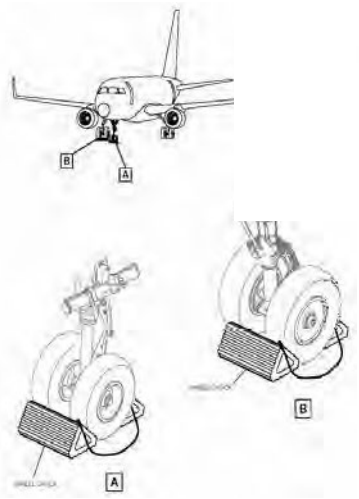
- Install the chocks on the main landing gear wheels.
- Put wheel chocks in front of and behind a minimum of one set of the main gear wheels.

NOTE:

In case of aircraft parking for a time longer than 90 min. wheel chocks must be placed in front of and behind both sets of the main landing gear.

- **EMB** (all types)





Put the wheel chocks in front of and behind the Nose and Right Hand Main Landing Gear outer wheels (as pictured on left).

Wheel Chocks **P/N 99-9028-6024** as per Manufacturer’s AMM (TRONAIR)

- Composed of two 24 in x 6 in x 6 in beams, each weighting 40,08 lbs (18,18 kg),
- Made of rubber,
- Black with orange stripes or any other color affording high visibility) – qty 3.

Normal operations:

1. After complete stop place chocks under nose landing gear and start connecting GPU.
2. When beacon light is off begin servicing and put chocks under right hand main landing gear wheels before boarding/ deboarding starts.

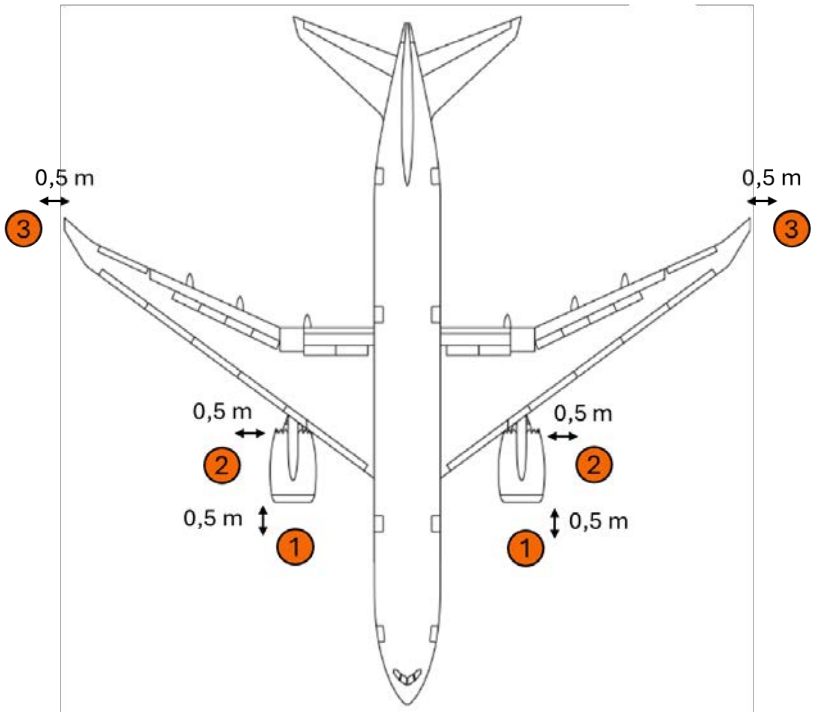
Chock all wheels in case of:

1. Overnight stop,
2. Turnaround over 90 minutes,
3. Requested by crew,
4. Strong wind or gust 20m/s based on current meteorological report (METAR, ATIS etc.)

4.8.2. Position or remove tail stands and/or aircraft tethering and safety cones

	Remarks
1. Tipping (aircraft ground stability)	• A critical aft centre of gravity situation may lead to tail tipping of the aircraft during the handling or towing operations. • Precautions must be taken to eliminate this possibility: ➢ Load planning: when planning the load distribution, sufficient load shall be allocated in the compartments forward of the centre of gravity to ensure ground stability. Particular attention must be paid to the distribution of the transit load on multi-sector flights ➢ Loading/offloading: Unloading shall start in the aft compartments then the forward ones. Loading shall start in the forward compartments then the forward ones. The same sequence shall be applied for aft and forward galleys. **Note**: Passenger distribution shall not be used to ensure ground stability. A tail support stanchion or nose tether can be used as recommended or required by aircraft manufacturer.
2. Safety cones placement and removal	• Safety cones are a caution sign for drivers to maintain required safety clearances. Cones protect parts of the aircraft against collision caused by GSE. • Prior to arrival of the aircraft, make sure there are sufficient serviceable safety cones to protect the aircraft type to be handled. • Design of cones should: ➢ be conical in shape, ➢ be of a minimum height of 750 mm (28,5”) and weight of 4,53 kg (10 lbs), ➢ be orange in color with reflective striping. • **Approach the aircraft to position cones only when all the following criteria are met:** 1) Aircraft has come to a complete stop. 2) Engines have been shut down and are spooling down. 3) Anti-collision lights are switched off. 4) Aircraft has been chocked. **Note:** Spooling down of an engine can be identified as follows: 1) Reduced engine noise. 2) Visible fan speed reduction. 3) Lack of exhaust heat or thrust plume. •

- Place safety cones on the ground at each wingtip immediately after the aircraft is at its parking position, in front of all engines and on the outer sides of the engines (distance 0,5 m):



- The minimum number of required safety cones is six (6).
- Additional safety cones may be used as needed based on operational requirements or local regulations.
- GSE shall not approach the aircraft until all safety cones have been placed (not applicable for the boarding bridge or GPU, if required).
- Safety cones must remain in place until all GSE have been removed from parking position.

  Note:

  1) In some situations, it may be necessary to reposition cones to allow GSE to be positioned.
  2) Cones shall not be placed under engines.
  3) Reposition the cones when the GSE is removed.
- Ensure all vehicles have been removed from the ERA.
- Remove the safety cones from around the aircraft.
- When not in use, place the safety cones in the designated storage area.

4.8.3. Adverse weather Condition (GRH 3.2.10)

1. General	Airside operational staff shall follow these procedures during adverse or poor weather conditions which may have a negative impact on aircraft handling activities and ground safety.

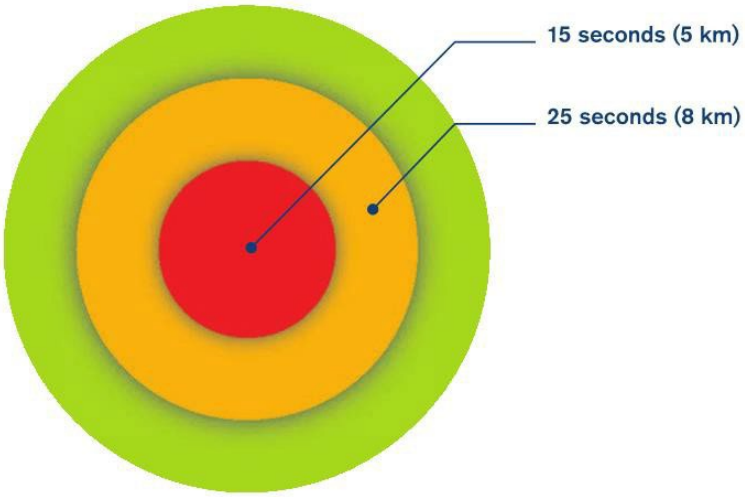
4.8.3.1. Winter Conditions

1. General Rules	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: • Plan additional time for all ramp activities and take extra care when walking across apron surfaces, which can be slippery. • Take extra care when driving, especially when approaching the aircraft. Remember that GSE require greater distances to stop safely on slippery surfaces. • Operators of potable water tankers and toilet servicing units shall be vigilant 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. • 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. • Close all entrance and cargo hold doors as soon as possible and keep them closed to avoid precipitation entry into the aircraft.
2. Ground Equipment:	During winter season, pay particular attention to snow, frost and liquid residues such as de-icing fluids and other that may cause skidding, falling. Contamination (i.e. ice, snow) must be removed mechanically or with the use of special chemicals. Before use, check: • Serviceability (by conduction daily check); • the condition of GSE for safe use. (Any debris/ contamination must be removed).
3. Caution:	Reduce speeds in slippery apron conditions. Adjust all activities and operations on the ramp to suit the conditions at the time.

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4.8.3.2. Storm- Lightning

ALERT - Amber Lightning activity is detected at a distance in excess of 8 km (5miles) from your operation.	1. Disseminate lightning warning to airside operating staff. 2. Prepare and plan activities to be ready in case of a Red Alert in accordance with local regulatory requirements. Make preparations for the **STOP** phase. • Suspend non-essential activities in open areas and ensure any staff using or about to use headsets are informed of the alert. • Fueling operations can continue, however the proximity of the thunderstorm/lightning should be continually monitored. • Avoid using highly conductive equipment.
STOP/ SUSPEND – RED Lightning activity is detected within 5 km (3 miles) of your operation.	Disseminate the order to stop all airside activities. • Stop fueling. Fueling hoses cannot be left attached to the aircraft during any Thunderstorm/Lighting event. • Discontinue aircraft communication by headset. • Stop all ramp activity and clear ramp. • Personnel should seek shelter inside buildings or inside metal bodied vehicles. No one should seek shelter under any part of the aircraft, loading bridge, near light poles, fences, under trees. • In accordance with local procedures, the aircraft may come on stand but the aircraft doors should remain closed and ground servicing suspended.
ALL CLEAR – GREEN Lightning activity has moved beyond 5 km (3 miles) and is heading away from your operation.	Disseminate the order to resume normal activities to all airside operating staff.
Lightning Alert Callout	In the absence of an integrated airport notification system, all airside operating staff shall be aware of the following procedures: • Use the counting method to detect/predict lightning activity. Determine the corresponding level based on the counting method diagram below. • The responsible person notifies all airside operating staff of the lightning alert level. If the person responsible is not available, the counting method should be used by all airside operating staff for self-protection. • 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.  ***Note 1**: The time indicated is the time between the lightning and the sound of thunder.* ***Note 2**: If the counted time is less than 15 seconds, the lightning activity is less than 5 km from the airport.* ***Note 3**: If the counted time is between 15 seconds and 25 seconds, the lightning activity is between 5 and 8 km from the airport.*

4.8.3.3. Strong Wind Conditions

1. General Rules	Strong wind: Wind speed equal to or more than 25 knts (12 m/s).

4.8.3.3.1. High winds pose a great risk of damage and the following minimum actions shall be taken

Ground Handling Actions	25 to 39 kt 46 to 72 km/h	40 to 59 kt 73 to 110 km/h	Above 60 kt Above 111 km/h
Chock **all landing wheels** (Nose and Main Gear)	X	X	X
Remove safety Cones	X	X	X
Secure Preconditioned Air Hoses (PCA)	X	X	X
Remove FOD	X	X	X
Secure ULDs	X	X	X
Remove GSE from parking stand (GPU, Belt loaders, etc.)		X	X
Ground handling activities stops		X	X
Secure Passenger Boarding Bridge 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 Passenger Boarding Bridge			X
Minimum fuel in aircraft tanks (if less, refueling required)		B737-800: 7800 kg B737-8: 7600 kg EMB170/175: 4700 kg EMB190/195: 6500 kg EMB195-E2: 7000 kg	B737-800: 7800 kg B737-8: 7600 kg EMB170/175: 4700 kg EMB190/195: 6500 kg EMB195-E2: 7000 kg

Maintenance Actions [1]	25 to 39 kt 46 to 72 km/h	40 to 59 kt 73 to 110 km/h	Above 60 kt Above 111 km/h
Install ground lock asswlies on the main landing gear and nose landing gear.	X	X	X
Install aircraft covers [2]		X [3]	X [3]
Apply the parking brake	X	X	X
Apply horizontal stabilizer at ZERO units (Neutral position)	X	X	X
Remove GSE from parking stand (GPU, Belt loaders, etc.)		X	X
Ground handling activities stops		X	X
Secure Passenger Boarding Bridge 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 Passenger Boarding Bridge			X
Minimum fuel in aircraft tanks (if less, refueling required)		B737-800: 7800 kg B737-8: 7600kg EMB170/175: 4700 kg EMB190/195: 6500 kg EMB195-E2: 7000 kg	B737-800: 7800 kg B737-8: 7600kg EMB170/175: 4700 kg EMB190/195: 6500 kg EMB195-E2: 7000kg

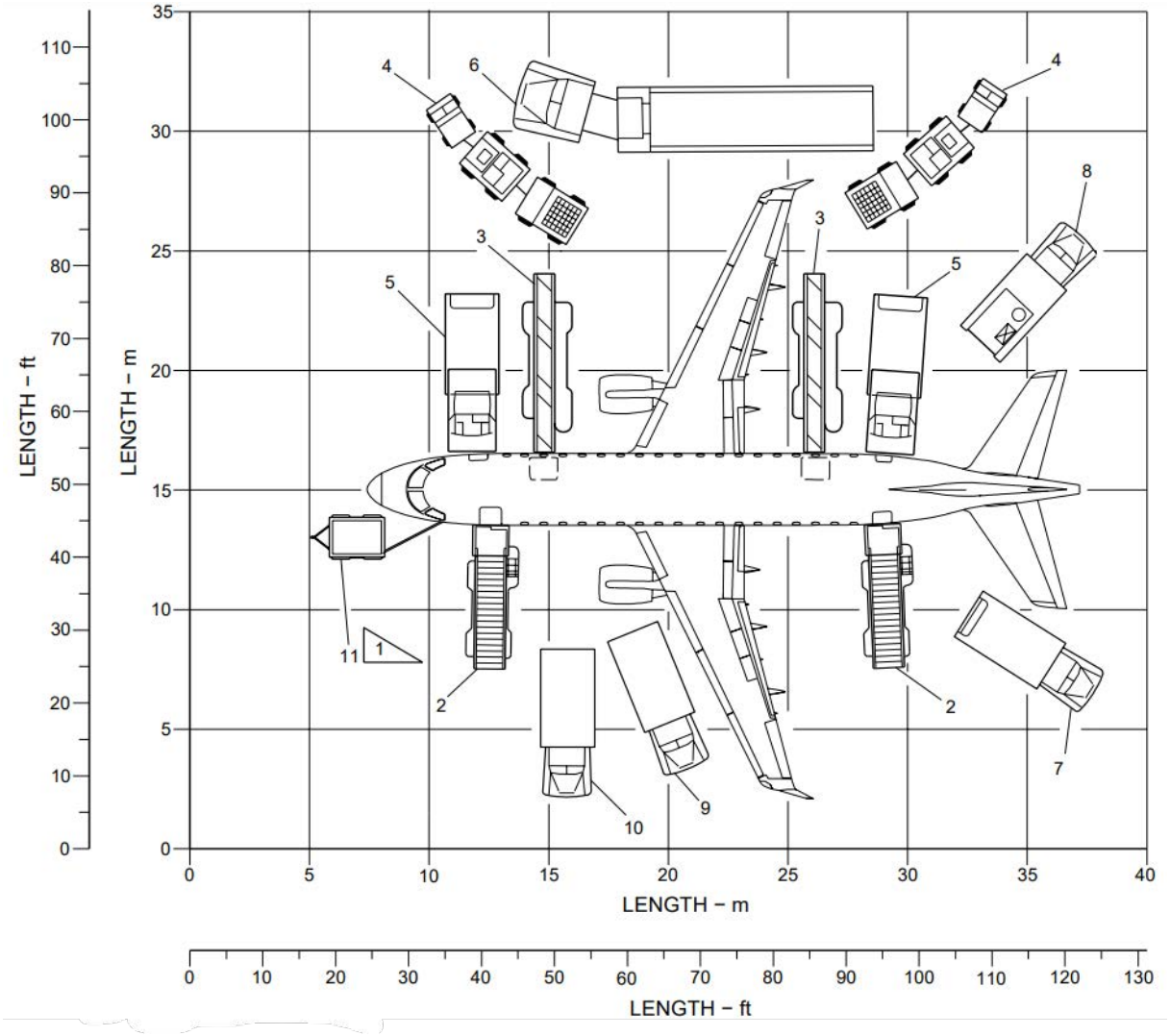
1. *Actions performed by Crew in the event of lack of maintenance personnel.*
2. *Action may be performed by Ground Handling personnel if properly trained (Parking preparation)*
3. *Install Pitot static probe protective cover; engine covers if available.*

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4.8.4. Aircraft servicing arrangements - no contact policy

4.8.4.1. ERJ 170-100

Aircraft servicing arrangement with passenger stairs

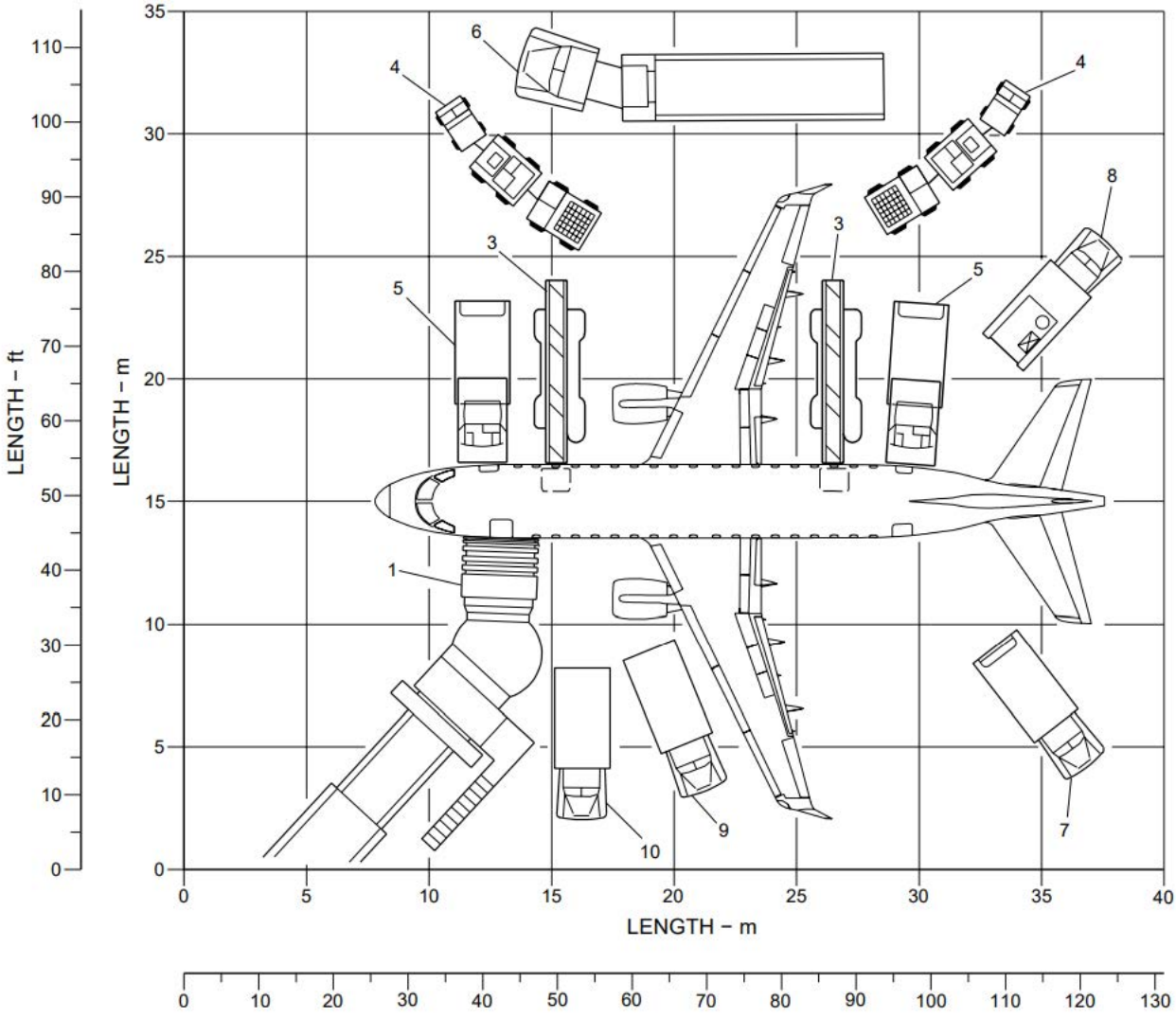


SERVICING ARRANGEMENT:

02 – PASSENGER STAIRS
03 – CARGO LOADER
04 – BAGGAGE / CARGO TROLLEY AND TUG
05 – GALLEY SERVICE VEHICLE
06 – FUEL SERVICE
07 – POTABLE WATER
08 – LAVATORY SERVICE VEHICLE
09 – AIR CONDITIONING UNIT
10 – PNEUMATIC STARTER
11 – GROUND POWER UNIT

1 THE GPU CAN BE MOVED TO BETTER POSITION CONSIDERING THE GROUND CONNECTION AND THE CABLE EXTENSION.

Aircraft servicing arrangement with air bridge

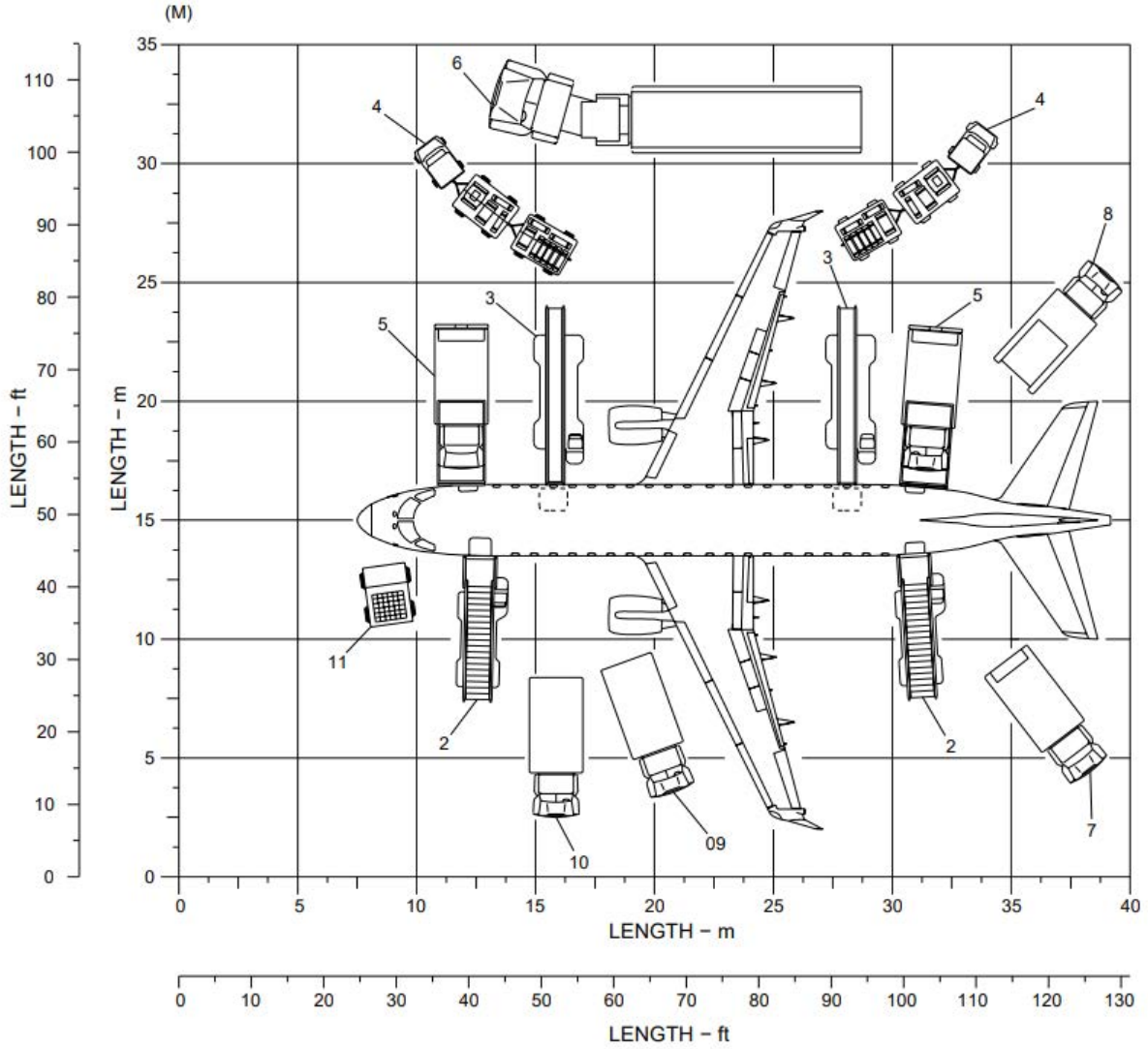


SERVICING ARRANGEMENT

01 – PASSENGER BRIDGE
03 – CARGO LOADER
04 – BAGGAGE / CARGO TROLLEY AND TUG
05 – GALLEY SERVICE VEHICLE
06 – FUEL SERVICE
07 – POTABLE WATER
08 – LAVATORY SERVICE VEHICLE
09 – AIR CONDITIONING UNIT
10 – PNEUMATIC STARTER

4.8.4.2. ERJ 170-200

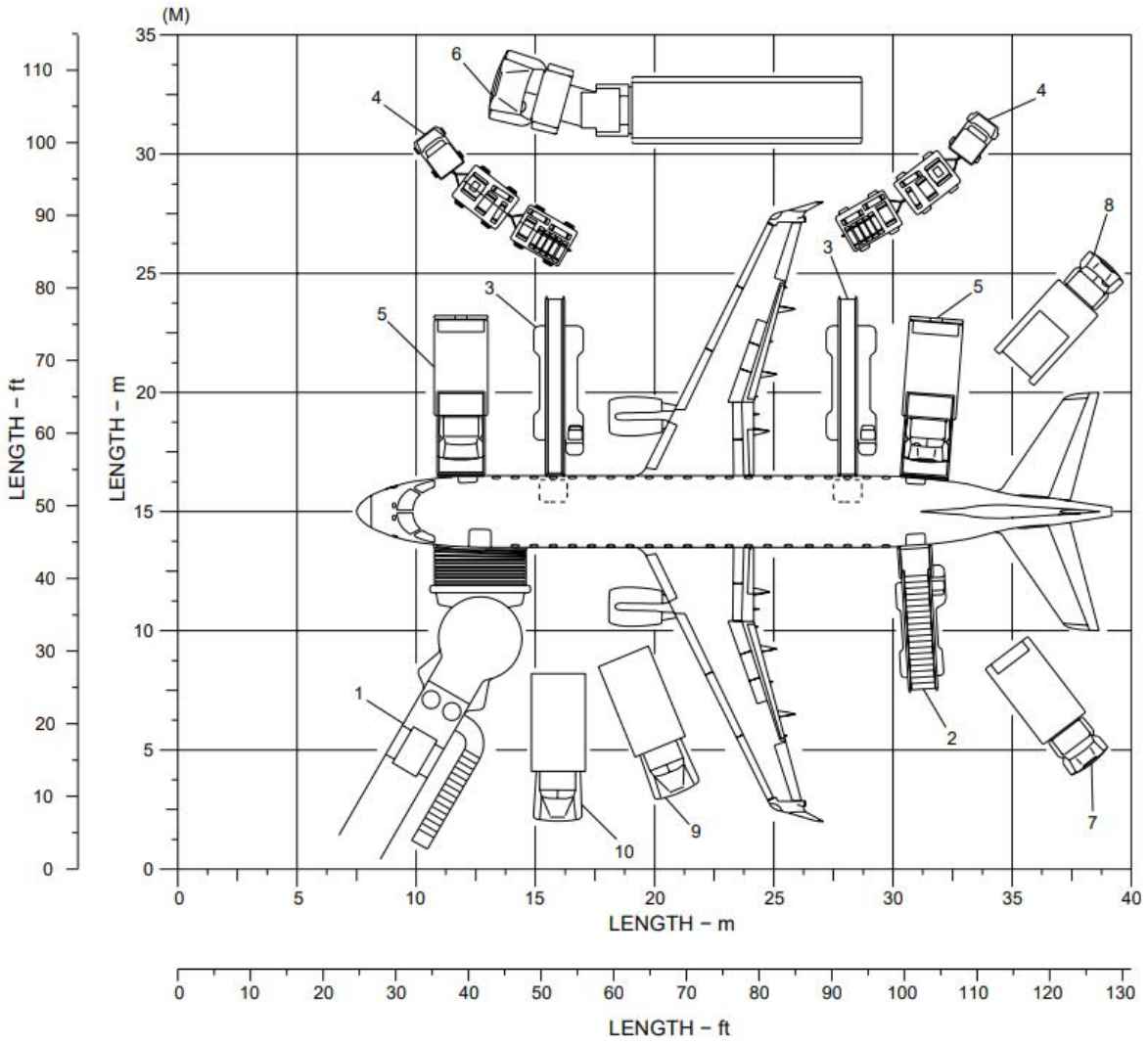
Aircraft servicing arrangement with passenger stairs



SERVICING ARRANGEMENT

02 – PASSENGER STAIRS
03 – CARGO LOADER
04 – BAGGAGE / CARGO TROLLEY AND TUG
05 – GALLEY SERVICE VEHICLE
06 – FUEL SERVICE
07 – POTABLE WATER
08 – LAVATORY SERVICE VEHICLE
09 – AIR CONDITIONING UNIT
10 – PNEUMATIC STARTER
11 – GROUND POWER UNIT

Aircraft servicing arrangement with air bridge

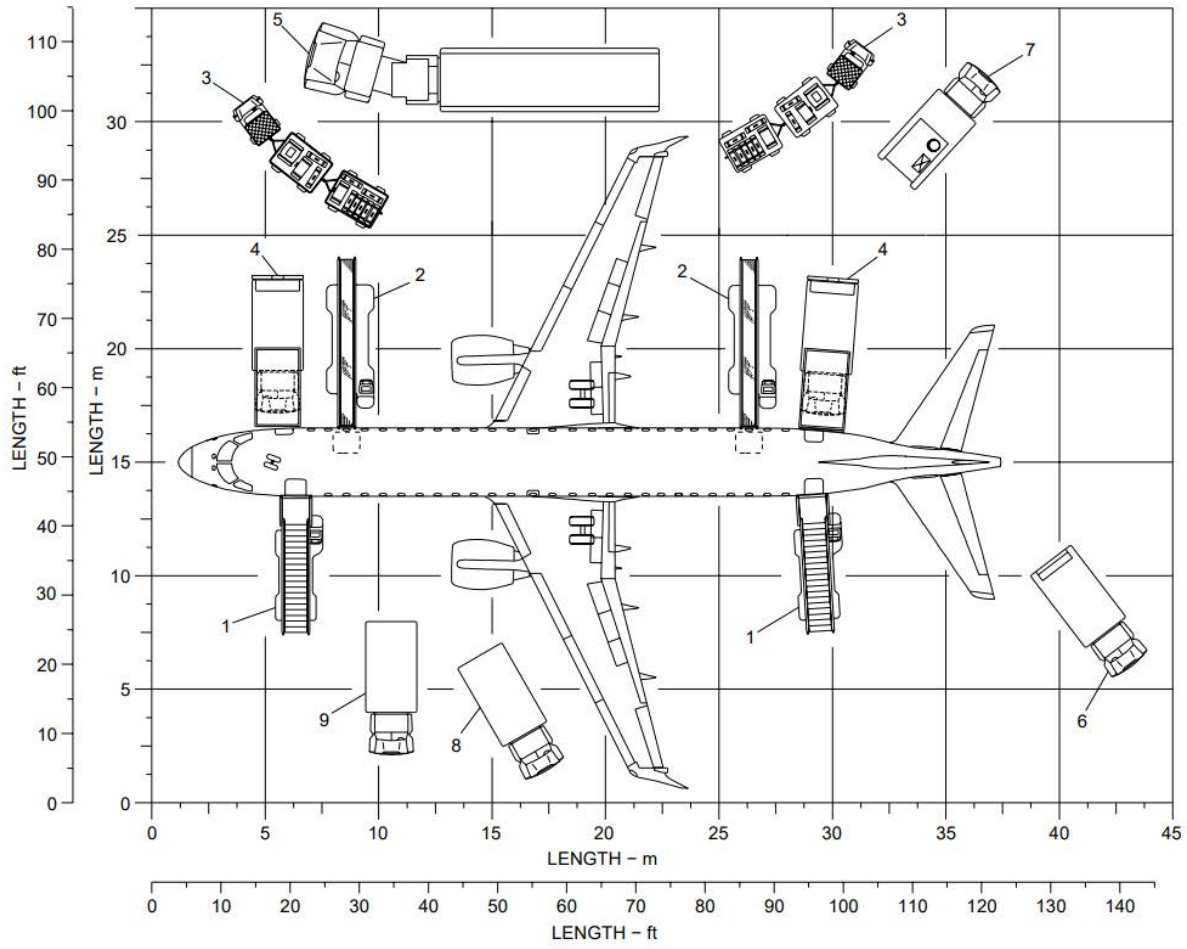


SERVICING ARRANGEMENT

01 – PASSENGER BRIDGE
02 – PASSENGER STAIRS
03 – CARGO LOADER
04 – BAGGAGE / CARGO TROLLEY AND TUG
05 – GALLEY SERVICE VEHICLE
06 – FUEL SERVICE
07 – POTABLE WATER
08 – LAVATORY SERVICE VEHICLE.
09 – AIR CONDITIONING UNIT
10 – PNEUMATIC STARTER

4.8.4.3. ERJ 190-100

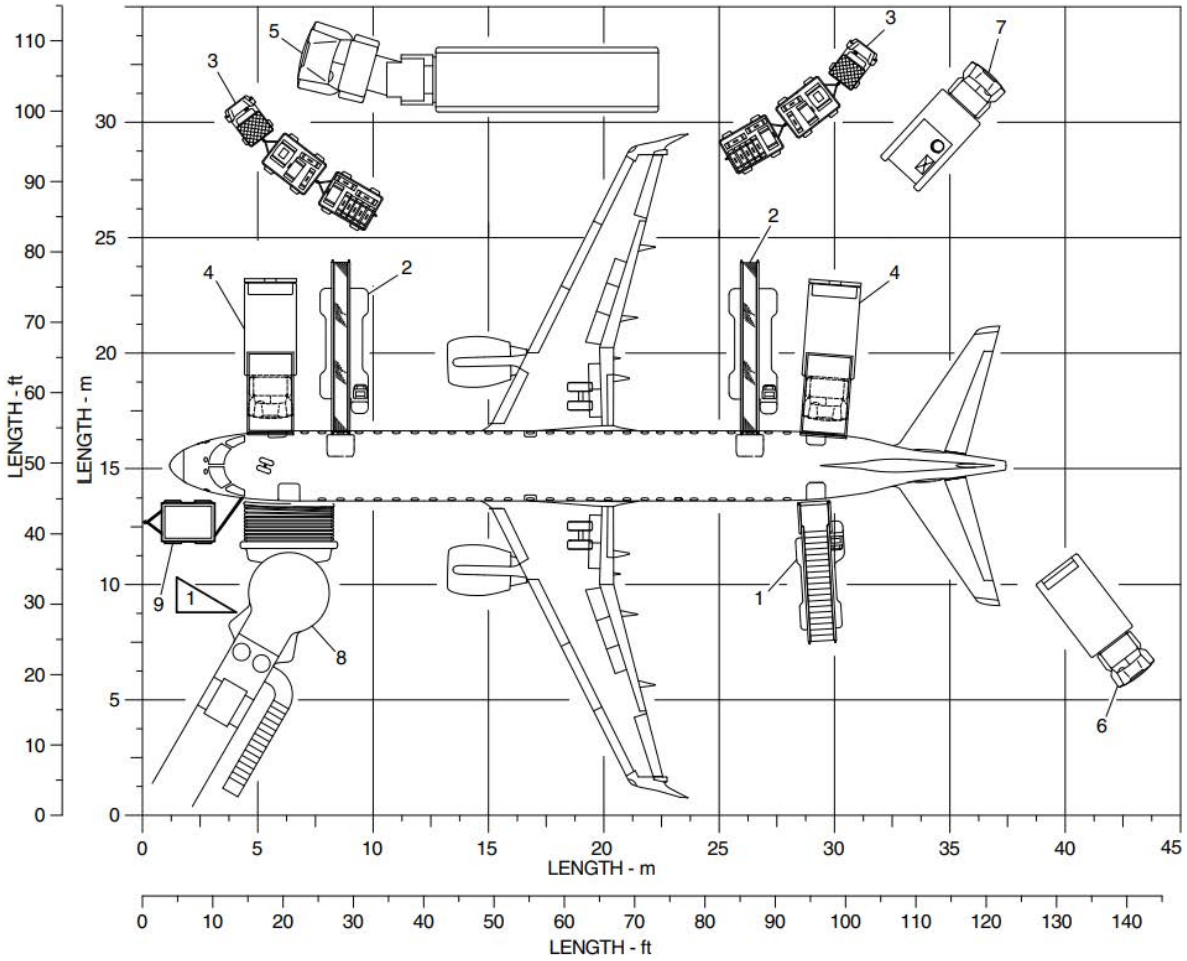
Aircraft servicing arrangement with passenger stairs



SERVICING ARRANGEMENT

01 – PASSENGER STAIRS
02 – BAGGAGE LOADER
03 – BAGGAGE / CARGO
04 – GALLEY SERVICE
05 – FUEL SERVICE
06 – POTABLE WATER
07 – LAVATORY SERVICE
08 – AIR CONDITIONING
09 – PNEUMATIC STARTER

Aircraft servicing arrangement with air bridge



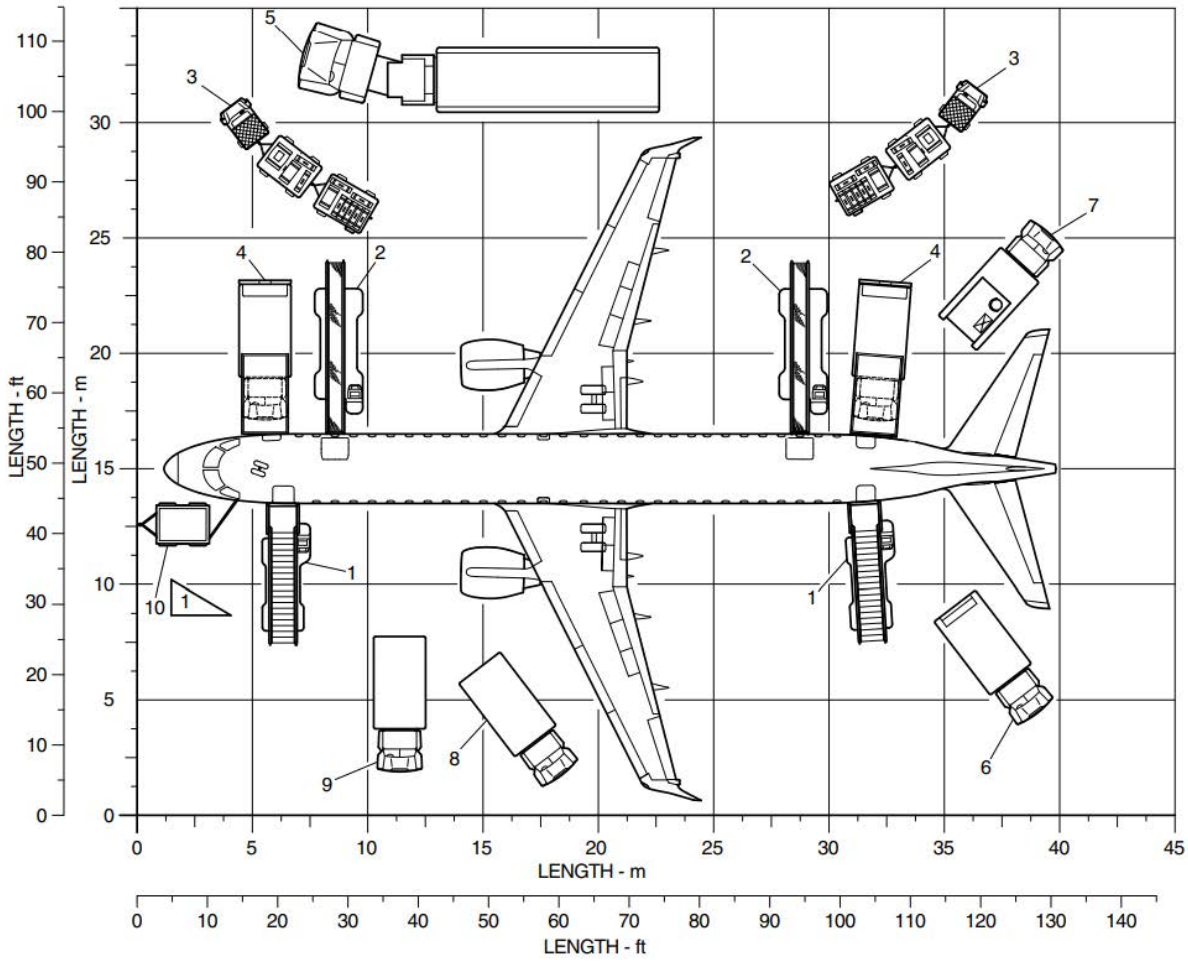
SERVICING ARRANGEMENT

01 - PASSENGER STAIRS
02 - BAGGAGE LOADER
03 - BAGGAGE / CARGO
04 - GALLEY SERVICE
05 - FUEL SERVICE
06 - POTABLE WATER
07 - LAVATORY SERVICE
08 - PASSENGER BRIDGE
09 - GROUND POWER UNIT

1 THE GPU CAN BE MOVED TO BETTER POSITION CONSIDERING THE GROUND CONNECTION AND THE CABLE EXTENSION.

4.8.4.4. ERJ-190-200

Aircraft servicing arrangement with passenger stairs

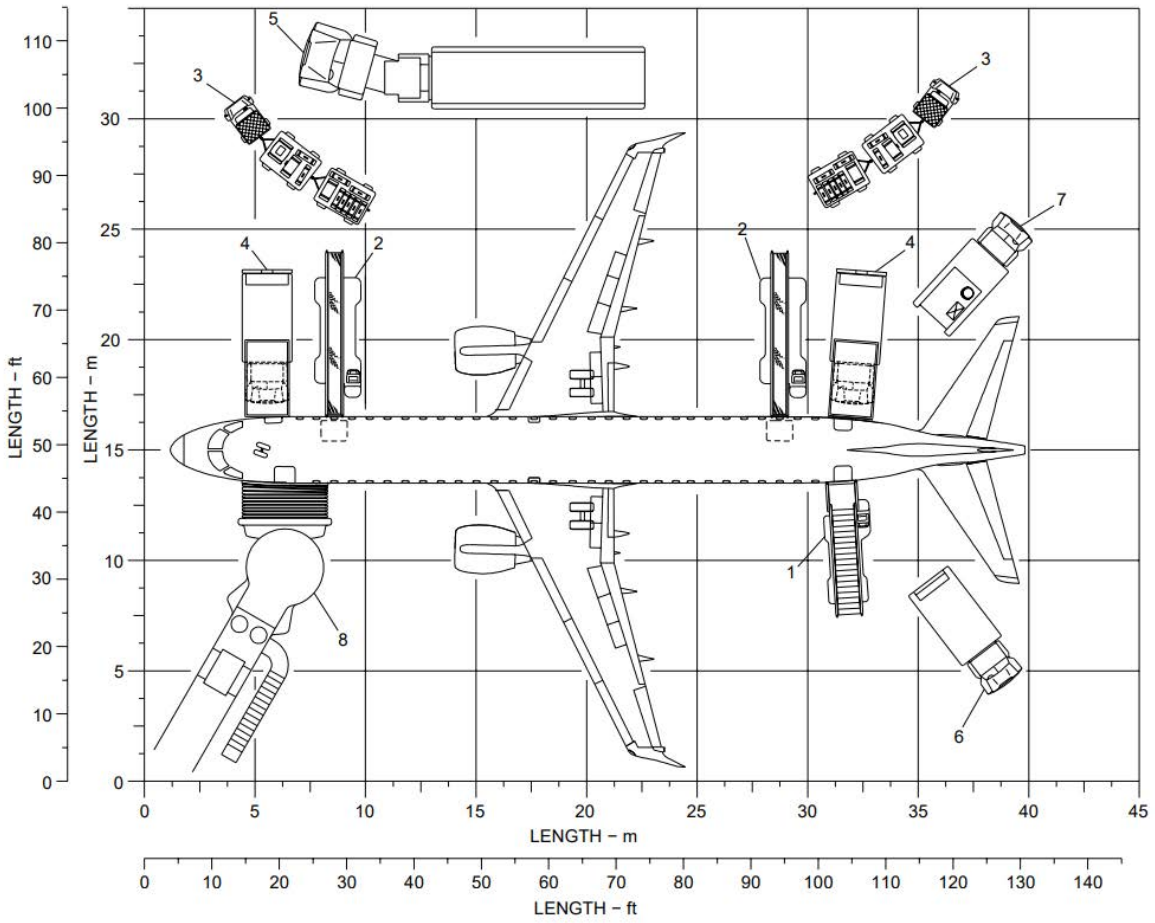


SERVICING ARRANGEMENT

01 - PASSENGER STAIRS
02 - BAGGAGE LOADER
03 - BAGGAGE / CARGO
04 - GALLEY SERVICE
05 - FUEL SERVICE
06 - POTABLE WATER
07 - LAVATORY SERVICE
08 - AIR CONDITIONING
09 - PNEUMATIC STARTER
10 - GROUND POWER UNIT

1 THE GPU CAN BE MOVED TO BETTER POSITION CONSIDERING THE GROUND CONNECTION AND THE CABLE EXTENSION.

Aircraft servicing arrangement with air bridge

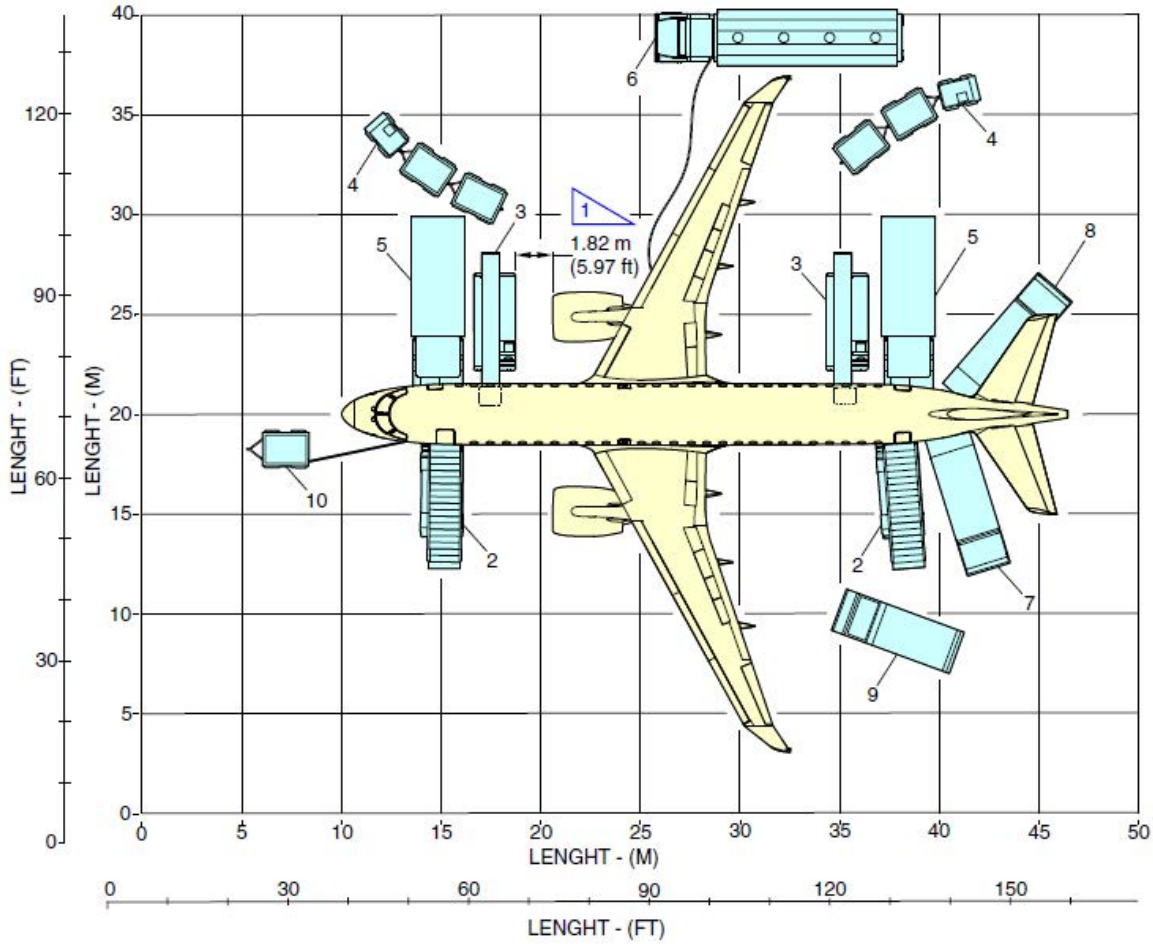


SERVICING ARRANGEMENT

01 – PASSENGER STAIRS
02 – BAGGAGE LOADER
03 – BAGGAGE / CARGO
04 – GALLEY SERVICE
05 – FUEL SERVICE
06 – POTABLE WATER
07 – LAVATORY SERVICE
08 – PASSENGER BRIDGE

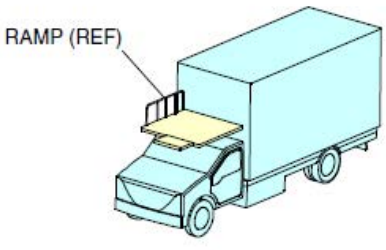
4.8.4.5. ERJ 190-400

Aircraft servicing arrangement with passenger stairs



SERVICING ARRANGEMENT

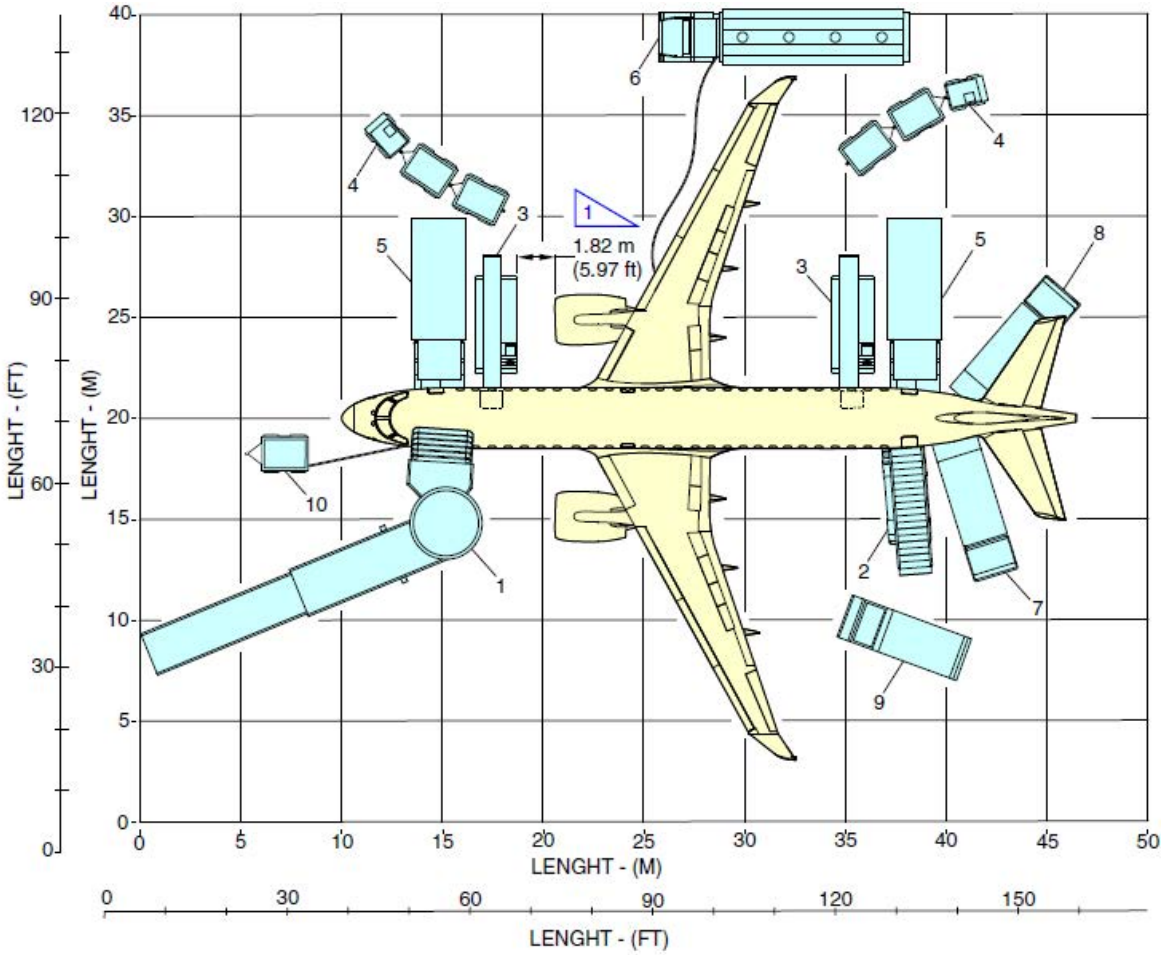
2 - PASSENGER STAIR
3 - BAGGAGE LOADER
4 - BAGGAGE CARGO
5 - GALLEY SERVICE ADJUSTABLE RAMP
6 - FUEL SERVICE
7 - POTABLE WATER
8 - LAVATORY SERVICE
9 - CLEANING SERVICE
10 - GPU (GROUND POWER UNIT)



5 - GALLEY SERVICE ADJUSTABLE RAMP

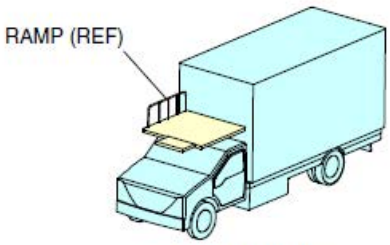
1 FOR SAFE OPERATION, KEEP A MINUMUM DISTANCE OF 0.80 m (2.62 ft)

Aircraft servicing arrangement with air bridge



SERVICING ARRANGEMENT

1 - PASSENGER BRIDGE
2 - PASSENGER STAIR
3 - BAGGAGE LOADER
4 - BAGGAGE CARGO
5 - GALLEY SERVICE ADJUSTABLE RAMP
6 - FUEL SERVICE
7 - POTABLE WATER
8 - LAVATORY SERVICE
9 - CLEANING SERVICE
10 - GPU (GROUND POWER UNIT)

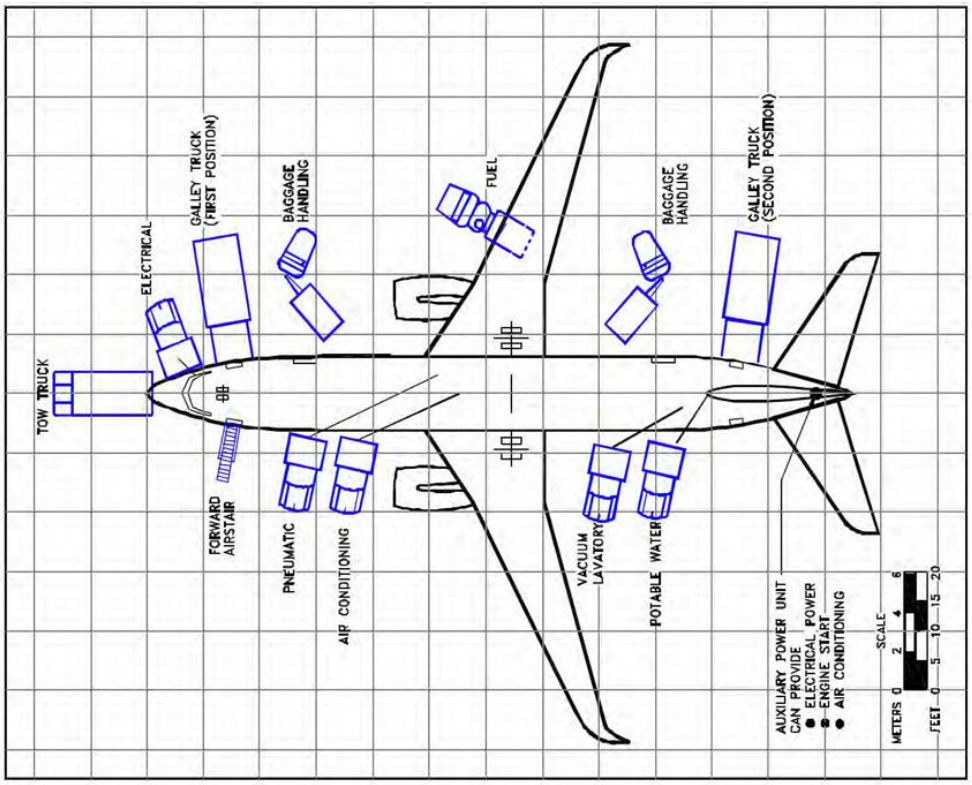


5 - GALLEY SERVICE
ADJUSTABLE RAMP

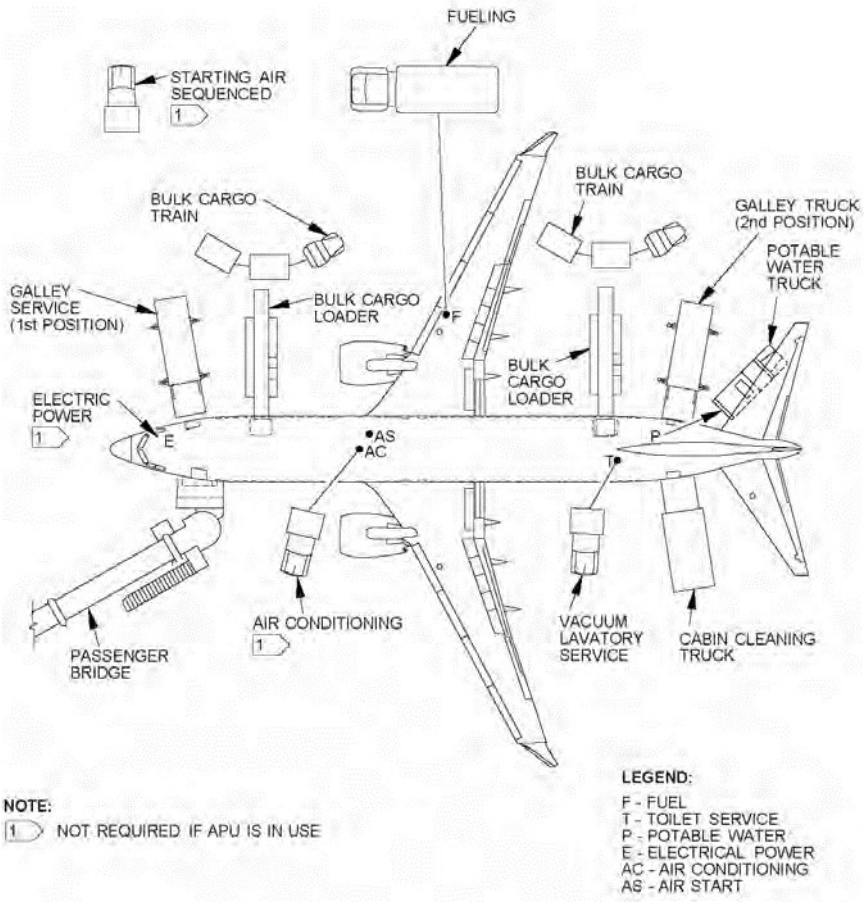
1 FOR SAFE OPERATION, KEEP A MINUMUM DISTANCE OF 0.80 m (2.62 ft)

4.8.4.6. B737

Aircraft servicing arrangement with passenger stairs

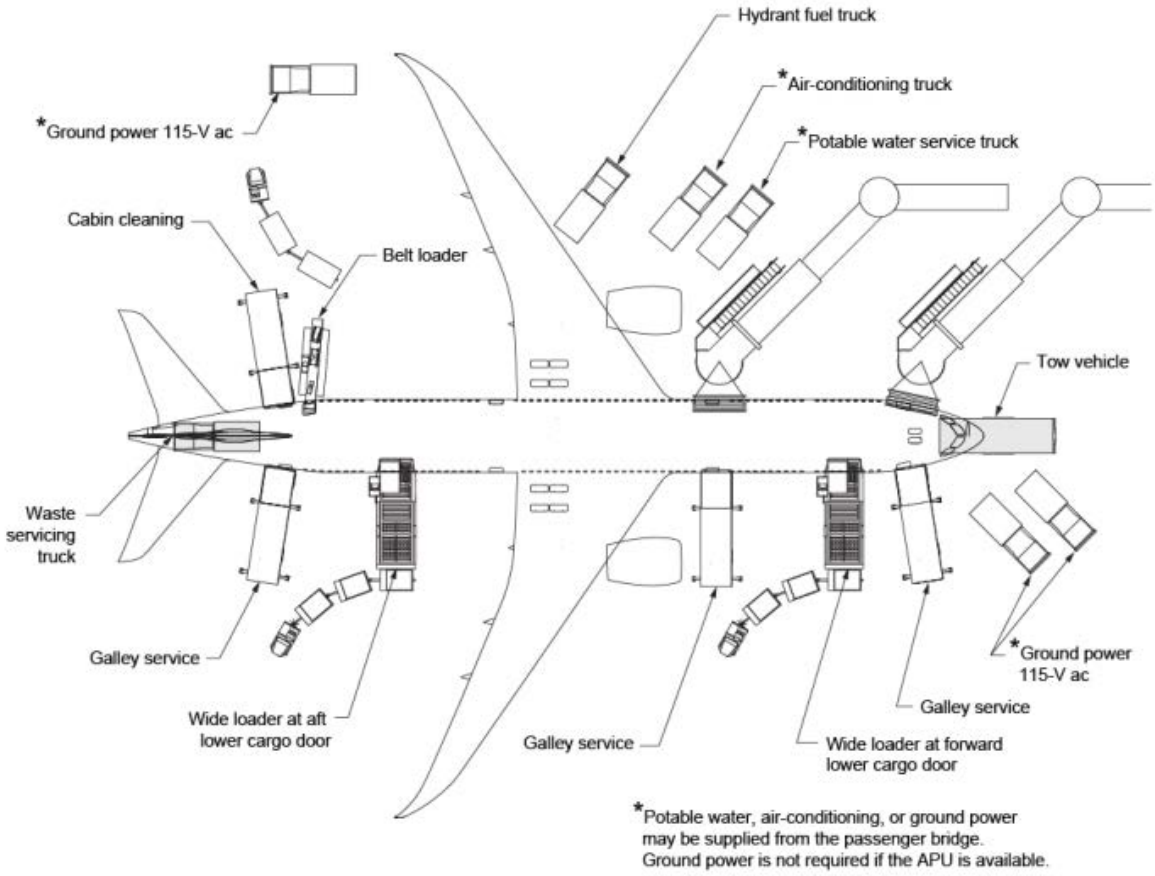


Aircraft servicing arrangement with air bridge



4.8.4.7. B787

Ground servicing arrangements for the airplane are as shown.



787 Ground Servicing Arrangement

- When servicing with stairs, they shall be positioned at doors 2L and 4L.

4.8.5. Access to the aircraft

	Remarks
1. Basic principle	Access to an aircraft being prepared for flight is permitted only for: ➢ Flight crew ➢ Staff on duty involved in the ground handling of the aircraft, ➢ Officials on duty (police, customs, immigration and health authorities, security). • Exceptions: ➢ Other airline staff, ➢ Guided tours for small groups of quests NOTE: In such cases, the station responsible must: ➢ Obtain permission from the airport authorities , if required, ➢ Provide competent supervision of the visitors, Visitors are not allowed during fuelling.
2. The safeguarding of the aircraft	The following precaution must be taken if aircraft is left unattended: • Cabin doors and compartment doors must be closed. • After co-ordination with the flight crew and/or ground engineer, passenger stairs, passenger loading bridges, container/pallet loaders, catering vehicles and conveyor belts must be removed. • Arrangements must be made with authorities and/or handling agent to make sure that unauthorised person have no access to the : ➢ Aircraft parking area, ➢ Parking areas for ground handling equipment, ➢ Load storage and processing areas. • If it is required by the local regulations, during on overnight stop the aircraft must be sealed. For more, GHM Chapter 8.

4.8.6. Door operations

	Remarks
1. Passenger doors (GRH 3.2.5; GRH 3.2.6A)	• All passenger doors may be opened/closed from inside or outside, by cabin crew (if present) or by properly trained handling agent. • Before opening the doors, it must be ensured that: ⇒ the positioning of the passenger steps/air jetty has definitely been completed and, ⇒ an OK-sign (thumbs up) or "door knock" has been given by the ground personnel to the flight attendant responsible for the respective cabin door before passengers enter the air jetty/stairway, in order to avoid accidents. • Before removing ground support equipment (jetway/steps/catering truck etc.) from any aircraft's cabin access door, the driver must inform the cabin crew. • Ground support equipment must not be removed unless a safety device has been put across the door opening or the door is being closed. • In cases, when doors are opened without any ground equipment outside (due to safety or climatic reasons) securing with red safety ribbons and surveillance by flight attendants is strictly to be observed. • Cabin doors are closed by cabin crew when embarkation of passengers is completed. • GSE shall be removed from a cabin access door immediately after such door is closed.
2. Cargo doors (GRH 3.2.6B)	• Opening and closing of hold doors (manually or electrically operated) shall only be performed by loading staff having been duly instructed • Compartment doors may only be opened: ➢ After the engines have been shut down. ➢ The anti-collision light has been switched off. • Compartment doors must be closed as soon as loading is completed • Before closing the doors, make sure that: ➢ The ULD loaded in the door section is properly secured, ➢ The load restraint nets and the door protection nets are properly installed, ➢ The compartment lights are switched off, ➢ The loading supervisor has given the authorisation to close the compartment door, ➢ The door and doorframe show no visible damage. • Maintenance stairs, belt loaders or other GSE used to reach cargo hold doors shall have safety rails to prevent falls. ➢ Safety rails shall be raised or extended while personnel are accessing, opening and closing the doors.

4.8.7. Minimum ground handling time

	Remarks
1.General	• The aircraft ground time is the lapse time between arrival and departure, required to perform the station operations needed. • The ground time may be different for each station, route area and aircraft type, according to the schemes advised by manufacturers. • Types of aircraft ground times: ➢ Planning Ground Time: the office is dealing with schedule planning in order to process and handle the activity plans, ➢ Published Ground Time: ground time within which all ground operations shall be performed, with respect to quality and punctuality standards. Is equal or greater that the Planning Ground Time, ➢ Minimum Ground Time: maximum allowed time in case of late arrival. It allows a partial or total recovery of the delay by speeding up some operations. It is less than, or sometimes equal to the Published Ground Time.
2.LOT Polish Airlines policy	• A certain amount of work and time is necessary in order: ⇒ to make the aircraft ready for each flight; ⇒ to ensure increased efficiency of aircraft handling, • Special schedules have been drawn up for each aircraft type, specifying the sequence of tasks and their duration. • The following MGST shall apply for LOT flights, unless otherwise agreed in SLA: ➢ B787: 90 min, ➢ B737: 40 min, ➢ ERJ 190-100/-200/-400: 40 min, ➢ ERJ 170-100/200: 35 min.

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4.9. RAMP TO FLIGHT COMMUNICATION

	Remarks
1.General rules	Ground to flight deck communication shall be conducted in English or Polish, or by means of appropriate hand signals.
2.LOT requirements:	• Flight crew and ground staff shall communicate by interphone. This way of communication is mandatory for all LO fleet. • Communication shall be simple and distinct. • Before proceeding to next activity, the previous activity completion must be confirmed. **NOTE:** Using phrases "Roger", :OK" for this purpose is prohibited. • Before connection and after disconnection of external headsets and in case interphone cannot be used, standard IATA hand signals shall be used. • Flight crew informs ground staff about external communication need by taxi light flashing or signal. • Termination of the communication is up to Commander. • From the captain's seat facing forward, engine on his/her left is referenced as engine number one.
3.Engine Fire	• The Flight Crew normally detects an engine or APU fire and will take action using the engine fire extinguishing system. However, alert the flight crew immediately via 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.
4.Departure Communication Without interphone	• An aircraft departure must always be conducted using interphone communications. • In the event the interphone becomes unserviceable or due weather conditions IATA hand signals shall be applied • Prior to departure a briefing must be held between the Commander and the ground agent responsible for the departure, including: – Review of departure specifics. E.g. taxi out directions – The hand signals to be used, including emergency signals. **Note:** When interphone was unserviceable the info must be provided to ground.safety@lot.pl

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4.10. SAFETY RISK MANAGEMENT (GRH 1.11.2; GRH 1.11.3; GRH 1.11.4; GRH 2.3.2)

1.Policy	• The objective of hazard identification is to identify those hazards on the ground which either currently exist and can cause an immediate problem or may pose potential hazards in the future. A hazard can be considered a latent error or threat that has some level of risk associated with it. • All mishaps have a cause and do not occur by chance. • Mishaps are caused by hazards. • Identifying hazards is the first step in mishap prevention and can prevent mishaps • Ground Handling Agents providing service for PLL LOT are part of the LOT Polish Airlines safety management system where in terms of safety are primarily responsible for reporting. This shall be implemented by: – reporting situation that may affect the safety of ground operations, – reporting any identified or potential risk. – reporting any occurred safety events Each employee shall be familiar with PLL LOT Safety reporting system included in SMS training. This information shall be considered as a basic awareness training regarding SMS.
2.Safety reporting	• 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.
3.Mandatory reporting	• 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. **Report shall be sent to:** ground.safety@lot.pl and flight.safety@lot.pl
4.Procedure for voluntary reporting:	• 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 sent 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.
5.SMS training program	• SMS training program ensures training for ground handling personnel of external service providers is appropriate to individual SMS involvement.

4.10.1. Hazard Report Form

HAZARD REPORT FORM

Reference # **Assigned by Safety Manager**

DESCRIPTION OF THE HAZARD:

LOCATION (IF APPROPRIATE):

POTENTIAL CONSEQUENCES: (Check you assessment of the consequences to the company)

Injury ☐
Damage ☐
Cost ☐

POTENTIAL CONSEQUENCES OF THE SEVERITY:_____ (Assign a Number 1-5)

1=Negligible 2=Minor 3=Major 4=Hazardous 5=Catastrophic

PROBABILITY - _____ (Assign a Number 1-5)

1=Extremely Improbable 2=Improbable 3=Remote 4=Occasional 5=Frequent

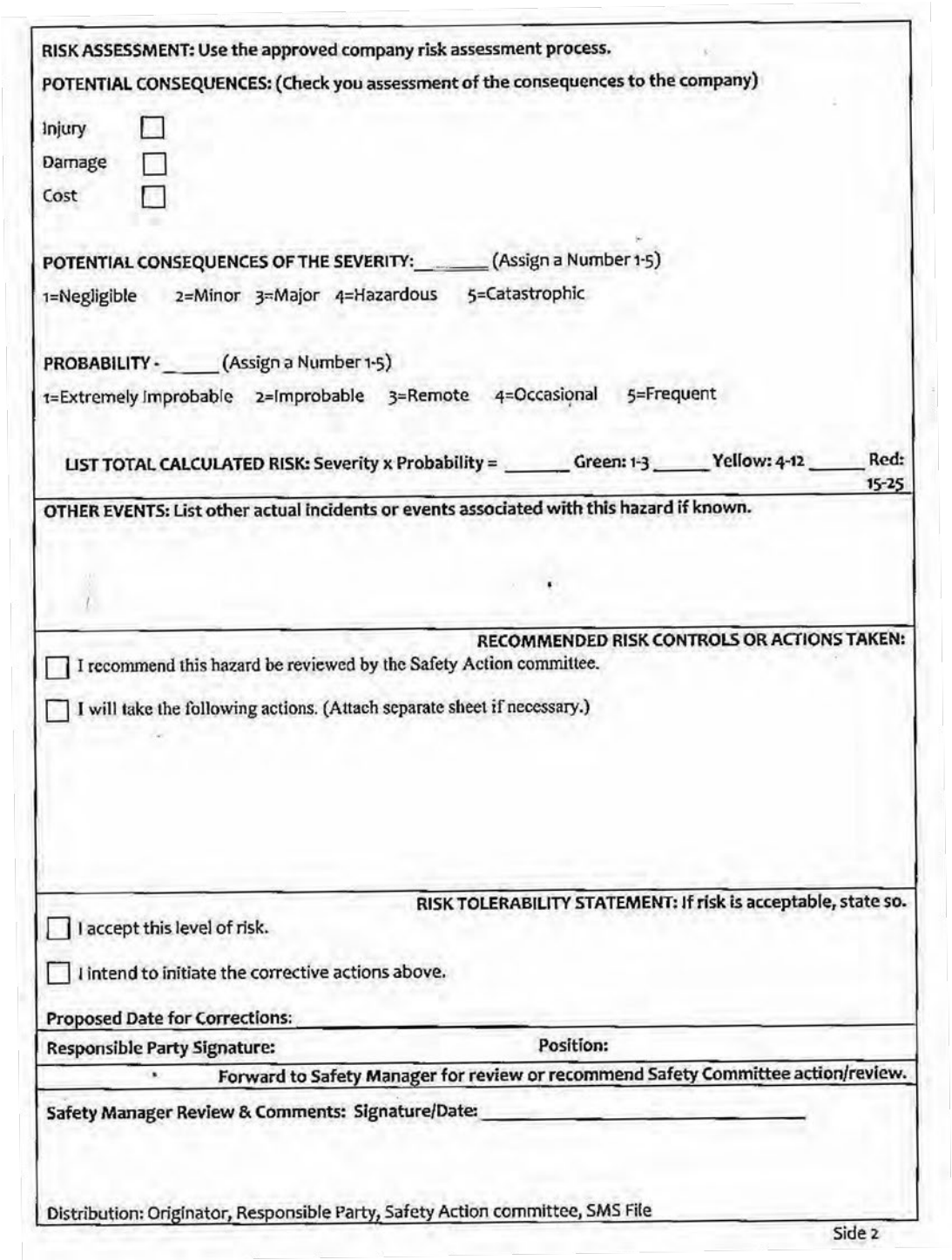
CAUSE OF HAZARD IF KNOWN: WHY DO YOU THINK THIS HAZARD EXISTS?

Forward to Safety Manager or Appropriate Safety Representative: Log the Document

Safety Manager/Safety Representative forward to Responsible Party for evaluation:

HAZARD OWNER: RESPONSIBLE PARTY(S): Fill out Side 2.

Side 1



RISK ASSESSMENT: Use the approved company risk assessment process.

POTENTIAL CONSEQUENCES: (Check you assessment of the consequences to the company)

Injury ☐
Damage ☐
Cost ☐

POTENTIAL CONSEQUENCES OF THE SEVERITY:_____ (Assign a Number 1-5)

1=Negligible 2=Minor 3=Major 4=Hazardous 5=Catastrophic

PROBABILITY - _____ (Assign a Number 1-5)

1=Extremely Improbable 2=Improbable 3=Remote 4=Occasional 5=Frequent

LIST TOTAL CALCULATED RISK: Severity x Probability = _____ Green: 1-3 _____ Yellow: 4-12 _____ Red: 15-25

OTHER EVENTS: List other actual incidents or events associated with this hazard if known.

RECOMMENDED RISK CONTROLS OR ACTIONS TAKEN:

☐ I recommend this hazard be reviewed by the Safety Action committee.

☐ I will take the following actions. (Attach separate sheet if necessary.)

RISK TOLERABILITY STATEMENT: If risk is acceptable, state so.

☐ I accept this level of risk.

☐ I intend to initiate the corrective actions above.

Proposed Date for Corrections:

Responsible Party Signature: Position:

Forward to Safety Manager for review or recommend Safety Committee action/review.

Safety Manager Review & Comments: Signature/Date: _____

Distribution: Originator, Responsible Party, Safety Action committee, SMS File

Side 2

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4.11. SAFETY MEASURES (GRH 1.11.3; GRH 3.6.3)

	Remarks
1.Precautions should be taken	• Aircraft and pedestrians shall always have the right-of-way. Ground equipment shall never move across the path of taxiing aircraft or embarking and disembarking passengers. • Unserviceable equipment shall be clearly tagged "out of service" and immediately sent to be repaired. • The surface on the ramp shall be kept clear of any loose equipment or other objects that might cause damage to aircraft or engines. • Care must be taken during loading and unloading operations to avoid damage to the doors and hatches. • Watch out for and report unattended equipment. • Handling Agent is obliged to inform and report to Cabin Crew chief on board any unconventional situations appearing during the ramp handling activities with passengers on board or during boarding/de-boarding, especially about any service's vehicles movements in the area of emergency exits of the aircraft.
2.Fire fighting protection on the ramp	• Portable fire extinguishers must be available for immediate use. • They must be used for fighting fires of spilled liquids and other combustible materials and for landing gear brake fires. • Portable fire extinguishers must meet the applicable standards and must be periodically checked according to the local regulations. • Fire extinguishers must be available in/on the ramp vehicles and at least one extinguisher (capacity depending on the local regulations) must be available within a radius of 50 meters from the aircraft parking position.
3.Prevention of Foreign Object Damaged	Foreign Object Damage means any damage cause to any part of an aircraft on the apron by a mobile object that is not a piece of ground support equipment (except jet blast damage). • All aircraft movement areas (ramp, taxiways, and runways) must be regularly cleaned, as bolts, nails, stones or other objects may cause damage to the aircraft engine and tires. Normally it is the responsibility of airport authority. • The station responsible must make sure that: ➢ the passenger walkways, the ramp, taxiways and runways are regularly inspected, ➢ passenger steps, loading bridges and passenger walkways between the aircraft and bus or terminal are cleaned and free of ice, ➢ the airport authority is informed of any unclean areas, ➢ corrective action is taken, ➢ parking positions are cleaned, ➢ staff is instructed to immediately remove any debris lying around the ramp, ➢ no personal belongings of staff can be left near the aircraft.

4.Required caution to avoid damage to the aircraft (GRH 3.5.1 iii.; GRH 3.5.1 iv.)	• As long as the aircraft is taxiing, ground equipment shall be parked at a safe distance. • Ground equipment and jetties (loading bridges) shall only be directed to the aircraft after it has come to a complete stop, chocks in position, engines shut down and, if applicable, ground/flight deck intercom contact established. • Ground equipment placed at a distance from the aircraft shall have brakes on to avoid rolling equipment caused by the blast of the engines. • The ground equipment operated with a load shall be securely locked. • The ground equipment shall be in good technical condition. • Ground equipment shall be maneuvered in the aircraft's vicinity at low speed with accuracy and care according to local procedures. • Brakes or chocks shall be applied to prevent slipping or other uncontrolled movements, when in position at the aircraft's-side. • Placing any handling equipment under the wings is prohibited • Driving any handling equipment under the aircraft fuselage is prohibited • Driving under the wings if the gap between the vehicle and the wings is less then 1.5 meters is prohibited. In particular EMB, B737 aircraft type. • When loading has been completed, remove all ground equipment to a safe distance.
5.Positioning of ground support equipment (GRH 3.5.1 v.; GRH 3.5.1 vi.)  **NO CONTACT POLICY**	Ground support equipment means any motor vehicle or piece of equipment, fixed, mobile or towed, that's use is exclusively for aircraft ground handling operations • Ground support equipment must be positioned behind the equipment • Restraint line prior the arrival of the aircraft at parking position. • GSE must be positioned with assistance of 2nd person (guideman). • The aircraft may not be approached by ground support equipment until it has come to a complete stop at the assigned parking position • The ground equipment operated with stabilizers, handrails, attachment fittings, transfer bridges and/or platforms shall be correctly deployed when in position at the aircraft. • Make sure all safety devices are fitted on GSE (e.g. bumpers, handrails, stabilizers, etc.) during aircraft handling and servicing. • Trolleys/carts must be positioned at least a minimum 1 metre from the aircraft and moved in/out manually within this 2 metres zone. Brakes must be applied during loading. Only baggage trolleys with buffering attached may be brought to the 1 metre zone. • Ensure protective rubber bumpers **DO NOT TOUCH** aircraft fuselage. When positioning GSE, make sure: • Clearance is kept between all GSE and the aircraft to allow vertical movement of the aircraft during the entire ground handling process – preventing contact between the aircraft and equipment.

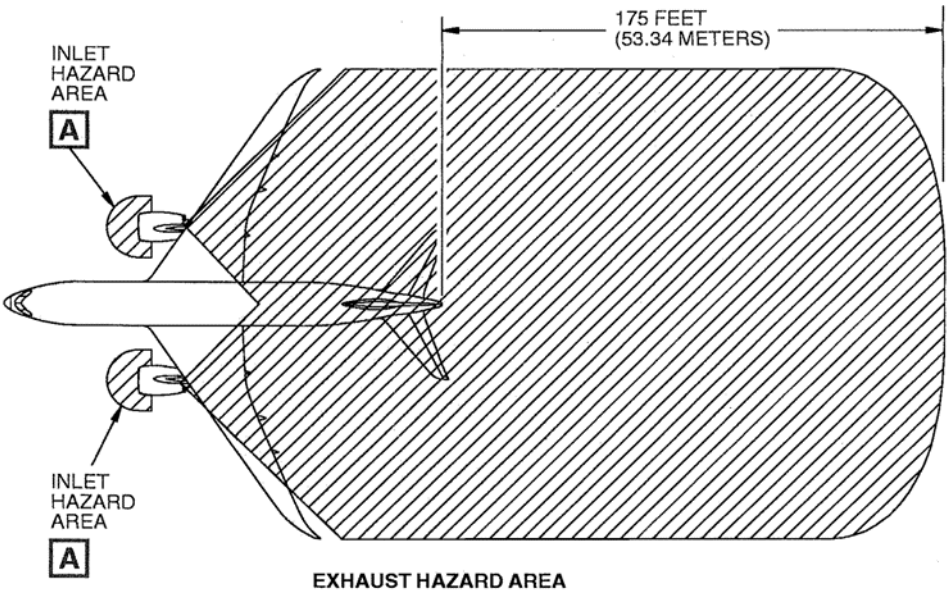
6.Removal of ground support equipment (GRH 3.5.1 ii.)	Authorised ground staff must make sure that: a) Ground support equipment, which is no longer needed, is removed as soon as possible. b) Ground support equipment is parked in the designated parking areas. c) Cabin doors are closed by the flight attendants when embarkation of passengers is completed. d) Passenger steps or loading bridges are removed only after cabin doors have been closed.



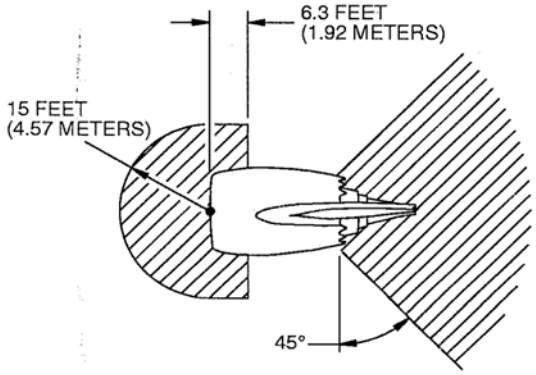
4.11.1. Aircraft danger zones

<table>
<tr><td></td><td colspan="3">Rules</td></tr>
<tr><td>1.</td><td colspan="3">Personnel working around the aircraft shall observe the danger zone.</td></tr>
<tr><td>2.</td><td colspan="3">• When the signal for the start of the engines is given (anti-collision lights ON), the air intake / exhaust zone must be cleared immediately.
• These areas must then be kept clear of:
⇒ people,
⇒ vehicles, and
⇒ equipment.</td></tr>
<tr><td rowspan="6">3.</td><td colspan="3">The following minimum distances shall be adheres to:</td></tr>
<tr><td>Aircraft Type</td><td>Air Intake Zone in front of engine Idle power</td><td>Exhaust Zone Idle power</td></tr>
<tr><td>B 787</td><td>4,57 m/15 feet</td><td>53,34 m/175 feet</td></tr>
<tr><td>B 737</td><td>2,7 m/9 feet</td><td>30,5 m/100 feet</td></tr>
<tr><td>ERJ 190-400</td><td>3,7 m/12 feet</td><td>73,15 m/240 feet</td></tr>
<tr><td>ERJ 190-100/-200</td><td>2,6 m/8,5 feet</td><td>17,0 m/55,0 feet</td></tr>
<tr><td>ERJ 170-100/-200</td><td>2,5 m/8,3 feet</td><td>26,0 m/86,0 feet</td></tr>
</table>

4.11.1.1. B787 aircraft danger zones



EXHAUST HAZARD AREA



INLET HAZARD AREA

A

NOTE:

THE DANGEROUS AREA IS SHOWN FOR THE LEFT ENGINE ONLY. THE DANGEROUS AREA AROUND THE RIGHT ENGINE HAS THE SAME DIMENSIONS. WHEN YOU OPERATE TWO ENGINES, THE DANGEROUS AREA IS THE SUM OF THE LEFT AND RIGHT DANGEROUS AREAS.

WARNING:

KEEP ALL PERSONS OUT OF THE DANGEROUS AREA DURING ENGINE OPERATION. IF THE SURFACE WIND IS MORE THAN 25 KNOTS, INCREASE THE DANGEROUS AREA AT THE ENGINE INLET BY 20 PERCENT.

CLEAN THE RAMP IF THERE IS SNOW, ICE, WATER, OIL OR OTHER CONTAMINATION, OR MOVE THE AIRPLANE TO A LOCATION THAT IS CLEAN.

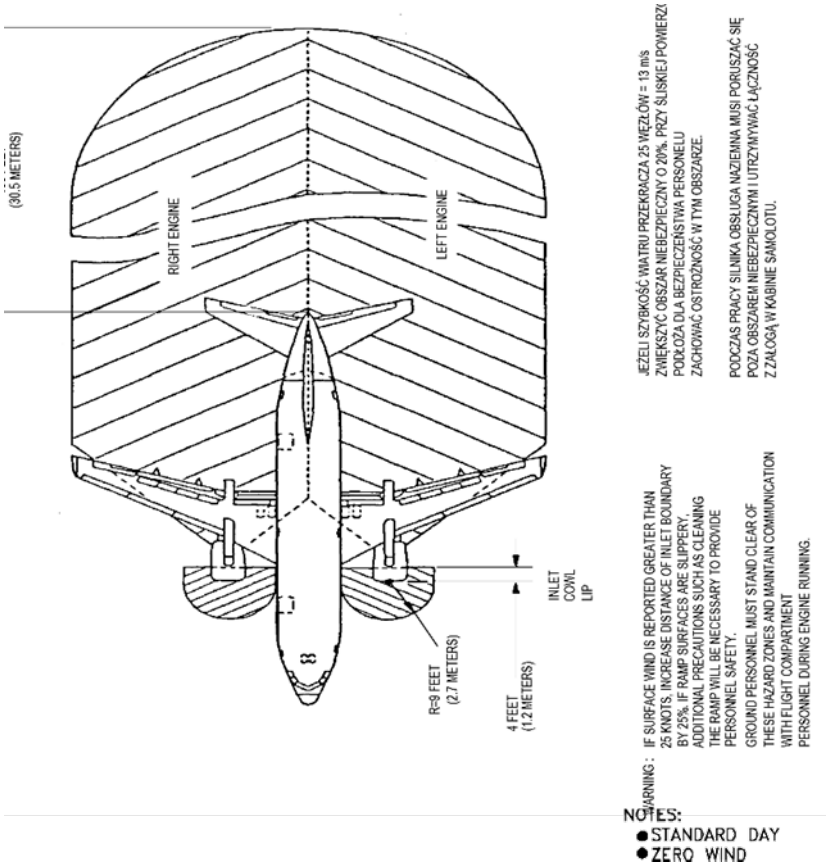
MAKE SURE THAT ALL PERSONS ARE SAFE BEFORE YOU START THE ENGINE. MAKE SURE THE PERSONS IN THE FLIGHT COMPARTMENT CAN SPEAK TO ALL PERSONS NEAR THE DANGEROUS AREA DURING ENGINE OPERATION.

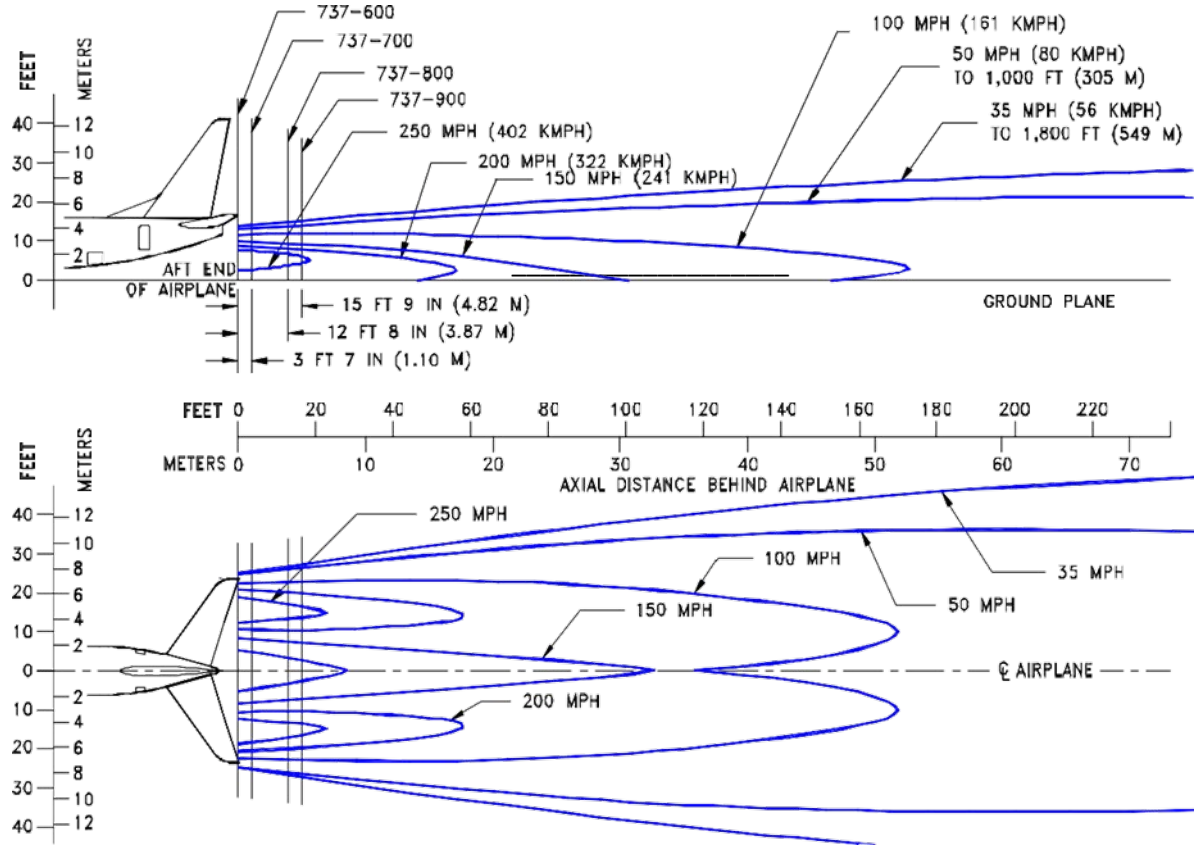
OBEY ALL OF THE GROUND SAFETY PRECAUTIONS FOR THE ENGINES.

THE ENGINES CAN PULL PERSONS OR UNWANTED MATERIALS INTO THEM AND CAUSE INJURIES TO PERSONS OR DAMAGE TO EQUIPMENT.

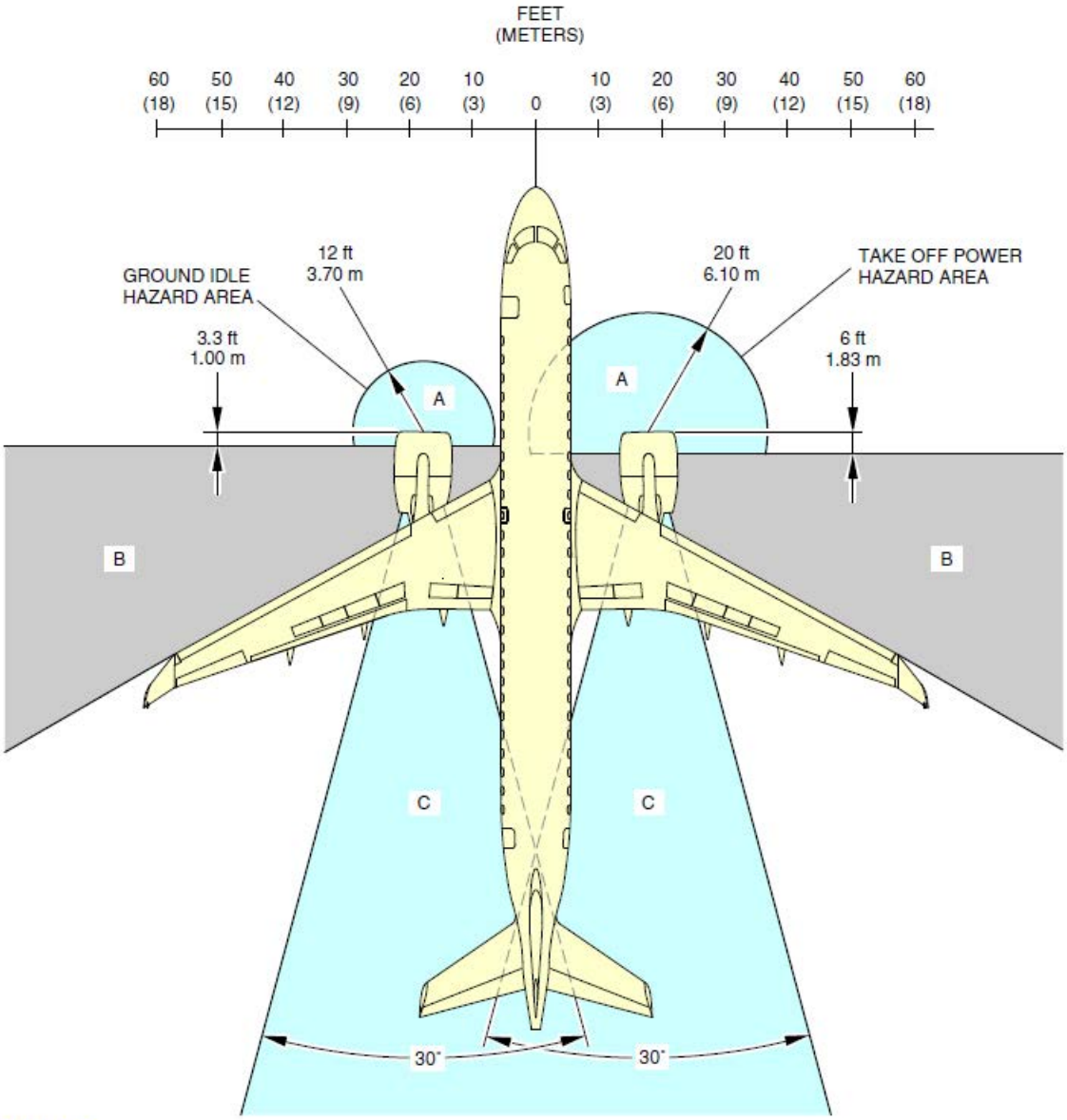
FOR COMPLETE INFORMATION ON ENGINE GROUND SAFETY AND ENTRY CORRIDOR PRE-CAUTIONS, REFER TO CHAPTER 71-00-00 OF APPROPRIATE MAINTENANCE MANUALS.

4.11.1.2. B737 aircraft danger zones





4.11.1.3. ERJ 190-400 aircraft danger zones



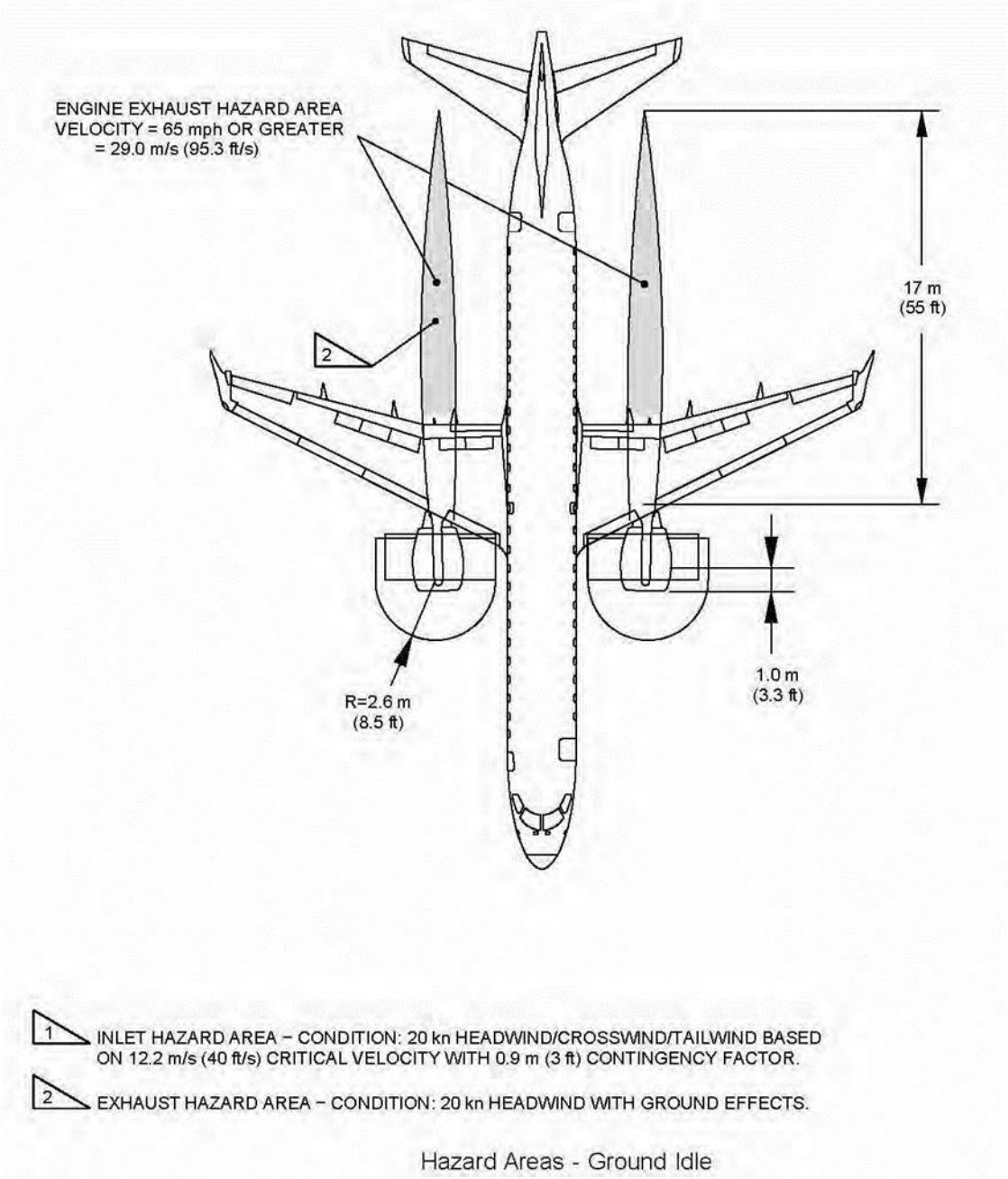
LEGEND:

AREA A - INTAKE SUCTION DANGER AREA

AREA B - ENTRY CORRIDOR

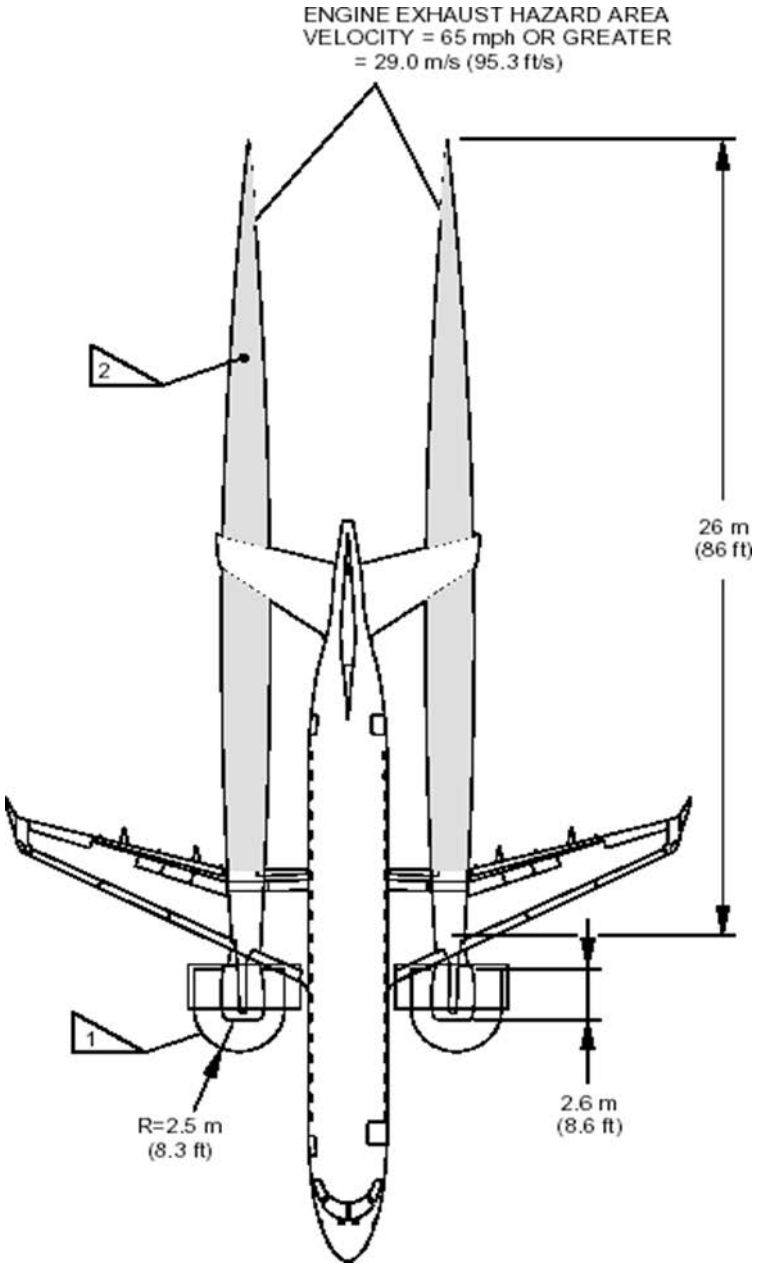
AREA C - EXHAUST DANGER AREA (AFT OF EXHAUST NOZZLE):
240 ft (73.15 m) - GROUND IDLE (20 kt HEADWIND)
550 ft (167.64 m) - TAKE OFF POWER (20 kt HEADWIND)

4.11.1.4. ERJ 190-100/-200 aircraft danger zones



Hazard Areas - Ground Idle

4.11.1.5. ERJ 170-100/-200 aircraft danger zones



1 INLET HAZARD AREA – CONDITION: 20 kn HEADWIND/CROSSWIND/TAILWIND BASED ON 12.2 m/s (40 ft/s) CRITICAL VELOCITY WITH 0.9 m (3 ft) CONTINGENCY FACTOR.

2 EXHAUST HAZARD AREA – CONDITION: 20 kn HEADWIND WITH GROUND EFFECTS.

Hazard Areas - Ground Idle

4.11.2. Ramp accidents/incidents (GRH 3.6.4)

	Remarks
1.Rules:	• Facilities and written procedures are provided and duties and responsibilities are identified, to be activated/implemented in the event of an aircraft emergency. • The staff of handling agent company must be conversant with such facilities and procedures. • Regular reviews of this facilities and procedures shall be undertaken and appropriate action taken to up-date when necessary.
2.Duties of the Station responsible	The station responsible **must**: • Focus on prevention of damage to the aircraft. • Actively support and promote actions designed to enhance ramp safety. • Make sure that staff is instructed about hazards on the ramp and the relevant safety regulations. • Conduct staff briefings on ramp safety. • Make sure that ramp accidents and incidents are properly reported and followed up.
3.Immediate action to be taken when incident/accident occurs	In the event of an incident or accident, the work must stop, the scene must be frozen and isolated. **Procedure:** • Do not put yourself or others at further risk. • Deal with any personal injuries and request appropriate assistance. • Stabilize the incident to prevent any movement. Keep equipment in place and inform the crew and locally defined appropriate authorities. • Take suitable photographic evidence of incident scene as well as any pertinent areas pertaining the incident. A close up photograph with a scale reference and wide angle shot as minimum. • Do not remove any equip. • Event shall immediately be reported. The scene may be released when agreed with PLL LOT representative or the captain and local authorities. The scene may not be released until documentation and photos are prepared.
4.Reporting of ramp accidents incidents	• Any damage discovered to an aircraft must be immediately reported to the flight crew and ground engineer. **NOTE:** Should even the slightest scratch or dent in the aircraft's skin occurs or is noticed, it is necessary to report this fact immediately to LOT Polish Airlines company representative. Remember that even minor deformations, apart from detracting from performance, could be the direct cause of serious accidents, • A proper reports (Ground Incident/Accident/Damage/Report Air/Ground Safety Report, Aircraft Damage Report, Dangerous Goods Occurrence Report) are to be issued for any ramp incident/accident,

	• Filled report are to be transferred to person responsible PLL LOT representative and local authorities if required.
5.Procedure for handling agent	• Immediately notify: ➢ persons responsible in accordance with the local Notification List, ➢ the captain, ➢ LOT Polish Airlines Station Manager (a supervisor or other person representing the interests of LOT Polish Airlines at the airport), • Fill proper report (Ground Incident/Accident/Damage Report, ASR/GSR, Aircraft Damage Report, Dangerous Goods Occurrence Report) • Attach all other relevant documents, • Transfer the set of documents to the Station Manager, supervisor or other person representing LOT Polish Airlines at the airport. • Occurrence report shall be sent to: damage@lot.pl • including: photographs, testimonials, reports, sketches, maps, and any other relevant information.
6. Procedure for Station Manager	• Supervise the above mentioned operations of the ramp handling agent. • Notify the Operation Center. • Pass all relevant documents to WAW. Copy of this documents shall be kept in station file for three (3) years. • If not available at the time of occurrence, further details for any of the report shall be submitted as soon as are collected. • After occurrence send report by email to: damage@lot.pl

4.11.2.1. Air/Ground Safety Report

LOT S.A. **AIR / GROUND SAFETY REPORT** ASR / GSR No

1. TYPE OF EVENT AIRMISS ATC ☐ BIRD STRIKE ☐ WAKE TURB. ☐ TCAS RA ☐ D. G. ☐ GRND. COLL ☐ OTHER ☐

2. CAPTAIN	LIC. NO	OTHER CREW	LIC. NO	GROUND ENGINEER	LIC. NO

3. DATE OF OCCURRENCE D D M M Y Y / /	4. TIME LOCAL/UTC DAY/NIGHT	5. FLIGHT No	6. ROUTE From / To / Diverted	7. SQUAWK

8. A/C TYPE	9. REGISTRATION	10. PASSENGERS/CREW	11. FUEL JETTISONED kg	12. ETOPS YES/NO

13. ALTITUDE FL / FT	14. SPEED/MACH	15. A/C WEIGHT Kg	16. A/C TECH. REP. REF. D/L SEQ. NO / TRIP NO. / ITEM	17. FLIGHT PLAN IFR / VFR / NO

18. FLIGHT PHASE
TOWING PARKED AIRPORT + STAND ..... PUSH BACK TAXI-OUT TAKE-OFF INITIAL CLIMB BELOW 1500 FT CLIMB
CRUISE (at GEOG. POS.:) ..... DESCENT HOLDING APPROACH BELOW 1500 FT LANDING TAXI-IN

19. METEO	20. WX ACTUAL				CAVOK	21. SIGNIFICANT WX MODERATE / SEVERE
IMC	WIND	VIS.	CLOUD	TEMP	QNH	RAIN / SNOW / ICING / FOG / TURBULENCE
VMC .....Km	..... /	..... Km	..... /	.....°C	.....	HAIL / WINDSHEAR

22. RUNWAY	23. RUNWAY STATE	24. CONFIGURATION A/P	A.THROTTL.	GEAR	FLAPS / SLATS	SPOILERS	REV
	DRY / WET / ICE / SNOW / SLUSH / STANDING WATER				/		

25. SUMMARY (TITLE OF THE EVENT)

26. EVENT AND CAUSE (DETAILED DESCRIPTION OF THE EVENT)

27. ACTIONS AND RESULTS (ACTION TAKEN, THEIR RESULTS AND ANY SUBSEQUENT EVENTS)

28. A/C ENGINEER / STN MGR REPORT

LDP- 50

29.DANGEROUS GOODS INCIDENT | AIRWAY BILL No: ..... | Point of loading as per manifest.....

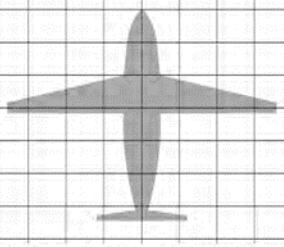
Was incident discovered: In warehouse ☐ During ramp handling ☐ in A/C on ground ☐ While airborne ☐

Were following forms correctly completed?	YES	NO	N/A	Was the D.G. stowage proper?	YES	NO	N/A
The Airway bill				Was the packing correct?			
The shippers declaration of DG.....				Was the marking and labeling correct?.....			
NOTOC							

30. AIRMISS ☐ **ATC INCIDENT** ☐ **TCAS RA** ☐ **31. GROUND COLLISION** ☐

Mark passage of other aircraft relative to you, in plan on the left and in elevation on the right, assuming YOU are the center of each diagram. Indicate appropriate scale. If possible indicate position (e.g. relative to VOR-DME station...)

USE SHADED AIRCRAFT FOR GROUND COLLISIONS AND BIRD STRIKE ONLY



View from above (horizontal plane: meters [ ] or NM [ ]

View in vertical plane (in feet)

SEVERITY OF RISK LOW / MED / HIGH
AVOIDING ACTION TAKEN YES / NO
REPORTED TO ACT ..... UNIT
ACT INSTRUCTIONS ISSUED.....
YOUR CALLSIGN .....
FREQUENCY IN USE ..... * .....
HEADING ..... DEG
CLEARED ALTITUDE .....

MINIMUM VERTICAL SEPARATION ..... ft
MINIMUM HORIZONTAL SEPARATION ..... M /NM*
TCAS ALERT RA / TA / NONE
TYPE OF RA .....
RA FOLLOWED YES / NO (VERT. DEVIATION..... ft)
WAS TCAS ALERT NECESSARY / USEFUL / NUISANCE
DESCRIBE OVERLEAF IN (26) SUCH AS OTHER A/C TYPE, MARKINGS,COLOUR, LIGHTING, CALLSIGN ETC.

REPORTED TO ACT: YES / NO IF YES TO WHICH ATS: BY RADIO / PHONE / FAX / TELEX

32. WAKE TURBULENCE

HEADING..... DEG TURNING: LEFT / NO / RIGHT
POSITION ON EXTENDED CENTERLINE LEFT / ON / RIGHT
POSITION ON GLIDESLOPE HIGH / ON / LOW
CHANGE IN ATTITUDE PITCH ..... ROLL ..... YAW..... DEG
CHANGE IN ALTITUDE ..... FT
WAS THERE BUFFET? YES / NO STICK SHAKER? YES / NO
WHAT MADE YOU SUSPECT WAKE TURBULENCE?
DESCRIBE ANY VERTICAL ACCELERATION
GIVE DETAILS OF PRECEDING A/C (TYPE, CALLSIGN ETC...)
WERE YOU AWARE OF OTHER A/C BEFORE INCIDENT YES / NO

33. BIRD STRIKE

TYPE OF BIRDS: .....

NR SEEN	1 ☐	2-10 ☐	1-100 ☐	MORE ☐
NR STRUCK	1 ☐	2-10 ☐	1-100 ☐	MORE ☐
TIME	DAWN ☐	DAY ☐	DUSK ☐	NIGHT ☐

PILOT WARNED OF BIRDS: YES / NO

DESCRIBE IMPACT POINTS AND DAMAGE IN (26) and / or 30

FILING INSTRUCTIONS:
- MAKE ENTRY IN A/C TECH. REP: 'ASR' OR 'GSR' RAISED
- WAW -CREW - LEAVE ASR/GSR IN FLIGHT CREW BRIEFING (LOT OPERATION)
  - A/C ENGINEER - LEAVE GSR IN LINE MAINT. MGR ON DUTY OFFICE
- ALL OTHER STATIONS - STN MGR AND IMMEDIATELY FAX TO LOT OPERATION, ORIGINAL ASAP TO LOT OPERATION.

DATE and SIGNATURE:

33. MAND. **Mark "X" if you consider that this Report should be forwared to the Polish CAA** ☐

4.11.3. Damage to the aircraft

	Remarks
7.General rule	• Ground Handling Company shall ensure that safety/ground damage inspection will be performed immediately upon arrival and immediately prior departure. • 3The safety/ground damage inspection shall include proper doors and panels closure check as well as check for any damages on wings and fuselage that are likely to occur during ground handling and taxiing. • Any Polish Airlines employee or any employee of the handling agent, who has caused damage to or discovered damage caused to the aircraft is obliged to immediately notify one's superior of the fact. • The superior who is not in the position of Station Manager is obliged to notify: ➢ the captain, ➢ the Station Manager or the designated employee of the ground handling staff acting on behalf of the LOT Polish Airlines.
8.Necessary massages	• **Immediately** after having received information about damage caused to aircraft the Station Manager/aircraft captain sends a message to notify the following recipients: ➢ **WAWOOLO** (Network Operations Supervision Department), ➢ **WAWTCLO** (Maintenance Control Center).
9.Filling the Aircraft Damage Report	• If possible, the Station Manager/the captain should draw up (in two copies) the FHWOS 6 report on the day when the damage was discovered. • The Aircraft Damage Report shall be drawn up irrespective of the existing procedures concerning the documents within the logbook (LDP – 6). • The report shall be made out: ➢ in the Polish language – in Poland; ➢ in the English language – other places then Poland. • All Polish Airlines staff in Warsaw and at domestic airports, handling agents staff are obliged to provide the required information and assistance to the person drawing up the Aircraft Damage Report.
10.Distribution of the Aircraft Damage Report	• The Aircraft Damage Report shall be drawn up and distribute to: ➢ copy no. 1: to the Flight Dispatch, ➢ copy no 2: shall be kept on file by the person who made out the report.
11.Confirmation required	• The Station Manager /aircraft captain has the obligation to obtain confirmation of the information in The Aircraft Damage Report provided by a representative of the organization, whose employee took part in the incident, or a representative of the local airport authorities/handling agent.
12.Storing the Aircraft Damage Report	• The Aircraft Damage Report FHWOS6 is filed/stored: ⇒ on board — in copilot's locker for keeping operational and navigation- related documentation – in the "Forms and Preprinted Sheets" folder), ⇒ in the documentation held by the Station Manager.
13.Reporting	• All damages to the LOT aircrafts and operated under LO designator shall be reported damage@lot.pl

4.11.3.1. Aircraft Damage Report

POLSKIE LINIE LOTNICZE	RAPORT O USZKODZENIU SAMOLOTU AIRCRAFT DAMAGE REPORT	FHWOS 6
Zmiana nr 13 *Modifiaction no. 13* **Data wydania: Czerwiec 2024** *Date of issue: June 2024*		**Strona: 1/10** Page: 1/10

1. Data zdarzenia: *Date of incident*	**2. Czas zdarzenia (czas lokalny)** *Time od incident (local mean time)*	**3. Miejsce zdarzenia** *Place of incident*
4. Numer rejsu *Flight no.*	**5. Z / Do** *From / To*	**6. Typ samolotu** *Type of aircraft*
7. Znaki rejestracyjne *Registration mark*	**8. Użytkownik** *Operator*	
9. Rodzaj / Stan nawierzchni (beton, asfalt, czysta, sucha, morka, zalodzona, zaolejona, inne) Kind of surface / Condition of surface – (concrete, asphalt, clean, dry, wet, freezing, greased, other)		
10. Stan pogody *Weather conditions*	**11. Środowisko** (oślepiające światło-słońce, złe oświetlenie, cień, półmrok, słaba widoczność linii, inne) *Environment – (glaring sunlight, poor light, shade, dusk, night, low visibility of lines, other)*	

12. Opis uszkodzenia

Description of damage

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13. Opis zdarzenia i prawdopodobna przyczyna

Description of the incident and probable cause

Należy załączyć, w miarę możliwości zdjęcia (str. 4) oraz obowiązkowo szkice sytuacyjne str. (5-10)

If possible enclose photos (page 4) and obligatory situational sketch (page 5-10)

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14. Nazwiska i stanowiska służbowe osób, w których dyspozycji znajdował się samolot w czasie zdarzenia

Names and positions of the persons responsible for the aircraft at the time of incident

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POLSKIE LINIE LOTNICZE	RAPORT O USZKODZENIU SAMOLOTU AIRCRAFT DAMAGE REPORT	FHWOS 6
Zmiana nr 13 *Modifiaction no. 13* **Data wydania: Czerwiec 2024** *Date of issue: June 2024*		**Strona: 2/10** Page: 2/10

15. Udział pojazdów i osób

Participating vehicles and persons:

.....

.....

.....

Rodzaj pojazdu: *Type of vehicle:*	**Marka:** *Mark:*	**Nr rejestracyjne:** *Registration No.:*	**Dzierżawiący, właściciel:** *Leasholder, owner:*

Kierowca (osoba obsługująca):
Driver (person in chargé of service):
Imię i nazwisko:
Name and surname: .....

Zawód i pracodawca:
Occupation, employer: .....

Miejsce pracy, tel:
Place of work, phone no: .....

Uprawnienia do używania pojazdu (urządzenia):
Permits to operate the vehicle (equipment): .....

Wydane przez: **dnia:**
Issued by: ..... *date:* .....

Wyjaśnienie osoby (osób), która spowodowała zdarzenie lub miała z nim związek, podpis:

Statement of the person (s) who caused or where involved in the incident, signature:

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POLSKIE LINIE LOTNICZE	RAPORT O USZKODZENIU SAMOLOTU	FHWOS 6
Zmiana nr 13 *Modifiaction no. 13* Data wydania: Czerwiec 2024 *Date of issue: June 2024*	AIRCRAFT DAMAGE REPORT	Strona: 3/10 Page: 3/10

16. Podjęte działanie (np. opis napraw, wymiana części) decyzje o wewnętrznym sposobie załatwienia, wnioski.
Action taken (description of repairs, part replacement) decisions regarding the method of settiling the matter internally, conclusions.

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17. Uwagi / konsekwencje np. opóźnienia, przebukowania, przeładowania
Remarks / consequences e.g. delays, rebooking, reloading.

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18. Raport sporządziła osoba */ Report drawn up by:*
Nazwisko, stanowisko:
Surname, position: .....
Raport sporządzono dnia:
Report drawn up on (date): .....

19. Akceptacja danych zawartych w raporcie przez przedstawiciela organizacji, której pracownik uczestniczył w zdarzeniu lub przedstawiciela miejscowych władz lotniska.
Acceptation of facts stated in the report by a representative of local airport authorities or a representative of the handling agent / the supervisor of the employee who took part in the incident:

Nazwisko, stanowisko:
Surname, position: .....
Podpis, data, stempel:
Signature, date, stamp: .....
Raport otrzymują:
Report is sent to: .....

POLSKIE LINIE LOTNICZE	RAPORT O USZKODZENIU SAMOLOTU	FHWOS 6
Zmiana nr 13 *Modifiaction no. 13* Data wydania: Czerwiec 2024 *Date of issue: June 2024*	AIRCRAFT DAMAGE REPORT	Strona: 4/10 Page: 4/10

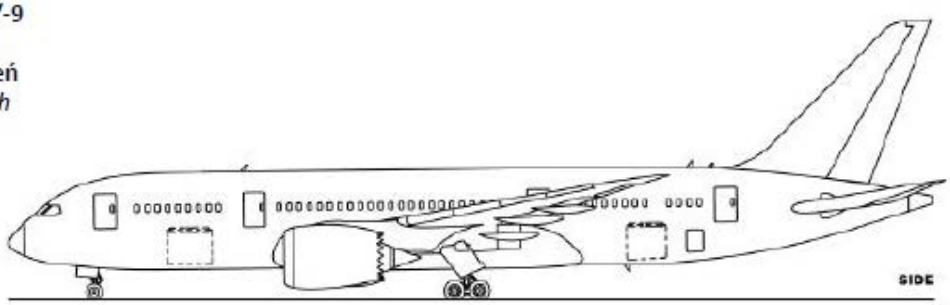
20. Zdjęcia lub inne załączniki

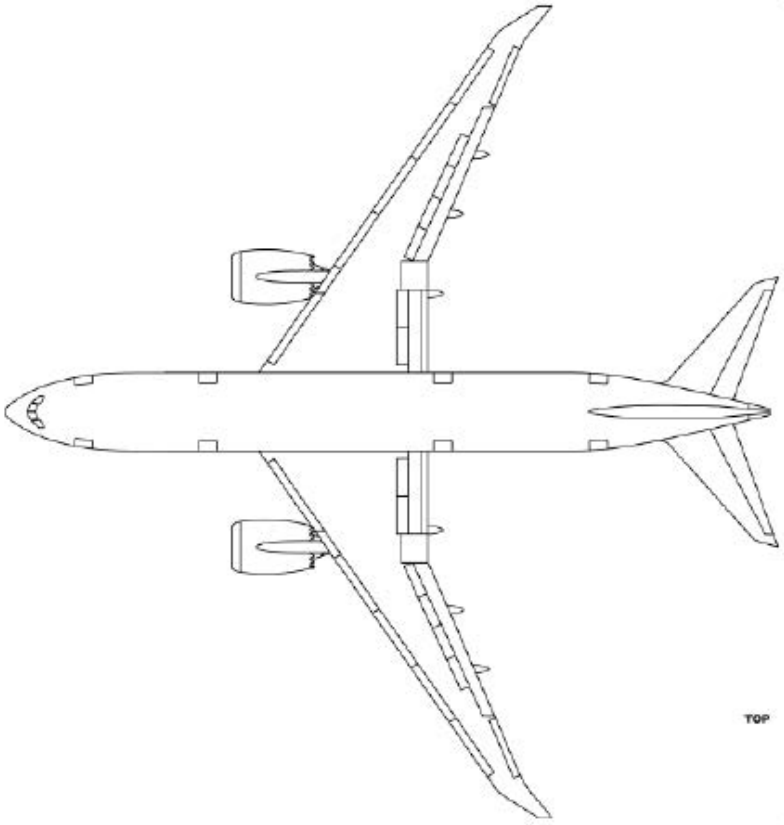
Photos or others appendices

POLSKIE LINIE LOTNICZE	RAPORT O USZKODZENIU SAMOLOTU	FHWOS 6
Zmiana nr 13 *Modifiaction no. 13* Data wydania: Czerwiec 2024 *Date of issue: June 2024*	AIRCRAFT DAMAGE REPORT	Strona: 5/10 Page: 5/10

Boeing 787-8/-9

Szkic uszkodzeń
Damage sketch



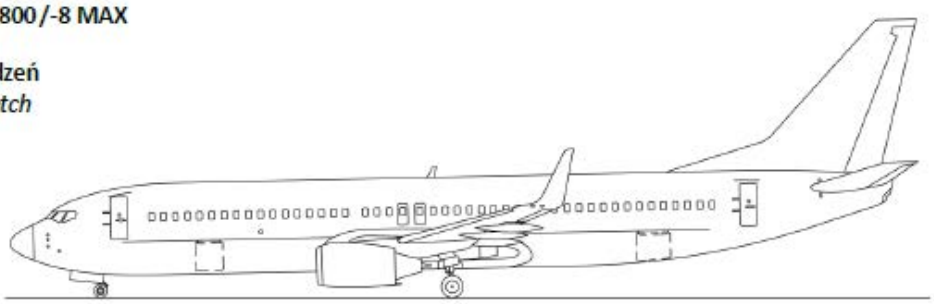


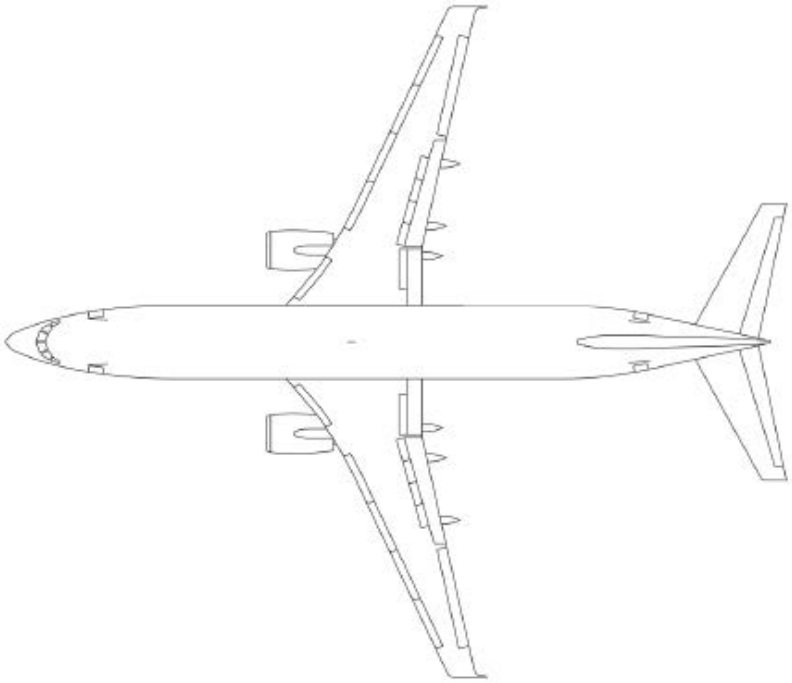


POLSKIE LINIE LOTNICZE	RAPORT O USZKODZENIU SAMOLOTU	FHWOS 6
Zmiana nr 13 *Modifiaction no. 13* Data wydania: Czerwiec 2024 *Date of issue: June 2024*	AIRCRAFT DAMAGE REPORT	Strona: 6/10 Page: 6/10

Boeing 737-800/-8 MAX

Szkic uszkodzeń
Damage sketch



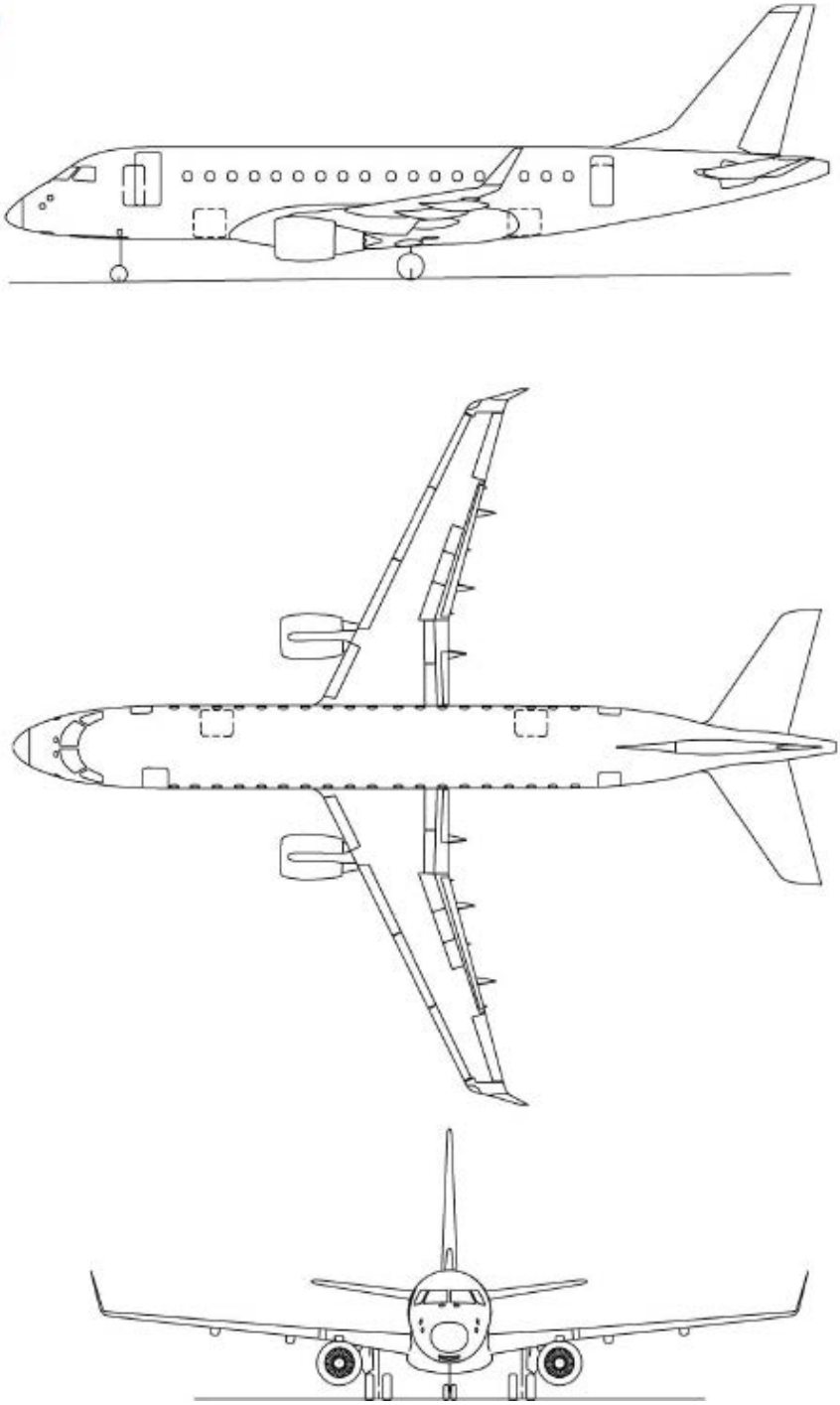




POLSKIE LINIE LOTNICZE	RAPORT O USZKODZENIU SAMOLOTU	FHWOS 6
Zmiana nr 13 *Modifiaction no. 13* Data wydania: Czerwiec 2024 *Date of issue: June 2024*	AIRCRAFT DAMAGE REPORT	Strona: 7/10 Page: 7/10

Embraer 170-100

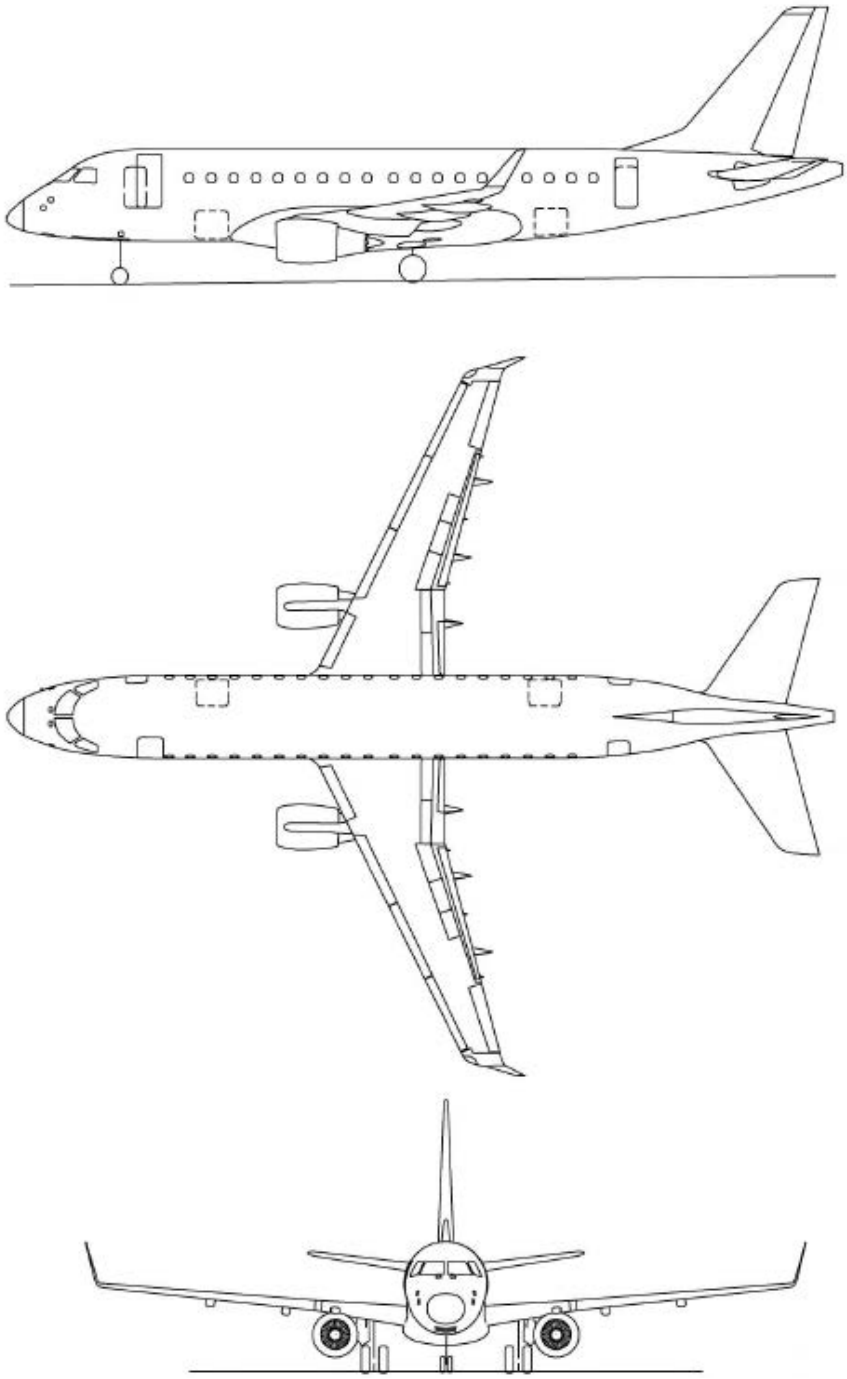
Szkic uszkodzeń
Damage sketch



POLSKIE LINIE LOTNICZE	RAPORT O USZKODZENIU SAMOLOTU	FHWOS 6
Zmiana nr 13 *Modifiaction no. 13* Data wydania: Czerwiec 2024 *Date of issue: June 2024*	AIRCRAFT DAMAGE REPORT	Strona: 8/10 Page: 8/10

Embraer 170-200

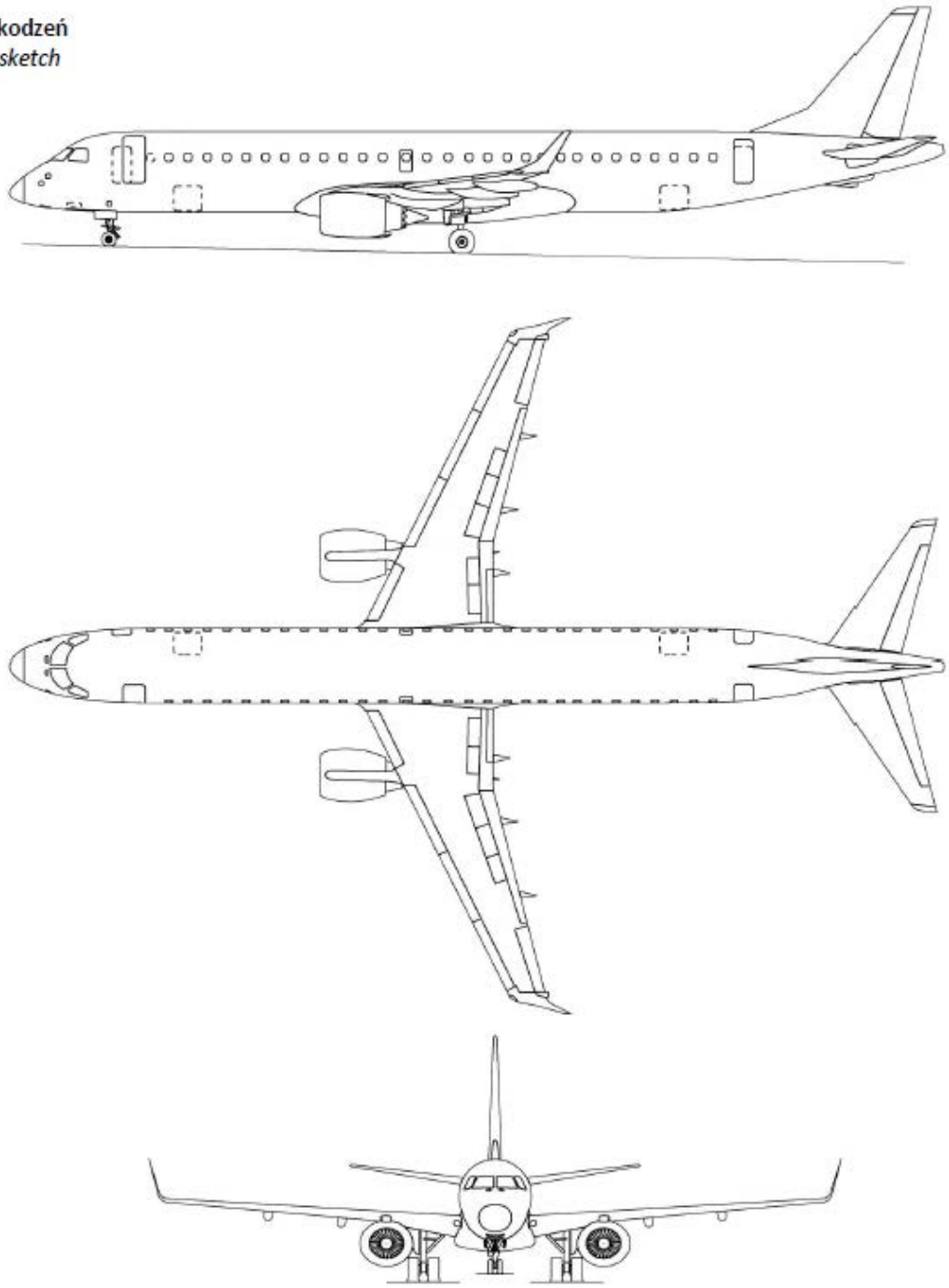
Szkic uszkodzeń
Damage sketch



POLSKIE LINIE LOTNICZE	RAPORT O USZKODZENIU SAMOLOTU	FHWOS 6
Zmiana nr 13 *Modifiaction no. 13* Data wydania: Czerwiec 2024 *Date of issue: June 2024*	AIRCRAFT DAMAGE REPORT	Strona: 9/10 Page: 9/10

Embraer 190-100/200

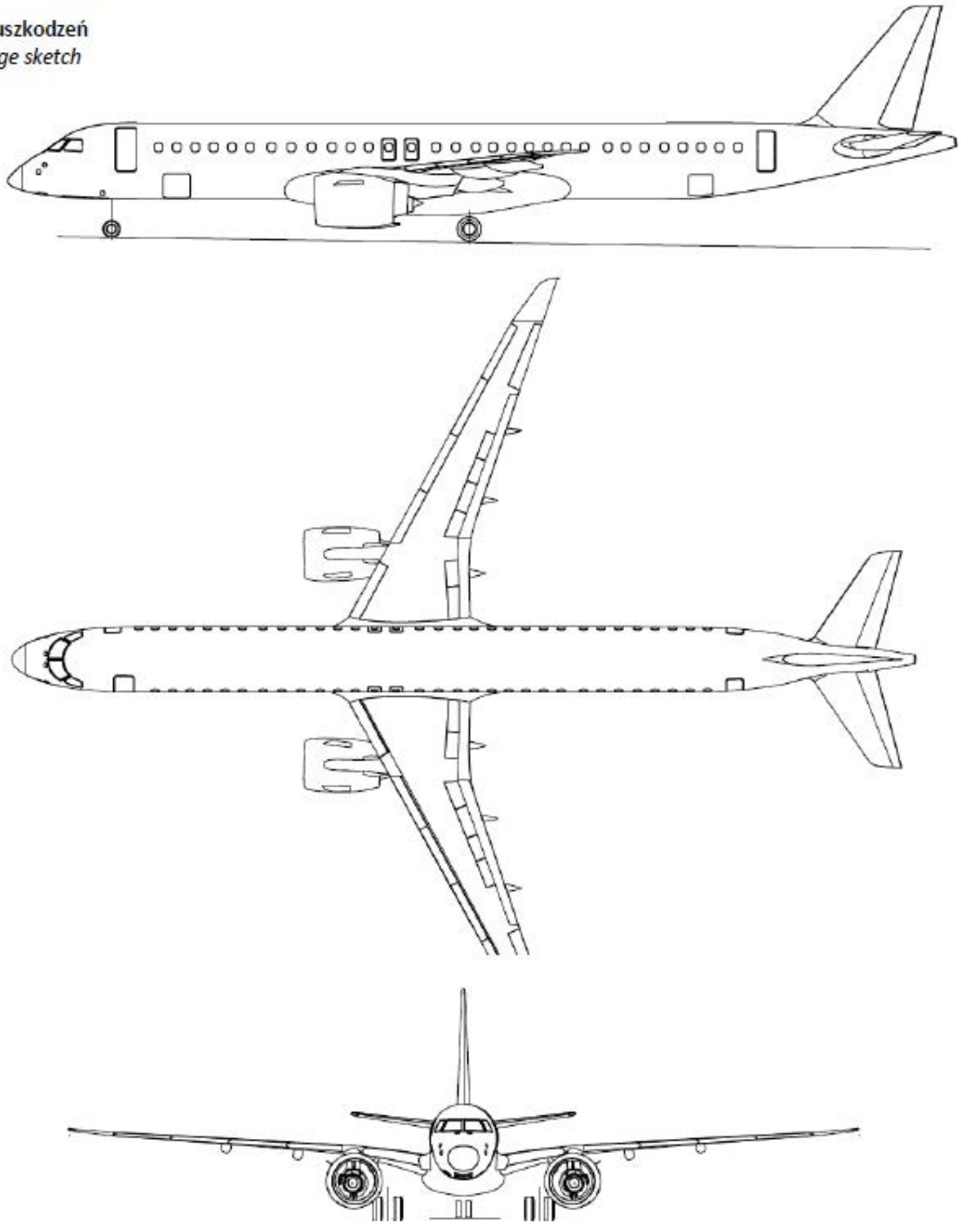
Szkic uszkodzeń
Damage sketch



POLSKIE LINIE LOTNICZE LOT	RAPORT O USZKODZENIU SAMOLOTU	FHWOS 6
Zmiana nr 13 *Modifiaction no. 13* Data wydania: Czerwiec 2024 *Date of issue: June 2024*	AIRCRAFT DAMAGE REPORT	Strona: 10/10 Page: 10/10

Embraer 190-400

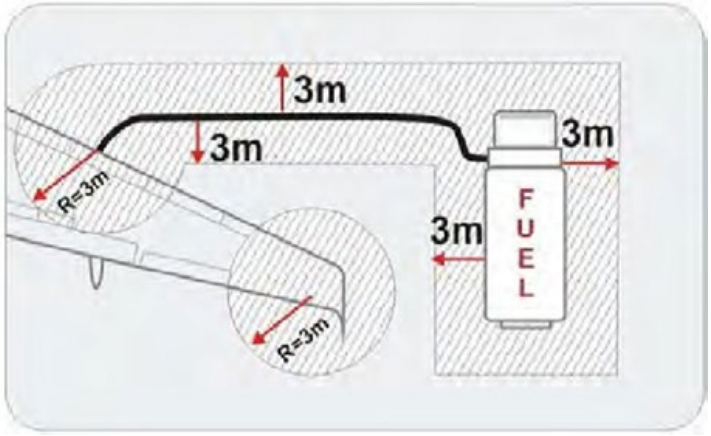
Szkic uszkodzeń
Damage sketch



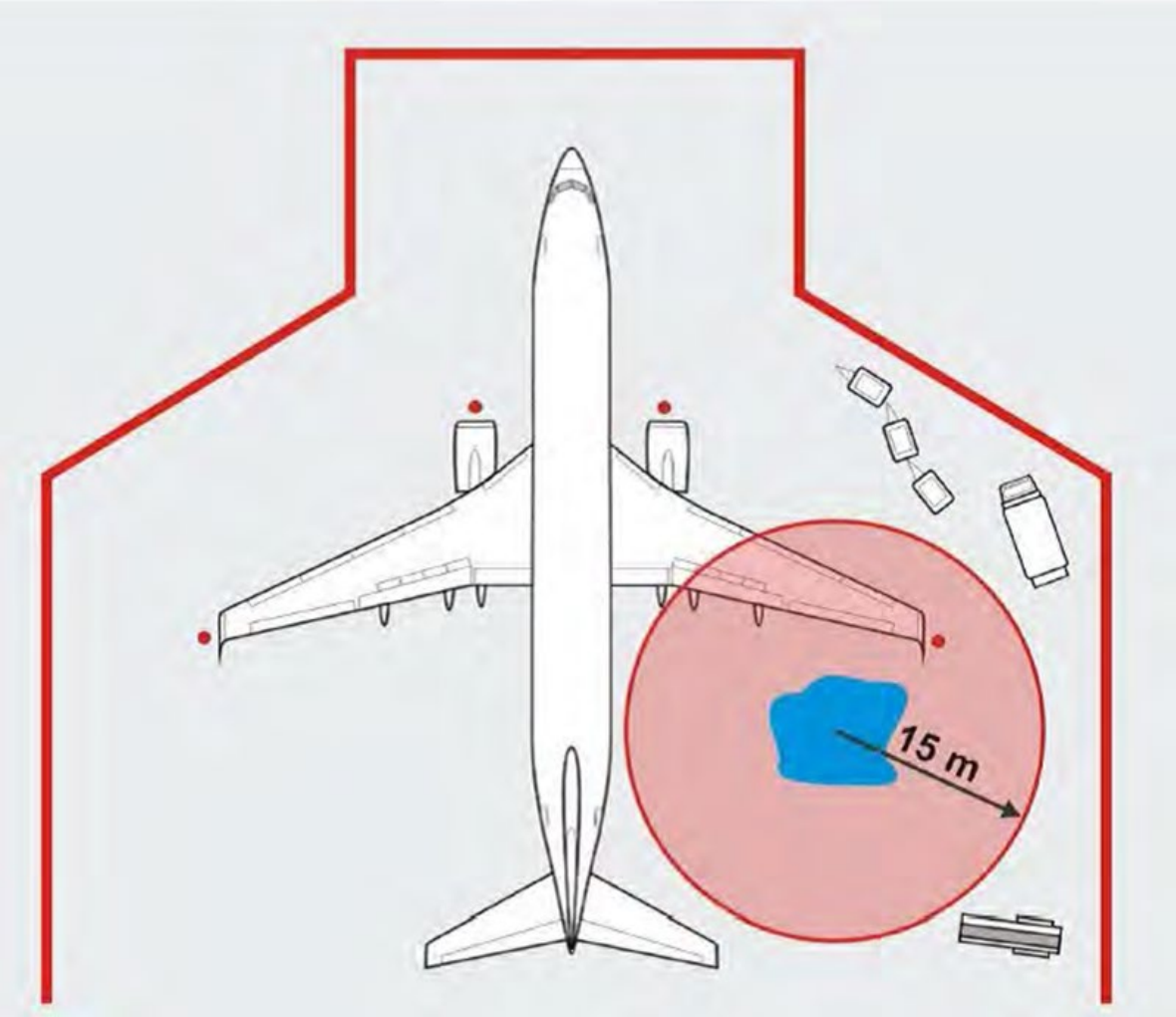
4.11.4. Safety precaution during fuelling/defueling (GRH 4.1.4; GRH 4.1.6; GRH 4.1.7)

	Remarks
1. General rules	• Fire extinguishing equipment suitable for at least initial intervention in the event of a fuel fire must be readily available, and personnel have been trained in the use of such equipment; • Procedures are in place for quickly summoning the rescue and fire fighting service in the event of a fire or major fuel spill. Refuelling/defueling must be always supervised by Commander or authorised maintenance personnel The fuelling/defueling of aircraft is **prohibited:** ⇒ within a distance shorter than 50 meters from an open fire or sparks, aircraft with running engines, ⇒ inside the hangars, ⇒ during the engine start up, ⇒ during the engine operate in Hotel Mode, ⇒ during a thunderstorm and heavy precipitation, ⇒ during heavy rain, when a wind blows more than 25 m/h and when a thunderstorm is closer than 5 km from the airport, ⇒ when using of non-certified or inefficient fuelling equipment, ⇒ in the fuelling zone which is unsecured by fire extinguishing equipment.
2. Responsibilities	• The Commander is obliged to determine quantity of fuel required for the flight and pass this data to the handling agent, • The Commander has the final responsibility for the quantity and type fuel loaded as well as acceptance of fuel quality inspection results.
3. Fuel truck/ fuel hydrant dispenser:	• Whenever possible, the fuelling truck should be positioned leeward of the aircraft and in such a manner that damage to the aircraft by the departing truck is unlikely. • Under the wing positioning is forbidden (excluding B787). • The fuelling truck: ➢ shall be parked within the distance of minimum 3 meters from the aircraft and minimum 6 meters from the GPU, ➢ it shall not be blocked by any other ground equipment and in the case of emergency must be able to depart immediately, ➢ must not have its engine shut down during fuelling/refuelling.
4. Fuelling Safety Zones.	Fuelling safety zone is an area of 3 metres in any direction from the centre-point of all fuel vent scopes, venting points on the aircraft, aircraft refuelling ports, fuel hydrants, fuelling vehicle, fuel hose, fuel receptacles, and the hydrant pits (Fuelling Safety Zone under of underwing vent scopes extends to the ground). The distance may be further increased as required by local airport or civil aviation regulations.

5. Operating practices: (including fuelling with passengers on board)	• A distance of 3 m must be maintained, between ground support equipment and any fuelling equipment eg vehicles, hoses, grounding wires, hydrant pins, etc. • Portable electronic devices, such as mobile phones, non-certified portable radios, portable music players, portable game units or earpiece or headset, electronic cigarettes, photographic flashbulbs, etc. shall not be used within the fuel safety zone. • Wheel chocks on the aircraft wheels must placed while in fuelling operations. • Smoking, using vehicles, devices or tools which are not protected against sparking as well as conducting activities which could cause electrical or mechanical sparking are prohibited. • It is forbidden to drive or walk over the hose, bonding wires and other fueling support equipment. • The use of non-certified or inefficient fuelling equipment is prohibited. • Start up GPU or APU aggregates during the refuelling/defueling processes is prohibited. • Fuel hoses shall be prevented from damage and shall be laid in the most direct path to the fuel inlets; a sufficient safety distance, from the aircraft wheel brakes and from APU air intakes. • Bonding connections from the fuelling truck to the aircraft and to the ground shall be established to discharge any static electricity before fuelling is commenced. • Fuelling / defueling is not considered to have started before the fuel is actually pumped into the aircraft. • During pressure fuelling, electrical and/or electronically systems may be operated as required during pre-flight activities, except weather radar and microphone buttons on HF. • Mobile equipment, with the exception of fuelling trucks, is not permitted within the venting areas. • Fuelling shall not be commenced before passenger steps/passenger air jetties are positioned and the passengers have disembarked the aircraft. • Whenever a considerable amount of fuel is spilled due to a damaged hose or overflow, this shall be removed or dried up in the presence of the fire brigade before passengers are boarded. • Fuelling or de-fuelling is considered to be terminated when the fuel is no longer pumped into the aircraft.



6. Fuel Spillage – Emergency Procedures (GRH 4.1.3)	In the event of a fuel spillage following actions shall take place: • Fuelling must be stopped and Emergency Services/Airport Firefighting Service must be informed. • Notify the flight crew or other qualified persons on board the aircraft. • Emergency Action must be commenced and personnel and passengers from immediate area must be evacuated if necessary according to local airport requirements. • Movement of unauthorized personnel and equipment within area must be stopped or limited to necessary minimum (it is forbidden to enter spilled area by personnel and GSE/vehicles). • All activities outside spilled area must be restricted to minimum to reduce risk of ignition. • An area of radius of 15 m (45 ft) must be secured from contaminated area. • Normal operation must not be resumed on the aircraft or any engines started before the person in charge of the emergency determines that it is safe to continue ground operations. • If the fuel is spilled on any item (baggage, cargo, equipment, materials, other), then such items CANNOT be loaded into aircraft. • In the event of a fire occurring either on or in the vicinity of the aircraft fuelling must be STOPPED and fire emergency services must be called immediately.



4.11.5. Safety precaution during fuelling with passengers embarking, disembarking or remaining on board (GRH 4.1.2)

	Remarks
1.General rules	• Defueling is prohibited. • Refuelling is allowed provided safety instructions determined in GHM p. 4.11.4 with additional requirements (below).
2.Additional requirements (GRH 4.1.5)	a) If local regulation allows and according to the local Airport Authorities instruction. b) During fuelling Commander is responsible for passenger safety and takes decision about refuelling with embarking/disembarking or remaining on board passengers, paying attention to effective evacuation (e.g. special care passengers). c) Commander requests refuelling at the handling agent. d) If requested, handling agent must notify appropriate authorities (fire brigade) and personnel engaged in aircraft ground handling activities that refuelling with passengers embarking/disembarking or remaining on board will take place. e) Pressure fuelling shall be accomplished. f) Where a boarding bridge is in use , an interior access path is maintained from the aircraft to the terminal. g) Where a passenger boarding bridge is not in use, aircraft passenger steps or an alternate means of emergency evacuation is in place. h) The ground area beneath aircraft exit doors that have been designated for rapid deplaning or emergency evacuation must be kept clear of any obstructions. **NOTE:** The overwing fuelling is prohibited. i) During refuelling with passengers on board at least one flight crew member and a minimum required cabin crew must be on board j) One flight crew member must stay in flight deck and maintain both side communication with: ➢ cabin crew ➢ fuelling supervisor to set up fire extinguish procedures, initiate and coordinate evacuation. The other one is located outside of the airplane maintaining the communication with flight deck as fueling supervisor in case the process cannot be maintained by ground dispatcher. Fueling supervisor shall inform the flight crew: ➢ when fueling is about to begin and has been completed. ➢ when a hazardous condition or situation has been determined to exist. a) In the event of spillage (or other hazardous situation) refuelling must be stopped, the flight crew or other qualified persons onboard must be informed, appropriate ground response personnel or airport fire service must be informed, spot must be secured, passengers disembarked and aircraft must be moved to the clear apron. **NOTE:** Refuelling must be stopped also in other situation the Commander deems as endangering safety.

cont Additional requirements (GRH 4.1.4)	Procedures are in place that establish a fueling safety zone and specify restrictions and limitations for the use of devices, conduct of activities and operation of vehicles and ground support equipment within the safety zone. For more, GHM p. 4.11.4. To keep refuelling ability with embarking/disembarking or remaining on board passengers, all crew members and ground staff must be trained and periodically checked in respect of their theoretical knowledge and proficiency in compliance with above requirements.
3.Before refuelling	• Commander ➢ shall notify crew member about refuelling with embarking/disembarking or remaining on board passengers and about time of starting the fuelling process. • Handling agent: ➢ informs crew about terms of local requirements concerning crew and the ground staff cooperation (passengers directing, seat occupation, amount of groups of boarding passengers etc.) with reference to refuelling option (embarking, disembarking passengers or remaining on board) PED, T-PED including mobile phones switching off requirements); ➢ informs passengers before boarding about security procedures (e.g. smoking prohibition, mobile phone switching off requirements); ➢ ensures that all special care passengers are boarded after refuelling. • Cabin crew shall: ➢ follow the cooperation principles stated by handling agent, ➢ inform the handling agent if there any STCR, which seats occupies and which, exit would be evacuated through, if such situation occurs, ➢ prepare passenger cabin for the refuelling process and be ready on Commander's order to perform the passenger evacuation in case of danger.
4.Mandatory safety instruction	• Zones under the emergency exits, including slide rolling place, must stay free of obstacles. • FASTEN SEAT BELTS signs must be off, NO SMOKING signs must be on. • Passengers must be informed that during refuelling their seat belts must be unfasten. Smoking, using any matches, lighters or similar items are prohibited. • Passengers must be announced to switch off all portable electronic devices (PED, T-PED) including mobile phones and not to use. • Cabin crew members shall positioned all stations as determined in evacuation procedure, switch on full lights, to make easier identification of emergency exits. • All passengers must stay free of obstructions. • If there are disabled passengers or children on board, passenger occupied AP seats (assigned to able bodied person) should be requested for help in the event of evacuation. • After preparation passenger and cabin, cabin crew member announces the Commander readiness for refuelling operation.

5.During refuelling	Cabin crew stationed in passenger cabin shall: ➢ require passengers to stay on their seats with unfasten belts; ➢ ensure that passengers not to smoke, use any matches, lighters, items which could make sparkle or fire and not to use their mobile phones; ➢ not permit light switch manipulation; ➢ observe that fuel vapour appears, otherwise inform the Commander, who orders fuelling interruption and passenger evacuation.

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4.12. INTERIOR CLEANING

	Remarks
1.Policy	The interior of all LOT Polish Airlines aircraft must be kept clean to the highest possible standards.
2.Responsibility	The handling agent shall be responsible for the coordination and initiation of all actions necessary on behalf of Polish Airlines to ensure the performance of a proper cleaning.
3.LOT requirements regarding the cabin cleaning	• empty and close ashtrays. • take out any garbage. • remove any garbage left in the back seat pocket and on overhead shelves. • wipe the tables. • vacuum the carpeting. • wipe external surfaces in the galleys and catering compartments (such as sinks and working surfaces) as well as in the toilets (wash basins, toilet bowls, toilet seats, mirrors and surrounding surfaces). • remove, if necessary, any contamination resulting from illness, spilled drink or food, remove any stains. • empty and clean all garbage bins. • clean the equipment in the galleys and catering compartments. • change the headrests and pillowcases (headrests and pillowcases will be supplied by Polish Airlines) if an exchange is required. • at the crew's request – clean the aircraft windows from the inside. • arrange the seat belts properly and position the seat backs in the vertical position. • wipe the passenger shelves on the outside, if necessary.
4.The above mentioned tasks shall be performed in:	• the crew's quarters (other than the cabin), • galleys and catering compartments, • passenger cabins, • toilets, • cloakrooms – only on long-haul flights.
5.Visual check	The handling agent designated, supervisor on duty or ramp coordinator shall perform a visual check for each flight ensure that the cabin has been properly cleaned prior to the passengers' embarkation of the aircraft.

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4.13. DISINFECTIONS AND DISINSECTIONS OF THE AIRCRAFT

	Remarks
1.Policy	• This procedure is to be applied for the disinfection of suspicious aircraft (e.g. after transportation of passenger with contagious diseases) to prevent direct transmission of contagious diseases. • It is independent from routine disinfections during aircraft maintenance.
2.The following departments or persons may decide that disinfections is to be carried out:	• At the respective home bases: ⇒ The Head of the Health Department, ⇒ The Head of the Medical Department, ⇒ The Airport Health Authorities. ⇒ At out stations: • The station responsible, after consultation of the airport Health Authorities.
3.Procedure for disinfections of the cabin	All parts of the cabin that could have been contaminated must be treated with the antiseptic product: • the seat used by the passenger with contagious diseases, • the toilet, • any other object that might have been in contact with the passenger with contagious diseases. **NOTE**: • After completion, all staff involved in the disinfections must carefully wash their hands and any other exposed parts with the disinfecting product.
4.Disinfecting operation	The disinfections of the aircraft shall be done by Cabin Cleaning staff (ad hoc services) or by an external subcontracted company.
5.Disinfecting of aircraft toilets	• A deodorising and disinfectant chemical must be added to the toilets in the aircraft: ➢ for hygienic reasons and to avoid obnoxious odours, ➢ in liquid or powder form, ➢ to be added to the prime charge (the amount of water being pumped into the tanks). • The list of disinfectant toilet products recommended by aircraft manufacturers is available at Lot Polish Airlines Aircraft Potable Water/Lavatory Servicing Manual.

6.Disinfection of aircraft	Disinfections of aircraft is required by a number of states to prevent introduction or spreading of communicable diseases. • The decision about the need to carry out the disinfections and the measures to be applied is made by the local Health Authorities, or Veterinary services. • The disinfections of the cargo holds is carried out by the staff of the handling agent (ad hoc services) or by an external subcontracted company. • The disinfections of the cargo holds shall be carried out not earlier than 15 minutes before closing the cargo holds. • Pouring of disinfections agents directly on live animals is not allowed. • Empty cans must always be returned to the cabin crew or the handling agent shall keep them. They might be needed as evidence. **NOTE**: • If for any reasons aircraft doors are opening after disinfections is completed, the treatment must be repeated prior to take-off. Lot Polish Airlines recommended PERMETHRIN –Spray as disinfections chemicals.

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4.14. POTABLE WATER AND LAVATORY SERVICE

1.Potable water service	• Handling agents must make arrangements to have water and a water cart provided and drinking water replenished. • All food and potable water taken on board an aircraft and intended for human consumption must meet the national health standards. • The Provider shall have procedures for the application of water quality standards in the preparation, handling and inspection of aircraft potable water to ensure no contamination when loaded into the aircraft in accordance with local health authorities.
2.Lavatory service	The aircraft toilet waste tank must be serviced after each scheduled flight. Handling agents shall arrange to have: • Toilet truck positioned and removed, • Toilets flushed, • Emptied tanks, • Recharged with fluid containing a dye-deodorant-disinfectant chemical solution. • Unserviceable toilet is marked in MVT message "TOILET INOP/US" Gate agents shall inform passenger before boarding about inop toilets on board.
3. Servicing vehicle requirement	• Hold waste, • Provide flushing and recharging solutions, • Illuminate the work area, • Have an all-weather operating capability to -3°C.(-40° F), • All components, lines and fittings not in heated areas have provisions to prevent freezing whenever aircraft is powered and the relevant circuit breakers are closed.
4.Special Note for USA	• Aircraft inbound or outbound on an international flight shall not discharge any excrement, wastewater or other polluting materials over the USA. • Arriving aircraft shall discharge such matter only at servicing areas approved under FDA Code of regulations (Title 21, Parts 1240 and 1250).
	For more details „LOT Polish Airlines aircraft potable water/lavatory servicing manual" – Evid.no.2030.

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4.15. DE-ICING AND ANTI-ICING (GRH 2.2.6)

	Remarks
1.Requirements	• During icy conditions in the winter the decision to perform aircraft de-icing/ anti-icing is made by an authorized employee of the handling agent on the basis of information provided by the person conducting initial inspection of aircraft as well as current weather information and weather forecasts. • The aircraft captain is authorized to make a decision to commission aircraft de-icing/ anti-icing at any time during pre-flight preparation phase. • The aircraft captain's decision has highest priority and is final — irrespectively of decisions made by other people.
2.Responsibility	If de-icing/ anti-icing is necessary the handling agent is responsible for ordering and supervising these services. **NOTE:** De-Icing and Anti-Icing services for aircraft used by LOT Polish Airlines shall be performed according to LOT Polish Airlines ICE-M procedure. • There is no differences in procedure between 787 subtypes -8 and -9.
3.Training requirements	• The handling agent providing de-icing/anti-icing services shall have a de-icing/ anti-icing license issued by relevant authorities — (if applicable). • The training has to be carried out in accordance with the current revision of SAE AS6286 standards.
4.Handling agent entitlement	The employees of the handling agent, who have to be properly trained are entitled to: • perform initial inspection of aircraft, • perform aircraft de-icing/anti-icing, • check aerodynamic surfaces of aircraft before take-off. • transmit the Anti-Icing Code to the aircraft captain.
5.Persons who are responsible for individual stages of aircraft de-icing/ anti- icing operation:	• the person conducting the initial inspection of aircraft — for providing information about the condition of the aircraft's aerodynamic surfaces to the aircraft's captain. • an authorized employee of the handling agent — for making the decision that aircraft de-icing/anti-icing is necessary and provisions of appropriate information to the staff performing de-icing/anti-icing. • authorized employees of the handling agent — for the execution of the de-icing/ anti-icing operation. • authorized employees of the handling agent — for checking the condition of aircraft's aerodynamic surfaces before flight and confirming that the de-icing/ anti-icing operation has been completed successfully (Anti-Icing Code).
	For more details see following procedures: ICE-M procedure, Procedure for De-Icing/Anti-Icing

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4.16. CATERING AND PROVISIONING

	Remarks
1. Handling agents liaise with catering supplies to ensure	• On/off-loading and stowing of pantry equipment and catering supplies from/to aircraft. • Refill removable galley containers with hot and/or cold drinks/food and ice. • Convey removable pantry equipment and catering supplies between aircraft and catering department, (if requested by LOT Polish Airlines).
2. Special Safety note	• The passenger and service doors are only to be opened from the inside by crew members, technical staff when the platform of the catering truck is at the same level as the cabin floor. • The second service doors (L2/R2) shall not be used for catering operations to prevent potential damage and ensure safe handling procedures. • An additional safety bridge shall be used during catering loading/unloading to prevent aircraft door frame damage. • Moving catering trolley carts on board (aisle) is prohibited, except for moving trolleys between the forward and middle galleys. • Every effort must be made to prevent any damage to the aircraft cabin during the delivery and handling of catering equipment. • Catering personnel must ensure all trolley carts are clean, free of leaks, and safe to use without risking spills or dirt in the aircraft cabin. • Confirm that all trolleys are securely locked to prevent unintended movement. • All catering trucks shall be guided during positioning to ensure accurate alignment. • The vehicle platform shall be always perpendicular to the aircraft door sill. • The catering vehicle stabilizers must be extended (if equipped). • The load in the vehicle must be properly secured and cart brakes set within the vehicle. • Guardrails shall be retracted and ground clearance on both sides of the truck shall be checked before approaching the aircraft. • The vehicle body shall be lowered into the fully lowered position before commencing unloading/loading procedures. • Front vehicle body door shall be closed and secured. • While exiting, the door of vehicle body shall be closed and latched. • A walkaround inspection to check for FOD and stabilizer clearance shall be performed. • Stabilizers shall be raised. • Two safety cones under engine no. 2 must be positioned: one cone in front of the engine and a second cone on the outer side of the engine.
3. High Wind Operations	• Distance between the vehicle and the aircraft is maintained. • No loose items are stowed on the vehicle loading platform or transported on top of catering carts. • Only one catering cart at a time can be pushed and using both hands. • High-loader operations are strictly prohibited when wind speeds exceed 40 knots.

An additional safety bridge shall be used during catering loading/unloading to prevent aircraft damage:



4.17. ULD management

4.17.1. General rules

	Remarks
1. ULD supervising	• The ULD Control Centre WAWPULO is responsible for ULD management and control process. • In order to control the current status of ULDs, the Centre utilises electronic management and control system, which helps to maintain the flow of information contained in documents. • Groud Handing Agent shall ensure a copy of the current edition of IATA ULD Regulations (ULDR), or the OM containing equivalent ULD related content, is available or accessible at each location where ULDs are utilized.
2.Loading Devices and Accessories	PMC, PAJ, PAG, PNA, PLA, PKC, P1P, PKC, DQF, DPE, AKE, ALF For more, GHM p. 4.17.2.
3.Loading accessories for LO ULDs	• Plastic sheets – to be ordered locally • Tie-down fittings : ➢ single stud (weight per piece 0.1kg) to be ordered from WAWPULO, ➢ double stud (weight per piece 0.1kg) to be ordered from WAWPULO. • Tie-down material: ➢ standard straps (weight per piece 1.5kg) to be ordered from WAWPULO.
4.ULD tags	• In order to identify loaded aircraft pallets/containers, the following tags are used (size A:5 148x210 mm): a) For baggage: black lettering and a red slash on a white background, b) For dangerous goods: black lettering with prominent red hatchings surrounding the tag on both size. **NOTE:** Where dangerous goods are contained in ULD, the primary and subsidiary hazard class(es) or division(s) numbers of such dangerous goods must be clearly marked on this tag c) For unserviceable units: black lettering on an orange background, d) For other load: black lettering on a white background. • Completion: a) One tag shall be completed for each individual container/pallet, including empty units b) Tag should contain: destination, net weight (kg), tare weight (kg), total (kg), loaded at, position on aircraft, contents, remarks (if any) • In the case of fixed-size ULDs, the tag shall be inserted in a fixed placard holder. • If a pallet has the net, the tag shall be affixed to the net. • The tag shall be placed in a position easily seen from the eye level.

	Remarks
5. Certified/non – certified ULDa	• Certified ULD: a) ULDs received airworthiness approval under a TSO/ETSO authorisation or other procedure. b) Certification process is conducted between ULD manufacturer and the applicable authorities (FAA, EASA). c) Are proven to meet the Minimum Performance Standards NAS3610. d) Are marked with A,B, J, L, N, P, Q, R, S or U in Position IATA ULD Identification code. • Non-Certified ULD: a) ULD used exclusively for the lower deck of wide dody aircraft which is not subject to airworthiness approval but maybe carried under conditions specified by the Aircraft Weight and Balance Manual. b) ULDs (containers, pallets, nets)are marked with D,F, G or M in position 1 of the IATA ULD Identification code.
6. ULD build-up/brake down - procedure: (GRH 3.4.14)	• Ensure that ULD is of correct size and type to built up cargo safely and securely. • Prior to built up the ULD shall be inspected - refer to IATA ULD. If inspected ULD shows that it is un-airworthy, shall be equipped with identification tag and different ULD shall be used. • Special care shall be taken during built up/brake down to avoid damages • Ensure and check if all factors relating the built up process are fulfilled with the following requirements: a) Area load, b) Point load, c) Maximum gross weight, d) Contour, e) Individual restraint and heavy items, f) Centre of gravityof loaded ULD. • During brake down special precausion must be taken: a) Always open the container doors and/or remove cargo nets without damaging the doors/nets, b) Doors and/ or nets shall never be cut. Container doors shall be closed and locked shut after all container contents are removed.

	Remarks
7. ULD loading	• ULD shall be in serviceable condition before loading and meets safety requirements pertaining to the loading and securing of cargo - refer IATA ULD. • When stacking cargo, spread load evenly over the entire floor of the pallet and ensure that the heavy items are on the bottom and lighter items on top, to prevent crushing. • Cargo shall not be placed within 50mm (2in) of the outside edge of the pallet. • When the established maximum floor loading limitations is exceeded, the items of cargo concerned must be loaded on wooden boards (spreaders) to distribute the weight over a greater area. • Any components of the in-plane loading system found to be missing orunserviceable must be immediately reported to the LOT prior to loading/ unloading and taken into consideration in the aircraft loading and weight & balance process if ULD's are to be loaded with any missing locks or latches. • arrels, drums and containers that contain liquids shall be positioned on a pallet far enough from the pallet edge or secured by positioning other hard freight around the barrel. • Pallet loads must conform to the contour of the aircraft fuselage. The load shall therefore, be either built-up with a loading gauge or passed through it before netting down. • To prevent wet damage it is recommended that water-proof sheeting be placed over the whole load top and sides underneath the net. • After the net has been placed over the load and fitted to the pallet edge, it must be tensioned firmly in all directions. However, tensioning shall not bend the pallet. • No loose ends webbing, net or ropes are hanging down over pallet. • ULD tags identifying the unit load device shall be completed by authorized staff and securely fastened. Any old tags must be removed.

8. ULD transportation	• Any transportation on an airport is a subject to the airport rules and regulations in that jurisdiction. • If transported by a dolly, ULD base size shall always be compatible with the dolly size. **NOTE:** If the ULD base size is smaller than the dolly size, the dolly shall be equipped with additional horizontal and vertical restrains. • If transported off airport a) Local road transportation regulations must be applied, b) Road vehicle shall be fully enclosed on all sides, c) Road vehicle shall be equipped with roller system or equivalent, d) ULDs shall always be transported in the correct orientation, e) Loose cargo shall never be stacked or placed on top of container or loaded pallet, f) Empty pallets of different sizes may be transported in a single stack provided that the larger pallets are at the bottom, g) Cargo nets, straps, fittings and other peripheral equipments shall not be removed from the cargo during transportation.
9. ULD storage and handling	• Universal storage and handling requirements: a) Easy access for loading and unloading facilities. b) safe access for inspection. c) ULDs shall not be stored on the ground but on a suitable ULD Base Support System. d) Before placing ULD into storage plastic sheeting, spreader board, tie-down straps, garments frames and etc. shall be removed. e) Containers shall always be stored base downwards. f) Pallets shall always be stored horizontally. g) Container doors must either be in the fully closed and locked position and secured in the open position. • Outdoor storage: a) Keep ULD secure in strong wind, b) Prevent ULD becoming unretrievable due to snow covering/drifting. • Specific store requirements based on ULD category: a) Containers A,B;E,F, G, H, J, K, L, M, N, P, Q, R, X, Y and Z depends on non-forklift base: if empty must be stored in Base Support system. If Loaded: must be stored on a Base Support System or the device used to position/remove container shall be purpose designed to transfer the container without risk and damage b) Containers A,B;E,F, G, H, J, K, L, M, N, P, Q, R, X, Y and Z depends on forklift base: if empty and loaded may be stored on flat ground or industrial racking of sufficient strength **NOTE:** Loaded container must never be stacked on top of one another.

…cont. ULD storage and handling	• Pallet: A, B, E, F, K, L, M, N, P, Q, X, Y and Z: a) empty – must be stored individually or in stacks, b) loaded: must be stored on an ULD Base Support System. • Pallet: G, H, J and R: a) Empty: ULD base Support System or equipment designed to allow for empty pallets to be placed in storage by a forklift, b) Loaded: must be stored in ULD Base Support System.
10. Continued airworthiness (GRH 3.4.14)	• The condition of all arriving ULDs shall be checked immediately upon off-loading, and LO Control Centre WAWPULO shall be informed of any damage/irregularity noticed as soon as practicable. • In case damaged units will be sent back to WAW- not earlier reported by station as incoming damaged to the station , the cost of repair or exchange will be moved to the station . • Damaged ULD equipment shall always be kept separated from the serviceable equipment. • Before use, the station shall ensure that the ULD is in serviceable condition. Damaged ULDs can cause handling problems and inflict damage to the ground handling equipment and to the aircraft loading and they may restrain the system itself. • ULDs shall be kept covered to prevent their wetting or damage. • Pallets and containers of each carrier shall be well separated • ULDs shall not be handled with fork-lifts, unless they are specially designed for this purpose. • LO damaged/unserviceable pallets and containers shall be withdrawn from service and returned to WAW empty with proper labeling as dead load; pre-advice message shall be sent to uldcare@lot.pl. Flight number, date and ULD number (which is marked with U tag) shall be inclduded. • LO containers shall be repaired at a certified repair station. Periodic inspection of ULD equipment shall be conducted in Warsaw with the assistance of qualified personnel of a repair station. Emergency repairs of ULD equipment can be carried out at a local repair station under LO representatives supervision and after their final approval. Documentation is retained within ULD Control. • UCM messages are retained within the system. • The Airworthiness Inspection Criteria, which can be found on the ODLN (Operational Damage Limits Notice) sticker which is attached to the ULD, describe the limits under which the relevant ULD is still airworthy and can be used for flight operation. • If Operational Damage Limits Notice (ODLN) sticker is not visible, The ULD should be classified as unservicable and Ground Handling Agent should contact the operator to check the continued airworthiness of the ULD.

…cont. Continued Airworthiness (GRH 3.4.14)	• Ground Handling Agent is obligated to fill „ULD'S ACCEPTANCE. • EXPORT/IMPORT CHECKLIST" before usage for the ULD and send a copy by e-mail to the uldcare@lot.pl. • In case the ULD does not meet the requirements for proper use, it is necessary to draw up a damage report and send it to the address uldcare@lot.pl together with the „ULD'S ACCEPTANCE EXPORT/ IMPORT CHECKLIST" for a particular ULD.
11. Minimum training requirements	• Training level requirements: a) Operators: basic ULD operations training (to understand that ULD must be operated correctly), b) Supervisors/warehouse Operations Manager: basic ULD operations level plus more complex aspects, c) Trainers: fully conversant with the contents of any ULD training courses, d) Managers: equivalent to Supervisors/Warehouse operations. • Frequency of training: a) before starting to work with ULD b) Recurrent training: with a maximum interval of 24 months • Training records: a) All training shall involve written test b) Training records shall be maintained • Training programme elements: a) Methods: computer based training, classroom training, video training, others permitted b) Testing: any training shall include the a formal testing c) Certification: after satisfactory completion and passing the test • Syllabus: a) The essential safety requirements, b) The relationship between ULD and aircraft, c) Other important functions that ULDs perform, d) Overview of ULD design, testing and certification, e) Different types of ULDs, f) Documentation, labelling and marking, g) General safety and handling procedures, h) Detailed instructions for ULD (pre- inspection, build up/brake down), i) Important rules, j) Additional requirements for managers and supervisors: handling of heavy cargo, load spreading of HEA, different types of aircraft holds, certified and non-certified ULD, special purpose ULD.

4.17.2. LO ULD devices for cargo and baggage loading – description

Type	Size of base(in)	Weight (kg)		Usable Volume (m3)	ULD type Code
		Tare kg	Max gross		
Pallet	96 x 125	100	5102	11.7/64 in. max. height	PMC
Pallet	88 x 125	90	4646	10.7/64 in. max. height	PAJ
Pallet	61.5 x 96	55	2510	5.5/64 in. max. height	PNA
LD 2	60.4 x 47	70	1224	3.4	DPE
LD 3	60.4 x 61.5	65	1587	4.5	AKE
LD 6	60.4 x 125	135	3174	8.9	ALF
LD 8	60,4 x 96	120	1587	7.3	DQF

4.17.3. Movements and stock control

	Remarks
1. UCM – ULD Control Message	• The ID codes shall be attached to all ULDs, both, loaded and empty, arriving and departing. • ULDs shall be recorded immediately upon off-loading/loading. • UCM shall be sent to the ULD Control System address CHAFPLO and to ULD Control Centre WAWPULO by the station of ULD movement as soon as possible after the arrival/departure. • "IN" and "OUT" shall mean respectively ULDs which were added to or ULDs which were removed from the station inventory. • "N" (nil) shall mean that no ULD was added to or removed from the station inventory. • One UCM may include both incoming and outgoing flight numbers. • Further information concerning ULDs included in UCM shall be reported under SI or by a separate plain language message. • Number of straps for each ULD shall be reported under SI.
2. CPM – Container/Pallet Distribution Message	• CPM shall show all ULD positions, including those not occupied by ULDs (N). • In order to facilitate CPM reading, ULD positions should be specified in agreement with their actual arrangement in the aircraft. • The information necessary to compile CPM shall be obtained from the Loading Instruction/Report

	Remarks
3. Control of transferred Unit Load Devices (LUC)	• A Control Receipt, , shall be completed at the time of transfer of a loaded or empty unit. • The transferring party shall complete the data relevant to each unit, as indicated on the form, and shall obtain the signature from the receiving carrier. • The above procedure shall apply to all operators, also those which are not members of the IATA Multilateral Agreement for Interline Handling and Control of Carrier Owned Aircraft ULDs.
4. LUC – ULD EXCHANGE CONTROL MESSAGE	• LUC message shall be sent for each completed Control Receipt to inform LO ULD Control Centre WAWPULO of transaction. • LUC message should be generated on the basis of the Receipt. • Example of LUC for a transfer of ULD between participants: JFKFFLO WAWPULO PMC00025LO/15DEC02/1800/AA/LO/JFK/080-00000254/LAX/SER
5. Stock Control of Unit Load Devices / SCM – ULD STOCK CHECK MESSAGE	• In order to verify Unit Load Device stock, a Stock Check Message (SCM) shall be sent periodically (weekly) to the LO ULD Control Centre (refer to GHM 10.3). SCM shall be sent for all LO ULDs, including those for which LUC /ULD Control Receipts have been signed and those which are under repair or damaged. • Number of straps for LOT stations shall be reported under SI for each SCM. • SCM shall be compiled after the physical inventory. • LOT stations are recommended not to exceed the pallet stock of: ➢ 12 serviceable PMC pallets, ➢ 8 serviceable PAJ pallets, ➢ 8 serviceable PNA half pallets, • Following serviceable AKE containers shall be secured on stock: LONG HAUL STATIONS (weekly flight freq – 3 and more) – between 20 and 30 pieces of AKE LONG HAUL STATIONS (weekly flight freq – less than 3) – between 8 and 15 pieces of AKE It means station where LO wide body aircrafts operate on the regular basis (excl. seasonal flights). • Excessive equipment shall be returned to WAW and ID codes of containers to uldcare@lot.pl . • Requests for additional equipment shall be submitted to uldcare@lot.pl.

4.17.4. ULD securing

a) It is forbidden to load on aircraft Unit Load Device, which is improperly secured.

b) Flexible material of doors shall, when closed and secured, follow the design contour of the ULD at all times. No bulging in excess of 25 mm (1 in) is allowable.

c) While building up a container, the contents shall be stacked in such a manner that they do not extend beyond the door opening of the container.

d) Attention shall be given to stacking the content so that they are not likely to fall against the door during flight.

e) The rule is part of internal and external audit of handling agent.











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4.18. PUSH BACK (GRH 3.2.9)

	Remarks
1.Preparing aircraft for push back	**Procedure:** • Before pushback, make sure that aircraft movement area is free of FOD and that the paving condition allows for the safe execution of the procedure. • Make sure that the cockpit's nose-wheel gear control is locked, i.e. the locking pins have been inserted in the hydraulic actuators of the nose-wheel gear. **NOTE 1:** ERJ 170-100/-200, ERJ 190-100/-200/-400 disconnects the device using the switch in the cockpit. • Five minutes before push back start, establish communication via headphones between the ground and the cockpit using conventional phrases. Ensure that the headset operator will observe safe distance between the aircraft and pushback tractor. If the communication is interrupted, pushback operation shall be stopped until the communication is re-established. • If ground-cockpit communication cannot be established due to headset malfunction or adverse weather conditions, the person in charge of the pushback operation shall go to the cockpit to agree with the captain on the use of conventional hand signals (in accordance with IATA standards) and confirm the pushback direction. • Connect the towbar to the nose-wheel gear first and then to the tractor. • Ensure that all doors and hatches are securely closed and then give a signal to the aircrew that they may switch on the Auxiliary Power Unit (APU). **NOTE 2:** Ground staff performing and assisting in pushback operations shall wear high-visibility jackets, and wands shall either be illuminated or equipped with high-visibility bars." **NOTE 3:** If the push back operation is carried out during a lightning storm, it is not allowed to connect headphones to the aircraft. • Following a signal received from the aircrew, switch off and disconnect the following equipment from the aircraft: ⇒ the GPU (Ground Power Unit), ⇒ the air cooler/heater - if it was connected. • Make sure that the airbridge (passenger platform) is moved back from the aircraft and that all technical/service equipment is located at a safe distance away from the aircraft. • Remove the chocks blocking the aircraft's wheels (before doing so make sure that the tractor has its parking brakes on and notify the aircrew that the aircraft is ready for push back). • Make sure that the ground crew is at a safe distance from the aircraft, and the space behind the aircraft is clear of obstacles. • If the engine(s) are started before push-back, one should first take away the chock immobilizing the main undercarriage wheels.

<table>
<tr><td>2.Aircraft Push Back Service</td><td>

Handling agents are responsible for ordering towing/pushback services in time for departure.
The following policies and procedures shall be adhered to in order to ensure the safety of ground personnel and avoid damage to the aircraft and ground equipment.

Push back operations at airports are governed by the local instructions valid in each individual airport.
In normal circumstances the push back is performed using an aircraft tractor, which is connected by means of a towbar to the aircraft's nose-wheel gear.

NOTE:
LOT Polish Airlines also accept to used Towbarless equipment certify by aircraft manufacturer.

Towbarless towing shall be based on the applicable practices.
Pre- or post-taxi positioning of the aircraft shall only be executed by barless towing if one of the following conditions are met:

an aircraft is protected by its own design from damage to the nose wheel steering system;
a system/procedure is provided to alert the flight crew that damage may have or has occurred;
the towing vehicle is designed to prevent damage to the aircraft type; or
the aircraft manufacturer has published procedures and these are included in the operations manual.

To ensure the safety of the operation the aircraft push back tractor, shall meet appropriate specifications:

⇒ sufficient power and weight,
⇒ overall dimensions required for push back vehicles.

Appropriate towbars shall be used, in accordance with the information given in point 5 below.

</td></tr>
<tr><td>3.Maximum turning angles</td><td>
The maximum turning angles allowed for the nose-wheel gear during push back
<table>
<tr><th>Aircraft</th><th>Recommended</th><th>Maximum allowed</th></tr>
<tr><td>B 787</td><td>65 degrees</td><td>75 degrees</td></tr>
<tr><td>B 737</td><td>70 degrees</td><td>75 degrees</td></tr>
<tr><td>ERJ 170-100/-200,
ERJ 190-100/-200/-400</td><td>71 degrees</td><td>76 degrees</td></tr>
</table>
NOTE:
If these maximum values are exceeded (if the tractor's towbar goes beyond the red lines), damage to the nose-wheel gear hydraulic control system may occur.
</td></tr>
</table>

<table>
<tr><td></td><td colspan="2">Remarks</td></tr>
<tr><td>4.Push –back equipment specif.</td><td colspan="2">The towing power and weight of a tractor required for a given aircraft type is specified in the table below.</td></tr>
<tr><td rowspan="7">5.The towbar’s specification</td><td colspan="2">The towbar required for a given aircraft type is specified in the table below</td></tr>
<tr><td>Aircraft Type</td><td>Aircraft Towbar Code</td></tr>
<tr><td>B 787</td><td>SST B767, Art. No. 0111000
15F2397, 15F3045, 15F3300, 1799.00, 1799.20, 1799.21, 1799.24, 2001070, 287000-1, A003806D, FIL11090, J-TOWversa1, TOWUNIV5S, TOWUNIV8S, 01-1207-0010, TOWB787-C</td></tr>
<tr><td>B 737</td><td>FOM 08118 P.N.200439-102, series 14695-5</td></tr>
<tr><td>ERJ 170-100/-200</td><td>AGE-01306-401, TOWE170-C-4, AST-3, Kalmar TBL180, TPX-100E (TLD), AP8850SDA-AL-100, TANA 42, TANA 53, TPX-200MT, AP8850SDA-EZ, TPX-200-MTS, TPX-200-MTX, AP8950SDB-AL.-200/150/100/50, JP100, AST-2, AP8925SDB-AL/HS-200/150/100/50, TBL100E</td></tr>
<tr><td>ERJ 190-100/-200</td><td>AST-3, Douglas TBL280, TPX-100E (TLD) AP8850SDA-AL-100, TANA 42, TANA 53 TPX-200MT, AM210R, AM110R, AP8850SDA-EZ, TPX-200-MTS, TPX-200-MTX, AP8950SDB-AL.-200/150/100/50, AST-2, AP8925SDB-AL/HS-200/150/100/50, TBL100E</td></tr>
<tr><td>ERJ 190-400</td><td>01B1399-0100, AV-00-1182, J-TOWE2-A, J-TOWE2, TOWUNIV9S20RH1, 01B1399-0110, TBL190, AM110R, TBL100E, AST-2E, AST-2P, AST-2X, TBL180</td></tr>
<tr><td colspan="2">NOTE:
LOT Polish Airlines also accepted to use all other towbars certify by aircraft manufacturers.</td></tr>
<tr><td rowspan="2">6.Push Back staff tasks</td><td colspan="2">The following number of persons are needed during push back:</td></tr>
<tr><td>1 Person</td><td>To start 1 person pushback offical approval by LOT Ground Ops Bureau shall be granted! Please contact onps@lot.pl
Following conditions must be met to perform one man pushback:
towbarless (certifited for aircraft type) tractor in use.
ground to cockpit communication via headphones only.
driver communicating with the crew speaks english language (min. ICAO level 4 or equivalent).
Minimum clearances on parking stands between aircrafts wingtips 5 m.
No service road behind an aircraft, unless it is secured by other means to avoid collision with ground vehicles during push-back process.</td></tr>
</table>

		Note: Staff involved must have an appropriate training for pushback operation and ground-cockpit communication.
	2 Persons	• Towbar tractor in use. • Ground to cockpit communication via headphones only. • Driver(with an appropriate license valid for aircraft ground handling) or the right-wingman is the person who communicates with the crew in the cockpit. • Once pushback is complete, the towbar shall be disconnected by right wing-man.
..cont. Push Back staff tasks	3 persons	if ground-cockpit phone communication is via hand signals: 3 persons are needed: • tractor driver, • left-winger and, • right-winger.
	4 Persons	In extreme circumstances (e.g. bad weather condition or traffic build up on the apron) the team leader can increase the number of push back staff.
	• It is the person in charge of the push back operation (team manager), duly authorized to provide handling services to aircraft, who shall communicate via headphones or keep eye contact with the crew in the cockpit. • Task allocation to team members during aircraft push back:	
	Push back team manager	• Communicates with the crew in the cockpit via headphones and passes information between the cockpit and other members of the push back team, at the same time watching the port (left-hand) side of the aircraft. • If communication via headphones is not possible, the team manager acts only as an intermediary between the cockpit and the ground staff, and manages the push back operation, giving appropriate orders via hand signals. • An additional, fourth person acts as the left-winger.
	Right-winger	• Keeps a continuous watch on the starboard (right-hand) side of the aircraft and gives hand signals informing that the push back operation proceeds successfully. Should any irregularity occur, the right-winger gives an order to stop the aircraft.
	Push back tractor driver/ tow vehicle	• Releases the push back tractor brakes and, following the approval given by the push back team manager, starts to push back the aircraft, • Halts the aircraft by stopping the push back tractor, if an order to stop has been given by any team member. • It is allowed for the driver to be the person who communicates with the crew in the cockpit by radio or phone during the push back operation.

4.18.1. Pushback procedure and communication

- Pushback procedure is normally conducted with a dialogue between flight crew and ground staff in charge of the departure via an interphone (headset). This procedure ensures the highest level of safety during departure based on a precise exchange of information. The ground person in charge of the departure operation shall maintain continous contact with the flight crew and is responsible for the ground maneuver.

Actions prior pushback:

1. The ramp area is clear of all FOD and any equipment.
2. Apron surface condition is sufficient free of ice, snow, oil or any other contaminats to ensure safe aircraft movement.
3. The ramp area is free of objects/ obstacles that maybe impacted by the aircraft or may endanger others due to jet bast effects.
4. All persons not involved in the aircraft push-back shall remain clear of the parking stand behind ERA.
5. Wing walkers positioned - if required.
6. Verbal communication established.
7. In the event an ASU is required for engine start – communicate and confirm with crew - ASU position and engine start sequence.
   For more, GHM p. 4.3.2.

NOTE:

Communication must always be conducted by interphone. In the event the interphone becomes unserviceable or due weather conditions IATA hand signals shall be applied.

Prior to departure:

- *a briefing must be held between the Commander and the ground agent responsible for the departure, including:*
  - Review of departure specifics, i.e. (taxi out directions, ASU)
  - The hand signals to be used, including emergency signals.

The PRE departure walkaround aircraft check - performed in accordance with GHM p. 4.4.2.3.

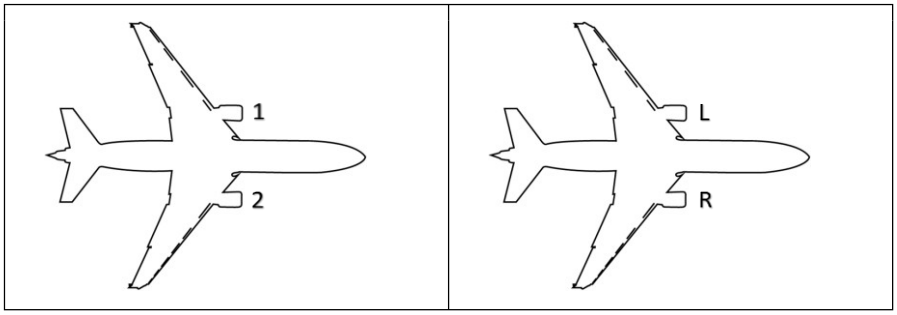
Communication process between Ground Staff and Flight Crew during departure

Phase	Task	Ground Staff Action
Pre departure	GPU removal	**Get permission** from the flight crew to disconnect and remove GPU
	Towbar/ Towbarless Tractor connection	a) **Confirm** parking breaks are set
		b) **Advice** the nose steering bypass pin has been installed (*if applicable) or* deactivated;
		c) **Confirm** with the flight crew steering is deactivated
		d) Connect the (towbar and then tractor) [1]/ towbarless [2]
	Chocks removal	*if parking breaks are set and Towbar with tractor connected*
		a) Remove chocks (*remove nose chocks before connecting towbarless)*
	Walk-around Checks	**Advice** the flight crew pre-departure check has been completed and communicate any discrepancies. [3]
Engine start	ASU	a) Agree ASU position and engine start sequence. [4] b) When requested by the flight crew, signal to the ASU operator to supply the pressure. c) When confirmed with flight crew - disconnect the GPU and ASU and position the GSE outside of ERA
	Engine start-up	a) Advice when engines may be started and the start sequence.
Push-back and engine start	Brakes	Confirm parking brakes are released
	Nose direction	Confirm which direction the aircraft must be pushed or/in which direction the nose should point after pushback
	Aircraft movement	Confirm with the flight crew permission to commence the pushback
Pushback completed and engine start completed.	Towbar/ Towbarless Tractor disconnect	a) Confirm parking brakes are set.
		b) disconnect Tractor and then towbar/ towbarless [5]
		c) Remove bypass pin, activate the steering and confirm steering is activated
		d) Confirm with the flight crew steering is activated
	Headset removal	a) Get permission from the flight crew to disconnect the headset
		b) Advice the flight crew to hold position and wait for visual signal at left/front/right of the aircraft
Departure	"All clear" signal	a) Advice the flight crew with the bypass pin in hand (*if applicable*)
		b) Give the "all clear" (tomb-up) signal when path of the aircraft is clear of any obstacles
		c) Get acknowledgement of the "all clear" signal.

[1] *Connect the tow bar to the nose gear first, then connect Tractor to the tow bar.*
[2] *Remove NLG chocks and connect towbarless; if agreed lift the aircraft.*
[3] The following confirmation shall be provided: *"All doors and panels are closed, handles checked, by-pass pin installed*

(if applicable). Tow bar connected and ready for pushback."

[4] Engine designation:



[5] *Disconnect tractor first, then tow bar from the NLG*

NLG – *Nose Landing Gear*
GPU – *Ground Power Unit*
ASU – *Air Starter Unit*
ERA – *Equipment Restrain Area*
GSE – *Ground Service Equipment*

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4.19. STATION FILE (GRH 1.7.1; GRH 3.3.5; GRH 3.6.4)

	Remarks
1.General rule	• According to International Airline Practices and Civil Aviation Authorities, it is mandatory that the station of departure keeps a record of: ➢ the documentation pertaining to each flight, ➢ all documentation concerning ground handling accidents and incidents. • All handling agents are instructed to ensure that a "LOT Polish Airlines Station File" is kept, and they will be held responsible in case of possible future problems.
2.Filing period, maintenance, disposal and archiving.	The documents in the LOT station file concerning ground handling accidents and incidents must be retained for a period of 3 years, and documents (weight and balance, documents concerning passengers) for each flight must be retained for a period of min. 3 months. The documents shall be stored in electronic or in paper form. The electronic documentation can be stored only on company discs. Paper files must be retained within premises of GRH and available for review on LOT request. After the time specified above, the documents should be disposed by the GHA, unless local requirements indicate otherwise (i.e. storage period is extended).
3.Contents of Station File	The documents required for the station file (for each flight handled) are listed below: • Security Inspection Check List (if arranged to be collected by Handling Agent). • General Declaration (if needed). • Passenger Manifest. • Cargo Manifest. • Load-/Trim Sheet. • Loading Instruction and Report. • NOTOC. • Copy of Shipper's Declaration, - if dangerous goods are loaded. • DGR-Acceptance Check Sheet and all concerning telexes. • All Messages concerning the Flight. • Flight Report - if completed as required for statistic purposes by local authorities at station of origin. • Airwaybill / Airmail - if cargo, service cargo or airmail is loaded. • 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. • A photocopy of MEDA document when carrying a "Medical case" passenger. • All documents concerning ground handling accidents and incidents. • Altea DCS Payment Charge Form - shall be stored for period of 3 years.

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4.20. Operation coordination and supervision

4.20.1. Operation supervision (GRH 3.2.1)

Step	Action
1.	Collecting weather bulletins and NOTAM bulletin from the airport's meteorological station and AIS (Aeronautical Information Services) and delivering these to the cockpit crew — in accordance with recommendations of LOT Polish Airlines.
2.	Delivering an operational flight plan (or its sections) prepared by the Operations Supervision Department of LOT Polish Airlines to the cockpit crew.
3.	For this purpose, the provider of handling services is obliged to specify a SITA address to which such a flight plan is to be sent. The provider has the obligation to deliver a flight plan to the crew each time, if applicable.
4.	Providing information to the cockpit crew about delays and other deviations from the flight schedule.
5.	Providing to Operations Supervision Department information about the necessity to postpone the existing ATC flight plan, submitting a new ATC plan or corrections to the existing ATC flight plan.
6.	According to LOT Polish Airlines guidelines – suggesting any appropriate actions that should be taken under circumstances in which operational irregularities have arisen due to weather conditions, restricted availability of ground handling services or other operational requirements to the aircraft's captain.
7.	Preparing request for fuel.
8.	Providing information to the relevant aircraft handling services regarding the assumed weight of the aircraft and quantity of fuel.
9.	At departure airports where LOT Polish Airlines operations are assigned ATC slots, service providers are obliged to maintain current contact with the Flow Control unit (in Operations Supervision Department), phone + 48 22 606 6695 and + 48 536 36 31 25, in order to coordinate actions taken in relation to reducing the existing movement restrictions.
10.	All changes related to movement restrictions for LOT Polish Airlines flight operations (communicating with the CFMU computer – the need to move the slot, slot correction request, loss of the slot and request for a new one) must be made only be the Flow Control unit at the Operation Centre of LOT Polish Airlines.
11.	Deviations from this rule are allowed only if stipulated otherwise in a handling agreement between LOT Polish Airlines and service provider at the airport in question.

4.20.2. ATS Flight plan and Slot Management

	Remarks	
1. Terminology:	**ATS**	Air Traffic Service
	ATC	Air Traffic Control
	ATFM	Air Traffic Flow Management
	CFMU	Central Flow Management Unit
	CHG	Change message
	CTOT	Calculated Take off Time
	DLA	Delay message
	EOBT	Estimated Off Block Time
	COBT	Calculated Off Block Time
	ETD	Estimated Time of Departure
	REA	Ready To Depart Message
	SAM	Slot Allocation Message
	SRM	Slot Revision Message
	SLC	Slot Requirement Cancellation Message
2. ATS	• An ATS flight plan ensures a flight execution in ATS controlled airspace. • ATS flight plan is valid 30 minutes after last EOBT. • It may be filed or changed only by an authorized licensed flight dispatcher or pilots conducting the flight. • ATS flight plan validity is assured by the flight dispatcher on duty in the Polish Airlines Operations Centre at Warsaw.	
3. Changes	In European airspace every change of EOBT exceeding 15 minutes must be communicated to CFMU.	
4. Slot value	• A SLOT is a Calculated Take-Off Time computed and allocated to an individual flight by CFMU in case of ATFM measures implemented in European airspace. • This is a CTOT value in Slot Allocation Message (SAM) which is issued by CFMU from 2 hours before last received EOBT till the take off. • Subsequent significant changes of CTOT are notified with a Slot Revision Message (SRM). • The aircraft Operator must comply with the CTOT. • The aircraft must be ready to taxi out not later than COBT : • CTOT minus taxi time specified in the TAXITIME field of the SAM or SRM.	
5. Tolerance	Time tolerance: CTOT – 5/ + 10 minutes is for ATC only which means that the aircraft may be allowed to take off within this period.	
6. Information	Whenever the EOBT will be delayed in excess of 15 minutes, Aircraft Operator must send a DLA message to CFMU.	
7. Operator	• All LOT flights are in Request for Improvement (RFI) status which means that the flights are ready to depart at any better CTOT automatically allocated by CFMU**.** • Regardless of a slot value a crew is obliged to be ready to depart according to a schedule unless LOT Operation Centre manager decides differently.	

4.20.2.1. Examples of slot messages:

- TITLE **SAM**	
- ARCID LOT380	flight number
- ADEP EDDF	departure aerodrome
- ADES EPWA	destination aerodrome
- EOBD 020725	estimated off-block date (yy mm dd)
- EOBT 1700	estimated off-block time (hh mm)
- CTOT 1734	calculated take off time
- REGUL EDFA25N	the most penalizing regulation
- TAXITIME 0020	taxi time
- REGCAUSE TA 83	regulation reason

- TITLE **SRM**	
- ARCID LOT380	
- ADEP EDDF	
- ADES EPWA	
- EOBD 020725	
- EOBT 1700	
- NEWCTOT 1715	new calculated take off time
- REGUL EDF34N25	
- TAXITIME 0020	
- REGCAUSE TA 83	

- TITLE **SLC**	
- ARCID LOT380	
- ADEP EDDF	
- ADES EPWA	
- EOBD 020725	
- EOBT 1700	
- REASON OUTREG	slot cancellation reason
- TAXITIME 0020	

4.20.3. Cooperation between Station Manager and Flight Dispatcher

	Remarks
1. Responsibility	The only person authorized to manage slots and flight plans is a licensed flight dispatcher on duty in Slot Management Cell of LOT Operations Centre who controls current flight operations.
2. Communication channel	To assure communication between the dispatcher on duty and the station it is important to provide the Slot Management Cell with all actual telephone and fax numbers as well as all proper SITA/ATFN or e-mail addresses for sending and receiving computer flight plans and/or all necessary information.
3. Updating	• Every change of contact data shall be updated as soon as possible. • All data mentioned above and any useful information shall be delivered to the Slot Management Cell that deals with slots and flight plans
4. LOT Polish Airlines Operation Centre Slot Management Cell Operation contact	Tel: +48 22 606 6695 Mobile: +48 536 36 31 25 Fax: +48 22 8461185 AFTN: EPWALOTO e-mail: dispatch@lot.pl
5. Note:	To insure an immediate appropriate action depending on the situation, the Station Manager should supply a person currently handling an aircraft with a mobile phone. It enables communication between flight dispatcher, the aircraft handling person and cockpit crew.
6.It is necessary to call flight dispatcher in following cases:	• lack of the flight plan and/or necessary information concerning the flight. • the flight has diverted to the aerodrome other than destination. • any estimated off block delay exceeding 15 minutes regardless of slot allocation and its value. • significant delay caused by allocated slot; - pleases delete since it is known from CFMU system. • take off is not possible at CTOT and new slot is needed. • allocated slot should be preserved. • better slot is needed. • the aircraft is ready for take off 30 minutes or more before EOBT. • to provide or to receive essential information concerning the slot, the aerodrome or actual situation of the handled flight. **NOTE**: • Information about off block delay shall be passed on as soon as possible and not later than 15 minutes before EOBT or COBT. The proposed estimated off block time shall be given either directly to dispatcher or via MVT ED.

	Remarks
7. Procedure	• On the basis of such information, the flight dispatcher on duty provides flight plan validity, starts action to minimize delay, passes on any important information about ATFM situation and measures taken (i. e slots). • In order to ensure the punctuality of the operation, an optimum in a given situation solution shall be agreed and executed in cooperation between the flight dispatcher, station representative and pilot in command. • In case of flight rerouting or profile change made by the dispatcher on duty, a person who currently handles the flight on the ground, shall deliver the new computer flight plan and all the necessary information to the cockpit crew.
8. READY situation	• READY procedure is applicable only for the aircraft having already received the slot and ready to depart (door closed) before CTOT. • REA message can only be sent by ATC not more than 30 minutes before the last EOBT. When the aircraft is ready to depart earlier than 30 minutes before EOBT, please call dispatcher on duty to cancel the original flight plan and file the new one with the appropriate EOBT. • A person handling the flight shall make sure that the cockpit crew has requested local ATC to send REA message to CFMU. Informing the dispatcher on duty about such a situation is recommended for it is possible to get the better take off time direct from CFMU. • It is the Station Manager or LOT representative's obligation to supervise all handling activity including passengers and aircraft in order to ensure departure of the aircraft on time. • Delay of departure caused by ATFM measures dynamically varies, and it is very important to perform ground handling irrespective of slot value accordingly to the scheduled timetable unless LOT Operation Centre Duty Manager decides differently.

4.20.4. Handling agent's ATM Quick Reference List

	Terminology	Definition
Slot (CTOT)	Calculated Take off Time	A time calculated and issued by CFMU at which a flight is expected to become airborne.
COBT	Calculated off Block Time	A time at which aircraft should be ready for taxiing in order to take-off at CTOT COBT = CTOT – Taxi Time
Taxi Time		Time which aircraft needs to achieve take-off position from its actual position. Since the taxi time varies locally it is important to know its actual value.
EOBT	Estimated Off Block Time	Aircraft Operator's estimated off block time originally determined in a flight plan and updated according to CFMU requirements.
FLS	Flight suspended	Flight is suspended and its flight plan is deactivated.
DES	Flight de- suspended	Flight is de-suspended and its flight plan is active again.
RFI	Request for Direct Improvement	Flight is ready to receive and execute any slot improvement.

	Remarks	LOT Operations Contacts:
Communications	Person currently handling the aircraft on the ground shall be accessible via mobile phone, and shall pass any relevant information to LOT Operations as soon as possible.	**UKF: 131.605 MHz** **Tel.: +48 22 606 6695** **Mob.: + 48 536 36 31 25** **Fax: +48 22 846 1185** **AFTN: EPWALOTO**
	Current contact data shall be passed to appropriate LOT department.	**SITA: WAWOALO**

	General Information	
Flight Plan	Flight plan validity	Flight Plan is valid 30 minutes from the last EOBT
	EOBT validity	EOBT is valid 15 minutes.
	EOBT change	Any change to the EOBT of more than 15 minutes shall be communicated to CFMU via LOT Operations. Regardless slot allocation crew shall prepare aircraft for departure according to schedule time, unless LOT Operations shift manager decides differently.

	What if		Action
Flight Plan	Slot is allocated:		New validity of flight plan is calculated as follows CTOT – Taxi time
	If you handle no-scheduled flight		Check the validity of its flight plan
	Slot is allocated	An aircraft is ready out not earlier not e than 30 minutes bef last known EOBT	A crew should request ATC to send a REA message
		An aircraft is ready to taxi out more than 15 minutes before last known EOBT	Request LOT Operations to cancel the flight plan and file the new one with appropriate new EOBT
	No slot	An aircraft is ready to taxi out more than 15 minutes before last known EOBT	Request LOT Operations to cancel the flight plan the new one with appropriate new EOBT

	General Information	
SLOT	An aircraft shall be ready to taxi at CTOT – Taxi time at the latest. Slot tolerance: – 5minutes + 10 minutes are for ATC purposes only. All LOT aircrafts are in RFI status which means that they are constantly ready for slot improvement.	
	What if	**Action**
SLOT	Take-off at CTOT is not possible	Inform LOT Operations about the EOBT which the aircraft will be able to comply with.
	Take-off at CTOT is possible but OBT must be delayed	Inform LOT Operations about the EOBT which the aircraft will be able to comply with.
	Take-off before CTOT is not possible	Request LOT Operations to freeze the slot.
	Slot cancelled	Make sure that the aircraft will taxi out inform LOT Operations about the EOBT which the aircraft will be able to comply with.
	Slot missed	Inform LOT Operations about the EOBT which the aircraft will be able to comply with.

	What if	Action
ATFM	Flight is suspended	Inform LOT Operations about a situation and agree convenient EOBT3
	Flight is de-suspended	If the aircraft is not able to comply with its valid EOBT, inform LOT Operations about the new EOBT.
	ATC declares unusual situation (i.e. closure of airspace, aerodrome, industrial action,adverse weather conditions etc.)	Comply with the local airport manager's commands and procedures
	Flight has diverted to departure aerodrome	Inform LOT Operations and agree further action
	Flight has landed at an alternate aerodrome	Inform LOT Operations and agree furth

4.21. Death on board of a LOT Polish Airlines aircraft

	Notification to airport services.
General rules:	The aircraft captain shall send notification about passenger's death on board of an aircraft by radio or through ACARS message.
Upon receipt of the information, the handling agent is responsible for notifying:	The Station Manager, supervisor or other person representing the interests of LOT Polish Airlines at the airport. Appropriate services in accordance with local procedures and the Notification List applicable for a given airport.
At Warsaw Chopin Airport: the employee at the Operation Center, who has received the message is responsible for notifying:	The Services Supervision Department at WAW Airport (Station Manager at WAW Airport); The handling agent; The Airport Duty Officer. **NOTE:** The local handling agent has to hold an up-to-date Notification List providing the contacts at the airport who have to be notified in the event of passenger's death on board of an aircraft. The Station Manager, supervisor or other person representing the interests of LOT Polish Airlines at the airport has the obligation to check whether the local agent has an up-to-date Notification List.

4.21.1. Procedure

In case of death on board of an aircraft the following action must be taken:

The person responsible	Action
1. The cabin crew	After landing has to keep all passengers on board.
2. The airport doctor on duty, police, Border Guard (if required so by the regulations in a given country)	• Enters the aircraft and makes a preliminary examination of the body.
3. The doctor if:	• Finds that the death cause was natural: he/she shall allow the passengers to disembark; shall draw up a death testimony. This testimony does not mean that a death certificate has been issued. A Forensic Medicine Institution or an equivalent institution existing in a given country, after having carried out a detailed examination of the body will issue the death certificate. • Suspects that the death might have been caused by an infectious disease or interference of a third party, then the proceedings are carried out in accordance with the regulations in a given country and the local airport procedures.

The person responsible	Action
4. The handling agent	• Should arrange the body transportation from the aircraft to a Forensic Medicine Institution or an equivalent institution, in accordance with the regulations in force in a given country. • The body may be transported only by a specialized company, using motor vehicles conforming with the requirements specified by the local sanitary authorities. • Is obliged to secure the baggage of the deceased passenger with a view to satisfy the requirements of the Border Guard, the Customs and the Police, and in order to hand the baggage over to the family of the deceased.
5. The Handling Agent (airports other than Warsaw)	• Dismantles the seat, which was occupied by the deceased passenger by removing the stuffing and protective cover (complete seat), and shall put it into a plastic bag in order to protect these items. • Makes sure that the seat (or seats, depending on the circumstances), which was occupied by the deceased passenger will not be offered for sale on the entire route to Warsaw. • Loads the seat parts — secured in a plastic bag — into the aircraft's cargo hold. • Sends a message to Warsaw to both WAWTCLO (Maintenance Control Center) and WAWOOLO Operation Center, specifying the location of the bag. • Performs disinfection of the space in the proximity of the place, where the person's death occurred, using substances recommended by the local sanitary and epidemiology authorities.
6. Handling agent and Technical Department at Warsaw airport	• The Maintenance Control Center orders the Line Services Department to replace the whole seat (stuffing and protective cover), which was occupied by the passenger during the flight, based on the information provided by the Operation Center. • The LSAS handling agent performs disinfection of the space in the proximity of the place, where the death occurred, using substances recommended by SANEPID (10% solution of Aldewir liquid).

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5.1. PRE – DEPARTURE

The handling agents shall prepare and pay attention to the following elements:

5.1.1. Personnel

Product or process element	Standards
1. General appearance	• The staff uniforms must be clean, neat and tidy and of the same standard.
2. Name badges	• Each member of staff must wear a name badge on his/her uniform. It must be visible to customers.
3. Foreign language skill	• Front line staff must speak the local language and have a knowledge of English (conversation level).
4. Knowledge of procedures and systems	• Staff shall have the necessary working knowledge of current LOT Polish Airlines procedures and product concerning passenger and baggage services. • Staff shall have basic knowledge of the Partner Alliance product. • The staff who accepts passengers for boarding shall have completed a Departure Control System course, and be trained with regard to customer (passenger) relations and basic safety rules applicable to accepting passengers and baggage for air carriage.
5. Customer service	• Staff shall be service-minded and professional. • Staff welcomes the customers, provides them with all necessary information in a friendly manner and says goodbye to customers.

5.1.2. Check-in facilities

Product or process element	Standards
1. Check-in counters (GRH 1.6.6; GRH 3.1.1A, GRH 3.1.1B)	• Check-in area shall be neat and presentable. • Information concerning materials, which must not be transported in passenger baggage and the kinds of electronic equipment, which must not be used during the flight, shall be displayed in appropriate places. • The current copy of IATA DGR must be always available at check-in area. • The current copy (printed or electronic) of Table 2.3.A of the IATA DGR must always be available at the LOT check-in counter. • The information describing dangerous goods forbidden in passenger and crew baggage shall be accessible (displayed or presented). • A sizer to control cabin baggage parameters shall be made available to passengers. • LOT Polish Airlines advertising materials shall be made available to passengers at the check-in area. • The check-in materials (boarding passes, baggage tags etc.) must always be secured from unauthorized use. • Information concerning LOT Polish Airlines flights, displayed in the check-in area, shall be correct. • Check-in shall begin punctually.
2. Location and identification of counters (Star Alliance B1.1)	• Designated counters for different classes shall be situated next to each other. HON, C/Class/LOT Business Class/Premium Economy (+ FTL- Star Gold, Star Silver) check-in counters must be different in appearance from Y/Class check-in counters. • Check-in counters shall be marked properly (if applicable). by: ⇒ the logo of LOT Polish Airlines, ⇒ the logo of Star Alliance and the code-share partner - if agreement to share air connections has been conducted, ⇒ name of destination airport (and transit airport, if the flight is multi- leg), ⇒ flight number (also the number of the code-share partner's flight), ⇒ scheduled time of departure (STD), ⇒ in the case of delayed flights - expected time of departure (ETD).

Product or process element	Standards
3. Number and availability of counters	Number and availability of counters shall be adequate to the actual needs - to ensure a punctual departure with no less than one Business and one Economy passenger desk. • Counters must be opened at least 120 min prior to the schedule time of departure or in accordance with local conditions. • Counters must be open until the station's published check-in deadline.
4. Check-in queue length (Star Alliance B1.1)	• The waiting time in the queue for economy class shall not exceed 15 minutes. • No more than 3 passengers shall queue for business class /LOT Business Class/Premium Economy and no more than 1 person for HON counter (where applies).

5.1.3. Necessary information

List	Definition
1. Passenger Name List (PNL)	• Is a list used for check-in giving for particular flight: ⇒ all passenger names, titles and initials, ⇒ information on groups, ⇒ information on HON, ⇒ in- and outbound connections, ⇒ SSR items.
2. Addition/Deletion List (ADL)	• Is a list showing the latest changes to the PNL or previous ADL for particular flight: ⇒ new bookings, ⇒ cancellations, ⇒ changes in the fact fields, ⇒ revised passenger figures per flight.
3. Booking status: (inventory leg/segment)	• Gives number of firm booked passenger per leg. • Gives number of firm booked and waitlisted passenger per segment.
4. Passenger boarding survey	• Gives information on: ⇒ capacity per class, ⇒ booking figure, ⇒ special needs passengers, alphabetically listed, with SSR and OSI items relevant for catering purposes from various PNR, ⇒ each segment from a chosen boarding point.

List	Definition
5. Passenger through-check list	• Gives information on: ⇒ through check-in passenger, ⇒ connecting flight and destination: – per class, – per transfer station.
6. Seat assignment information list	• Gives information on seats reserved along the route (to avoid double seating) and seat allotments, if applicable for a multi-leg flight.
7. Seat request list	• Gives information on: ⇒ seat request made by passengers (ASR – Advanced Seat Reservation) and, ⇒ mandatory seat assignments made by reservation staff for special passengers requiring a facility seat (WCHC, INF,UM etc.).
8. Passenger upgrading list	• Gives information on passengers eligible for upgrading at check-in.
9. Close-out message	• Gives information on the maximum number of passengers allowed to board per station on multi-leg flights.
10.VIP message	• Gives information on VIPs booked.
11.Flight status	• On time/delay, • In the case of delay, the check-in agents shall have the following information: ⇒ reasons of the flight's delay, ⇒ length of the delay, ⇒ expected boarding start time, ⇒ services to which passengers are entitled in connection with the delay of departure.

5.2. TRAVEL DOCUMENTS

General rules:	Type
1. Each LOT Polish Airlines passenger must be in possession of all necessary valid documents:	• Identification document: ⇒ passport (if required), ⇒ seaman's book, ⇒ identity card in case of Schengen zone and UE countries flights ⇒ in case of point-to-point domestic flights any document with photo of the passenger (e.g. driving license, credit card etc.) is acceptable, for infant – passport, ID, or certificate of birth is required. **NOTE**: Children traveling from Poland abroad shall hold their own passport. Other documents (e.g. attachment to parent's passport about children) shall not be acceptable. • Required visas (visitor's visa, also transit visas, if necessary). • Vaccination certificate (if necessary). • Passenger reservation /ticket/, • Miscellaneous charge order (MCO/EMD) (if issued). • Excess baggage ticket (if issued). • Other transportation documents (GEBA, GEBAT, FIM, etc.).

5.2.1. Passenger ticket

General rules:

	Remarks
1. Purpose	• Passenger ticket constitutes evidence of entering into contract of carriage between carrier and the passenger named in this ticket. "Ticket" means either the document entitled "Passenger Ticket and Baggage Check" or the Electronic ticket, in each case issued by or on behalf of carrier, and including Conditions of Contract, notices and the Coupons contained in it. • In case of paper value document (for ID travel, open tickets only), ticket is needed for check-in purposes. • In case of electronic version – positive identification of the passenger is needed i.e. by passport or national identity card, (other forms of identity: driver's licence with photograph, employment identity with photograph, the credit card used to purchase the ticket).

	Remarks
2. Type	• Manually issued ticket with airline code and document number, issued by airlines. • Transitional automated ticket with airline code and document number, issued by airlines (TAT). • Off premise automated ticket and boarding pass (OPATB/OPTB2) – only in agency locations in USA, • Automated ticket and boarding pass designed for use in automated devices and with ticket information also encoded on a magnetic stripe on the reverse (ATB) issued by the airlines. • ALL types of ticket: OPTATB TAT, ATB, OPATB2 ATB2 could be issued by IATA agencies in USA and airlines offices, • Electronic ticket – Itinerary/Receipt issued by or behalf of Carrier (the electronic coupons are kept in carrier's database).
3. Restriction	• Each passenger must have a separate ticket. • Flight coupons must be used in the sequence as shown on the ticket, or in case of electronic ticket as stored in the electronic ticket record. • Each flight coupon must be properly validated. • The period of validity must be correct. • Tickets are not transferable to any other person. • Endorsement and interline agreements, must be respected. • All restriction on the ticket must be correctly applied.

5.2.1.1. Ticket validity

	Remarks
1. Definition	• Ticket(s) validity for the flight(s), for which they are presented, must be checked (the check shall not include the fare). • The ticket is only valid for carriage: ⇒ the passenger whose name is correctly entered in the name boxes, or in case of electronic tickets as stored in the electronic ticket record, ⇒ from the airport of departure to the airport of destination via the airport(s) shown in the respective boxes, or in case of electronic tickets as stored in the electronic ticket record, ⇒ only when the date and place of issue is duly completed and signed, or in case of electronic tickets as stored in the electronic ticket record, ⇒ only for the date and flight shown in the respective boxes, or in case of electronic tickets as stored in the electronic ticket record.

	Remarks
2. Ticket control	• The ticket presented by a passenger during check-in is controlled with regard to: ⇒ conformity with identification document, ⇒ validity, ⇒ authenticity of paper documents, ⇒ availability of electronic ticket and status of respective electronic coupon which shall be opened for use.
3. Action taken in the event of discovering, the ticket was bought with the use of stolen/blacklisted / credit card	• The ticket must be blocked. • In case of electronic ticket, coupon's status must be changed into status S.
4. If the authenticity of a given travel document seems doubtful:	• If it is possible – take hold of the document, inform the passenger that certain data in the document need to be explained and ask the passenger to contact the agent at a later time in order to take the document back. • Contact the issuer of the document or their representative in order to confirm the authenticity of the document. • If it has been confirmed that the document is counterfeit or if it has been blacklisted/restricted (see point 5 below). • Only after the suspected travel document has been confirmed as genuine, it may be accepted as valid for transportation.
5. "Fraudulent Ticket Interception Report"	• As a confirmation of having intercepted the document, fill out the "Fraudulent Ticket Interception Report". After having filled out the report, keep one copy and distribute a copy of the report to each of the following recipients: ⇒ to the passenger, as the confirmation of having intercepted the document, ⇒ along with the travel document attached (or a copy of the document if it was not possible to intercept the original ticket) — to the LOT Polish Airlines fraud prevention coordinator Aviation and IATA Regulations Department.

5.2.1.2. Handling of passengers who have lost their paper tickets, ticket coupons or excess baggage tickets

	Activities
1. If a passenger report that his/her LOT Polish Airlines carriage document (passenger ticket, MCO, excess baggage ticket) has been lost, stolen or damaged, a duplicate may be issued.	• Receive written (for example telex) approval from the issuer of the lost document for issuing the duplicate (the approval shall be accompanied by detailed information about the original document; this information is necessary to issue the duplicate), • Ask the passenger to fill in the "Indemnity Form in respect to the loss of a traffic document", which obligates the passenger to cover possible costs borne by the carrier, connected with use of the lost document by unauthorized persons (use of the ticket for a flight, exchange for another route or refund) • Collect the appropriate charge from the passenger for issuing the duplicate (the charge depends on the LOT Polish Airlines trade policy in a given market).
2. Information about the original document:	• In the case of having issued a duplicate, passing it to the Passenger and Baggage Claims Department (SITA code: WAWRKLO) – an alert with the following information: ⇒ the number of the document to be put on the black list, ⇒ the circumstances, in which it may have been lost or damaged, ⇒ the place, where the document had been lost or damaged, ⇒ action which has been taken (for example a duplicate issued, or a refund).

POLISH AIRLINES LOT S.A.

Warsaw, 17 Stycznia 43 St.

INDEMNITY FORM IN RESPECT OF LOST TRAFFIC DOCUMENT

I, the undersigned, request the issuance of a duplicate of/refund for* the lost Passenger Ticket /Miscellaneous Charges Order/ Excess Baggage Ticket*. In consideration of such on issue/refund*. I hereby undertake and agree that, if any claim for refund of the fare shall be made to •LOT• Polish Airlines and/or carriers involved or if the said traffic document shall be found and used or otherwise dealt with. I will indemnify •LOT• Polish Airlines and/or carriers involved from and against cost of the said traffic document and against all cost and expenses in connection therewith.

Full No, of lost traffic document _____

Routing

Date of issue _____

Address and name of ticketing office

_____

_____

Flight sectors already flown _____

_____

Signature of passenger

Date Place

Name of passenger

Permanent address

Passport/Identify card details

Issued duplicate No.

Name/title of authorized person

Signature

Distribution:

1 st copy – for passenger
2 nd copy – Revenue Accounting Dept.
3 rd copy – office issuing original doc.
4 th copy – for issuing office

* cross out inapplicable

5.2.2. Miscellaneous charge order (MCO)

	Remarks
1. Definition	• A Miscellaneous charge order is a document issued to cover the collection of payment for services related to air travel. • It may be not used for transmittal fund only.
2. Types	• Manually issued MCO with airline code and document number, issued by airlines. • Electronic **Miscellaneous Document** - **EMD** Itinerary/Receipt issued by LOT (080); Electronic record/coupon is kept in carrier's database; • Virtually issued MPD with airline code and document number issued by travel agencies (via BSPlink- Bans Settlement Plan order or reservation systems)- VMPD. • Automated MCO (Miscellaneous Document on ATB2).
3. Restrictions	• A separate coupon must be issued for each service and each honouring party. • An MCO/EMD may be issued for specified or unspecified use. • An MCO/EMD is valid for 1 year from the date of issue.

5.2.3. Manual/automated excess baggage ticket

	Remarks
1. Definition	• An excess baggage ticket is the receipt for excess baggage charges paid and is accounting document between carriers. • For more details refer to point 6.3.
2. Types	• Manually issued excess ticket with airline code and document number, issued by airlines. • Automated excess baggage ticket on ATB2 issued by airline.
3. Restrictions	• A separate coupon must be issued for each part of the journey entailing: ⇒ a change of carrier, flight or class, ⇒ stopover. • Coupons must be used in the sequence issued. • The coupon must be firmly attached to the front cover of the passenger ticket (paper MCO).

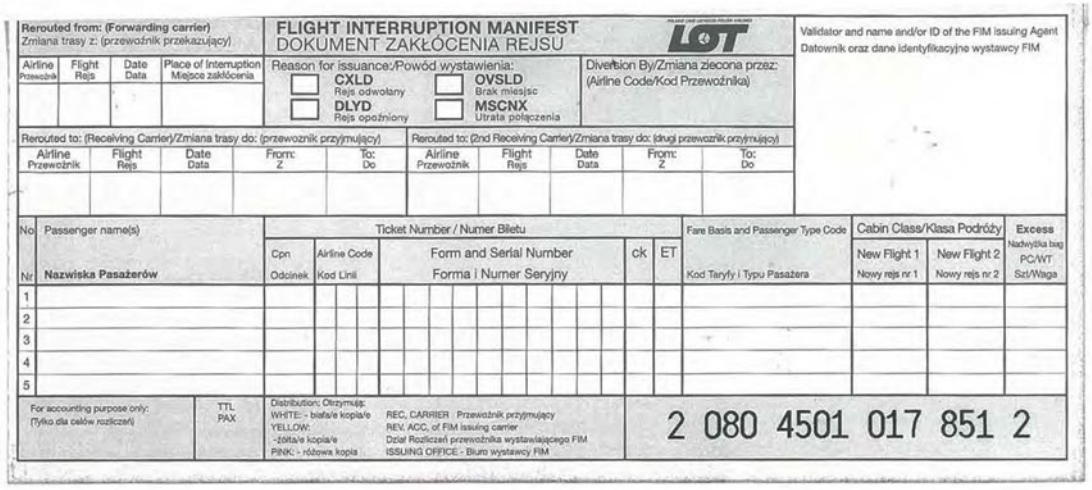
5.2.4. Other transportation documents

5.2.4.1. Flight Interruption Manifest (FIM)

	Remarks
1. Purpose	• A FIM document is being issued in one of two cases: ⇒ If the route of the passenger's travel gets changed due to flight interruptions and if because of time or specific conditions it is impossible to exchange/replace original flight coupons, ⇒ If, due to unplanned flight interruption, there's the necessity to either change the passengers' route to destination or interrupt the travel, and flight coupons are unavailable at the airport where flight interruption occurred.
2. Types of FIM	• There are three different types of FIM: ⇒ A4 FIM form, ⇒ Ticket-size FIM, ⇒ Teletype FIM. • In LOT Polish Airlines there are two types of FIM forms: ⇒ A- 4-sized form (on which one may write in many passenger names), ⇒ Ticket-sized form, consists of five slips: – two white slips, – two yellow slips (copies), – one pink slip (copy). ⇒ It is allowed in LOT Polish Airlines to use teletype of FIM, but a special agreement with the other carrier, must be obtained in advance.
3. Issuing rules	a) Fill out FIM forms (regardless of their type) in English language and use IATA codes. b) Legibly entered data shall be placed in appropriate fields as per FIM boxes/data elements description. c) Noncompliance with these requirements may result in a financial loss to LOT Polish Airlines. d) Paper flight coupons upon which the FIM was based shall be stamped by appropriate stamp. e) For electronic coupons, the passenger shall be provided with a receipt indicating the place of re-routing; the place to which rerouting will take place and the new receiving carrier. This information may be stamped on the passenger itinerary receipt where available. f) The Station Manager (a supervisor or a person authorized to represent LOT Polish Airlines at the airport) has the duty to notify the representative of the second carrier with whom the passengers will fly in written by e-mail, by telex or fax about the FIM the carrier will receive.

	Remarks
4. Distribution	• 1st white copy: ⇒ for receiving carrier. • 2nd white copy: ⇒ for the 2nd receiving carrier, if any, ⇒ if not, it must be attached to the pink copy. • Yellow copies (and lifted flight coupons) to be sent to: ⇒ the Interline Settlement Section in Warsaw, SITA address: WAWHRLO, tel.+4822 6068767, fax.+ 4822 6066470. • Pink copy: ⇒ for the station file.

5.2.4.1.1. Flight Interruption Manifest (FIM) example



Rerouted from: (Forwarding carrier)
Zmiana trasy z: (przewoźnik przekazujący)

FLIGHT INTERRUPTION MANIFEST
DOKUMENT ZAKŁÓCENIA REJSU

Validator and name and/or ID of the FIM issuing Agent
Datownik oraz dane identyfikacyjne wystawcy FIM

Airline Przewoźnik	Flight Rejs	Date Data	Place of Interruption Miejsce zakłócenia

Reason for issuance:/Powód wystawienia:
☐ CXLD Rejs odwołany ☐ OVSLD Brak miejsc
☐ DLYD Rejs opóźniony ☐ MSCNX Utrata połączenia

Diversion By/Zmiana ziecona przez: (Airline Code/Kod Przewoźnika)

Rerouted to: (Receiving Carrier)/Zmiana trasy do: (przewoznik przyjmujący)

Airline Przewoźnik	Flight Rejs	Date Data	From: Z	To: Do

Rerouted to: (2nd Receiving Carrier)/Zmiana trasy do: (drugi przewoźnik przyjmujący)

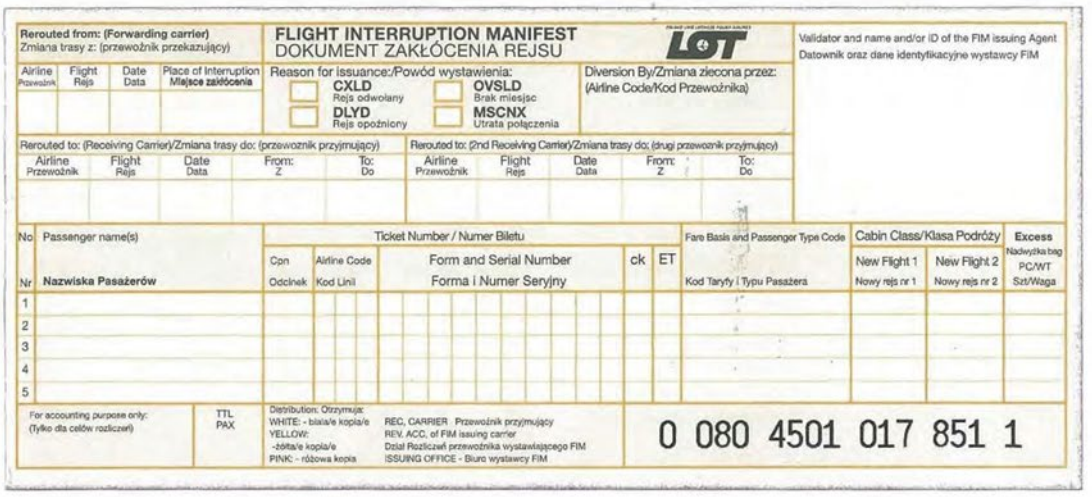
Airline Przewoźnik	Flight Rejs	Date Data	From: Z	To: Do

No. Nr	Passenger name(s) Nazwiska Pasażerów	Ticket Number / Numer Biletu: Cpn Odcinek	Airline Code Kod Linii	Form and Serial Number Forma i Numer Seryjny	ck	ET	Fare Basis and Passenger Type Code Kod Taryfy i Typu Pasażera	Cabin Class/Klasa Podróży: New Flight 1 Nowy rejs nr 1	New Flight 2 Nowy rejs nr 2	Excess Nadwyżka bag PC/WT Szt/Waga
1										
2										
3										
4										
5										

For accounting purpose only: (Tylko dla celów rozliczeń) TTL PAX

Distribution: Otrzymują:
WHITE: - biała/e kopia/e — REC, CARRIER : Przewoźnik przyjmujący
YELLOW: -żółta/e kopia/e — REV. ACC, of FIM issuing carrier / Dział Rozliczeń przewoźnika wystawiającego FIM
PINK: - różowa kopia — ISSUING OFFICE - Biuro wystawcy FIM

2 080 4501 017 851 2



Rerouted from: (Forwarding carrier)
Zmiana trasy z: (przewoźnik przekazujący)

FLIGHT INTERRUPTION MANIFEST
DOKUMENT ZAKŁÓCENIA REJSU

Validator and name and/or ID of the FIM issuing Agent
Datownik oraz dane identyfikacyjne wystawcy FIM

Airline Przewoźnik	Flight Rejs	Date Data	Place of Interruption Miejsce zakłócenia

Reason for issuance:/Powód wystawienia:
☐ CXLD Rejs odwołany ☐ OVSLD Brak miejsc
☐ DLYD Rejs opóźniony ☐ MSCNX Utrata połączenia

Diversion By/Zmiana ziecona przez: (Airline Code/Kod Przewoźnika)

Rerouted to: (Receiving Carrier)/Zmiana trasy do: (przewoznik przyjmujący)

Airline Przewoźnik	Flight Rejs	Date Data	From: Z	To: Do

Rerouted to: (2nd Receiving Carrier)/Zmiana trasy do: (drugi przewoznik przyjmujący)

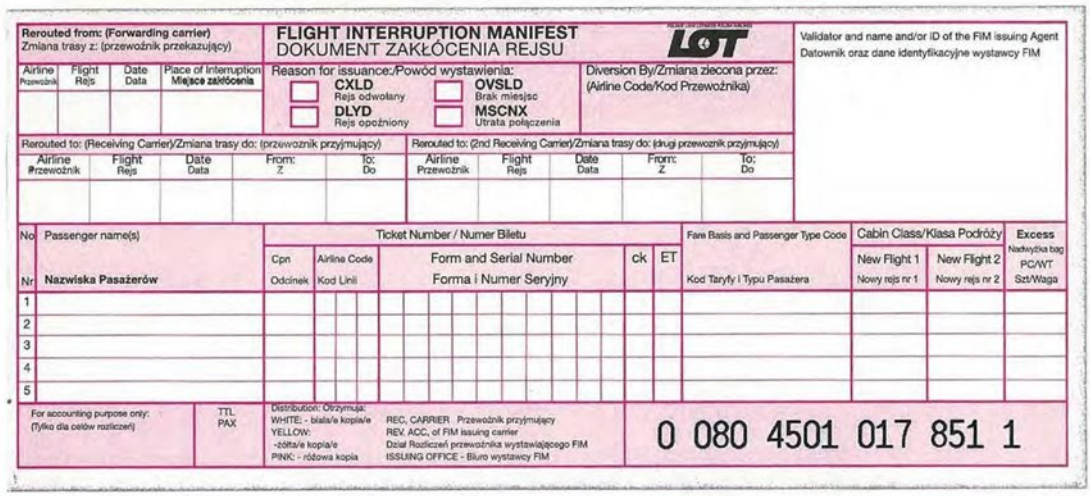
Airline Przewoźnik	Flight Rejs	Date Data	From: Z	To: Do

No. Nr	Passenger name(s) Nazwiska Pasażerów	Ticket Number / Numer Biletu: Cpn Odcinek	Airline Code Kod Linii	Form and Serial Number Forma i Numer Seryjny	ck	ET	Fare Basis and Passenger Type Code Kod Taryfy i Typu Pasażera	Cabin Class/Klasa Podróży: New Flight 1 Nowy rejs nr 1	New Flight 2 Nowy rejs nr 2	Excess Nadwyżka bag PC/WT Szt/Waga
1										
2										
3										
4										
5										

For accounting purpose only: (Tylko dla celów rozliczeń) TTL PAX

Distribution: Otrzymują:
WHITE: - biała/e kopia/e — REC, CARRIER : Przewoźnik przyjmujący
YELLOW: -żółta/e kopia/e — REV. ACC, of FIM issuing carrier / Dział Rozliczeń przewoźnika wystawiającego FIM
PINK: - różowa kopia — ISSUING OFFICE - Biuro wystawcy FIM

0 080 4501 017 851 1



Rerouted from: (Forwarding carrier)
Zmiana trasy z: (przewoźnik przekazujący)

FLIGHT INTERRUPTION MANIFEST
DOKUMENT ZAKŁÓCENIA REJSU

Validator and name and/or ID of the FIM issuing Agent
Datownik oraz dane identyfikacyjne wystawcy FIM

Airline Przewoźnik	Flight Rejs	Date Data	Place of Interruption Miejsce zakłócenia

Reason for issuance:/Powód wystawienia:
☐ CXLD Rejs odwołany ☐ OVSLD Brak miejsc
☐ DLYD Rejs opóźniony ☐ MSCNX Utrata połączenia

Diversion By/Zmiana ziecona przez: (Airline Code/Kod Przewoźnika)

Rerouted to: (Receiving Carrier)/Zmiana trasy do: (przewoznik przyjmujący)

Airline Przewoźnik	Flight Rejs	Date Data	From: Z	To: Do

Rerouted to: (2nd Receiving Carrier)/Zmiana trasy do: (drugi przewoznik przyjmujący)

Airline Przewoźnik	Flight Rejs	Date Data	From: Z	To: Do

No. Nr	Passenger name(s) Nazwiska Pasażerów	Ticket Number / Numer Biletu: Cpn Odcinek	Airline Code Kod Linii	Form and Serial Number Forma i Numer Seryjny	ck	ET	Fare Basis and Passenger Type Code Kod Taryfy i Typu Pasażera	Cabin Class/Klasa Podróży: New Flight 1 Nowy rejs nr 1	New Flight 2 Nowy rejs nr 2	Excess Nadwyżka bag PC/WT Szt/Waga
1										
2										
3										
4										
5										

For accounting purpose only: (Tylko dla celów rozliczeń) TTL PAX

Distribution: Otrzymują:
WHITE: - biała/e kopia/e — REC, CARRIER : Przewoźnik przyjmujący
YELLOW: -żółta/e kopia/e — REV. ACC, of FIM issuing carrier / Dział Rozliczeń przewoźnika wystawiającego FIM
PINK: - różowa kopia — ISSUING OFFICE - Biuro wystawcy FIM

0 080 4501 017 851 1

5.2.4.2. Flight Interruption Manifest Envelope

General information - Envelope	FIM should be sent to Revenue LOT Department – FHS in special envelope (example below)

POLSKIE LINIE LOTNICZE

FLIGHT INTERRUPTION MANIFEST No 080 .....

MANIFEST ZAKŁÓCONEGO REJSU

FLIGHT/REJS .....
DATE/DATA .....

WAW

TO: INTERLINE DEPARTAMENT FHI
LOT POLISH AIRLINES
DO: DZIAŁ ROZLICZEŃ Z PRZEWOŹNIKAMI OBCYMI
FHI - POLSKIE LINIE LOTNICZE LOT SA

R U S H / BARDZO PILNE

5.2.5. Passport and visa

5.2.5.1. General rules

	Remarks
1. Policy	• According to the "General Conditions of Carriage of Passengers and Baggage", the passenger is fully responsible for complying with rules and regulations imposed by the authorities of countries of: ⇒ departure, ⇒ transit, ⇒ transfer and, ⇒ destination. • Information about requirements should be given to passenger during reservation and/or ticket sales (web sites, sales agents, ticket offices)
2. Non- compliance	• Non-compliance with the above policy may result in: ⇒ refusal of admission and immediate removal of the passenger, ⇒ heavy fines imposed on the carrier and/or the passenger, ⇒ damaged relations between the carrier and authorities. • Passport and visa must be checked before check-in or boarding. • LOT Polish Airlines reserves the right to refuse transportation of passengers whose travel documents are incomplete or invalid. Passenger with incomplete travel documents: ⇒ must be refused, if travelling to certain countries, ⇒ in other cases, they may be accepted if authorities of the destination give a written clearance (by telex or fax) before departure.
3. Responsibility	• Based on handling agreement the handling agent is authorized and responsible for checking the passports and visas during the check-in and/or boarding; • Passport and visa checks at check-in or boarding are responsibility of and may be performed by: ⇒ Handling agents' check-in staff or specialised staff.
4. Health certificates	• Health certificates are under the passenger's responsibility and are not to be checked by the airlines.

5.2.5.2. Travel documents (passport, seaman's book, visas and/or other certificates)

	Remarks
1. Identification document control	• The handling agent's staff shall thoroughly control the documents of all passengers to be transported. • Control the documents, of passengers taken from other carriers who are being accepted for carriage in LOT Polish Airlines aircraft at transit check-in counters with special care and attention. Procedure: 1. Check validity and expiry date of required documents. 2. If in an unknown language, check legible details such as: ⇒ validity, ⇒ expiry date, ⇒ place of issue, ⇒ date of issue etc. 3. In case of through check-in, make sure that documents are checked for final destination and for all transfer points.
2. When doubtful as to the authenticity of documents and visa or passport expiry dates contact:	• Immigration authorities(e.g. the local Border Guard), ⇒ the Border Guard Services Manager at Warsaw Frederic Chopin airport (tel. + 48 22 5003546 up-to 49 - 24 hours a day). • LOT Polish Airlines Travel Document and Visa Section (ONNV): tel. + 48 22 6066303, +48 538 268 829, onnv@lot.pl , 24/7

5.3. CHECK-IN

5.3.1. LOT check-in signage and expected area visual layout (Star Alliance A1.1; B1.1)

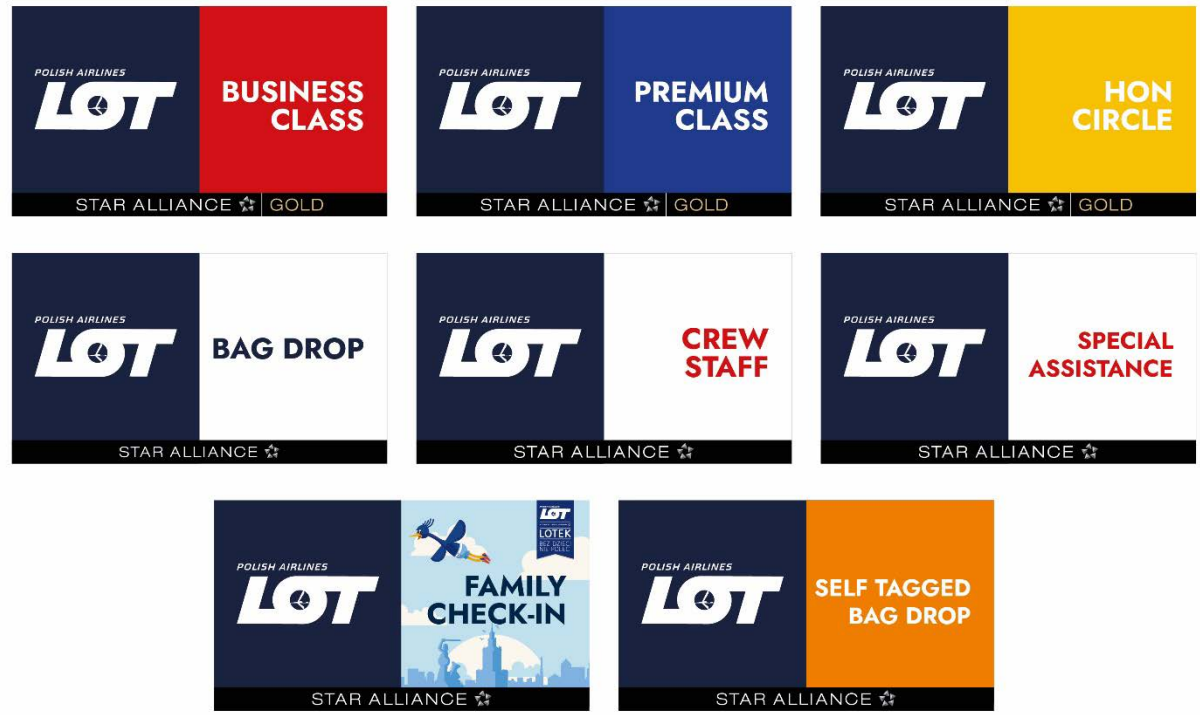
5.3.1.1. LOT monitor signage

Monitor signage within the check-in area must follow the design standards listed below (subject to airport approval).

Monitor signage options for commonly used check-in layouts:

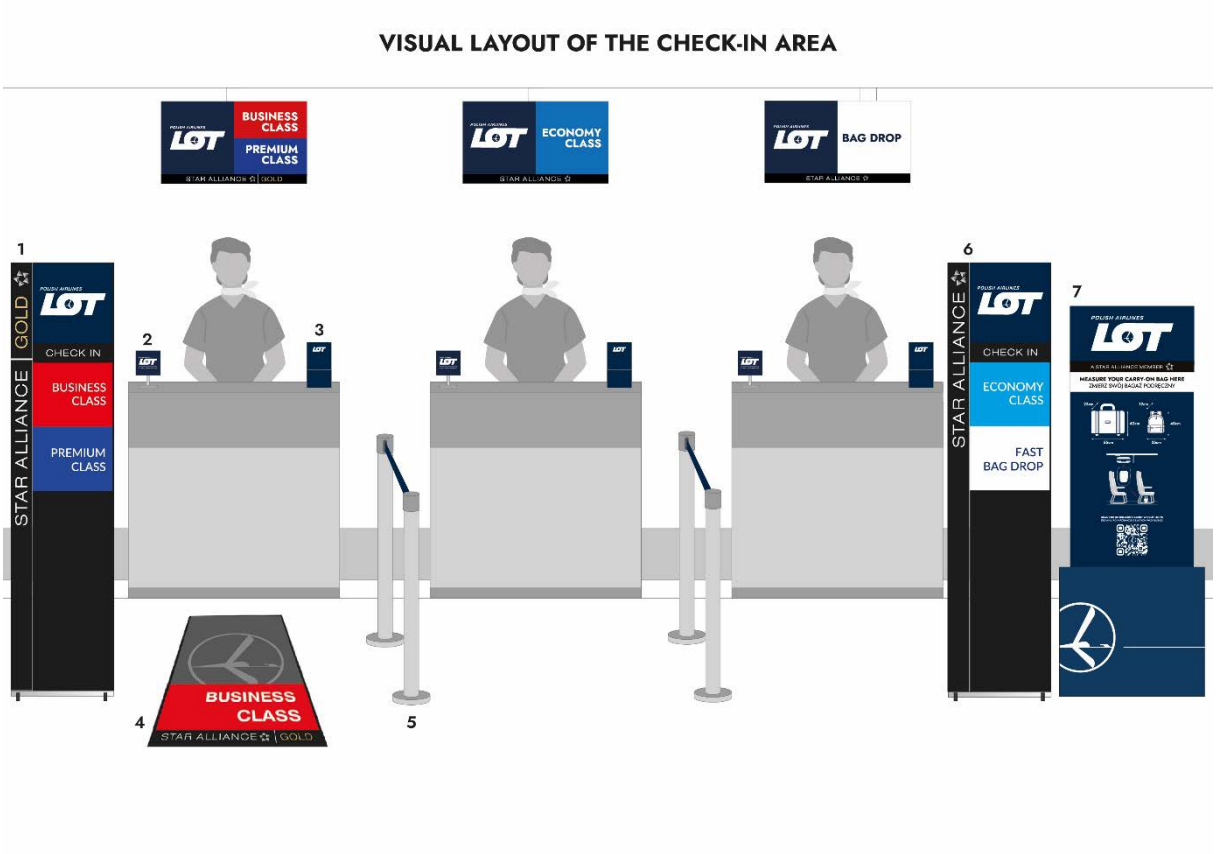


Additional monitor signage options for other check-in layouts:



Should you need any of the above-mentioned designs for airport application, please contact design.help@lot.pl

5.3.1.2. Visual layout of the check-in area - minimum requirements



It is a minimum requirement to ensure that the following LOT - branded elements are displayed within check-in area:

NUMBER IN THE IMAGE	MATERIAL NAME	INDEX	ECO	BUSS	AREA
1	Double-sided Marketing Pylon 2.1m BC	1803635			■
2	Small LOT Cube on Stand	1804040	■	■	
3	Leaflet Dispenser Stand	1804042	■	■	
4	Business Class Check-in carpet	1803214		■	
5	Barrier system with adjustable LOT branded belt	1803161			■
6	Double-sided Marketing Pylon 2.1m YC	1803593			■
7	Baggage sizer without Scale	1803460			■
Key: ■ - mandatory element					

If an airport or handler uses their own equivalents or has concerns regarding any of the materials, please contact Airport Product Department to: idmaterials@lot.pl. Solutions for each such case will be determined on an individual basis.

If you would like to order any of the above-mentioned materials, find the material name along with its index and send order request to: idmaterials@lot.pl. Include the following information: contact person who will receive the delivery (Name, Surname, phone number, and email address) and the exact address to which the shipment should be delivered.

5.3.2. General rules and definitions

	Description
1.Check-in deadlines	• Check-in deadlines depends on the station and the type of flight. • Strict application of the deadlines helps on-time departure of the flight. The deadlines are published in the website. • Flights are opened at least 36 hours -STD in advance.
2.Flight preparation	• Normally, special facility seats are pre-allocated at the time of reservation. If the seat is not assigned by the reservation, allocate a suitable seat.
3.LOT Business Class	• LOT Business Class offered by LO on **long-haul** and **short-haul** flights.
4.LOT Premium Economy Class	• Name of the middle class on **long-haul** flights and on **mid-haul** flights. • The offered standard is between Economy Class and LOT Business Class.
5.LOT Economy Class	• LOT Economy Class offered by LO on all **long-haul**, **mid-haul, short-haul and domestic** flights.
6.Special Categories of Passengers (SCPs)	• Persons requiring special conditions, assistance and/or devices when carried on a flight are considered as SCPs including at least: ➢ Persons with reduced mobility (PRM) are understood to be any person whose mobility is reduced due to any physical disability, sensory or locomotory, permanent or temporary, intellectual disability or impairment, any other cause of disability, or age, ➢ Infants (INF) and unaccompanied children (UM), ➢ Deportees (DEPO), inadmissible passengers (INAD) or prisoners in custody. Information concerning seating restrictions see GHM p. 5.3.4.
7.Waitlisted passengers	• Waitlisted passenger are passengers holding a ticket with booking status "RQ" i.e. waitlisted in the reservation system for the particular flight. • The passenger is checked in as RQ status: ⇒ immediately receives a seat number (if the flight is "wide open") or, ⇒ name is put on waiting list.

	Description
8.Standby passengers / ID	• Standby passengers are revenue, non-revenue passengers or staff, travelling as a passenger on seat available basis. • The ID/AD boarding priority is determined based on the priority recorded in the reservation in accordance with the LOT Polish Airlines Employee Travel Policy (priorities 1-15). • It consists of 15 priority levels which are divided into 3 priority groups: ⇒ revenue passengers priority – confirmed; ⇒ behind revenue passengers – confirmed; ⇒ standby (SA – space available). • The specified status determines the priority of acceptance from the waiting list. • ID/AD codes on tickets consist of: ⇒ ID passenger employment date – seniority; ⇒ Company code of ID/AD passenger; ⇒ Onload priority. **NOTE:** • Each employee is obliged to show the company ID during check in; • Family members of employee travelling alone do not show the company ID; • Travel Partner must always travel with the employee; • Family members (extended family) traveling together with an employee do not have the same ID code (priority) as the employee; • Travel rules are described in separate procedures in the LOT Polish Airlines Employee Travel Policy; • More information about LOT Polish Airlines priority can be found on GGAIRLOIDDIDSCOUNT pages and in GHM p. 5.3.2.2.
9.Overbooked passengers	• Overbooked passengers are passengers holding a ticket with booking status OK on an oversold flight. For more, GHM p. 5.12 Irregularities.
10.NOREC passengers at check-in	• NOREC passengers at check-in are passengers holding a ticket with booking status OK, but who are not on the PNL of that flight. • These passengers have priority on the waiting list.
11.Passengers with open tickets	• Passengers with open ticket with booking status OPEN i.e. without reservation on particular flight. • The passenger is checked in as OPEN and, ⇒ immediately receives a seat number (if the flight is “wide open”) or, ⇒ name is put on waiting list.

	Description
12.Manual check-in	• Is used in station: ⇒ where there is no DCS available, ⇒ in certain cases - for special flights or, ⇒ when the DCS system is not working. • Manual baggage tags are issued. • Boarding passes are filled out manually. • All close-out activities must be manually performed.
13.DCS non-ATB check-in	• Check-in is performed with a departure control system. • Seat allocation is done according to PCV (Product Customer Value). • Baggage tags may not be issued automatically (manual baggage tags must be issued and the baggage tag numbers must be introduced in the check-in record). • Boarding passes are not issued automatically, possible option to send via e-mail/SMS in Altea CM or lot.com. • Most close-out activities are automated.
14.Late check-in	• Is check-in performed after the official check-in deadline. • Late passengers may be accepted, with or without baggage, with approval of the Station Manager or the authorized staff under following conditions: ⇒ departure must not be delayed, ⇒ no additional meals will be ordered if this would cause a delay of the flight, ⇒ passenger departure is not guaranteed, ⇒ last minute passenger card or manual boarding pass may be issued to allow the passenger go to the gate. ⇒ mark on the Limited Release area of the baggage tag “late check in” to avoid any liability resulting from late check-in.
15.Through check-in	• Is check-in at the departure station on the continuing flight(s) beyond the passenger’s next transfer point(s). • Through check-in is allowed at a minimum of 48 hours prior to departure. • IATCI is possible when marketing/codeshare flight numbers and city codes are used. • Through check-in means better customer service by: ⇒ offering one-stop check-in for transfer passenger at the station of origin and, ⇒ reducing or even eliminating the waiting time at the transfer station.

	Description
Cont..Through check-in	**Procedure:** 1. If available - the passenger (including his/her baggage) must be checked in through to the destination airport; 2. Information about total weight and quantity of baggage must be entered in the DCS system. 3. Exchange complete and accurate API data as required by transit and destination countries. 4. During check-in at the departure airport the check-in agent shall tell the passenger: ⇒ name of the airport to which the passenger's baggage has been checked in; ⇒ name of the airport to which the passenger has checked in; ⇒ gate number at the airport at which the next flight leg is supposed to commence; ⇒ that it is necessary to check the gate number after landing at the transfer airport. • IATCI is supported through all SSCI channels. • IATCI is not a guaranteed service. • Technical support is provided in case of errors and host problems. • Not accepted passengers via IATCI should be accepted at the airport. IATCI compliance measurement and success rate is monitored. More info Baggage Through Checking – GHM p. 6.2.2.1.3
16.Return check-in	• Return check-in means that at the outbound station the passenger is checked in for both out- and inbound flight • If available, return check must be performed. • Conditions: ⇒ the return journey must be within 24 hours after departure, ⇒ passenger need to hold an OK. ticket, ⇒ no checked baggage permitted.
17.On-line check-in (*Star Alliance A1.1)*	• Service is available at the **Online Check-in** website on www.lot.com Flights are opened at least 36 hours in advance. • Passengers who check-in via on-line facility and have a Web Browser installed in their mobile phones, may receive downloaded link of their boarding pass. A passenger with mobile boarding pass is entitled to proceed to the gate directly. In case of registering the baggage, passenger can use dedicated Baggage Drop Off counters. • In some airports, due to local security procedures, the passenger is required to contact check-in counter for verification and receive the boarding pass.

	Description
18.Self check-in at the airport CUSS/WEB kiosks (*Star Alliance A1.1*)	⇒ A self check-in option, available at some airports and applicable by presenting the reference number of the reservation, passport or other identify card (Frequent Flyer card is also possible if is booked in the reservation)(often depending on the device). ⇒ After self check-in passenger can proceed straight to the gate. In case of registering the baggage, dedicated Baggage Drop Off counters are available.
19.Baggage Drop *Off* *(Star Alliance A1.1)*	⇒ is available at the airport for passengers, who are checked-in on- line or at the kiosks and want to drop off their baggage.
20.Baggage tagging (Star Alliance A2.2)	• Use tear-proof automated baggage tags in accordance with IATA Resolution 740. • Enter the baggage tag details into the Departure Control System. • (DCS) whenever manual baggage tags are used in order to process the proper messages. • Show operating carrier and operating carrier's flight number details on bag tags on all member carrier flights, regardless of the marketing flight number. • Clearly identify bags that weigh more than 50lbs (or 23kg) by following the guidelines (GHM 6.2.2.1.2 - heavy baggage tag).

5.3.2.1. Procedure for ID tickets acceptance

	Description
1. General rules	• The specified status determines the priority of acceptance from the waiting list.
2. Acceptance	• The information of ID standby travel appears in the PNR as: OP-... ETX SA (for ex. OP-12) • Acceptance procedures are detailed in LOT Polish Airlines Employees' Travel Policy ETXETXETXETX.

5.3.2.2. Priorities concept of LOT Polish Airlines

PRIORITY GROUP I – CHECK-IN EQUAL WITH "REVENUE" PASSENGERS, SEAT CONFIRMED

- Priority Group I means an entitlement to a confirmed seat by virtue of booking or the priority to take a seat on board before "revenue" passengers in the situation of overbooking.

Table 15 Priority levels in business travel - priority group I

Priority level	Eligible
01	▪ Flight crew - pilots travelling as DHC (Dead Head Crew). ▪ Cabin crew travelling as DHC (Dead Head Crew). ▪ Flight crew - pilots travelling for simulator flight training. ▪ Flight Engineer travelling to repair a defect in a PLL LOT S.A. aeroplane under an ID00S1 ticket.
02	▪ Board of Directors of PLL LOT S.A. and Eligible Companies (provided that the applicable agreement regulates business travels) and Supervisory Board of PLL LOT S.A.
03	▪ STAR Alliance – DHC (Dead Head Crew) and Board of Directors on business travels.
04	▪ Guests of the Board of Directors of PLL LOT S.A. and Eligible Companies (subject to authorisation by a Member of the Board of Directors of PLL LOT S.A. or a person authorised by him/her) – the priority must be clearly stated by the applicant in a travel application. ▪ Other airlines – DHC (Dead Head Crew).

PRIORITY GROUP II – CHECK-IN AFTER "REVENUE" PASSENGERS, CONFIRMED SEAT

- Priority Group II means an entitlement to block a seat by virtue of booking, but does not mean the priority to take a seat on board before "revenue" passengers in the situation of overbooking.

Table 16 Priority levels in business travel - priority group II

Priority level	Eligible
05	▪ Board of Directors of PLL LOT S.A. and Eligible Companies on private travel, including close family members or a Cohabitee. ▪ Director of Division, Director of Office of PLL LOT S.A., LOT Cabin Crew, LOT Crew, LOT Team, LOT Travel, Polish Aviation Group (PGL), Polish Aviation Academy (PAL) on business travels.
06	▪ Employees of PLL LOT S.A. and Eligible Companies (in accordance with the applicable agreement) on business travels. Persons eligible to use NDCREW cards. ▪ Promotion/Advertising tickets.
07	▪ Star Alliance – employees on business travels ▪ Employees of PLL LOT S.A., LOT Cabin Crew, LOT Crew, LOT Team, LOT Travel, Polish Aviation Group (PGL), Polish Aviation Academy (PAL) on private travel in the IDR1 fare. ▪ GSA PLL LOT S.A. – employees on business travels for training purposes ▪ Demonstrative flights and education/marketing travels made by persons with ID tickets who are not airline employees
08	▪ Star Alliance – employees on private travels ▪ Other airlines – employees on private travels ▪ Consultants, contractors, trade partners of PLL LOT S.A. and Eligible Companies (subject to authorisation by a Member of the Bard of Directors of PLL LOT S.A. or a person authorised by him/her) in accordance with applicable agreements – confirmed travel. ▪ GSA PLL LOT S.A. – employees on business travels other for training purposes. ▪ IATA Director on a business travel.
09	▪ IATA Employees on business travels. ▪ Other airlines – employees on private travels.

PRIORITY GROUP III – STAND BY

- Priority Group III means the right to make a booking without the right to have a seat assigned.

Table 17 Priority levels in business travel - priority group III

Priority level	Eligible
10	▪ Consultants, contractors, trade partners of PLL LOT S.A. and Eligible Companies (subject to authorisation by a Member of the Bard of Directors of PLL LOT S.A. or a person authorised by him/her) in accordance with applicable agreements – standby travel.
11	▪ STAR Alliance – employees on business travels ▪ GSA PLL LOT S.A. – employees on business travels

PRIORITY GROUP III – STAND BY

- Priority Group III means the right to make a booking without the right to have a seat assigned.

Table 7 Priority levels in private travels - priority group III

Priority level	Eligible
12	▪ Employees of PLL LOT S.A., LOT Cabin Crew, LOT Crew, LOT Team, LOT Travel, Polish Aviation Group (PGL), Polish Aviation Academy (PAL) when travelling together with close family members, a cohabitee or a Travel Partner. ▪ Retired and Disability Pensioners travelling together with close family members or a Cohabitee or a Travel Partner. ▪ Applicable to travel by close family members of an Employee of PLL LOT S.A., LOT Cabin Crew, LOT Crew, LOT Team, LOT Travel, Polish Aviation Group (PGL), Polish Aviation Academy (PAL) or Cohabitees travelling without Employees.
13	▪ Applicable to travel by wider family members of an Employee of PLL LOT S.A., LOT Cabin Crew, LOT Crew, LOT Team, LOT Travel, Polish Aviation Group (PGL), Polish Aviation Academy (PAL) or Cohabitees travelling without Employees. ▪ Also applicable to the entire wider family in travel with or without an Employee. ▪ Also applicable to families of Employees travelling as DHC/CREW.
14	▪ Other airlines – employees on business travels (e.g. MIBA). ▪ Star Alliance – employees on private travels. ▪ General Sales Agent (GSA) PLL LOT S.A. – private travels.
15	▪ Other airlines – employees on private travels. ▪ Agency travels, marketing and education travels by persons with ID tickets who are not airline employees. ▪ Employees of an Eligible Company (other than PLL LOT S.A., LOT Cabin Crew, LOT Crew, LOT Team, LOT Travel, Polish Aviation Group (PGL), Polish Aviation Academy (PAL)) travelling together with close family members, a Cohabitee or a Travel Partner. ▪ Applicable to travel by close or wider family members of an Employee of an Eligible Company (other than PLL LOT S.A., LOT Cabin Crew, LOT Crew, LOT Team, LOT Travel, Polish Aviation Group (PGL), Polish Aviation Academy (PAL)) or Cohabitees travelling without Employees. ▪ Employees of PLL LOT S.A. trade partners on private travels, in particular WROLOT, CEES, WAS-WELCOME; Employees and other eligible persons of other airlines on private travels.

5.3.3. Check-in procedure

Step	Action
1.	Welcome the passenger and ask for flight itinerary or document.
2.	• Ask passenger if he/she is a Frequent Flyer member. If yes, ask for a number and enter the number to the DCS. If not, propose joining the program handling an application (if available). • Check in his/her according to the Frequent Flyer rules (see GHM p. 5.8).
3.	Compare the name on the e-ticket with the name on the official travel documents.
4.	Check travel documents, if required (see also GHM p. 5.2.5).
5.	If there is no record of passenger's reservation for the flight check the ticket data: (see also GHM p. 5.2.1.): • itinerary, flight, date, carrier, reservation status, class, restriction.
6.	Check-in the passenger to his/her final destination (if the interline agreement allows).
7.	Verify passenger data in DCS and follow appropriate procedures if passenger needs special assistance.
8.	Check the number, weight and size of carry-on baggage, according to the rules, and attached the carry-on baggage label (see GHM p. 6.2.2.2, p. 6.11 and p. 6.11.1).
9.	• Check if the baggage is properly packed and examine it for any damage. • If you detect any damage, mark in on the designated area of baggage tag (Limited Release) (see GHM p. 6.11).
10.	• Weigh all baggage and remove all old baggage tags. • It is advised that each piece of checked-in baggage should be marked by a name tag.
11. GRH 1.6.7; GRH 3.1.1A GRH 3.1.1B	Ask if any dangerous goods are carried in carry-on baggage and checked baggage (see GHM p. 6.6). Items prohibited in carry-on baggage or in hold baggage must be removed.
12.	Observe the free allowance for checked baggage (see GHM p. 6.2.2.1.) and inform passenger in case of excess baggage (see GHM p. 6.3.).
13. GRH 3.3.6	• Enter the actual baggage weight in DCS, if applicable. • Inform Load Control of: ⇒ hold baggage, individual or cumulative weights, that exceed normal allowances, ⇒ other non-normal items must be considered in the load control process.
14.	The total number of registered pieces of baggage is printed on the passengers boarding pass.

Step	Action
15.	If an interline agreement with subsequent carrier is in force, issue new baggage tag(s) to the final destination, using the correct airport codes.
16. *Star Alliance B1.5*	Attached baggage tags and, if applicable, special purpose labels to the baggage. Priority baggage tag shall be inserted between the adhesive stripes of the regular bag tag at a right angle (In the way priority wording and Star Alliance logo is clearly visible.)
17.	Issue the baggage identification receipt to the passenger.
18.	In the case of excess baggage, excess baggage ticket must be issued.
19.	Check for any special seat request. Ask passenger for any seat preference (applies only to SEN, HON, Star Alliance Gold, LOT Business Class, LOT Premium Class Passengers).
20.	Issue the boarding pass.
21.	Through-check the passenger, if applicable.
22.	Hand over boarding pass(s) and baggage receipt to the passenger, confirming number of pieces and destination to which baggage has been checked.
23.	If needed, inform passenger about customs procedures and baggage transfer.
24.	Inform the passenger about departure gate and boarding time, additionally circle the gate number and boarding time on the boarding pass.
25. *Star Alliance B1.2*	Invite passenger to: the Executive Lounge/Fast Track/Star Gold Track security/Star Gold Track immigration, if applicable.
26.	Give any other relevant information concerning the flight.
27.	Say good-bye and wish the passenger a pleasant flight.

5.3.4. Booking restrictions and seating limitations

1. Saleable seats	• The number of saleable seats can be limited due to: ⇒ government restrictions, ⇒ payload restrictions, ⇒ balance of the aircraft, ⇒ crew rest seats, ⇒ the presence of extra crew on board, ⇒ the number of qualified cabin attendants on duty, ⇒ the presence of accompanying station engineers or security officers on board, ⇒ the technical or aircraft equipment restrictions, such as the number of oxygen masks, life rafts, inoperative passenger or service door.

2. Moveable curtain	• Some flights operated in a variable Business-Economy class configuration, although there is only one cabin in the aircraft. • Separation between Business and Economy class is done by moveable curtain. • The position of the curtain is based on the booking status and decided by Station Manager or Supervisor of handling agent. **Rules for using moveable curtain:** 1. If necessary, upgrading is preferred over downgrading. 2. In outstations the curtain is adjusted by the crew, the station supervisor or the handling agent, whichever is agreed on. 3. If the need arises, last minute changes of the version may be locally decided and implemented by authorised staff. 4. When deciding on the version, the staff listed on the flight must be taken into account.
3. Technical/ferry flights	• Passengers are not allowed to travel on technical or ferry flights.
4. Seating restrictions	• Middle seats D, E, F in row no. 20 on B788 are available for SCPs. • Middle seats D, E, F in row no. 21 on B789 are available for SCPs. • The seat choice is limited for certain categories of passengers: ⇒ SCPs (children including infants and Ums, deportees, inadmissible passengers, prisoners in custody, passenger with reduced mobility) and passengers with pets in cabin may not be seated at emergency exit rows, ⇒ Infants must be seated in a row where a supplementary oxygen mask is available, ⇒ Passengers who are allocated seats which permit direct access to emergency exits, must be adult (18 years old), should be able to communicate in the language of the crew (Polish or English), appear to be reasonably fit, strong and able and willing to assist the rapid evacuation of the aeroplane 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 impede the crew in carrying out their duties, should not be allocated seats which permit direct access to emergency exits or emergency equipment, ⇒ The commander shall be notified in advance when SCPs are to be carried on board, ⇒ If the SCP travels with an accompanying passenger (ACP), the ACP should be seated next to the SCP, ⇒ Taking into account access to exits, groups of non-ambulatory SCPs should be seated throughout the cabin to ensure that each SCP is surrounded by the maximum number od passengers capable of assisting in case of an emergency, ⇒ These rules apply to all special categories of passengers (SCPs).

5. Non-standard size passenger	• A passenger who because of his/her size, weight or height cannot be located on a single seat in the aircraft cabin. • The maximum number of non-standard size passengers on board must not exceeded the number of extensions to safety belts on board the aircraft: – B787 – 6 pcs; – B737 – 3 pcs; – EMB – 4 pcs; Every LOT's aircraft is equipped in extended safety belts. If more non-standard size passengers – more extended safety belts must be ordered on the flight (order LOT MCC Department). **PROCEDURE**: ⇒ While checking-in allocate for this kind of passenger a seat in a multiple-seats row, possibly near the aircraft exit but not at the emergency row - even if this requires a change of seat allocated on ASR. ⇒ Obey restrictions concerning seat allocation for Passengers with Reduced Mobility. ⇒ Block a seat close by in the DCS. ⇒ Inform the Station Manager or the supervisor and Load Control.
6. Extra Seat (EXST, CBBG)	• Available on request: ⇒ for passenger's comfort (SSR code: EXST); ⇒ because of passenger size or weight (SSR code: EXST); ⇒ for valuable baggage (SSR code: CBBG) e.g. musical instrument under special conditions: • the maximum weight must not exceed 75 kg • two boarding passes shall be issued - one for passenger and another one for CBBG **NOTE:** Passenger with CBBG must not be seated on emergency exit rows. Additional charge must be paid.
7.Passengers on crew seats	• Travelling on crew seats (flight deck seats, cabin crew seats, crew rest seats) is not allowed for revenue passengers.
8.Passenger on positioning flights	• Passengers travelling on positioning flights are permitted if: ⇒ the passenger holds a ticket, ⇒ cabin crew on duty is on board, ⇒ the head office gives prior consent.

5.4. BOARDING

5.4.1. LOT Gate signage and expected area visual layout (Star Alliance A1.1; B1.1)

5.4.1.1. LOT Gate signage

Gate signage must follow the design standards listed below (subject to airport approval).











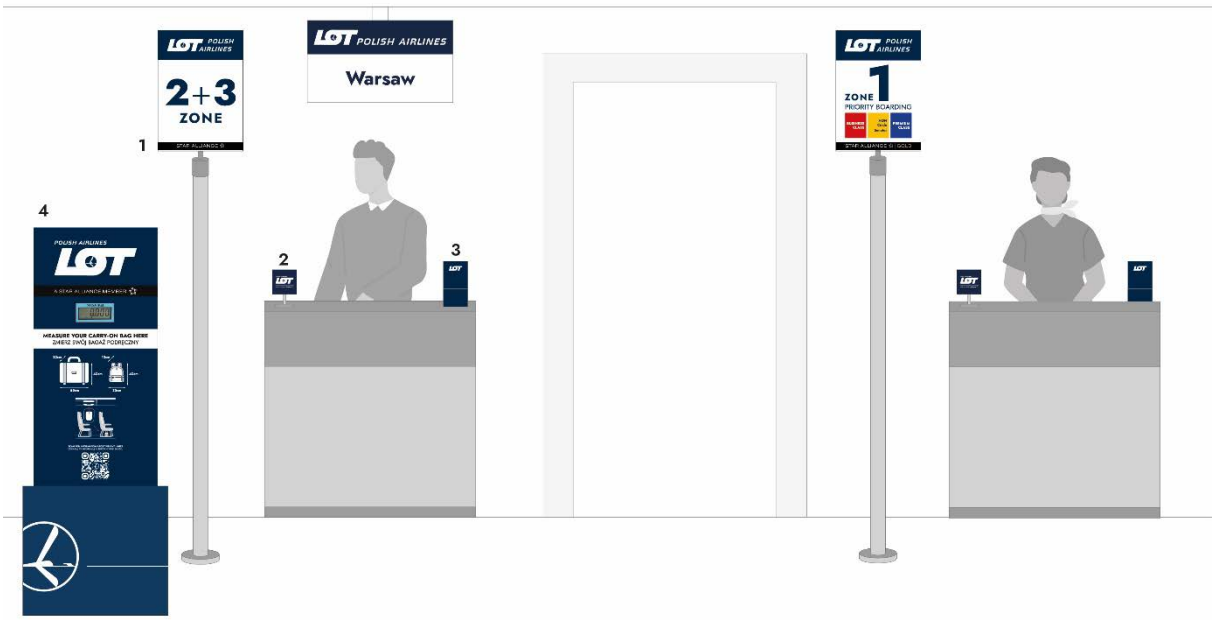






5.4.1.2. Visual layout of the gate area - minimum requirements

GATE AREA LAYOUT WHILE:
SCENARIO 1: ZONE BOARDING IS EXECUTED



GATE AREA LAYOUT WHILE:
SCENARIO 2: ZONE BOARDING ISN'T EXECUTED



It is a minimum requirement to ensure that the following LOT - branded elements are displayed within gate area:

NUMBER IN THE IMAGE	MATERIAL NAME	INDEX
1	Since there are have 4 different versions of frames, please choose which size and orientation fits you most.	X
	Vertical A4 Frame	1803162
	Horizontal A4 Frame	1803395
	Vertical A3 Frame	1803202
	Horizontal A3 Frame	1803201
2	Small LOT Cube on Stand	1804040
3	Leaflet Dispenser Stand	1804042
4	Baggage sizer with scale	1803410

If an airport or handler uses their own equivalents or has concerns regarding any of the materials, please contact Airport Product Department to: idmaterials@lot.pl. Solutions for each such case will be determined on an individual basis.

If you would like to order any of the above-mentioned materials, find the material name along with its index and send order request to: idmaterials@lot.pl. Include the following information: contact person who will receive the delivery (name, surname, phone number, and email address) and the exact address to which the shipment should be delivered.

5.4.2. General rules and definitions (Star Alliance B1.3)

1.Gate facilities (GRH 3.1.1A GRH 3.1.1B)	• Monitors shall be checked whether the information concerning the flight is correctly displayed (flight number, destination, flight on-time, delayed, cancelled, etc.) • The information describing dangerous goods not permitted in passenger and crew baggage shall be accessible at locations where passengers check-in and/or board the aircraft.
2.General rules (GRH 3.1.5 i.)	• To make boarding easier and smoother the pre-boarding, priority boarding and zone boarding rules must be observed. • Please inform cabin crew about every suspicious and unruly behavior of passengers in gate.
3.Pre-Boarding	• Applies to: PRMs, UMs, Deportees. • Pre-boarding takes place before the start of regular boarding. • Pre-boarding is mandatory for aircraft parked at the gate (with a jet bridge).
4. Priority Boarding	• Applies to: Star Alliance Gold card holders, LOT Business Class and LOT Premium Economy passengers and families with small children. • Priority boarding takes place within the regular boarding process, allowing passengers to board first or at their convenience. • A dedicated priority boarding line shall be arranged for eligible passengers.

5.Zone boarding - when using a boarding bridge	• There are two methods of zone boarding: ⇒ **by rows** – passengers shall be boarded from back to front, beginning with passengers seated in the back of the aircraft before passengers seated in front of the aircraft. ⇒ **by zone indicated on the boarding pass** • Zone boarding must be applied when seat factor is more than: ⇒ 70 passengers on ERJ 190-200/-400 ⇒ 100 passengers on B737, B787 • When automated gates are in use, there is no need to perform zone 2 and 3. **For more, GHM p. 5.4.3.1.**
6.Boarding times	• Boarding times are locally established and vary according to: ⇒ local airport infrastructure, ⇒ type of aircraft, ⇒ parking position, ⇒ number of loading bridges, aircraft stairs or buses available, ⇒ number of passengers, ⇒ extra security measures required. • Declared boarding times must be set with the aim of ensuring on-time departure (i.e., in principle, the scheduled time of departure). • Declared boarding times must be set with the aim of ensuring on-time departure (i.e., in principle, at the scheduled time of departure). • For safety reasons, minimum number of crew members must be on board before boarding starts. • The boarding decision is taken in coordination with the flight crew and authorized ground staff.

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7.Announcements	• **Pre-boarding announcement** – there is no dedicated pre-boarding announcement. Passengers eligible for pre-boarding must be individually identified. • **Priority boarding announcement** shall contain the following information: ⇒ LOT Business Class, LOT Premium Economy customers and Star Alliance Gold card holders may board the aircraft first or at their convenience; ⇒ passengers travelling with young children or any passengers requiring boarding assistance are kindly asked to contact the gate staff. • **Shortened announcement** (without priority boarding announcement) can be performed for flights with booking under 70 pax on ERJ 190-200/-400 and 100 pax on B737, B787, as well as for aircraft parked at apron stands. ⇒ Even if the shortened announcement is used (without the priority boarding announcement), the main boarding announcement must include information about priority for Star Alliance Gold customers – they can always board the aircraft before non-premium passengers or may board at their convenience. • Announcing readiness for boarding (or flight delay information) should take place no later than 20 minutes before the scheduled (or expected) departure time for short-haul flights and 30 minutes for long-haul flights. • Announcements must be in accordance with the Announcements Handbook: ⇒ be at least in the local language(s) and English, and, if possible, in Polish (at non-Polish airports), ⇒ contain the flight number, information about the Star Alliance member, code-share partner, destination, gate number and boarding sequence, if applicable, ⇒ contain information about priority boarding for eligible passengers and the main boarding announcement. • Use simple and clear sentences in different languages, as locally agreed upon. **Procedure:** 1. Announce that LOT Business Class, Premium Economy, Star Alliance Gold passengers can board before non-premium passengers or at their convenience. Additionally, passengers traveling with young children or those requiring boarding assistance are kindly asked to contact the gate staff. 2. Make a main boarding announcement. 3. Thank the passengers for flying with the airline concerned and wish them pleasant flight. 4. During boarding, make a general boarding call as a reminder. 5. Make an announcement for any missing passengers.

8.Missing/lost boarding pass/ flight coupon	**Procedure:** In case of lost boarding pass between check-in and gate, the agent re- issues the boarding pass for passenger; In case of lost flight coupon between check-in and gate: 1. Request the passenger to check his pockets, baggage, etc. **Rule:** Insist that the passenger perform through check. 2. Check the ticket, 3. Verify if the passenger has been checked in the DCS, 4. Check if there was any message about a wrongly uplifted flight coupon at previous station, 5. Check with immigration, customs and duty-free shops if anything was found, 6. If flight coupon cannot be located, then apply procedure for lost ticket. **For more, GHM p. 5.2.1.2.**
9.Missing passenger	**Procedure:** 1. Check the name of the passenger. 2. Check if he is not on board. 3. Check earlier/later flights. 4. Check for any check-in error (e.g. checked in twice). 5. Check with immigration and/or customs if the passenger has been delayed there. 6. Make an individual nominative call for the passenger (on board, at the gate and in the terminal). 7. Check if he was through-checked in another station. If yes, check the arrival of his incoming flight. 8. Check if any baggage was checked in. 9. If the passenger does not have any checked baggage, offload him in DCS. 10. If the passenger has checked any piece of baggage: ⇒ retrieve the baggage tag numbers, stored in the passenger check-in file, from the DCS, ⇒ immediately request the ramp supervisor to have the baggage located and offloaded, ⇒ at manual station: perform a physical identification, ⇒ for passenger/baggage reconciliation purposes, checked baggage of any missing passenger must always be offloaded, 11. Advise load-control and/or crew.
10.Fuelling/ de-fuelling while boarding	• Fuelling/de-fuelling while boarding or with passengers on board. For more, GHM p. 4.11.5

11. Basic boarding system	• For aircraft is parked by the air bridge the pre-boarding/zone boarding shall be applied (if seat factor exceeds 50 passengers for the flight). • To make boarding smooth, passengers shall be called according to the row numbers starting with the back side of the aircraft and continuing to the front. **NOTE**: LOT Business/LOT Premium Economy passengers and Star Alliance Gold card holders do not have to follow this rule, they may board the aircraft as first or at their convenience (see p. 2 above).
12.Boarding sequence	1. Deportees and accompanied inadmissible, 2. Passenger needing special assistance: ⇒ UMs, ⇒ Passengers with reduced mobility (such passengers shall not be addressed in the boarding announcement – the gate agent shall inform them individually before boarding starts). 3. LOT Business Class/LOT Premium Economy passengers and Gold Star Alliance passengers – with a priority (before LOT Economy Class passengers) or at any time, 4. Passengers with infants and small children, 5. Economy passengers (zone boarding by rows if applicable).

5.4.3. Boarding procedure

Step	Action
1.	Make the boarding announcement.
2.	Start boarding according the sequence.
3.	Make identification: passenger, boarding and passport/ID card. – Non-Schengen flights.
4.	If the passenger travels with animal, check if the excess baggage coupon is attached to the passenger coupon **(see GHM p. 6.3.1).**
5. (GRH 3.3.6)	Check gate delivery items. Inform Load Control of gate delivery items, including individual or cumulative weights that exceed normal allowances.
6.	Apply carry-on baggage policy and act according to Excess Baggage Procedure in case of exceeded hand baggage **(see GHM p. 6.3.2).**
7.	Tear off the boarding pass stub or pass the boarding pass through the gate reader. • The number of passengers boarded must be equal to the number of boarding passes and to the number of passengers on the load sheet. • The passenger count on the ground must match the mandatory head count on board.

Step	Action
8.	• Avoid creating overcrowded areas and long queues in the loading bridges, on the stairs or entrance of busses. • Help passengers requiring special assistance.
9.	• If boarding is done by bus: ⇒ make sure busses are not overloaded, ⇒ if it is possible – separate C/P from Y passengers, ⇒ passengers shall wait no longer than 10 min in the bus before the bus leaves the terminal. • If passengers walk from the gate to the aircraft: ⇒ ground handling personnel must escort passengers on the apron. • Passenger safety must be observed through the entire embarkation process.
10.	• In case of B787 handling with 2 bridges: ⇒ when boarding is finished, the aircraft door 2L shall be disconnected from the gate first, ⇒ flight documents shall be handed over to the crew at door 1L, ⇒ the aircraft door 1L shall be disconnected last.
11.	• In case of B787 handling with stairs, the stairs shall be positioned at doors 2L and 4L.

5.4.3.1. Zone boarding procedure (Star Alliance B1.3)

- If boarding passes are printed with a zone number on them, zone boarding procedure shall be executed.



Note: At airports, where zones are not indicated on boarding passes, zone boarding shall be performed by rows according to the aircraft type and seat factor.

- Zone boarding rules:
  - ⇒ Apply to all passengers and classes.
  - ⇒ Performed in case of seat factor (of all classes together) exceeds:
    - o **70** passengers on **ERJ 190-200/-400**
    - o **100** passengers on **B737, B787**
  - ⇒ Zone is identified by the zone number indicated on boarding pass.
  - ⇒ Zone 0 is preboarded without announcements.
  - ⇒ Boarding posters, with **ZONE 1** and **ZONE 2**, shall be displayed (from the time of gate preparation) and changed to **ZONE 2+3** during the boarding process.
  - ⇒ Whenever possible, passenger zones shall be identified by ground handling personnel, when passengers are queuing before boarding begins.
- Boarding sequence:
  - ⇒ **ZONE 0** (pre-boarding):
    - ➢ Deportees and accompanied inadmissible
    - ➢ Passenger needing special assistance (UM, PRM e.g.: WCHR, WCHC, WCHS, UMNR, DEAF, BLND etc.)
  - ⇒ **ZONE 1** (priority boarding):
    - ➢ LOT Business Class, LOT Premium Economy and Star Alliance Gold passengers (may also be boarded at their convenience)
    - ➢ Passengers with young children, even if assigned to another zone on boarding pass
  - ⇒ **ZONE 2**:

    Passengers occupying rows:
    - ➢ 36 to 21 for **B787-9**,
    - ➢ 31 to 20 for **B787-8**,
    - ➢ from the last row to 20 for **B737**,
    - ➢ from the last row to 17 for **ERJ 190-200/-400**

⇒ **ZONE 3**:

Passengers occupying rows:

- 20 to 8 for **B787-9**
- 19 to 7 for **B787-8**
- 19 to 1st economy seats for **B737**
- 16 to 1st economy seats for **ERJ 190-200/-400**

Zone boarding designations









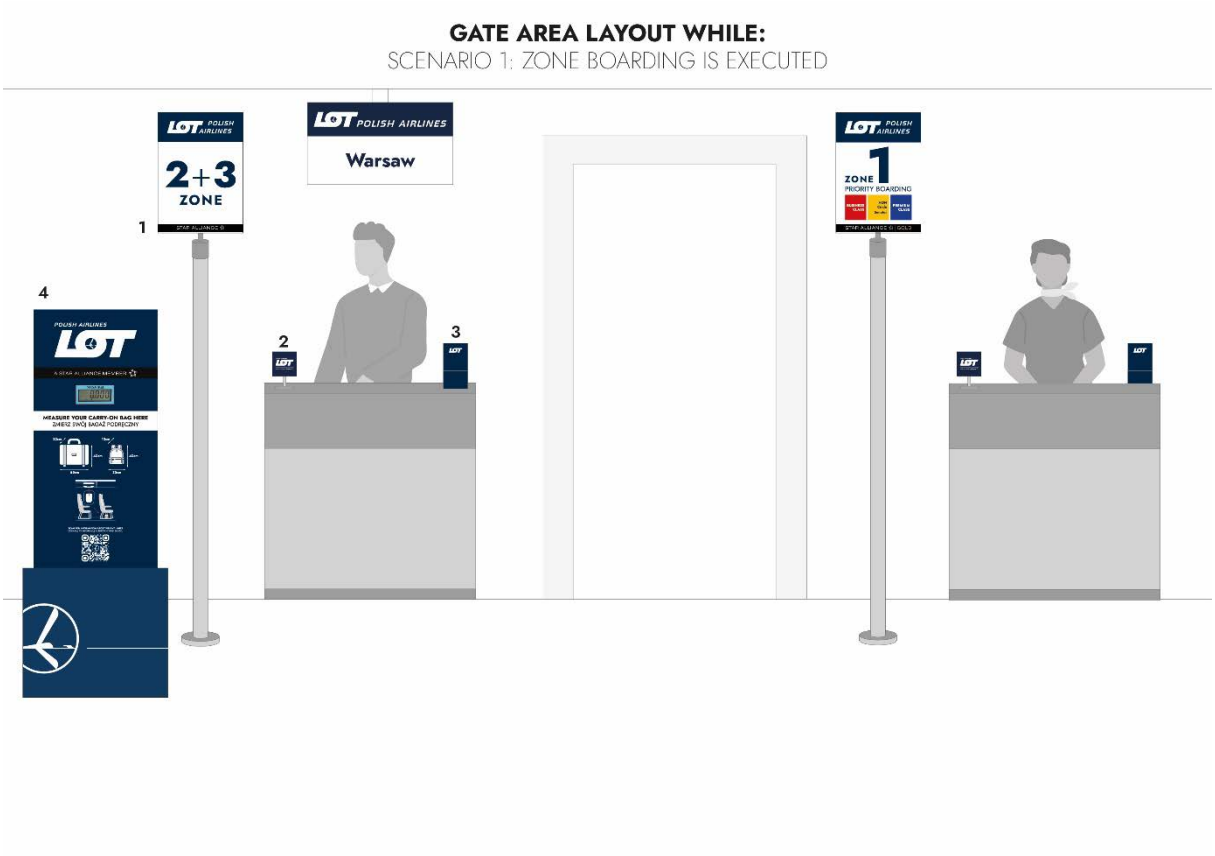






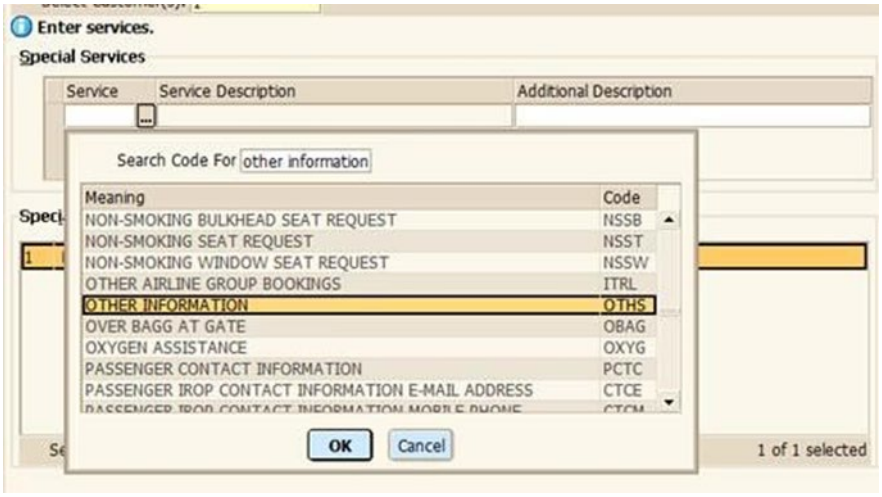
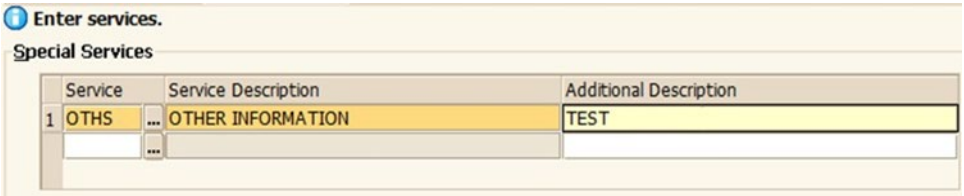
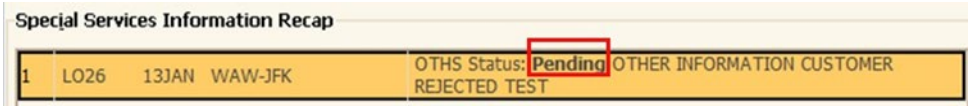
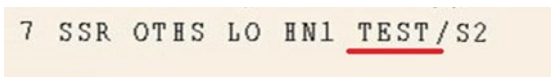


Gate arrangements when zone boarding with zone number is performed



5.4.4. Denied boarding condition

1. Policy	• Passengers considered potentially disruptive or dangerous must not be checked-in and accepted for carriage. • It is the duty of passenger handling staff to prevent any passenger who violates the regulations of the general rules of carriage in force in LOT Polish Airlines. • The final decision shall be taken as mutually agreed with LOT Polish Airlines. **Refusal Passenger Carriage Report see GHM p. 8.4.8.1**
2. Principles and reasons for denied boarding (DBC is not applicable)	• The handling agent's staff who qualify passengers for carriage are obliged to deny check-in/boarding to passengers who: **1. Check-in:** ➢ who have no ticket for the flight, ➢ are unable to present complete and valid travel documents, required by the destination or transit countries' authorities, ➢ require special care during the journey, for example the assistance of doctor or nurse, which has not been ensured, ➢ the late arrival of passenger i.e. arrival after check-in deadline, etc. **2. Gate:** ➢ who have no ticket for the flight and boarding pass, etc. **3. Check-in, Gate:** ➢ do not comply with the regulations which are in force in air carriage or the regulations established by the airport authorities. **4. Check-in, gate, board of the aircraft:** ➢ due to their behaviour or appearance show symptoms of a mental or contagious disease, which may be a threat to other passengers on board or to flight safety in general, ➢ are under the influence of drugs or alcohol otherwise intoxicated, ➢ refuse to be checked by security services (or have their baggage checked). ➢ unruliness, etc.

3. Handling procedure at the check-in counter & at the gate	**Each reason** (other than overbooking) for denied check-in/boarding shall be entered into the Altea CM system by adding a comment according to the instruction below (free text to describe occurrence). **Instruction:** 1. Customer → Add Service → **OTHS**  2. Add a comment (as short as possible)   **NOTE**: Your comment appears in the system as 'pending' and you are not able to confirm it  3) The information appears in the PNR.  **NOTE**: This procedure applies to all passengers who are denied boarding at the check-in counter and at the gate.

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5.5. MANDATORY INFORMATION TO THE CREW

5.5.1. Passenger Information List (PIL)

1. Definition	• PIL is mandatory list giving information to the cabin crew about the passengers on board, by giving the names and special service requirements/needs of certain passengers.
2. Purpose	• The purpose of PIL is to give the cabin crew the opportunity to perform an individual customer service, adapted to the needs of the passengers.
3. Applicability	• PIL is applicable on all flights. • The PIL must be handed over to the senior cabin crew member before departure.
4. Types	• Two types of PIL: ⇒ automated – issued by DCS ⇒ manual – issued by stations performing manual check-in
5. Versions	• Short version: ⇒ seat-plan list with the name of special passengers: C/P/Y class – passengers with special remarks (e.g. UM). • Full version: ⇒ seat-plan with the name of passengers.

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5.6. ARRIVAL

5.6.1. Pre-arrival

	Activities
Procedure:	1. Check the number of passengers on board in order to determine the number of busses needed. 2. Check special service messages: • PTM, • PSM, Etc. 3. Arrange for special assistance, if required. 4. Check the estimated time of arrival. • If delayed, check connections and make new reservations if necessary. 5. Check individual messages. 6. Have staff available in the baggage reclaim area for baggage services.

5.6.2. Disembarkation

	Remarks
1. General rules	• Passenger safety must be observed through the entire disembarkation process. • Disembarkation may only start after OK. is given by ground staff to cabin crew. • Cabin doors must be opened by the cabin crew after OK. from the ground staff or commander, whichever is applicable. • Steps or loading bridges must be in a correct position. • Bridges must be free from obstacles.
2. Disembarkation sequence	a) Unaccompanied minors (UM), • If not possible, disembark UM after Economy Class passengers. b) VIPs, c) LOT Business Class passengers, d) LOT Premium Economy passengers, e) LOT Economy Class passengers, f) Passengers with reduced mobility or needing special assistance, g) Deportees.
3. Delivery at aircraft (DAA) baggage	Whenever applicable, “Delivery at aircraft” baggage must be offloaded and returned to the passenger at the time of disembarkation, but without causing any delay in the disembarkation process. **For more, GHM p. 6.12.**

	Remarks
4. Arrival assistance	**Procedure:** a) When applicable, meet and assist arriving passengers. b) Give all relevant information concerning immigration and customs clearance. If possible, this may be done via the public address system on board before disembarkation. c) If the passengers disembark by bus, make sure that busses are not overloaded. Passengers should not wait longer than 10 minutes in the bus. d) Arrange a **separate bus for LOT Business Class / LOT Premium Economy** passengers if the aircraft is parked on the apron position (**applies WAW only**). e) If the passengers must walk on the apron, make sure they are escorted. f) If the passengers need special assistance (reduced mobility, mothers with infants, etc.), make sure that they are assisted in every possible way up to the arrival hall. g) If the passengers are unaccompanied minors, make sure that they remain under the airline's or handling agent custody until handed over to the awaiting party.
5. Transfer passengers	**Procedure:** Check the inbound/outbound connections and number of passengers concerned (PTM). a) Check critical connection. b) In case of interline transfer, notify the continuing carrier, using PTM information. c) Meet the transferring passengers upon arrival of the incoming aircraft. d) If possible, have the passengers with a short connection disembark first. e) Direct through-checked passengers to the appropriate departure gate. f) Direct non-through-checked passengers for check-in to the transfer desk or gate.

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	Remarks
6. Transit passenger	**Procedure:** a) Based on LDM prepare the correct number of transit boarding passes. b) Advise passenger to take carry-on baggage with them when disembarking. **Note:** Whether or not disembarking transit passengers may leave their carry- on baggage on board depends on local situation. c) When passengers are disembarking, call the transit passenger by destination and flight number. d) Distribute transit boarding passes. • The number of transit passengers disembarking and number of boarding passes distributed must be the same. e) Inform the passengers about boarding time and gate. f) Give all relevant information concerning immigration and customs clearance, if applicable. g) If locally available, the following passengers may use the lounge during the transit time: • HON Circle Members, • Senator Members (Star Alliance Gold), • Frequent Traveler Members (only in Miles and More BL), • LOT Business Class passengers.

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5.7. VERY IMPORTANT PERSONS (VIP)

	Remarks
1. Special services and facilities	• Possibility to make a seat request, even in economy class. • Access to VIP or First class lounge, if available. • Assistance by specially assigned staff upon departure (check-in, emigration and pre-boarding) and arrival (disembarkation, immigration, baggage claim, customs) using fast channel, if available. • Upgrading priority if operationally needed. • Separate boarding/disembarkation channel, if available. • Seat guaranteed up until closure of the flight. • Baggage treated as priority baggage, even if travelling in economy class. • The VIP is to be introduced to the senior flight attendant when pre-boarded.
2. Handling	**Procedure:** 1. Prior to commencing the check-in, the Station Manager (a supervisor or person authorized to represent LOT Polish Airlines at the airport) shall obtain from the reservation system information regarding passengers with the VIP status. 2. In the event when the flight has been cancelled or delayed, based on the information present in passengers booking entry, the Station Manager (a supervisor or a person authorized to represent LOT at the airport) should personally (if possible) deliver to the VIP passenger the information regarding flight cancellation or the reasons for and expected time of the flight's delay. 3. Prior to the departure of the VIP passenger, the Station Manager shall make sure that the passenger's baggage has been appropriately marked and loaded – in the way that makes it possible or the baggage to be unloaded first at the destination airport. 4. Following the flight's departure with the VIP passenger on board, one shall send via SITA a telex to passenger service staff of the handling agent and to the Station Manager (a supervisor or person authorized to represent LOT Polish Airlines at the destination airport), with the information about the VIP passenger on board, as well as about the quantity and loading location of the checked-in baggage belonging to the VIP passenger.
3. Notes	• Assistance shall be given by locally designated staff members, according to: ⇒ local circumstances/facilities/resources, ⇒ the importance of the VIP, ⇒ and the wishes of VIP. • VIP is mentioned on PIL. • VIP's request to travel incognito must be strictly observed. • If escorted, **GHM p. 6.7.** shall be fulfilled.

5.7.1. Important persons (IP)

	Remarks
1. Special services and facilities	• Possibility to make a seat request, even in economy class. • Access to VIP/IP lounge, if available. • Assistance by specially assigned staff upon departure (check-in, emigration and pre-boarding) and arrival (disembarkation, immigration, baggage claim, customs) using fast channel, if available. • Upgrading priority if operationally needed. • Separate boarding/disembarkation channel, if available. • Baggage treated as priority baggage, even if travelling in economy class.
2. Handling	**Procedure:** 1. Prior to commencing the check-in, the Station Manager (a supervisor or person authorized to represent LOT Polish Airlines at the airport) shall obtain from the reservation system information regarding passengers with the IP status. 2. In the event when the flight has been cancelled or delayed, based on the information present in passengers booking entry, the Station Manager (a supervisor or a person authorized to represent LOT at the airport) should personally (if possible) deliver to the IP passenger the information regarding flight cancellation or the reasons for and expected time of the flight's delay. 3. Prior to the departure of the IP passenger, the Station Manager shall make sure that the passenger's baggage has been appropriately marked and loaded – in the way that makes it possible or the baggage to be unloaded first at the destination airport. 4. Following the flight's departure with the IP passenger on board, one shall send via SITA a telex to passenger service staff of the handling agent and to the Station Manager (a supervisor or person authorized to represent LOT Polish Airlines at the destination airport), with the information about the IP passenger on board, as well as about the quantity and loading location of the checked-in baggage belonging to the IP passenger.
3. Notes:	• Assistance shall be given by locally designated staff members, according to local circumstances/facilities/resources. • IP is mentioned on PIL.

5.7.2. HEAD and RMK/GOV special flights (flight numbers 7001-7100)

	Remarks
1. General information	LOT Polish Airlines provide special flights according to the chartered flights service agreement for Heads of State and state officials. a) **HEAD** flights - are those formal operational missions whenever the following Heads of State are present onboard: • President of The Republic of Poland, or • Prime Minister, or • Parliament Speakers, or • persons declared to the Foreign Affairs Ministry via diplomatic service, defined as representatives to the above mentioned positions covered in above points from foreign countries b) **RMK/GOV flights** - flights authorized by administrators and persons holding executive state positions for purposes related to performing official duties.
2. Weight and Balance	Flight LO70001-7100 are handled in LO Altea DCS. All departing passengers shall be accepted for carriage in the system well in advance, on the basis of passenger name list provided by LOT VIP Flights Department. Seat allocation from the incoming flights shall be kept unchanged whenever possible. Load and balance control function for VIP charter flight is always provided by LOT CLC in WAW. LOT CLC contact details: • Email addresses: vera-lh@lsas.aero , • SITA: WAWKKXH WAWVRXH WAWSVXH, • Telephone: +48 22 206 94 40; +48 22 206 94 29, • Fax: +48 22 206 95 39. Standard distribution lists of LIR, LS, LDM and other messages will remain unchanged. All these messages shall be additionally copied to e-mail address ops.vip@lot.pl . For more details please refer to GHM Chapter 3, p. 3.16 VIP flights procedure (flights departing from non-PL stations).
3. Handling	• HEAD status aircraft must be physically protected 24/7 during whole stay. The service must be agreed with VIP Section in advance. • Dedicated Flight Coordinator shall be present on arrival and departure. • Two pairs of stairs shall be present on arrival and departure. • Passengers shall be checked in DCS as NOREC (freeseating) and boarding passes shall be handed over to passengers. • Secured PNL list shall be sent to LOT Polish Airlines e-mail: ops.vip@lot.pl. • No one can remove security seals and enter the aircraft (cabin and hold) without the Pilot in Command approval. • All services like cleaning, disinfection, heating, catering delivery, water or toilet service etc. - must be approved by the Pilot in Command. • None of the services shall be performed without crew presence.

4. WAW LOT VIP Flight Unit contact list	**VIP FLIGHTS OPS (07.00am – 23.00pm (Mon.-Fri.) (07.00am – 19.00pm (Sat.- Sun.)**	**TELEPHONE**	**E-MAIL**
	Marta Koperska	+48 532 141 015	m.koperska@lot.pl
	Kinga Dróżdż	+48 532 225 207	k.drozdz@lot.pl
	Marko Karić	+48 536 363 107	m.karic@lot.pl
	Jan Czerniewicz	+48 698 070 878	j.czerniewicz@lot.pl
	Bartosz Kaca	+48 532 046 017	b.kaca@lot.pl
	Land line numbers:	00 48 22 606 9689/9083	-
	LOT OCC 24h	**TELEPHONE**	**E-MAIL**
	Duty Manager	00 48 22 606 6612	ops.dm@lot.pl

5.8. FREQUENT FLYERS (Star Alliance B1.2)

5.8.1. General rules

	Remarks
1. Miles & More airlines:	• Austrian Airlines Group (as of 26.03.2000), • Brussels Airlines (as of 25.10.2009), • Croatia Airlines (as of 15.12.2004), • LOT Polish Airlines (as of 26.10.2003), • Lufthansa, • Lufthansa Regional (Air Dolomiti, CityLine, Eurowings), • Luxair (as of 29.03.2009), • SWISS (as of 01.04.2006).
2. Star Alliance Airlines (all Star airlines have frequent flyer cooperation with Miles & More)	• Aegean Airlines, • Air Canada, • Air China, • Air India, • Air New Zealand, • All Nippon Airways, • Asiana, • Austrian Airlines, • Avianca, • Brussels Airlines, • Copa Airlines, • Croatia Airlines, • Discover Airlines, • Egypt Air, • Ethiopian Airlines, • Eva Air, • LOT Polish Airlines, • Lufthansa, • Singapore Airlines, • Shenzhen Airlines, • South African Airways, • SWISS, • TAP Portugal, • Thai Airways, • Turkish Airlines, • United Airlines.
3. Other Miles & More Partner Airlines	• Air Astana • Air Dolomiti • Cathay Pacific Airways • Eurowings • Lufthansa City Airline • LATAM • Luxair • Olimpic Air • Vistara

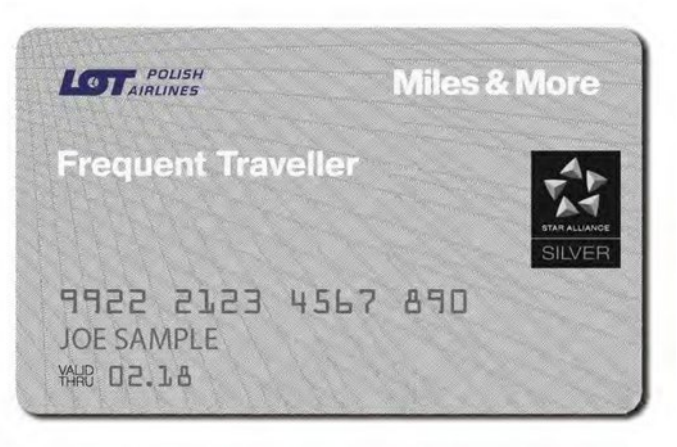
	Remarks
4. Membership for Miles & More	• Membership is open to individuals (minimum age 2 years) who reside in Poland or a country in which the Miles & More is available. • Membership is not available to corporations.
5. How to enrol to Miles & More program	• Via our website: www.miles-and-more.com. • Via Miles & More app. • Members can immediately begin to earn miles. The M&M membership number must be entered during making/changing reservation and checking- in.
6. Star Silver	• The common name and logo of the Silver Card membership status within Star Alliance frequent flyer programmes. Silver level in Miles & More is Frequent Traveler (FTL).
7. Star Gold	• The common name and logo of the top tier membership status within Star Alliance frequent flyer programmes. Gold level in Miles & More is Senator and Hon Circle.

5.8.2. The Miles & More Card



	Benefits
1. General	Miles & More member is able to earn miles on Miles & More airlines and on many partner airlines within the programme.
2. Additional miles can be earned:	• for stays at numerous hotels, • on car rentals, • on credit cards, • on insurance (e.g. in Poland - UNIQA) • on duty free shopping aboard (LH, LX) and at airports, • on duty free shopping on the ground, etc.
3. Entry in Amadeus to earn miles	**FFN LH – 992001234567890** **SR FQTV LO HK/-LH992001234567890/P1/S3**

5.8.3. Frequent Traveller card (Star Silver)



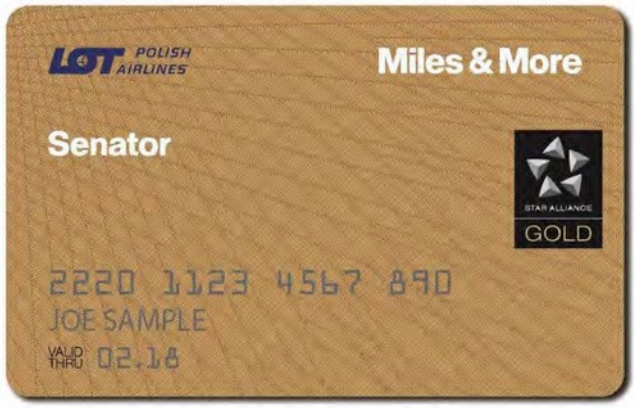
	Description
1.	Frequent Traveller Members are important frequent flyers of our privileged group.
2.	They hold Miles & More Frequent Traveller card (Star Silver).
3.	Amadeus entry**: FFN LH – 992220123456789 or** **SR FQTV LO HK/-LH992220123456789/P1/S3**

	Benefits
1.	A Miles & More member will be upgraded to the Frequent Traveller member when she/he earns at least - 650 Points + 325 Qualifying Points in one calendar year.
2.	**A re-qualification period of an existing Frequent Traveller member is based on accrual** of 650 Points + 325 Qualifying Points in one calendar year.
3.	Miles validity unlimited A Miles & More member can choose seat in Standard Zone FOC (on flights operated by LOT)
4.	**Before departure:** • special information and award reservation number, • priority on waiting list (third highest), • additional piece of luggage at no extra cost in Economy Class (On flights operated by LOT, Austrian Airlines, Brussels Airlines, Croatia Airlines, Lufthansa, Lufthansa Private Jet, Luxair and SWISS) **As a result, regardless of the status of the passengers travelling on the Light fare of Economy Class (OS, LH,LX), charges apply for each piece of baggage. This also applies to other cheap Economy fares as "Check&Go" (SN).* • Business Class check-in with Miles & More airline partners regardless of the class booked on flight (For scheduled flights operated by Air Dolomiti, Austrian Airlines, Brussels Airlines, Croatia Airlines, Eurowings, Germanwings, LOT Polish Airlines, Lufthansa, Luxair and SWISS). • access to BL in WAW (Polonez, Mazurek) for Frequent Traveller.

	• access to Frequent Traveller lounges, Business lounges of Lufthansa Group with same day boarding pass for Star carrier. • Fast Track in WAW (only for scheduled flights operated by LOT Polish Airlines). **Note:** The Miles & More card number must be added to the PNR. Then, the note 'FAST TRACK' will appear on the boarding pass. • Frequent Traveller can choose a free seat in the Standard zone on LOT Polish Airline flights. • Executive Bonus of 25% - on LOT (LO), Lufthansa (LH), Austrian Airlines Group (OS) Air Dolomiti (EN), United Airlines (UA), Croatia Airlines (OU), Air Canada (AC), SWISS (LX), LH Regional LH PrivateJet, Brussels Airlines (SN), Luxair (LG), Germanwings (4U), Eurowings (EW), All Nippon Airways (NH). • unlimited mileage validity, **After landing**: priority luggage delivery (only if booked in First or Business Class). **For more details visit: www.miles-and-more.com**

Access to LOT contracted lounges	
In Poland	In Poland: member must show FTL card and boarding pass on LOT Polish Airlines operated flight departing at the same day and from the same airport /terminal, no guests allowed.
Abroad	Abroad: member must show FTL card and boarding pass on LOT Polish Airlines operated flight departing at the same day and from the same airport/ terminal, no guests allowed. **/local restrictions may apply/.**

5.8.4. Senator Card (Star Gold)



	Description
1.	Senator Members are our most important customers.
2.	They hold a Miles & More Senator card (Star Gold).
3.	Amadeus entry: **FFN LH-22210123456789 or** **SR FQTV LO HK/-LH2220123456789/P1/S3**

	Benefits
1.	• Access to Business Lounges contracted by LOT. • Access to Senator Lounges. • Access to Star Gold lounges with a boarding pass for a Star Alliance flight. • Miles validity unlimited. • A Miles & More member can choose a seat for himself and his travel partners in the same booking FOC (on flights operated by LOT). • Privilege to invite max. 1 guest to the business lounge. • Priority check-in : at Star gold counter (Star Alliance flights - Companions spouses/life Partners have to be on a same-day + same departure flight.), First Class counter (LH Group flights), • A Senator member and all their companions traveling on the same reservation can select their seats FOC (only for flights operated by LOT Polish Airlines). • Booking guarantee: ⇒ 48 hours before departure in Business Class (C) for all LOT, Croatia Airlines. ⇒ 48 hours before departure in Business Class (J) for Austrian Airlines, Brussels Airlines, Lufthansa, Lufthansa Regional and SWISS. ⇒ 48 hours before departure in Economy Class (Y) for all LOT, Croatia Airlines, Lufthansa Group. ⇒ 48 hours before departure in Premium Economy (P) - LOT Polish Airlines. ⇒ 48 hours before departure in Premium Economy (G) - Austrian Airlines, Lufthansa.

	Benefits
..cont point 1	• Fast Track in WAW (only for scheduled flights operated by LOT Polish Airlines). **Note:** The Miles & More card number must be added to the PNR. Then, the note 'FAST TRACK' will appear on the boarding pass. • Priority landing, Fast lane, Priority baggage handling, Star Gold Track Security and Immigration. (Boarding passes on all channels are displaying "Fast Track" invitation.) • Additional **20 kg** or additional **piece** (if piece concept) of luggage at no extra cost. **As a result, regardless of the status of the passengers travelling on the **Light fare** of Economy Class (OS, LH,LX), charges apply for each piece of baggage. This also applies to other cheap Economy fares as "Check&Go" (SN*). • One additional golf bag may be carried free of charge (In addition to all currently-valid free baggage allowances on scheduled flights operated by Austrian Airlines, Brussels Airlines, Croatia Airlines, LOT Polish Airlines, Lufthansa, Lufthansa Private Jet and SWISS. LOT Polish Airlines passengers are the only ones who can also take a golf and ski to North America and Canada. Other airlines do not allow this. The weight of golf equipment is limited to a maximum of 23 kg). **As a result, regardless of the status of the passengers travelling on the **Light fare** of Economy Class (OS, LH,LX), charges apply for each piece of baggage. This also applies to other cheap Economy fares as "Check&Go" (SN).* • Second highest priority on waiting list, / standby list • Executive Bonus of 25% - on LOT (LO), Lufthansa (LH) Austrian Airlines Group (OS) Air Dolomiti (EN) United Airlines (UA) Croatia Airlines (OU) Air Canada (AC) SWISS (LX) LH Regional LH PrivateJet Brussels Airlines (SN) Germanwings (4U) Eurowings (EW) All Nippon Airways (NH). • 4 Upgrade e-vouchers for every qualification and re-qualification to SEN status. • 50% mileage reduction for Companion awards on LOT, Lufthansa Group.
2.	• Number of Points and Qualifying Points required to achieve Senator card is: ⇒ 2 000 Points + 1 000 Qualifying Points during a calendar year Re-qualification – accrual of 2 000 Points + 1 000 Qualifying Points within a one calendar year. **For more details visit: www.miles-and-more.com**

Access to LOT contracted lounges	
In Poland	In Poland: member must show SEN card and same day boarding pass on LOT Polish Airlines or Star Alliance Flights operated flight departing at the same day and from the same airport/terminal, one quest.
Abroad	Abroad: member must show SEN card and boarding pass on LOT Polish Airlines or Star Alliance flights operated flight departing at the same day and from the same airport/terminal, one quest. **/local restrictions may apply/.**

5.8.5. HON Circle Card (Star Gold)



	Description
1.	HON Circle Members are our **most important** customers.
2.	They hold a Miles & More HON Circle card (Star Gold).
3.	Amadeus entry**: FFN LH-333001234567890 or** **SR FQTV LO HK/-LH33301234567890/P1/S1**

	Benefits
1.	• Access to LOT contracted business lounges, • Access to HON Circle First Class lounges in FRA, • Access to First Class Terminal in FRA (Operating Carrier: Air Dolomiti, Austrian Airlines, Lufthansa, Swiss), • Access to other lounges-the same Privileges as Senator • A Miles & More member can choose a seat for himself and his travel partners in the same booking FOC (on flights operated by LOT), • Privilege to invite one guest + spouse + own children to Star Gold lounge (Companions spouses/life Partners have to be on a same-day + same departure flight), • HON Service in WAW, • Miles validity unlimited, • Priority check-in: at Star gold counter (Star Alliance flights), First Class counter (LH Group flights), • A HON Circle member and all companions traveling on the same reservation can select their seats FOC (only for flights operated by LOT Polish Airlines). • Booking guarantee: ⇒ 24 hours before departure in Business Class (C) for all LOT, Croatia Airlines, ⇒ 24 hours before departure in Business Class (J) for Austrian Airlines, Brussels Airlines, Lufthansa, and SWISS ⇒ 24 hours before departure in Economy Class (Y) for all LOT, Croatia Airlines, (Y) Lufthansa Group. ⇒ 24 hours before departure in Premium Economy (P) for LOT Polish Airlines 24 hours before departure in Premium Economy (G) for Lufthansa, Austrian Airlines.

..cont point 1	• Fast Track in WAW (only for scheduled flights operated by LOT Polish Airlines). **Note:** The Miles & More card number must be added to the PNR. Then, the note 'FAST TRACK' will appear on the boarding pass. • Additional **20kg** or additional **piece** (in case of piece concept) of luggage at no extra cost **As a result, regardless of the status of the passengers travelling on the Light fare of Economy Class (OS, LH,LX), charges apply for each piece of baggage. This also applies to other cheap Economy fares as "Check&Go" (SN),* • One additional golf bag may be carried free of charge (In addition to all currently-valid free baggage allowances on scheduled flights operated by Austrian Airlines, Brussels Airlines, Croatia Airlines, LOT Polish Airlines, Lufthansa, Lufthansa Private Jet- and SWISS. LOT Polish Airlines passengers are the only ones who can also take a golf and ski to North America and Canada. Other airlines do not allow this. The weight of golf equipment is limited to a maximum of 23 kg) **As a result, regardless of the status of the passengers travelling on the **Light fare** of Economy Class (OS, LH,LX), charges apply for each piece of baggage. This also applies to other cheap Economy fares as "Check&Go" (SN),* • Highest priority on waiting list/standby list, • Executive Bonus of 25% - on LOT (LO), Lufthansa (LH) Austrian Airlines Group (OS) Air Dolomiti (EN) United Airlines (UA) Croatia Airlines (OU) Air Canada (AC) SWISS (LX) LH Regional LH PrivateJet Brussels Airlines (SN) Luxair (LG) Germanwings (4U) Eurowings (EW) All Nippon Airways (NH), • Extended flight award availability, • 6 Upgrade e-vouchers for every qualification and re-qualification to HON Circle status.
2.	• Number of miles required to achieve HON Circle status is (on flights in First and Business Class) is: • Re-qualification – accrual of 6 000 HON Circle Points in one calendar year. **For more details visit: www.miles-and-more.com**

Access to LOT contracted lounges	
In Poland	In Poland: member must show HON card + boarding pass on LOT Polish Airlines or Star Alliance operated flight departing at the same day and from the same airport/terminal, one guest + spouse + children.
Abroad	Abroad: member must show HON card and boarding pass on LOT Polish Airlines or Star Alliance operated flight departing at the same day and from the same airport/terminal, one guest + spouse + children **/local restrictions may apply/.**

5.9. MINORS TRAVELLING ALONE (GRH 3.1.5 IV.)

5.9.1. General rules

	Remarks
1. Definitions	• **Unaccompanied minor (UM/UMNR)** – a child from 5 years old who travels without an adult guardian, but with the purchased special assistance service provided by ground handling personnel at the airport and cabin crew during the flight. • **Youth –** teenagers over 12 and under 18 years old who can travel alone, but the UM assistance service may be purchased. • **Adult** – a person aged 18 years and older
2. Categories of Unaccompanied Minors (UM/UMNR) (depends on age)	**1. Children from 5 to 12 years old:** • They may travel unaccompanied only if the UM assistance service has been purchased, • The assistance is provided by ground handling personnel designated at the airport and by a member of the cabin crew during the flight. • SSR: **UM** or **UMNR** **2. Youth over 12 and under 18 years old:** • They can travel completely independently without an adult guardian, however, the UM assistance service may be purchased. In such cases, the assistance will be organized similarly to that provided for children aged 5 to 12. • Youth under the age of 16 who are traveling alone (with or without the UM assistance service purchased) are not allowed to transport animals either on board or in the baggage hold. • Youth over 16 years old are allowed to take care of minors under 12 years old. In such cases, the carriage of a child under 12 years old does not require the purchase of the UM assistance service. • SSR **UM** or **UMNR** – youth traveling with the UM assistance service purchased • SSR **YPTA** – traveling without having purchased the UM assistance service (for more, GHM p. 5.9.3) **Note:** Children under 5 years old are not allowed to travel unaccompanied, and the UM assistance service is not provided for them.

3. Parent's or guardian's responsibility	• The parents or guardian must: ⇒ make the flight reservations, ⇒ arrange for necessary travel documents, ⇒ stay at the airport until the flight is airborne or arrange for an authorised adult on departure to stay at the airport until the flight is airborne, ⇒ arrange for an authorised adult upon arrival to be at the airport at the actual time of arrival, ⇒ sign the "Request for carriage" form, ⇒ pay all costs involved in return transportation (meals, accommodation, ground transport, return fare etc.) in case the authorised adult fails to meet the UM.
4. Airline's responsibility	• The UM becomes the airline's full responsibility from the moment he is handed over by: ⇒ the parents, guardian or authorised adult upon departure or, ⇒ the delivering carrier at the transfer station, until he/she is handed ⇒ back to the parents, guardian or authorised adult upon arrival or ⇒ over to the receiving carrier at the transfer station. • The carrier is finally released from their responsibility for air carriage of the child at the moment when the child is being released to the authorized person awaiting the child at the destination airport, which is confirmed by a signature placed in the appropriate field of the "Request for Carriage" form. • It is forbidden to transfer the custody of the child traveling as an unaccompanied minor on board LOT Polish Airlines aircraft on any leg of the journey without having the fact confirmed by a clearly written name and a handwritten signature of the relevant person.
5. Handling fee	• One handling fee must be paid per: ⇒ one UM, ⇒ one way (per one way i.e. from point of origin to final destination). • In case of a family (brothers, sisters) each family member is charged per through flight OW. • The handling fee must be collected on MCO/EMD
6. Seating	• Normally, seats are pre-allocated at the time of reservation. • If the seat is not assigned by the reservations, suitable seat must be allocated. • UMs may not be seated at emergency exit rows. • A window seat is recommended. • Brothers and sisters shall be seated next to each other.

<table>
<tr><td>7. Documents</td><td>
• “Request for carriage” form (Handling advice) – mandatory.
⇒ Contains the waiver of liability, to be signed by parents/guardian.
⇒ Gives information concerning the UM, routing, adult escort on departure and adult escort upon arrival.
⇒ Contains several coloured coupons/copies – see GHM p. 5.9.1.1.
• UM document holder bag – mandatory.
⇒ a slip-on wallet for safe carriage of UM’s documents (free of charge),
⇒ given during the check-in,
⇒ space provided to fill out name, routing and other details.
• UM baggage tags – mandatory.
• UM name label/button – if available.
</td></tr>
<tr><td>8. Limits:</td><td>
Depends on the minimum number of cabin crew and cannot exceed:
<table>
<tr><th>B787</th><th>B737</th><th>ERJ 190-100/-200/-400</th><th>ERJ 170-100/-200</th></tr>
<tr><td>24</td><td>12</td><td>9</td><td>6</td></tr>
</table>
</td></tr>
</table>

5.9.1.1. “Request for carriage” document

	Remarks
1.Is issued in the following cases	• One-leg carriage of a child travelling as an unaccompanied minor aboard a LOT Polish Airlines flight (directly from the departure airport to the destination airport); • Transit carriage of a child travelling as an unaccompanied minor aboard a LOT Polish Airlines flight.
2.Consists of:	• The cover, which is given to the person who collects the child at the destination airport, as a proof that the service has been performed; • Four coupons – intended for each participant of the carriage process – distinguished by colors: 1) blue; 2) yellow; 3) pink; 4) green.

	Remarks
3.Filling out	• A number of fields with their description in the Polish and English languages, which are filled out in turn by: ⇒ the child's parents or statutory guardians (ordering carriage of the child) who enter the following information at the moment when they request carriage of a minor (while booking the flight or during check-in), ⇒ an employee of the Booking and Sales Office or a member of the check-in staff, ⇒ individual members of the carrier's or handling agent's ground handling staff, directly in charge of the child at subsequent stages of the carriage process, ⇒ a person designated by the child's parents or statutory guardians to whom the child is released at the destination airport.
4.An additional (white) coupon to the „Request for carriage" form	• Is issued in the event of a transfer carriage of an unaccompanied minor. • Coupons are issued in the number corresponding to the number of carriers taking part in the air carriage process and are affixed under the last (green) coupon of the "Request for Carriage" form by a member of staff at the Booking and Sales Office or at the check-in counter. • Each additional coupon to the "Request for Carriage" form is intended for each subsequent carrier taking part in carriage of an unaccompanied minor – it is valid only with the "Request for Carriage" form. • An additional coupon to the "Request for Carriage" (white form) for the subsequent carrier consists of three copies. • The Additional Coupon form consists of a number of fields with headings in the Polish and English languages, which are filled out in turn by: ⇒ the child's parents or statutory guardians (ordering carriage of the child) who enter the following information at the moment when they request carriage of a minor (while booking the flight or during check-in), ⇒ an employee of the Booking and Sales Office or a member of the check-in staff, ⇒ individual members of the carrier's or handling agent's ground handling staff, directly in charge of the child at subsequent stages of the carriage.

5.9.1.1.1. Distribution

	Remarks
1.Minor between 5– 12 years of age **direct flight**	• After the unaccompanied minor has been delivered by a member of passenger handling staff to the custody of the chief of flight attendants: a) the blue coupon is kept by the passenger handling agent at the point of departure; b) the yellow coupon is kept by the LOT Polish Airlines Station Manager at the point of departure. • After the unaccompanied minor has been delivered by the chief of flight attendants to the custody of a member of passenger handling staff at the destination airport: a) the pink coupon is kept by the chief of flight attendants; b) After the service has been performed, the chief of flight attendants delivers coupon to the planner on duty at the Crew Planning Unit in Warsaw, who then transfers the document to Cabin Crew Bureau, where the document will be kept on file for a year. • After the release of the child to the authorized person (named in the "Request for Carriage"): a) the green coupon is kept by the handling agent, b) the cover of the "Request for Carriage" form is handed over to the person to whom the child has been released.
2.Minor between 5–12 years of age **in case of transfer**	• Two documents are issued: "Request for Carriage" and, Additional Coupon to "Request for Carriage". • After the unaccompanied minor has been delivered by a member of passenger handling staff to the custody of the chief of flight attendants: a) the blue coupon is kept by the passenger handling agent at the point of departure, b) the yellow coupon is kept by the LOT Polish Airlines Station Manager at the point of departure. • Upon arrival at each transfer airport: **the chief of flight attendants keeps**: a) the pink coupon and one (white) copy of the "Additional Coupon to the Request for Carriage Form". All coupons listed above delivers, to the planner on duty at the Crew Planning Unit in Warsaw, who then transfers the documents to Cabin Crew Bureau, where the document will be kept on file for a year. **the subsequent carrier (other than LOT Polish Airlines) or the cabin crew of the subsequent LOT Polish Airlines:** a) keeps one white copy of the "Additional Coupon to the Request for Carriage Form".

	Remarks
..cont Minor between 5–12 years of age **in case of transfer**	• After the release of the child to the authorized person (named in the "Request for Carriage"): a) the passenger handling agent at the destination airport keeps the green coupon along with the "Additional Coupon to the Request for Carriage Form" (white copy). These documents will be kept on file for a year. b) the cover of the "Request for Carriage" form is delivered to the person to whom the child is released.

Request for Carriage form

Cover



IMIĘ I NAZWISKO DZIECKA
FULL NAME OF MINOR

PŁEĆ
SEX

WIEK
AGE

ADRES DZIECKA, NR TEL.
ADDRESS OF MINOR, PHONE

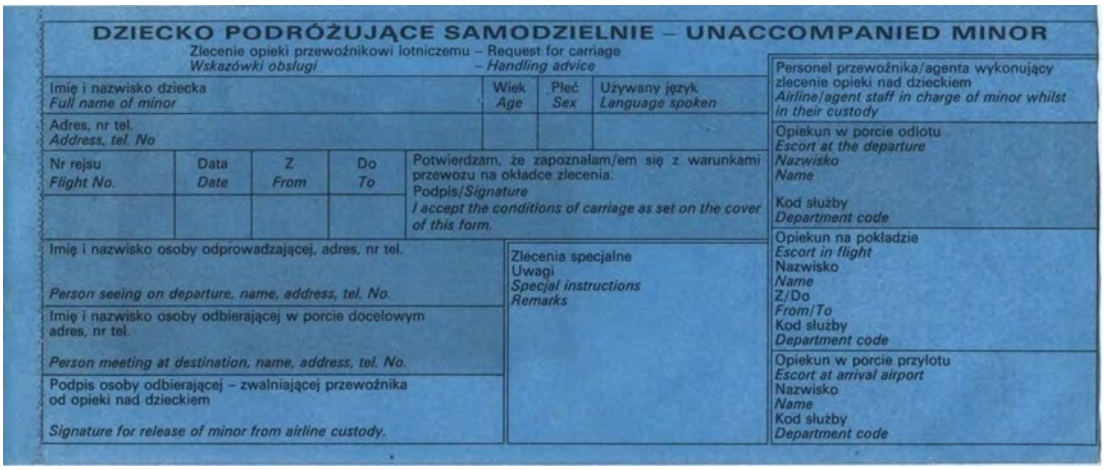
NR REJSU
FLIHGT NO.

DATA
DATE

Z
FROM

DO
TO

The first coupon (blue)



DZIECKO PODRÓŻUJĄCE SAMODZIELNIE – UNACCOMPANIED MINOR

Zlecenie opieki przewoźnikowi lotniczemu – Request for carriage
Wskazówki obsługi – Handling advice

Imię i nazwisko dziecka / *Full name of minor* | Wiek / *Age* | Płeć / *Sex* | Używany język / *Language spoken*

Adres, nr tel. / *Address, tel. No*

Nr rejsu / *Flight No.*	Data / *Date*	Z / *From*	Do / *To*

Potwierdzam, że zapoznałam/em się z warunkami przewozu na okładce zlecenia.
Podpis/*Signature*
I accept the conditions of carriage as set on the cover of this form.

Imię i nazwisko osoby odprowadzającej, adres, nr tel.
Person seeing on departure, name, address, tel. No.

Imię i nazwisko osoby odbierającej w porcie docelowym adres, nr tel.
Person meeting at destination, name, address, tel. No.

Podpis osoby odbierającej – zwalniającej przewoźnika od opieki nad dzieckiem
Signature for release of minor from airline custody.

Zlecenia specjalne
Uwagi
Specjal instructions
Remarks

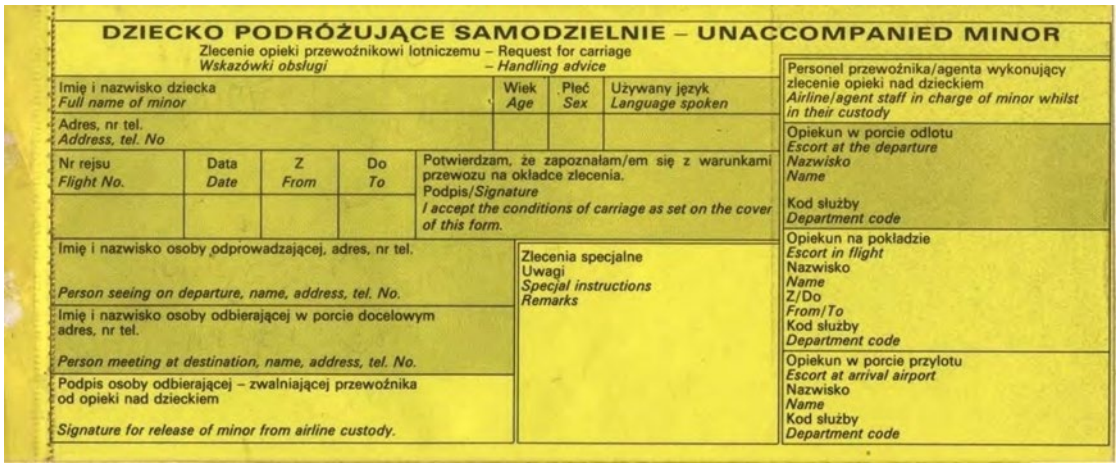
Personel przewoźnika/agenta wykonujący zlecenie opieki nad dzieckiem
Airline/agent staff in charge of minor whilst in their custody

Opiekun w porcie odlotu
Escort at the departure
Nazwisko
Name
Kod służby
Department code

Opiekun na pokładzie
Escort in flight
Nazwisko
Name
Z/Do
From/To
Kod służby
Department code

Opiekun w porcie przylotu
Escort at arrival airport
Nazwisko
Name
Kod służby
Department code

The second coupon (yellow)



DZIECKO PODRÓŻUJĄCE SAMODZIELNIE – UNACCOMPANIED MINOR

Zlecenie opieki przewoźnikowi lotniczemu – Request for carriage
Wskazówki obsługi – Handling advice

Imię i nazwisko dziecka / *Full name of minor* | Wiek / *Age* | Płeć / *Sex* | Używany język / *Language spoken*

Adres, nr tel. / *Address, tel. No*

Nr rejsu / *Flight No.*	Data / *Date*	Z / *From*	Do / *To*

Potwierdzam, że zapoznałam/em się z warunkami przewozu na okładce zlecenia.
Podpis/*Signature*
I accept the conditions of carriage as set on the cover of this form.

Imię i nazwisko osoby odprowadzającej, adres, nr tel.
Person seeing on departure, name, address, tel. No.

Imię i nazwisko osoby odbierającej w porcie docelowym adres, nr tel.
Person meeting at destination, name, address, tel. No.

Podpis osoby odbierającej – zwalniającej przewoźnika od opieki nad dzieckiem
Signature for release of minor from airline custody.

Zlecenia specjalne
Uwagi
Specjal instructions
Remarks

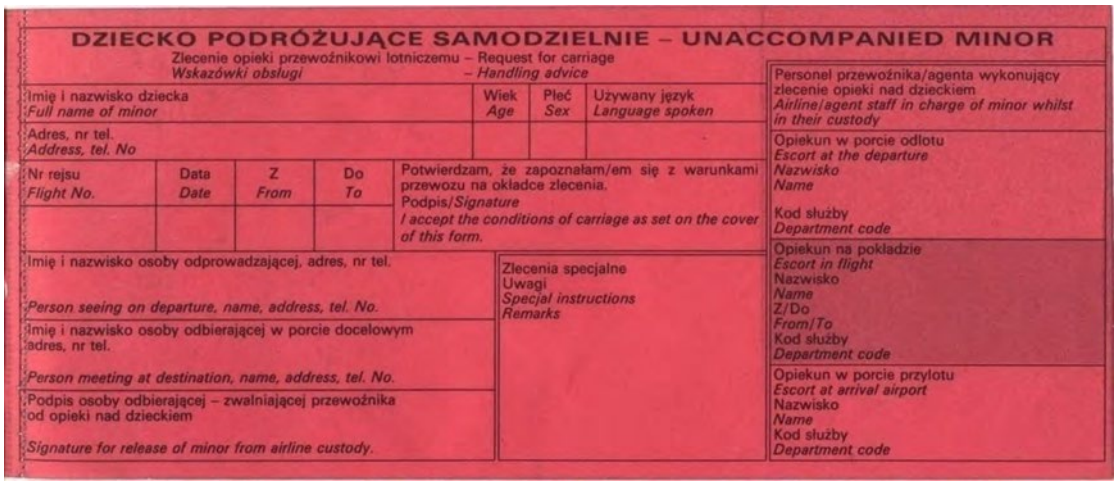
Personel przewoźnika/agenta wykonujący zlecenie opieki nad dzieckiem
Airline/agent staff in charge of minor whilst in their custody

Opiekun w porcie odlotu
Escort at the departure
Nazwisko
Name
Kod służby
Department code

Opiekun na pokładzie
Escort in flight
Nazwisko
Name
Z/Do
From/To
Kod służby
Department code

Opiekun w porcie przylotu
Escort at arrival airport
Nazwisko
Name
Kod służby
Department code

The third coupon (pink)



DZIECKO PODRÓŻUJĄCE SAMODZIELNIE – UNACCOMPANIED MINOR

Zlecenie opieki przewoźnikowi lotniczemu – Request for carriage
Wskazówki obsługi – Handling advice

Imię i nazwisko dziecka / *Full name of minor* | Wiek / *Age* | Płeć / *Sex* | Używany język / *Language spoken*

Adres, nr tel. / *Address, tel. No*

Nr rejsu / *Flight No.*	Data / *Date*	Z / *From*	Do / *To*

Potwierdzam, że zapoznałam/em się z warunkami przewozu na okładce zlecenia.
Podpis/*Signature*
I accept the conditions of carriage as set on the cover of this form.

Imię i nazwisko osoby odprowadzającej, adres, nr tel.
Person seeing on departure, name, address, tel. No.

Imię i nazwisko osoby odbierającej w porcie docelowym adres, nr tel.
Person meeting at destination, name, address, tel. No.

Podpis osoby odbierającej – zwalniającej przewoźnika od opieki nad dzieckiem
Signature for release of minor from airline custody.

Zlecenia specjalne
Uwagi
Specjal instructions
Remarks

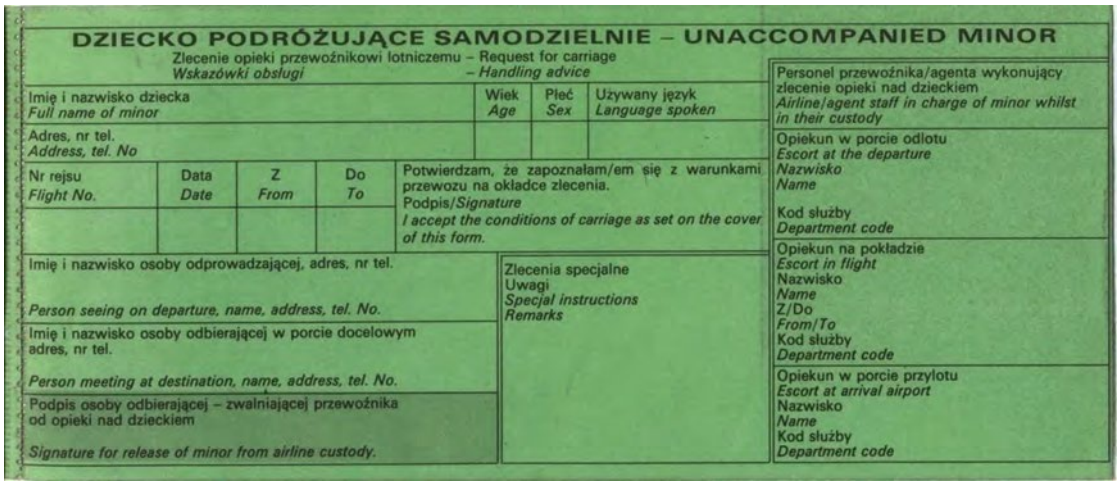
Personel przewoźnika/agenta wykonujący zlecenie opieki nad dzieckiem
Airline/agent staff in charge of minor whilst in their custody

Opiekun w porcie odlotu
Escort at the departure
Nazwisko
Name
Kod służby
Department code

Opiekun na pokładzie
Escort in flight
Nazwisko
Name
Z/Do
From/To
Kod służby
Department code

Opiekun w porcie przylotu
Escort at arrival airport
Nazwisko
Name
Kod służby
Department code

The fourth coupon (green)



DZIECKO PODRÓŻUJĄCE SAMODZIELNIE – UNACCOMPANIED MINOR

Zlecenie opieki przewoźnikowi lotniczemu – Request for carriage
Wskazówki obsługi – Handling advice

Imię i nazwisko dziecka *Full name of minor*	Wiek *Age*	Płeć *Sex*	Używany język *Language spoken*
Adres, nr tel. *Address, tel. No*			

Nr rejsu *Flight No.*	Data *Date*	Z *From*	Do *To*

Potwierdzam, że zapoznałam/em się z warunkami przewozu na okładce zlecenia.
Podpis/*Signature*
I accept the conditions of carriage as set on the cover of this form.

Imię i nazwisko osoby odprowadzającej, adres, nr tel.
Person seeing on departure, name, address, tel. No.

Imię i nazwisko osoby odbierającej w porcie docelowym adres, nr tel.
Person meeting at destination, name, address, tel. No.

Podpis osoby odbierającej – zwalniającej przewoźnika od opieki nad dzieckiem
Signature for release of minor from airline custody.

Zlecenia specjalne
Uwagi
Specjal instructions
Remarks

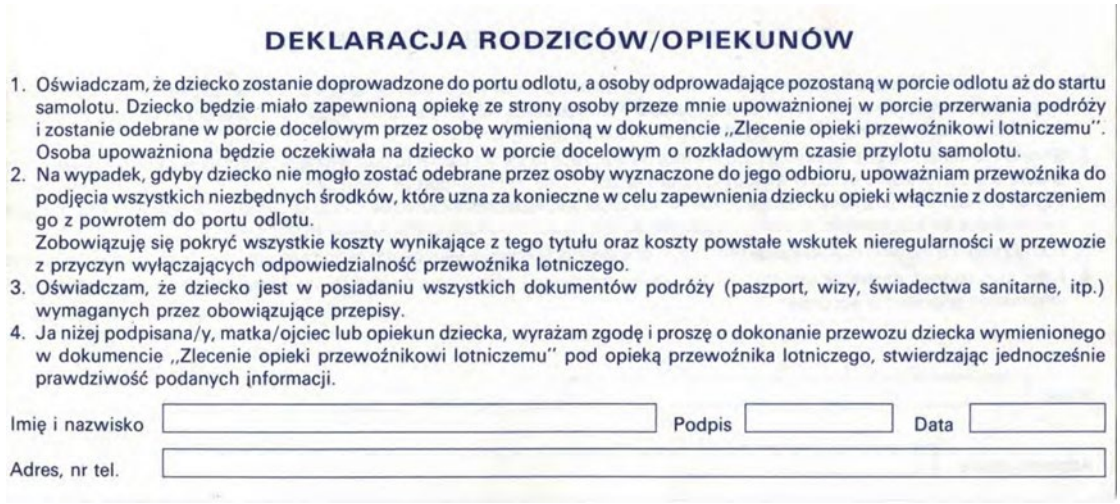
Personel przewoźnika/agenta wykonujący zlecenie opieki nad dzieckiem
Airline/agent staff in charge of minor whilst in their custody

Opiekun w porcie odlotu
Escort at the departure
Nazwisko
Name
Kod służby
Department code

Opiekun na pokładzie
Escort in flight
Nazwisko
Name
Z/Do
From/To
Kod służby
Department code

Opiekun w porcie przylotu
Escort at arrival airport
Nazwisko
Name
Kod służby
Department code

Declaration of Parent/Guardian

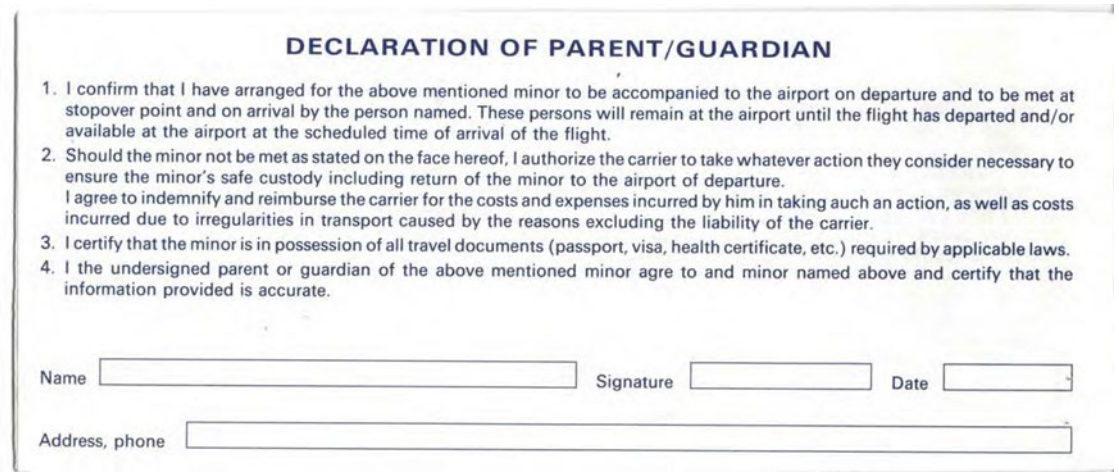


DEKLARACJA RODZICÓW/OPIEKUNÓW

1. Oświadczam, że dziecko zostanie doprowadzone do portu odlotu, a osoby odprowadzające pozostaną w porcie odlotu aż do startu samolotu. Dziecko będzie miało zapewnioną opiekę ze strony osoby przeze mnie upoważnionej w porcie przerwania podróży i zostanie odebrane w porcie docelowym przez osobę wymienioną w dokumencie „Zlecenie opieki przewoźnikowi lotniczemu". Osoba upoważniona będzie oczekiwała na dziecko w porcie docelowym o rozkładowym czasie przylotu samolotu.
2. Na wypadek, gdyby dziecko nie mogło zostać odebrane przez osoby wyznaczone do jego odbioru, upoważniam przewoźnika do podjęcia wszystkich niezbędnych środków, które uzna za konieczne w celu zapewnienia dziecku opieki włącznie z dostarczeniem go z powrotem do portu odlotu.
   Zobowiązuję się pokryć wszystkie koszty wynikające z tego tytułu oraz koszty powstałe wskutek nieregularności w przewozie z przyczyn wyłączających odpowiedzialność przewoźnika lotniczego.
3. Oświadczam, że dziecko jest w posiadaniu wszystkich dokumentów podróży (paszport, wizy, świadectwa sanitarne, itp.) wymaganych przez obowiązujące przepisy.
4. Ja niżej podpisana/y, matka/ojciec lub opiekun dziecka, wyrażam zgodę i proszę o dokonanie przewozu dziecka wymienionego w dokumencie „Zlecenie opieki przewoźnikowi lotniczemu" pod opieką przewoźnika lotniczego, stwierdzając jednocześnie prawdziwość podanych informacji.

Imię i nazwisko _____ Podpis _____ Data _____

Adres, nr tel. _____



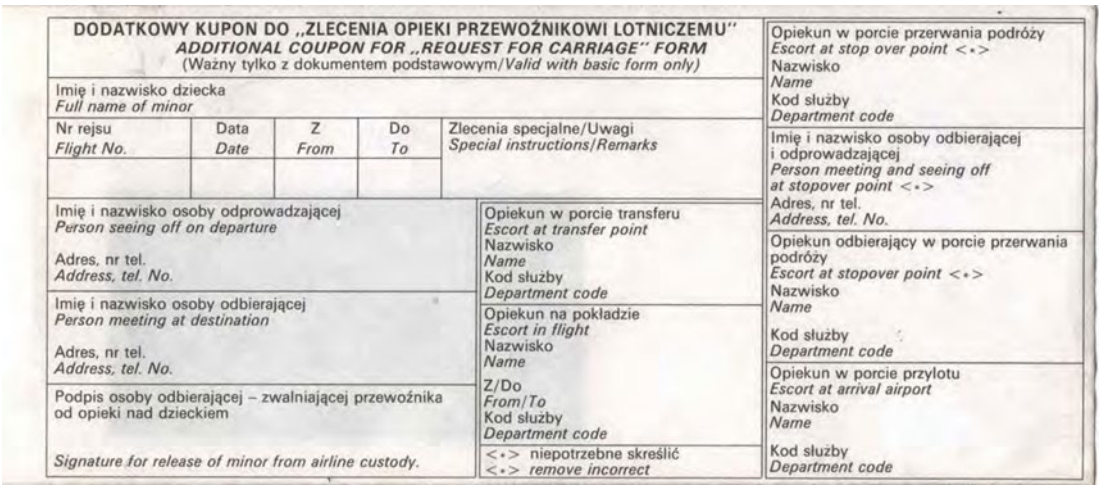
DECLARATION OF PARENT/GUARDIAN

1. I confirm that I have arranged for the above mentioned minor to be accompanied to the airport on departure and to be met at stopover point and on arrival by the person named. These persons will remain at the airport until the flight has departed and/or available at the airport at the scheduled time of arrival of the flight.
2. Should the minor not be met as stated on the face hereof, I authorize the carrier to take whatever action they consider necessary to ensure the minor's safe custody including return of the minor to the airport of departure.
   I agree to indemnify and reimburse the carrier for the costs and expenses incurred by him in taking auch an action, as well as costs incurred due to irregularities in transport caused by the reasons excluding the liability of the carrier.
3. I certify that the minor is in possession of all travel documents (passport, visa, health certificate, etc.) required by applicable laws.
4. I the undersigned parent or guardian of the above mentioned minor agre to and minor named above and certify that the information provided is accurate.

Name _____ Signature _____ Date _____

Address, phone _____

Additional Coupon for "Request for carriage"



DODATKOWY KUPON DO „ZLECENIA OPIEKI PRZEWOŹNIKOWI LOTNICZEMU"
ADDITIONAL COUPON FOR „REQUEST FOR CARRIAGE" FORM
(Ważny tylko z dokumentem podstawowym/*Valid with basic form only*)

Imię i nazwisko dziecka
Full name of minor

Nr rejsu *Flight No.*	Data *Date*	Z *From*	Do *To*	Zlecenia specjalne/Uwagi *Special instructions/Remarks*

Imię i nazwisko osoby odprowadzającej
Person seeing off on departure

Adres, nr tel.
Address, tel. No.

Imię i nazwisko osoby odbierającej
Person meeting at destination

Adres, nr tel.
Address, tel. No.

Podpis osoby odbierającej – zwalniającej przewoźnika od opieki nad dzieckiem

Signature for release of minor from airline custody.

Opiekun w porcie transferu
Escort at transfer point
Nazwisko
Name
Kod służby
Department code

Opiekun na pokładzie
Escort in flight
Nazwisko
Name

Z/Do
From/To
Kod służby
Department code

<•> niepotrzebne skreślić
<•> *remove incorrect*

Opiekun w porcie przerwania podróży
Escort at stop over point <•>
Nazwisko
Name
Kod służby
Department code

Imię i nazwisko osoby odbierającej i odprowadzającej
Person meeting and seeing off at stopover point <•>
Adres, nr tel.
Address, tel. No.

Opiekun odbierający w porcie przerwania podróży
Escort at stopover point <•>
Nazwisko
Name

Kod służby
Department code

Opiekun w porcie przylotu
Escort at arrival airport
Nazwisko
Name

Kod służby
Department code

5.9.2. Procedures for handling Unaccompanied Minors

5.9.2.1. Departure station

Step	Action
1.	The child and the child's baggage is accepted for carriage during check-in which may be performed only: • on the day of departure, • at the airport, • by the handling agent (passenger handling services) or LOT Polish Airlines handling staff at the airport, • at the designated check-in counter, • at the time specified by LOT Polish Airlines.
2.	The person(s) who see the child off at the airport shall report to check-in with the child no later than: • 60 minutes before the scheduled departure time – for international flights, • 30 minutes before the scheduled departure time – for domestic flights.
3.	Check that the UM is holding all necessary travel documents (passport, visa, etc.).
4.	• Check if MCO/EMD for handling fee is issued (if no, refer the passenger to the ticketing desk cashier).
5.	Verify whether the booking has been confirmed for all legs of the child's journey. Should there be no booking confirmation for any portion of the journey, the child must not be accepted for carriage.
6.	Check whether the number of children traveling alone and accepted for carriage on board a specific aircraft type does not exceed the limits in force at LOT Polish Airlines.
7.	Check whether the "Request for Carriage" has been correctly filled out by the child's parents or statutory guardians. If the "Request for Carriage" is missing, give the form to the child's parents or statutory guardians to have it filled out and then verify whether it has been filled out correctly.
8.	Check the child's age.
9.	Verify the identity of the child's parents or statutory guardians.
10.	Check whether ticket entries are consistent with those in the booking system.
11.	Weigh the baggage and compare the number of pieces, their weight and size with the existing free baggage allowance. If the free baggage allowance has been exceeded (as to the number of pieces, their weight or size) excess baggage charge has to be paid.

Step	Action
12.	Mark the baggage by appropriate baggage tags and affix a portion of each baggage tag to the child's ticket.
13.	Hand the baggage over to appropriate baggage handling services.
14.	Assign an appropriate seat on board (close to cabin crew compartments, however not at emergency exits.
15.	Prepare UM document holder bag.
16.	File the necessary copies of UM handling advice.
17.	In the case of a journey involving transfer(s) – provide the chief of flight attendants with information on the child's planned itinerary (flight numbers, departure times).
18.	Ensure the correct remarks are in the check-in record.
19.	Keep the UM in safe custody until boarding. Due to possibility of cancellation of the flight, person who sees the child off at the airport should stay at the airport until the aircraft's departure.
20.	Pre-board the UM and hand him/her over to the cabin crew in charge.
21.	Make sure the information is on the PIL.
22.	Inform the destination station and, if applicable, the transit and/or transfer stations by means of PSM.

5.9.2.2. Transit station

Step	Action
1.	If disembarkation is not required, leave the UM on board during ground stop under the supervision of the cabin crew.
2.	If disembarkation is required, meet the UM at front door of the aircraft and keep him/her in safe custody until re-boarding.
3.	For re-boarding, proceed as described in GHM, p. 5.9.2.1

5.9.2.3. Transfer station

Step	Action
1.	Meet the UM at the front door of the arriving aircraft.
2.	If applicable, perform check-in for the connecting flight and check travel documents.
3.	Keep the UM in safe custody until boarding or handover to the receiving carrier.
4.	Proceed as described under departure station procedure – point 5.9.2.1.

5.9.2.4. Arrival station

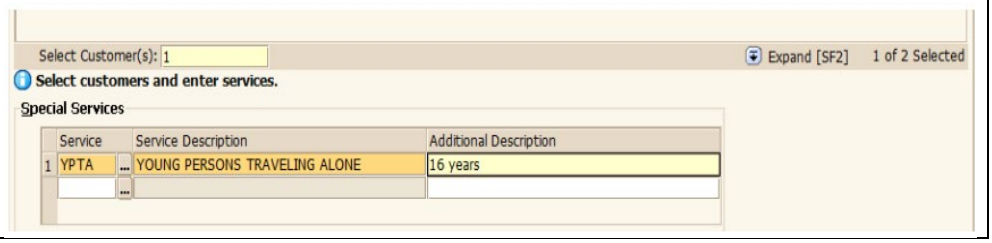
Step	Action
1.	Meet the UM at the front door of the arriving aircraft.
2.	Guide him/her through immigration, baggage claim, customs, etc.
3.	Meet the person present to pick up the UM.
4.	Check the identity of the person.
5.	Ask him/her to sign for receipt of the UM.
6.	Hand the UM.
7.	If there is no person present to pick up the UM, make every effort to contact the designated person for verification.
8.	If designated person cannot be reached, then contact the parents/guardian at the origin station.
9.	If necessary, return the UM to the station of origin (all costs involved will be debited to the parents/guardian).

5.9.2.5. Operational irregularities

	Remarks
1. Decision and responsibility	• The LOT Polish Airlines Station Manager (a supervisor or a person authorized to represent LOT at the airport), in agreement with the person who ordered carriage of an unaccompanied minor and signed the "Request for Carriage", makes all decisions regarding carriage of an unaccompanied minor in case any flight interruptions occur which make it impossible for the child to continue their journey as booked, such as: ⇒ flight delays, ⇒ flight cancellations, ⇒ overbooking, ⇒ route changes. • In cases when it's not possible to reach an agreement, the Station Manager (a supervisor or a person authorized to represent LOT at the airport) makes his or her independent decision, for which LOT Polish Airlines bears responsibility, providing notification of the decision and the reasons for not reaching an agreement notifying to the relevant services at: ⇒ the destination airport and, ⇒ the departure airport.
2. Rules for taking care of an unaccompanied minor in the case of flight interruptions at the departure airport	• In the case of flight interruptions which make it impossible for the child to continue their journey as booked (e.g. flight departure delayed): ⇒ the person who takes care of a child between 5 – 12 years of age: – before check-in – the person who sees the child off at the airport, – during or after check-in – an employee of the passenger handling staff (the passenger handling agent at the departure airport).
3. Rules for taking care of an unaccompanied minor in the case of a flight diverted back to the departure airport	• In the situation when the flight is diverted back to the departure airport the person who takes care of the unaccompanied minor is: • a designated employee of passenger handling staff (the passenger handling agent at the departure airport) under direct supervision of the Station Manager (a supervisor or a person authorized to represent LOT at the airport)– in the case of providing carriage to an unaccompanied minor between 5 – 12 years of age. • the member of passenger handling staff (ground handling staff) takes care of the child up to the moment when the child is released to: ⇒ the chief of flight attendants or; ⇒ the person seeing the child off on departure (named in the "Request for Carriage" form) if the flight has been cancelled. • This fact shall be confirmed by a signature placed in an appropriate filed of the "Request for Carriage" form.

	Remarks
4. Rules for taking care of the child at a stopover airport	In a situation of an unscheduled landing at an airport other than the destination airport, the person who takes care of an unaccompanied minor is: • an employee of passenger handling staff (the passenger handling agent at the stopover airport) – in the case of an unaccompanied minor between 5 – 12 years of age, under direct supervision of the LOT Polish Airlines Station Manager or the agent providing Supervising services if there's no Representative Office of LOT Polish Airlines at the stopover airport. • The LOT Polish Airlines Station Manager (or the agent providing Supervising services) has the obligation to take any measures required in order to ensure that the child gets safely to the destination or transfer airport and is released to the authorized person awaiting the child there. If it's impossible to continue the journey, the LOT Polish Airlines Station Manager (or the agent providing Supervising services), after an agreement has been reached with the person who ordered the carriage of an unaccompanied minor, makes the decision about the child's return to the departure airport.
5. Services to which an Unaccompanied Minor is Entitled and Refund of Costs Resulting from Flight Interruptions	• In the event of any flight interruptions, an unaccompanied minor is entitled to receive all services to which an adult passenger is entitled in the case of: ⇒ delayed flights, ⇒ cancelled flights, ⇒ rescheduled flights, ⇒ flights diverted back to the departure airport, • if they have already been checked-in or prior to check-in but with their booking confirmed. • In all other cases the decision is made by the Lot Polish Airlines Station Manager taking into account the commercial criteria according to the current regulations regarding the behaviour of LOT Polish Airlines and the expenses incurred by the airline in relation to flight interruptions. • All expenses related to the services provided as well as any expenses resulting from: ⇒ route change, ⇒ reasons that are unrelated to the child, the child's parents or statutory guardians, ⇒ overbooking, ⇒ unscheduled landing at an airport other than the destination airport, ⇒ will be borne by LOT Polish Airlines, unless any of these costs result from causes which exclude the liability of LOT Polish Airlines. • Any costs consequent upon flight interruptions resulting from causes which exclude the liability of LOT Polish Airlines will be borne by the child's parents or statutory guardians.

5.9.3. Youth Passenger Traveling Alone – YPTA

Remarks	
1. Definition	SSR **YPTA** – youth passenger traveling alone SSR **YPTA** should be used in case of youth: ➢ over 12 and under 18 years old, ➢ traveling alone without an adult guardian (over 18 years old), ➢ traveling without having purchased the UM assistance service.
2. Additional information	• The SSR YPTA is used only as additional information for LOT Polish Airlines, enabling verification of such passengers on flights in case of irregularities. • Altea CM treats this SSR as a higher priority and protects passengers in case of overbooking or other re-accommodation/disruption processes. • Online check-in/self-check-in will not be available for passengers with the YPTA code. • SSR Entry: SRYPTA RP/WAWLO0981/ 1.GREEN/JANMR 2 LO 331 Y 22FEB 6 WAWCDG HK1 0725 1000 73H E 0 RF PSGR CONTACT INFORMATION REQUIRED SEE RTSVC 3 SSR YPTA LO HK1 YOUNG PASSENGER TRAVELLING ALONE/S2 • Additional text information is not required but can be added to the reservation: SSR YPTA LO HK1 17 YEARS OLD.YOUNG PASSENGER TRAVELLING ALONE/S2 • Passengers aged over 12 and under 16, traveling without an accompanying passenger aged over 16, whose reservation has been made via lot.com, will have the SSR YPTA automatically added to their reservation. • Passengers aged over 16 and under 18, whose reservation has been made via lot.com, will **not** have SSR YPTA automatically added to their reservation. The SSR can be added to the reservation through the Contact Center. • The SSR will be available in the following channels to add manually: ◦ Altea RES/other GDSs ◦ Altea CM • During check-in or at the gate, service should be added for all minors over 12 and under 18 years old who do not have the UM assistance service purchased: Add Service ⇨ select Service **YPTA** ⇨ in Additional Description insert age i.e. ‘16 years 

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5.10. PASSENGERS WITH INFANTS AND CHILDREN (GRH 3.1.5 IV.)

5.10.1. Passengers with infants

	Remarks
1. Definition	• **INFANT (INF)** - a minor under the age of 2 years (up to 7 days old - MEDIF required).
2. Acceptance and limitation	• Infants may not be accepted within first 7 days after birth, except as medical case (MEDA). • Maximum 2 infants per accompanying person over 16 years of age. • The maximum number of infants allowed per aircraft is decided by the number of oxygen masks available on board the aircraft. • In overseas flights the aircraft shall be equipped with life jackets for each infant on board. The standard number of available life jackets and safety belts for infants: B787, B737, ERJ 190-400 ⇨ 10 pcs, ERJ 170-100/-200, ERJ 190-100/-200 ⇨ 6 pcs
3. Seating	• The infant is not entitled to a separate passenger seat. **Exception**: If an adult travels with 2 infants, an additional seat next to an adult must be assigned (one infant not occupying a separate seat and the second one, on the separate seat using own car type seat). Passenger with 1 infant may occupy extra seat only with extra charge. • Normally, seats are pre-allocated at the time of reservation. If a seat is not assigned during the reservation process, a suitable seat must be allocated. • As an infant has not a separate seat, it must be seated on the adult's lap secured with the INF seat belt or in a car type seat, placed next to the adult. • Infants may not be seated at emergency exit rows. • If all seats in a seat block are occupied, an infant may only be seated in a seat block where a supplementary oxygen mask is available: **B787** – **one** oxygen mask per each double and triple seats, except for the middle triple rows in Economy Class, where there are **two** additional masks, i.e. a total of **five** masks in each PSU. Also, there is one additional mask for INF in every place where bassinet mounts are provided. **B737** – **one** oxygen mask per each triple seats, **EMB** – one oxygen mask per each double seats – on the right side of the cabin.

	Remarks
4. Baby bassinet/basket (BSCT)	• Available on B787 only. • B787 is equipped with 4 baby bassinets. Limits: 1 BSCT for Business Class, 1 BSCT for Premium Economy, 2 BSCT for Economy Class. It is not allowed to change the limits in each class by moving the bassinet from one class to another e.g. baby bassinets remaining to be used in Business or Premium Economy cannot be used in Economy Class. • The basinet must be installed on the cabin bulkhead. • The bassinet fixing spots on B787-8: Business Class – row 1 (AB, CD, EF), Premium Economy – row 4 (ABC, DEF, GHJ), Economy Class – row 7 (DEF) and row 20 (DEF). • The bassinet fixing spots on B787-9: Business Class – row 1 (AB, EF) Premium Economy – row 5 (ABC, DEF, GHJ) Economy Class – row 8 (DEF) and row 21 (DEF) • The weight of the baby must not exceed 12kg/25lbs (excluding basket). • Each basket is equipped with linen, a pillow and a blanket and must be used for infants, their personal belongings and baby food only – not for stowing other items. • The bassinet must be requested at the time of reservation and is free of charge. • For taxing, take-off, landing and whenever crew deems it is necessary the basket must remain safely stowed in their designated places. • The bassinet must not be used during turbulence. In case of turbulence the baby must be taken out and secured on adult's lap. **NOTE:** 1. Baby basket belonging to the passenger is not allowed during the flight. 2. Two passengers travelling together with INF are entitled to use seats in the extra legroom area (next to the bassinet) at no additional cost.

5. Car-type seat	Infants **not occupying** an individual passenger seat: – Car-type seat (or collapsible baby stroller/pushchair) may be carried free of charge – Car-type seat is stowed in hold (DAA procedure) Infants **occupying** an individual seat: – Car-type seat (and collapsible baby stroller/pushchair) is carried free of charge, – Car-type seat is necessary for infants under 2 years old, – Car-type seat must be labelled a qualification sign that it can be used in the aircraft. – A regular passenger seat must be booked for the infant at the applicable child fare, – A window seat must be allocated or inner seats of a center row on dual aisle aircraft provided that all persons in the row have unobstructed access to an aisle, – Only one car-type seat per row segment is recommended. More than one per row is allowed if the infants are from the same family or traveling group, provided the infants are accompanied by a responsible adult sitting next to them in the same row segment, – The infant seat must not be installed in an emergency exit row – nor on the row immediately in front or immediately behind the exit row, – The infant seat must have shoulder belts for the infant, – The seatbelt may not hamper reclining of the seat in front, – The infant seat must be lashed before departure and remain that way until arrival, – Construction of the infant seat must allow secure lashing with the cabin. **Note:** **Booster seats of any kind are not permitted for use on LOT aircraft.**
6. Baby Strollers	– Collapsible baby stroller/pushchair may be carried free of charge – for more information refer to GHM p. 6.2.2.2 (7), – Baby strollers/pushchairs may be taken up to the aircraft entrance, – Baby strollers/pushchairs must be labelled at check-in and stowed in hold using “Delivery at aircraft” and printed Baggage Tag procedure (see GHM p. 6.12.3).

5.10.2. Passengers with children

1. Definition	• **CHILD (CHD)** – a minor aged 2 years and above but less than 12 years old; ⇒ paying the applicable child fare, ⇒ holding a regular passenger ticket, ⇒ occupying an individual passenger seat.
2. Acceptance and limitation	• In principle, no special acceptance rules apply for accompanied children.
3. Seating	• Children are not allowed to be seated in emergency exit rows. • If a child under the age of 12, travels with an accompanying adult in the same cabin class, the child should be seated in the same seat row segment as the accompanying adult. • If it is not possible, the child should be seated no more than one seat row or aisle away. • A child under the age of 12 years, separated from the accompanying adult, who is traveling in another cabin class, should be considered on board as an UM by Cabin Crew.
4. Special assistance	• Passengers travelling with young children or many children may be assisted and should be pre-embarked.
5. Group of children travelling with an accompany	• An organized group of children travelling with an accompany. i.e. school excursion • Minimum 1 adult should be guaranteed as the guardian for a group of 10 children, 2 per 20 children, etc.
6. Car-type seats and babies strollers	– collapsible baby stroller and car-type seat may be carried free of charge – for more information refer to GHM p. 6.2.2.2 (7) – collapsible baby stroller/pushchair is stowed in hold (DAA procedure) , – car-type seat may be taken on board as child occupies an individual passenger seat **If car- type seat is taken on board:** – A window seat must be allocated, or inner seats of a center row on dual aisle A/C provided that all persons in the row have unobstructed access to an aisle, – The car-type seat must not be installed in an emergency exit row – nor on the row immediately in front or immediately behind the exit row, – Only one car-type seat per row segment is recommended. More than one per row is allowed if the children are from the same family or traveling group, provided the children are accompanied by a responsible adult sitting next to them in the same row segment, – The car-type seat must have shoulder belts for the infant, – The seatbelt may not hamper reclining of the seat in front, – The car-type seat must be lashed before departure and remain that way until arrival, – Construction of the car-type seat must allow secure lashing with the cabin.

5.10.3. Expectant Mothers

1. General rule	• Expectant mothers are accepted on the same terms as any other passenger. Exception is expectant mothers in the last weeks of pregnancy • Special attention and assistance should be given if needed.
2. Acceptance	• Up to the end of the 32th week of pregnancy respective up to four weeks prior to the expected confinement, an expectant mother can freely travel on LOT flights without any doctor's certificate. • MEDIF is required in case of expectant mothers after the 32th week of pregnancy or women with complicated pregnancies or expecting twins, triples, etc.
3. Seating restrictions	• Expectant mothers must not be seated in emergency exit rows.

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5.11. PASSENGERS WITH REDUCED MOBILITY (GRH 3.1.5 II.; GRH 3.1.5 III.)

5.11.1. General information

1. Passenger with Reduced mobility (PRM)	• Passengers with reduced mobility mean those passengers who, due to their physical incapacity (sensory or locomotory), an intellectual deficiency, age, illness or any other cause of disability when using transport and when the situation needs special attention and the adaptation to a person's need of the service made available to all passengers. • Categories of PRM: ⇒ medical cases, ⇒ non-medical cases. • Considering the level of mobility impairment, PRM may be also classified as: ⇒ walking passengers, ⇒ not walking passengers.
2. Medical cases (MEDA)	• Passengers who suffer from an illness (marked in the booking system by the • MEDA code) for whose carriage doctor's approval is required (required documents: MEDIF forms). • This passenger category includes: ⇒ passengers on a stretcher (STCR) **Note:** LOT Polish Airlines **does not** carry passengers on stretchers. ⇒ passengers who require medical assistance, additional oxygen for breathing (e.g. POC) or other specialized medical equipment during the flight, ⇒ passengers whose behaviour or mental or physical condition, make it impossible for them to travel without additional assistance, ⇒ passengers whose health might deteriorate as a result of air travel, ⇒ infants up to 7 days of age, ⇒ a woman over 32 weeks of uncomplicated pregnancy, ⇒ a woman with complicated pregnancies and/or multiple.

3. Non-medical cases (NON-MEDA)	• Passengers for whose carriage doctor's consent is not required • This passenger category includes: ⇒ passengers with impaired hearing (DEAF), ⇒ passengers with impaired sight (BLND), ⇒ elderly passengers (Elders), ⇒ a woman up to the full 32 weeks of uncomplicated pregnancy, ⇒ passengers in a wheelchair (WCHR, WCHS, WCHC), provided their health raises no reservations (the need to use a wheelchair does not result from medical reasons – e.g. a wheelchair is required to make the journey comfortable for the passenger), ⇒ passenger with their limb in cast, ⇒ passengers travelling on the basis of a valid FREMEC card, ⇒ passengers who need to use a sleep therapy device/continuous positive airway pressure machines (CPAP) during the flight if there are no any other health complications/problems, ⇒ disabled passenger with intellectual or developmental disability needing assistance to/from the aircraft, at the airport or during the flight (DPNA)
4. Walking passengers	• passengers, who are able to: ⇒ board the aircraft, ⇒ move around in the cabin, ⇒ disembark on their own.

5.11.2. Blind and deaf passengers

	Remarks
1. Blind Passenger (BLND)	• A passenger who is blind and needs assistance. • A passenger may be accompanied by a seeing-eye dog. • If a passenger travels with a seeing-eye dog (service dog), LOT Polish Airlines does not guarantee a free extra seat for the dog. • SSR code: **BLND** • SSR code: **SVAN** if a blind passenger travels with a service dog, e.g. seeing eye dog. www
2. Deaf Passenger (DEAF)	• A passenger who is deaf and needs assistance with any announcement on the ground and on board. • A passenger may be accompanied by a hearing dog. • If a passenger travels with a hearing dog (service dog), LOT Polish Airlines does not guarantee a free extra seat for the dog. • SSR code: **DEAF** • SSR code: **SVAN** if a deaf passenger travels with a service dog.
3. Service Animal (SVAN)	• SSR code: **SVAN** – service animal (service dog), i.e. seeing-eye dog. Please refer to GHM p. 5.11.2.1.

5.11.2.1. Assistance Dogs – Service Animals (SVAN)

	Requirements applicable on flights:	
	to/from the USA and on connecting flights e.g. XXX-WAW-ORD	**from Poland to other countries and from other countries to Poland** (except USA)
1. Definition (SSR: SVAN)	A service animal (or an assistance animal) means any dog that is **individually trained to do work or perform tasks** for the benefit of a qualified individual with disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.	An assistance/guide dog is an appropriately trained and specially marked dog, in particular a guide dog of a blind or visually impaired person, and a dog assisting a person with a physical dysfunction, which helps the person actively participate in social life.
2. Type of assistance dog	• Assistance dog for a person with physical disabilities • Guide dog of a blind or visually impaired person • Signal dog of a person with auditory dysfunction • Dog signaling disease attacks (e.g. diabetes, epilepsy) • **Psychiatric service dog**	• Assistance dog for a person with physical disabilities • Guide dog of a blind or visually impaired person • Signal dog of a person with auditory dysfunction • Dog signaling disease attacks (e.g. diabetes, epilepsy)
3. Can the dog be trained independently?	YES	NO
4. Number of Service Animals per passenger	max. **2** service dogs	max. **1** service dog
5. Number of Service Animals per aircraft	**No limit** Service animals are not included in the quantity limit regarding the number of animals allowed in the cabin.	
6. Weight limits of the dog	**No limit**	
7. Service Animal breed	All breeds accepted	
8. Control of Service Animals	A service animal: • is transported in the passenger cabin free of charge, • does not have to be placed in a container, • does not have to wear a muzzle but for safety reasons passenger is asked to possess it (it is a recommendation, not a requirement), • must be protected against any possible contact with other passengers on board, • is required to be harnessed, leashed, or otherwise tethered in areas of the airport and on the aircraft, • must be under the constant supervision of a passenger and can not move on board independently.	

<table>
<tr><td>9. Seating of passenger with Service Animal</td><td colspan="2">

- A passenger with disability with service dog is permitted to seat at any seat, unless the dog obstructs the aisle or other area that must remain clear.
- Passenger with service dog must not sit in an emergency exit row.
- A service dog may travel within its owner's foot space on the aircraft, or on extra seat space (the passenger may purchase additional space for the dog via the LOT Contact Center).
- Sometimes, due to the availability of free seats on the aircraft, extra seat space may be assigned free of charge.
- For safety reasons, it is prohibited to transport the dog on laps when the 'fasten seat belts' signal is activated.

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<tr><td>10.Required documentation and conditions</td><td>

Passenger travelling with a service animal is required to provide:

1. U.S. Department of Transportation Service Animal Air Transportation Form,
2. U.S. Department of Transportation Service Animal Relief Attestation,

and additional documents required from August 1, 2024:

3. CDC Import Form receipt,
4. Proof of the necessary rabies vaccinations,

up to 48 hours in advance of the date of travel if the passenger's reservation was made prior to that time.

Assistance dogs traveling to the USA must:

- show no signs of illness,
- be over 6 months of age,
- have a microchip,
- possess confirmation of the necessary rabies vaccinations,
- be accompanied by a CDC Dog Import Form receipt. ⇨ While this form is a requirement for all dogs, importers of dogs from high-risk countries must complete more questions and upload a photo of their dog.

</td><td>

Passenger travelling with a service animal is required to provide:

1. Service Dog Certificate - confirming the status of assistance dog and issued by a reputable training institute (stamp, signature, dog's name, microchip number)
2. Certificate of valid and required veterinary vaccinations
3. Valid passport for a dog
4. Written statement that the dog meets the requirements for travel as a certified assistance dog (it can be found on lot.com),

up to 48 hours in advance of the date of travel if the passenger's reservation was made prior to that time.

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11. Advance notice requirements and code SRR: SVAN	1. Forms should be provided up to 48 hours in advance of the date of travel if reservation was made prior to that time (details can be found on lot.com). 2. The documentation is verified by LOT Contact Center Department. 3. If the documentation meets all the requirements, the SSR code SVAN is added to the passenger's PNR. 4. If there is no SRR SVAN code in the passenger's PNR , it means that the passenger did not meet the advance notice requirements - documents were not sent to LOT or the documents do not meet the requirements for carrying an assistance dog. 5. There is an exception for reservations that are made less than 48 hours in advance of travel. In those situations, airline may not require the documentation in advance and must allow the forms to be presented at the passenger's departure gate on the date of travel. In such cases, if there is time, please contact the LOT Contact Center: +22 606 8062
12. Service animal identification	Airlines and handling agents can determine whether an animal is a service animal by: • Asking an individual with a disability if the animal is required to accompany the passenger because of a disability and what work or task the animal has been trained to perform; • Looking for physical indicators such as the presence of a harness or vests; • Looking to see if the animal is harnessed, leashed, or otherwise tethered; and Observing the behavior of the animal.
13. Refusal to transport a service animal	**Transportation of a service animal should be refused if:** 1. The animal poses a direct threat to the health or safety of others. 2. The animal causes a significant disruption in the cabin or at an airport gate area, or its behavior on the aircraft or at an airport gate area indicates that it has not been trained to behave properly in public (e.g., running freely, barking or growling repeatedly at other persons on the aircraft, biting or jumping on people, or urinating or defecating in the cabin or gate area). 3. The animal's carriage would violate applicable safety or health requirements of any U.S. federal agency, U.S. territory or foreign government. 4. The assistance dog, due to its size, does not fit in the passenger seat area, and there is no possibility to seat the passenger with the dog elsewhere on the plane. 5. The passenger with a disability seeking to travel with a service animal in the cabin of the aircraft does not provide completed current forms when requested to do so (up to 48 hours in advance) – there is no confirmed SSR **SVAN** in reservation. 6. Due to CDC requirements, assistance dogs traveling to the USA from high-risk countries can only be accepted on flights to **three airports in the USA**: New York (JFK), Los Angeles (LAX), and Miami (MIA). **Procedure for handling agent at the check-in and at the gate:** 1. If there are any reasons for refusing to transport a service animal, handling agent shall notify the captain about that fact. 2. Only the captain can make the final decision to refuse an animal carriage. **NOTE:** If the passenger does not meet the 48 hours advance notice requirements by sending, you must still provide the accommodation if you can do so by making reasonable efforts, without delaying the flight. Please contact the LOT Contact Center: +22 606 8062 to confirm the SVAN.

5.11.3. Leg rest

	Remarks
1. Definition	• A leg rest is used for passenger who is unable to bend his leg(s) and requires a leg rest.
2. SSR codes	• LEGB (Both Leg in cast): ⇒ A passenger with their both legs in cast, (occupies two seats in aircraft—one behind the other). • LEGL (Left leg in cast): ⇒ A passenger with their left leg in cast, (occupies two seats in aircraft —one behind the other). • LEGR (Right leg in cast): ⇒ A passenger with their right leg in cast, (occupies two seats in aircraft —one behind the other).
3. General Rules	• EXST for passenger with LEGB/R/L is obligatory, • EXST is chargeable by passenger, • Seats are blocked from the right or left aircraft's side depending on which leg is in a cast, • MEDIF is not required, • Passenger with LEGB/R/L may not be seated at emergency row. **NOTE: In case of a cast below the knee, EXST could be requested by passenger.**
4. Availability	• On request at least 24 hours before departure.
5. Procedure	1. Space Control Section confirms and blocks seats. 2. The recommended location of seats for leg rest for: EMB ⇒ excluding first 6 rows B737 ⇒ All seats excluding seats at emergency row B787 – Leg Rest available in LOT Business Class and in row no. 20 of economy class in the middle group of seats D,E,F (which is emergency exit but does not belong to a category of unattended by flight crew) 3. Space Control Section sends message to: ⇒ WAWH1LO ⇒ WAWH2LO 4. Maintenance Control Centre orders to the Line Maintenance removing the seats for EMB-170,EMB-175, EMB-190 or placing seats in horizontal position for B737. 5. Line Maintenance confirms to Maintenance Control Centre execution an order. 6. Full plaster cast - do not accept if less than 48 hours after injury.

5.11.4. Supplementary Oxygen Cylinders (OXYG) and Portable Oxygen Concentrators (POCs)

	Remarks
1. Oxygen Cylinders (OXYG)	• Additional oxygen cylinders provided during journey for MEDA passengers with breathing issues. • **Service is not available on board of LO flights** - oxygen cylinders are not provided by LOT as well as passenger's own oxygen cylinders are not accepted.
2. Portable Oxygen Concentrators (POCs)	Passenger may bring POC on board (without any additional expenses) and use it during the flight only if the following conditions are met: • passenger must have a valid medical certificate which states that: ➢ it is necessary to use POC during the flight, ➢ liters per minute needed, ➢ expecting working time of the POC (150% of the expected maximum flight duration must be covered). *For example:* *If the flight is 8 hours long, passenger must bring enough battery power to last 12 hours of flying.* • confirmed SSR MEDA in PNR for this flight, • POC is approved by FAA. List of FAA approved POC is available on: https://www.faa.gov/about/initiatives/cabin_safety/portable_oxygen/ **If any of the requirements are not met, the passenger must be denied boarding**. **NOTE:** Passenger Agents must check the POC battery charge level during: – **check-in and/or** – **boarding at the gate.**

5.11.5. Wheelchair Code based on the passengers' needs

	Remarks
1. **WCHC** (Wheelchair C for Cabin Seat)	• A passenger who is completely immobile. • He requires a wheelchair to and from the aircraft and must be carried up and down the steps and to and from his seat. • Required document: • MEDIF only for MEDA passenger, • Escort is mandatory only for MEDA passenger.
2. **WCHR** (Wheelchair – R for Ramp)	• A passenger (MEDA or Non-MEDA) traveling in a wheelchair, able to walk up/down stairs. • The wheelchair is necessary in order to transport the passenger between the terminal and aircraft. • Required document: ⇒ in the case of a MEDA passenger – MEDIF, ⇒ in the case of a Non-MEDA passenger.
3. **WCHS** (Wheelchair – S for Steps)	• A passenger (MEDA or Non-MEDA) traveling in a wheelchair, unable to walk up/down stairs. • The wheelchair is necessary in order to transport the passenger between the terminal and aircraft, and to carry the passenger up/down stairs or to the passenger cabin door. • Required document: ⇒ in the case of a MEDA passenger – MEDIF, ⇒ in the case of a Non-MEDA passenger.

5.11.6. Wheelchair Code based on power type (GRH 3.1.3)

1. WCBD	Passenger-owned powered wheelchair with non spillable batteries. For information concerning rules for wheelchair packing, accepting for carriage and carriage. (*see GHM Chapter 6 Baggage Handling, point 6.6.3*).
2. WCBW	Passenger-owned powered wheelchair with spillable cell battery. A wheelchair powered with spillable cell battery may be accepted for carriage as checked baggage, provided that all relevant requirements specified in the IATA Dangerous Goods Regulations (DGR) have been satisfied. *(see GHM Chapter 6 Baggage Handling, point 6.6.2).*
3. WCLB	Passenger-owned powered wheelchair with lithium-Ion battery. A wheelchair powered with lithium-Ion battery may be accepted for carriage as carry-on baggage, provided that all relevant requirements specified in the IATA Dangerous Goods Regulations (DGR) have been satisfied *(see GHM Chapter 6 Baggage Handling, point 6.6.4)*

4. WCMP	A manually powered wheelchair, passenger-owned
5. WCOB (On-board Wheelchair)	Fully collapsible wheelchair for use on board aircraft. Available on board LOT Polish Airlines aircraft - on B787 only.
6. MEQT (Passenger's own wheelchair on board)	Fully collapsible passenger-owned wheelchair possible to accommodate on board (Ref. US DOT 382.67).

Special needs passenger with one of WCH SSRs shall be tagged as below.



5.11.7. MEDA message

	Remarks
1. The message shall contain the following Information	• the MEDA code, • full name of the PNR passenger, • flight number, date; booking class, itinerary (point of departure, point of transfer, destination airport), • the code for the passenger with reduced mobility (e.g. WCHC), • short description of the medical condition (type of illness) if applicable/permitted, • actions that need to be taken: ⇒ required technical equipment (including instructions concerning handling and equipment required upon arrival), ⇒ additional services required due to the passenger's health condition (e.g. special meals, type of assistance required on board), • professional escort during the journey – full name of the escort, • full name of the person who meets the passenger at the destination airport, • whether transport from the airport will be provided.

5.11.8. MEDIF form

	Remarks
1. Purpose	• The basis for accepting for carriage a passenger with reduced mobility classified, as MEDA is a doctor's certificate. • The certificate has to be issued in writing on a MEDIF form.
2. Validity of medical clearance	• A medical clearance is only valid for the flight(s) and date(s) specified on the clearance. • Due to the fact that the certificate is issued specifically for the journey's route and time – according to the passenger's booking, the date of the medical examination has not been specified. It must, however, be conducted not earlier than 2 weeks prior to the flight. If the passenger's health has deteriorated between the moment of issuing the MEDIF form and the journey, it is necessary that a new MEDIF form be issued for this passenger.
3. A MEDIF form consists of:	• Attachment A „Information Sheet for Passengers Requiring Special Assistance" which contains handling requirements (info for Handling Agent e.g. if escort is needed, stretcher, wheelchair, ambulance, etc.) • Attachment B „Information for Passengers Requiring Medical Clearance, which contains medical information on the passenger's disease (confidential info).
	NOTE: A copy of the MEDIF document must always be presented to the check-in agent and to the Senior flight attendant before the boarding of a medical case. **NOTE: To print MEDIF use form - App 4. In Chapter 11**

POLISH AIRLINES LOT
Polskie Linie Lotnicze LOT S.A.
ul. KOR 43
02-146 Warszawa
kontakt@lot.pl

Answer ALL questions. Mark the respective boxes with cross (X) on YES or NO. Please use BLOCK LETTERS on grey fields.

Information Sheet for Passengers Requiring Special Assistance

Attachment A (Handling advice for Airline Staff)

IATA Resolution 700 Attachment A

1 Passenger's full name | Title | Age | Gender

2 Passenger Name Record (PNR)

3 Flight No. | from | to | Date | Class

Flight No. | from | to | Date | Class

4 Diagnosis or other reason for assistance required (e.g.: woman over 32 week of pregnancy; infant up to 7 days of age; passenger requiring additional oxygen etc.)

5 Stretcher needed onboard? ☐ NO ☐ YES

Note: A special service charge applies. Not all types of aircraft can be adapt to stretcher.

6 Escort for the journey required ☐ NO ☐ YES Medical qualification ☐ none ☐ nurse ☐ physician

Full name PNR if different

7 Wheelchair needed ☐ NO ☐ YES

☐ WCHR - passenger with walking disability (able to walk up/down stairs)
☐ WCHS - passenger with severe walking disability (unable to walk up/down stairs)
☐ WCHC - passenger who is unable to walk (completely immobile)

Passenger-owned wheelchair:	☐ NO	☐ YES
with non spillable batteries WCBD	☐ NO	☐ YES
with spillable cell batteries WCBW	☐ NO	☐ YES
with lithium-ion batteries WCLB	☐ NO	☐ YES
a manually powered wheelchair WCMP	☐ NO	☐ YES
on-board WCOB (on B787 only)	☐ NO	☐ YES
fully collapsible MEQT	☐ NO	☐ YES

Please provide technical specifications of wheelchair

size (L/W/H cm): _____ **weight** (kg): _____ **other:** _____

In case of battery powered wheelchair, please provide

number of batteries: _____ **battery parameters** in watt-hours (Wh) or,: _____

in volt (V) and ampere-hour (Ah): _____

Note:

1) MEQT - fully collapsible passenger-owned wheelchair possible to accommodate on board B787 on routes to/from USA.
2) In case of battery powered wheelchairs, electrical cabling must be protected and isolated by the owner against accidental short circuits.

8 Ambulance needed ☐ NO ☐ YES

Specify ambulance company contact

Note: Designated Ambulance to be organized by passenger, insurance or assistance.

9 Oxygen needed during flight? ☐ NO ☐ YES

If YES, specify: ☐ 2 LPM ☐ 4 LPM

Other:

Passenger's own Portable Oxygen Concentrator (POC) ☐ NO ☐ YES

Brand and model of POC: _____

Technical specifications of POC

size (L/W/H cm): _____ **weight** (kg): _____ **other:** _____

number of batteries: _____ **battery parameters** in watt-hours (Wh) or,: _____

in volt (V) and ampere-hour (Ah): _____

10 Other ground arrangements needed ☐ NO ☐ YES

If YES, specify:
Departure airport
Transit airport
Arrival airport

11 Special inflight arrangements ☐ NO ☐ YES

If YES, specify type of arrangements
(special meal, extra seat, leg rest, special seating etc.)

Specify equipment (e.g. respirator, incubator, oxygen etc.)
and its technical specification (size, weight, battery parameters etc.)

Specify arranging company and at whose expense

12 Date of last medical examination (Conducted not later than two weeks prior to date of planned departure)

Polskie Linie Lotnicze LOT S.A.
ul. KOR 43
02-146 Warszawa
kontakt@lot.pl

Answer ALL questions. Mark the respective boxes with cross (X) on YES or NO. Please use BLOCK LETTERS on grey fields.

Information Sheet for Passengers Requiring Medical Clearance

Attachment B Part One (to be completed or obtained from the attending physician)

IATA Resolution 700 Attachment B

This form is intended to provide **CONFIDENTAL** information to assess the health of the passenger to travel as indicated. If the passenger is acceptable, this information will permit issuance of the necessary directives designed to provide for the passenger's need and comfort. The incapacitated passenger's ATTENDING PHYSICIAN is requested to answer all questions.

13 **Patient's name** | Date of birth | Sex | Height | Weight

14 **Attending physician** e-mail
Address Telephone, indicate country and area code

15 **Diagnosis** (including date of onset of current illness, episodes or accident and treatment, specify if contagious)
Nature and date of any recent and/or relevant surgery

16 **Current symptoms and severity**

17 Will a 25% to 30% reduction in the ambient partial pressure of oxygen (relative hypoxia) affect the passenger's medical condition? (Cabin pressure to be the equivalent of a fast trip to a mountain elevation of 2400 meters (8000 feet) above sea level)
YES ☐ NO ☐ Not sure ☐

18 **Additional clinical information**

a.	Anemia	YES ☐	NO ☐	If YES, give recent result in grams of hemoglobin
b.	Psychiatric and seizure disorder	YES ☐	NO ☐	If YES, see Part Two
c.	Cardiac condition	YES ☐	NO ☐	If YES, see Part Two
d.	Bladder control problem	YES ☐	NO ☐	If YES, give mode of control
e.	Bowel control problem	YES ☐	NO ☐	
f.	Respiratory condition	YES ☐	NO ☐	If YES, see Part Two
g.	Does the patient use oxygen at home?	YES ☐	NO ☐	If YES, specify how much

19 **Escort**

a.	Is the patient fit to travel unaccompanied?	YES ☐	NO ☐
b.	If NO, would meet-and-assist (provided by the airline to embark and disembark) be sufficient?	YES ☐	NO ☐
c.	If NO, will the patient have a private escort to take care of his/her needs onboard?	YES ☐	NO ☐
d.	If YES, who should escort the passenger?	Doctor ☐	Nurse ☐ Other ☐
e.	If other, is the escort fully capable to attend to all the above needs?	YES ☐	NO ☐

20 **Mobility**
a. Able to walk without assistance YES ☐ NO ☐ b. Wheelchair required for boarding ☐ to aircraft ☐ to seat

21 **Sitting position**
a. The patient can use an aircraft seat with the seatback in the upright position when so required YES ☐ NO ☐

22 **Medication list**

23 **Other medical information**

POLISH AIRLINES LOT
Polskie Linie Lotnicze LOT S.A.
ul. KOR 43
02-146 Warszawa
kontakt@lot.pl

Answer ALL questions. Mark the respective boxes with cross (X) on YES or NO. Please use BLOCK LETTERS on grey fields.

Information Sheet for Passengers Requiring Medical Clearance

Attachment B Part Two (to be completed or obtained from the attending physician)

IATA Resolution 700 Attachment B

24

Cardiac condition

a. Angina YES ☐ NO ☐ When was last episode?
- Is the condition stable? YES ☐ NO ☐
- Functional class of the patient? YES ☐ NO ☐

☐ No symptoms ☐ Angina with important efforts ☐ Angina with light efforts ☐ Angina at rest

Can the patient walk 100 meters at a normal pace or climb 10 - 12 stairs without symptoms? ☐ YES ☐ NO

b. Myocardial infraction YES ☐ NO ☐ Date
- Complications? YES ☐ NO ☐ If YES, give details
- Stress EKG done? YES ☐ NO ☐ If YES, what was the result? Metz
- If angioplasty bypass,
- can the patient walk 100 meters at normal place or climb 10 - 12 stairs without symptoms? YES ☐ NO ☐

c. Cardiac failure YES ☐ NO ☐ When was the last episode?
- Functional class of the patient?

☐ No symptoms ☐ Shortness of breath with important efforts ☐ Shortness of breath with light efforts ☐ Shortness of breath at rest

d. Syncope YES ☐ NO ☐ If YES, state results

e. Investigations? YES ☐ NO ☐

25

Chronic pulmonary condition YES ☐ NO ☐

a. Has the patient had recent arterial blood gases? YES ☐ NO ☐

b. Blood gases were taken on: ☐ Room air ☐ Oxygen Liters per minute (LPM)

If yes, what were the results? pCO2(kPa/mm Hg) pO2(kPa/mm Hg)
% Saturation Date of test

c. Does the patient retain CO_2? YES ☐ NO ☐

d. Has his/her condition deteriorated recently? YES ☐ NO ☐

e. Can the patient walk 100 meters at a normal pace or climb 10 - 12 stairs without symptoms? YES ☐ NO ☐

f. Has the patient ever taken a commercial aircraft in the same health conditions? YES ☐ NO ☐

If YES, when?
Did the patient have any problems?

26

Psychiatric Conditions

a. Is there a possibility that the patient will become agitated during flight? YES ☐ NO ☐

b. Has He/she taken a commercial aircraft before? YES ☐ NO ☐

If YES, date of travel? Did the patient travel ☐ alone ☐ escorted?

27

Seizure YES ☐ NO ☐

a. What type of seizures?

b. Frequency of the seizures?

c. When was last seizures?

d. Are the seizures controlled by medication? YES ☐ NO ☐

28

Prognosis for trip **GOOD** ☐ **POOR** ☐

Physician signature Date

Note: Cabin attendants are not authorized to give special assistance (e.g. lifting) to particular passengers, to the detriment of their service to other passengers. Additionally, they are trained only in **first aid** and are not permitted to administrate any injection, or to give medication.
Important: Fees, if any, relevant to the provision of above information and for carrier-provided special equipment are to be paid by the passenger concerned.

5.11.9. FREMEC Card

	Remarks
1. Definition	• FREMEC is a frequent traveller's medical card. • The holder of a valid FREMEC is considered as NON-MEDA case.
2. Purpose	A FREMEC facilitates travel for passenger with permanent or chronic reduced mobility
3. Issuance	A FREMEC is issued and renewed by the respective medical departments.
4. Acceptance criteria	• Passenger must be holder of the FREMEC. • The journey must be completed within the period of validity of the FREMEC. • The passenger's medical condition must correspond with the described on the card. • Booking must be made well in advance, in order to be able to meet special requests. • FREMEC holders do not have any priority in acceptance.
5. LOT Polish Airlines policy	• A FREMEC card is acknowledged by LOT Polish Airlines. • It is not issued for LOT Polish Airlines passengers.

FREQUENT TRAVELLER'S MEDICAL CARD (FREMEC)

Honouring instructions. The data contained in the shaded fields MUST always be transmitted with any reservation request. Journeys requested but not authorized by this Card require completion of the Information Sheet for Passengers Requiring Special Assistance.

FREMEC Number: / Issued by: Valid until:

(Airline's Code Number) (Serial Number) (Airline's Medical Dept's Telex Code) (day/month/year)

The holder of this Card. (Surname) (Initial) (Title) (Sex) (Age)

(Permanent Address) (Phone)

has the following permanent/chronic incapacitation

(Code, if any example: WCHC, etc.)

The holder is authorised by the Medical Department issuing this Card, to travel by air within the validity of this Card, subject to: (a) the Conditions stated on the reverse, (b) no worsening of the Holder's present health conditions, and (c) full observance of all carrier rules, regulations and instructions, and with the following LIMITATIONS:

(Insert limitations, including any permanent dietary requirements)

(2)

CONDITIONS OF ISSUE

1. Cardholders are required to REPORT ALL CHANGES in their present handicap or incapacitation, and/or the deterioration in their physical or medical condition, to the airline representative or agent with whom they are in contact.
2. Subject to all terms and conditions stated on this Card, the authorisation for air travel is valid only up to the date stated on the front.
3. This Card is not transferable and must be produced, together with proof of the cardholder's identity, on every occasion whenever airline reservations are made for the cardholder, at time of ticket issuance, and when so requested by the airlines or their agents or representatives.
4. Cardholders are reminded that arrangements for travel should be made as much in advance as possible. They should also allow sufficient time for check-in formalities.

Date and Place of Issue

Passenger's Signature

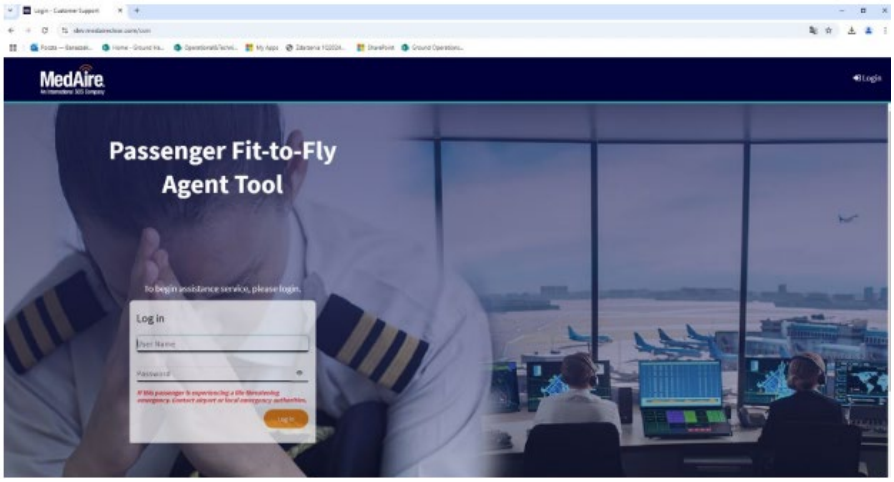
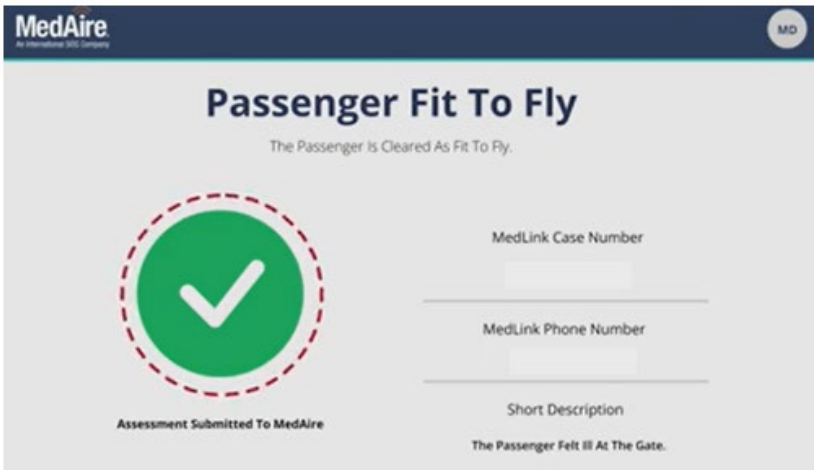
(Legal guardian or Passenger's witness may sign if passenger is physically unable to do so).

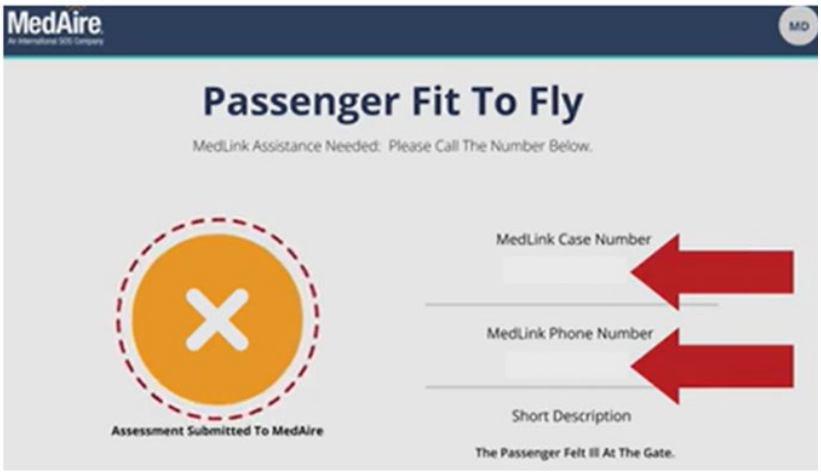
5.11.10. MedAire MedLink

	Remarks
1. General rules	• The MedAire MedLink is a medical advisory service providing emergency medical assistance for all LOT-operated flights, offering real-time medical support. • Station Managers and Handling Agents have access to this 24/7 telemedicine service which provides direct and immediate consultations with physicians whenever there is uncertainty regarding a passenger's medical fitness for travel. • Ground Personnel shall actively assess passengers' fitness to fly before boarding and ensure that those clearly unfit to fly are not allowed on board (regardless of medical status – MEDIF, FREMEC, etc.). • Medical assistance may be requested in two ways: ⇒ If the Ground Personnel have the necessary devices (such as a smartphone, laptop or computer etc.) with internet access, they can use the online MedAire Fit-to-Fly Medical Clearance Tool. ⇒ If the Ground Personnel do not have devices with internet access, they must contact MedLink directly for a medical assessment.

5.11.10.1. Procedure for Ground Personnel using the Fit-to-Fly Medical Clearance Tool

Step	Action
1.	Ground Personnel with necessary devices and internet access, when in doubts about a passenger's fitness for travel shall use the MedAire Fit to Fly Medical Clearance Tool.
2.	Ground Personnel must: • Open the following link in browser (use any browser, such as Google Chrome or Microsoft Edge) or scan the QR code: https://dev.medaireclear.com

	 **Note:** The Fit-to-Fly tool can also be used on a mobile device as an application.
3.	Log into the system with an ID and password. The assigned login and password are the same for every station in the LOT Polish Airlines flight network. All ground handling staff will sign in into the system using these credentials: **ID:** LO Agent **Password:** LotPolishAirlines1*
4.	Gain verbal consent from the passenger to begin the process of medical screening. An example of a consent question: *"In order to ensure safety of flight it is necessary for me to contact our medical team to ensure that you can complete this flight safely. Do I have your consent to contact our medical team?"*
5.	If the passenger does not give consent, follow the internal procedure to escalate to a Station Manager.
6.	Once consent is received, begin to complete the online questionnaire.
7.	After the medical questionnaire is completed and submitted, it will be immediately processed, and the results will be displayed on the screen. There are two possible results: • "The Passenger is cleared as Fit To Fly" along with a green indicator, the Ground Staff shall document this in the passenger record and the passenger must be permitted to travel. 

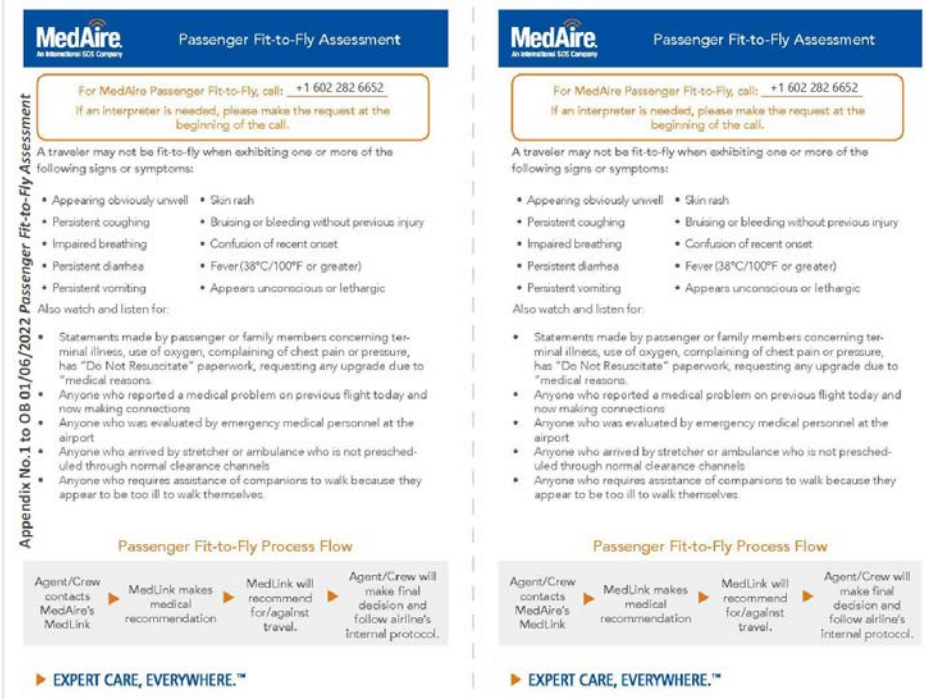
	• "MedLink Assistance Needed" with an orange indicator, the Ground Staff shall contact MedAire Medical Team using the phone number displayed on the screen. 
8.	If needed, the Ground Personnel can choose language option at the beginning of the call.
9.	The Ground Personnel must provide the medical team with the case number that is indicated on the results page.
10.	The MedAire Medical Team will then continue the clearance process with the Ground Personnel over the phone.
11.	Information provided to MedAire Medlink must be accurate based on signs and symptoms.
12.	The MedAire Medical Team will provide the recommendation for/against travel.
13.	If the passenger was given clearance to fly by Medlink, the Ground Personnel must complete the "Medical Assessment Checklist" (Appendix 11). It is not necessary to fill in all fields. As a minimum, complete the fields highlighted in yellow. The remaining sections of the checklist are mainly for the Crew.
14.	Do not forget to record the medical case reference number 'CASE ID' on the "Medical Assessment Checklist" (Appendix 11). POLISH AIRLINES LOT Medical Assessment Checklist Lista Kontrolna Oceny Medycznej CONFIDENTIAL IF FILLED POUFNE PO WYPEŁNIENIU **MedLink INITIAL CALL** CASE ID: This is LOT Polish Airlines flight • From: _____ • To: _____ • ETA (Estimated Time of Arrival): _____ZULU • Translator/Interpreter needed? ☐ YES ☐ NO PATIENT INFORMATION: • Age: _____ • Gender: _____ • Patient is a: ☐ PASSENGER ☐ CREW MEMBER • Medical professional on board? ☐ YES ☐ NO • ☐ Physician/Lekarz ☐ Nurse/Pielęgniarka • ☐ Paramedic/Ratownik medyczny ☐ Medical student • Telemedicine device on board? - NO • Transmitting medical data? - NO • Medical Alert Tag on passenger? ☐ YES ☐ NO Vital signs / Parametry życiowe Time / Godzina pomiaru NIBP mmHg — Blood pressure/ Ciśnienie krwi PR /min — Puls Rate/ Tętno RR /min — Respiratory rate/ Oddechy SaO2 % — Oxygenation/ Saturacja Oxygen/Tlen ☐ No ☐ 2l ☐ 4 l GLU g/dl — Blood sugar / Cukier we krwi TEMP C — Temperature/ Temperatura
15.	If the passenger was given clearance to fly by MedLink, the Medical Assessment Checklist with mandatory fields filled in must be handed over to the Crew (original or copy).

16.	Should the passenger's condition or illness reoccur or worsen onboard the aircraft, crew have to contact MedLink and provide the same case number.
17.	If MedAire Medical Team recommends against travel, the passenger will not be boarded. Then the Ground Personnel shall follow LOT internal procedures.

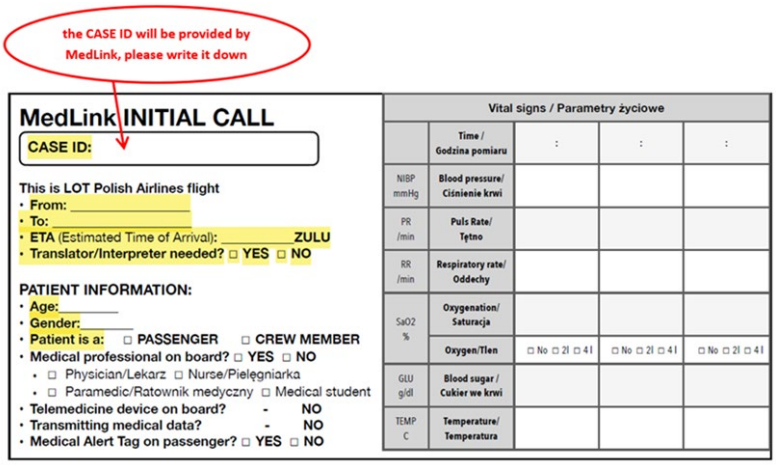
Note:

1. In case there is not possible to establish the contact with MedLink after 3 unsuccessful attempts the ground staff shall continue with first aid administration, however attempts to reach the service shall continue. Once the MedLink will receive information about unsuccessful calls, will establish the connection as soon as possible.
2. In case of a medical emergency first aid must be administered immediately. Call for local medical response, contact MedLink and inform LOT Operation Control Centre (OCC) and Crew.

5.11.10.2. Procedure for Ground Personnel Not Using the online Fit-to-Fly Medical Clearance Tool

Step	Action
1.	• Ground Personnel, when in doubts about a passenger's fitness to travel (regardless of medical status - MEDIF, FREMEC, etc.) shall contact directly MedAire's Medlink or contact LOT Station Manager. **+1602 282 6652** • Ground Personnel/Station Manager must contact MedAire's Medlink for medical assessment.
2.	Approach the passenger to perform the passenger fit-to-fly assessment according to MedAire's form (Appendix 12). 

MedAire
Passenger Fit-to-Fly Assessment
For MedAire Passenger Fit-to-Fly, call: +1 602 282 6652
If an interpreter is needed, please make the request at the beginning of the call.
A traveler may not be fit-to-fly when exhibiting one or more of the following signs or symptoms:
• Appearing obviously unwell
• Persistent coughing
• Impaired breathing
• Persistent diarrhea
• Persistent vomiting
• Skin rash
• Bruising or bleeding without previous injury
• Confusion of recent onset
• Fever (38°C/100°F or greater)
• Appears unconscious or lethargic
Also watch and listen for:
• Statements made by passenger or family members concerning terminal illness, use of oxygen, complaining of chest pain or pressure, has "Do Not Resuscitate" paperwork, requesting any upgrade due to "medical reasons.
• Anyone who reported a medical problem on previous flight today and now making connections
• Anyone who was evaluated by emergency medical personnel at the airport
• Anyone who arrived by stretcher or ambulance who is not prescheduled through normal clearance channels
• Anyone who requires assistance of companions to walk because they appear to be too ill to walk themselves.
Passenger Fit-to-Fly Process Flow
Agent/Crew contacts MedAire's MedLink
MedLink makes medical recommendation
MedLink will recommend for/against travel.
Agent/Crew will make final decision and follow airline's internal protocol.
EXPERT CARE, EVERYWHERE.™

3.	Fill in the Medical Assessment Checklist - "Medlink Initial Call" (Appendix 11). You do not have to fill in all fields. As a minimum please fill in these highlighted in yellow. The rest of the checklist is mainly for the Crew. 
4.	If the passenger was given clearance to fly by Medlink, the medical case reference number shall be recorded by Ground Personnel on the “Medical Assessment Checklist” (Appendix 11) and the checklist must be handed over to the Crew (original or copy).
5.	Should the passenger's condition or illness reoccur or worsen onboard the aircraft, Crew have to contact MedAire's Medlink and provide the same medical case reference number.
6.	If MedAire Medical Team recommends against travel, the passenger will not be boarded. Then the Ground Personnel shall follow LOT internal procedures.

Note:

1. In case there is not possible to establish the contact with MedLink after 3 unsuccessful attempts the ground staff shall continue with first aid administration, however attempts to reach the service shall continue. Once the MedLink will receive information about unsuccessful calls, will establish the connection as soon as possible.
2. In case of a medical emergency first aid must be administered immediately. Call for local medical response, contact MedLink and inform LOT Operation Control Centre (OCC) and Crew.

5.11.11. Handling procedures

	Remarks
1. General rules	• As a general rule all escorted and unescorted PRMs will be accepted on LO operating flights. • An assist will be offered to the PRM, if needed, i.e. by check-in process, by processing to the gate, while the way to the baggage claim and helping at collecting baggage, etc. The special / professional personnel is dedicated for PRM at airports. • The number of PRMs must not exceed the number of able-bodied passengers capable of assisting with an emergency situation. • Due to legal requirements both by the EU and the US DOT, all limits for unescorted wheelchair passengers (WCHR, WCHS, WCHC) have been lifted.
2. Escorted PRM	• The escort for PRM must be physically able to move the disabled person to the emergency exit and assist her/him during boarding and embarkation/disembarkation. • The escort must be familiar with the condition of the disabled person. • The escort must assist during the entire journey (meals, way to and use of toilets, medication, assistance in case of flight irregularities, etc.) • The escort must be seated in the same compartment and next to the disabled person.
3. Unescorted PRM	• All unescorted wheelchairs passengers are accepted on LO operating flights.
4. Limit of WCHC passengers on board	• The number of escorted/unescorted WCHC passengers is not limited, as long as the number of disabled passengers does not exceed the number of able-bodies person, capable of assisting with an emergency situation.
5. Handling in case of irregularities	• Service to passengers with reduced mobility in the case of flight irregularities is regulated by IATA regulations, EU (in case of flights to/from EU), DOT (in case of flights to/from US). • If carriage involves transfer, the carrier who carried a passenger with reduced mobility to the point of transfer has the duty to ensure assistance and care to the passenger, until releasing the passenger to the subsequent carrier. • In the event of a delayed flight resulting in missing a connecting flight, the carrier whose flight was affected by the irregularity (the carrier which carried the passenger to the point of transfer) is responsible for all actions necessary to ensure safety of and care for the passenger.

	Remarks
6. Booking and Booking Confirmation	• When confirming a booking for a passenger with reduced mobility by the Space Control Section, the following factors should be taken into account: ⇒ the health condition of the passenger, ⇒ the possibility to provide the equipment necessary for carriage, ⇒ the possibility to provide special care to the passenger during ground handling and on board, ⇒ regulations of other carriers. • In order to appropriately prepare carriage of a passenger with reduced mobility, a request for booking confirmation shall be sent to the Space Control Section: ⇒ 72 hours prior to the planned journey, however no later than 24 hours prior to departure; it does not concern women over 32 week of pregnancy and passengers traveling with infants under seven days old. ⇒ in the case of providing carriage for a group of passenger with reduced mobility – 3 weeks before the planned journey. • A request to provide additional equipment, installation of any such equipment and special care shall be sent by the Space Control Section as a message to the addresses of relevant organizational units of all airports involved in carriage no later than 12 hours before the scheduled departure. • If all conditions are met, the Space Control Section accepts for carriage the passenger with reduced mobility.
7. Ground handling at the point of departure	a) A passenger with reduced mobility should report to check-in at a specified time, required at a given airport (published in the flight timetable). b) A passenger with reduced mobility is entitled to carry two pieces of mobility equipment free of charge. This includes wheelchairs (a collapsible and a self-powered driven), crutches and other medical items. c) While performing check-in for a passenger with reduced mobility all conditions and requirements applicable to check-in shall be observed. Moreover, the check-in staff of the handling agent who perform check-in for the passenger and their baggage have the obligation to: • Check status of passenger. If MEDA cases check a MEDIF form. • Check whether the passengers have their own wheelchair. If yes – verify wheelchair type. ⇒ check if contains dry or wet battery, ⇒ enter the information about the wheelchair or other moving aids into the DCS, ⇒ inform the load control department about having accepted a wheelchair for carriage. ⇒ In case of own wheelchair, which is needed up to the aircraft, the handling agent print the routing baggage tag with the final destination and attach it with Delivery at the Aircraft (DAA) with the transfer port to the wheelchair (see GHM p. 6.12.3).

	Remarks
Cont. Ground handling at the point of departure	⇒ Due to security and emergency reason never seat PRM at EXIT row(emergency row) • Affix labels to the passenger's checked baggage, according with the "Baggage Handling Procedure". • Make sure that all requirements given in the notification message are met. • Ensure that PRM is not allocated, nor occupies, seat where his/her presence could : ⇒ impede the crew in their duties, ⇒ obstruct access to emergency equipment, or ⇒ impede the emergency evacuation of the airplane. • Recommended seats for PRM in case of aircraft B737 and EMB are the window seats (excluding EXIT emergency row). • Offer assistance as specified in the notification message. • Pre-board the passenger. • Inform the cabin crew of the presence on board of a passenger with reduced mobility. • Send a passenger service message (PSM) to all station involved. • Issue a PIL (passenger information list) for the crew. **NOTE**: In circumstances in with the number of PRMs forms a significant proportion of the total number of passengers carried on board: – the number of PRMs shall not exceed the number of able-bodied persons capable of assisting with an emergency evacuation, and d) Unnotified and emergency cases. If, during check-in, any symptoms of disease are discovered in a passenger who hasn't undergone medical examination, an employee of the agent performing the check-in must: • notify the LOT Polish Airlines Station Manager or the agent providing SUPERVISING services. • If medical clearance is needed, but was not requested (e.g. due to ignorance or negligence of the passenger) – request medical clearance on the spot. • If medical clearance is needed for an emergency case (e.g. due to an accident on the way to the airport, incident at the airport) – request medical clearance on the spot. • If medical clearance on the spot is not possible (lack of time, outside office hours etc.) – refuse the passenger.

	Remarks
Cont. Ground handling at the point of departure	e) Refusal of acceptance. • The air carrier may refuse carriage of a passenger – even if the passenger holds a valid doctor's certificate (MEDIF) – in the case that: ⇒ the passenger requires individual medical care and there's no escort for the passenger, ⇒ the passenger may shock other passengers with his/her looks or smell, due to the disease, ⇒ the passenger may present a threat to the security of other passengers or the crew, due to his/her mental and medical condition, ⇒ the passenger suffers from an infectious disease. • The Station Manager or the agent providing Supervising services has the obligation to notify the relevant organizational units at the destination and all transit airports listed in the passenger's ticket. ⇒ The notification shall provide information on the reason for refusal or flight rescheduling as well as full information on any action taken in order to enable the passenger to continue journey at another date/time. f) After the check-in, the ground handling agent takes over the care of the passenger with reduced mobility.
8. Ground handling at the point of transit	• If the journey continues on the same airplane, a passenger with reduced mobility who requires special assistance and care and his/her escort may stay on board during a transit stop – if this is not against security requirements at a given airport. • If the passenger with reduced mobility must disembark, this should take place after all other passengers disembarked. • The handling agent at the point of transit has the obligation to provide proper care and conditions to ensure the comfort of the passenger during the transit stop. • If there was a change of crew the handling agent has the obligation to notify the aircraft captain of the presence on board of a passenger with reduced mobility.
9. Ground handling at the point of transfer and at destination	• At the point of transfer and at the destination airport, the handling agent responsible for ground handling has the obligation to: a) provide service and assistance to the passenger with reduced mobility, according to the requirements in the message, including assistance at passport control, baggage claim and customs clearance, b) check whether the subsequent carrier has been notified of carriage of the passenger with reduced mobility – if the transfer involves another airline, c) deliver the passenger aboard the other airplane, d) return any special equipment (e.g. stretcher, oxygen bottles) to the departure airport.

	Remarks
10.Handling in case of irregularities	• Service to passengers with reduced mobility in the case of flight irregularities is regulated by IATA regulations. • If carriage involves transfer, the carrier who carried a passenger with reduced mobility to the point of transfer has the duty to ensure assistance and care to the passenger, until releasing the passenger to the subsequent carrier. • In the event of a delayed flight resulting in missing a connecting flight, the carrier whose flight was affected by the irregularity (the carrier which carried the passenger to the point of transfer) is responsible for all actions necessary to ensure safety of and care for the passenger.

_____

5.11.12. Handling of Passenger with Reduced Mobility (PRM) in Atlantic Flights

1. Air Carrier Access Act (ACAA) DOT 14 CFR Part 382	• Effective May 13, 2009 for flights to and from U.S. by foreign airlines. • Valid also for all code-share flights (LO/UA code-share fights from WAW to: AMS, BRU, CDG, LHR, ZRH). • Complete text of the regulations must be available at each destination involved (can be found at: http://airconsumer.ost.dot.gov).
2. Carrier:	• May not refuse transportation to a passenger solely on the basis of disability • May not limit the number of PRM on particular flight • Must provide passage to an individual who has a disability that may affect his or her appearance or involuntary behavior, even if this disability may offend, annoy, or be inconvenience to crew or other passengers: • May refuse transportation if: ➢ passenger with disability would endanger the health or safety or other passengers, or transporting the person would be a violation of FAA or foreign government safety rules. ➢ there are no lifts, boarding chairs or other devices available which can be adopted to enplane the passenger. **NOTE**: The requirement will apply for foreign air carrier operations at U.S. airports beginning May 13, 2011. ➢ there are special provisions about persons with certain disabilities or communicable diseases. ➢ it is unable to seat the passenger without violating U.S. or foreign government safety or security rules. **NOTE:** If transportation is refused to any person based on disability, the carrier must provide the written statement to the person within 10 calendar days, stating the basis for the refusal. The statement must include, where applicable, the basis for the carrier's opinion that transporting the person would be harmful to the safety of the flight. • Must ensure that services required by the rule it are provided **NOTE**: If flight is cancelled and passenger must fly with another carrier, the original carrier must, to the maximum extent feasible, provide assistance to the second carrier in furnishing the accommodation requested If the aircraft is changed (e.g. due to technical reason) and substitute aircraft is not fully accessible, carriage should be provided based on own regulations (before the implementation of ACAA rule) • Must have a Complains Resolution Official (CRO) available on a timely basis (even if by phone) to resolve disagreements which may arise between carrier and the passengers with disability.

3. Information to passenger	• Passengers with disabilities must be provided information upon request concerning facilities and services available including: ➢ any aircraft or services limitations, **NOTE:** Carrier shall provide this information to any passenger who states that she or he uses a wheelchair for boarding even if the passenger does not explicitly request the information), ➢ location of seat (if any) with movable aisle armrests and any seats which the carrier does not make available (e.g. emergency exit rows), ➢ any limitations on the availability of storage facilities in the cabin or cargo compartments for mobility aids or other equipment used, ➢ whether the aircraft has an accessible lavatory. • If passengers could make reservation or get information about flight by phone, text telephone (TTYs) must be available for hearing- impaired passengers.
4. Information from passenger	Carrier may not require passengers with disabilities to provide advance notice (48 hours and one hour advance check-in) of their intent to travel or of their disability except: ➢ use of the passenger's portable electronic respiratory assistive device during the flight, ➢ transportation for an electronic wheelchair, ➢ provision by the carrier of hazardous material packaging for the battery of a wheelchair or assistive device, ➢ carriage of 10 or more PRM who travel as group, ➢ carriage of a psychiatric service dog in the cabin, ➢ carriage of any service animal (dog in cabin, others in the compartment) on a flight segment scheduled to take 8 hours or more, ➢ carriage of a passenger who has both service vision and hearing impairments ➢ provision of an on-board wheelchair on an aircraft that does have an accessible lavatory for person who can use an inaccessible lavatory but need on board chair to do so, ➢ medical oxygen for use on board (72 hours' advance notice for international flight), ➢ carriage of an incubator, ➢ carriage on a stretcher.

5. Safety assistant	• Safety assistant (only assistance in the event of an emergency evacuation) may be required for passenger: ➢ travelling on a stretcher or in incubator, ➢ who, because of a mental disability, is unable to comprehend or respond appropriately and safety instructions from crew ➢ with a mobility impairment so severe that passenger is unable to psychically assist in his or her own evacuation from the aircraft ➢ who has both severe hearing and severe vision impairments which prevent him or her from receiving and acting on necessary instruction from the crew when evacuating the aircraft during an emergency • Assistant could be: ➢ person (volunteer) from among other passengers on the flight. She/he has to be checked-in in the same time as person with disability. The short training to safety assistant must be delivered. ➢ off duty employee **NOTE:** Free ticket for safety assistant could be provided by the carrier. If safety assistance is needed and there is not seat available and passenger with disability holding the confirmed reservation is denied boarding, the passenger is eligible for compensation in an amount equal to denied boarding compensation for oversold flight.
6. Airport	• Passengers with disability have timely access to the same information provided to other passengers, including (but not limited to) information on: ➢ ticketing, ➢ scheduled departure times and gates, ➢ change of gate assignments, ➢ status of flight delays, ➢ schedule changes, ➢ flight check-in, ➢ checking and Lost & Found, • If airport is equipped with automated kiosk equivalent service to passenger wishing to use it: ➢ assistance to passenger with disability must be delivered or ➢ allowing the passenger to come to the front of the line at check-in counter.

7. MEDIF	• Medical Certificate is a written statement from the passenger's physician saying that the passenger is capable of completing the flight safely without requiring extraordinary medical care • A disability alone is not sufficient grounds for carrier to request medical certificate. • Medical Certificate is required for the passenger: ➢ carried on the stretcher or in an incubator, ➢ using medical oxygen during the flight, ➢ has a medical condition that causes the carrier to have reasonable doubt that the passenger can complete the flight safely, without extraordinary medical assistance during the flight, ➢ has a communicable disease or infection that has severe health consequences and has been determined by federal public health authorities to be readily transmittable during the flight. **NOTE:** If the passenger who seeks passage has an infection or disease that would be transmittable during the normal course of the flight, and that has been deemed so by the federal public health authority knowledgeable about disease or infection ➢ carriage could be refused, ➢ passenger could be asked to deliver medical certificate stating that the disease at its current stage would not be transmittable during the normal course flight or describing measures which would prevent transmission during the flight, ➢ passenger could be ask to wear a mask, ➢ If the passenger presents a medical certificate describing conditions or precautions that would prevent the transmission of the disease during the flight, carriage could be refused only in case if it is not possible to act upon the conditions set forth in the certificate to prevent transmission of the disease.

8. Mobility aids and assistive devices	• Passengers may bring on board and use: ➢ ventilators and respirators, powered by non-spillable batteries ➢ continuous positive airway pressure (CPAP) machine ➢ portable oxygen concentrators, ➢ manual, typical adult-sized folding, collapsible wheelchair (13 in x36 in x 42in) • Assistive devices shall not count toward a limit on carry-on baggage • Devices could be carried on board of the aircraft on space available basis • When stowed in cargo compartment ➢ priority must be given over cargo and baggage ➢ Must be among the first items unloaded ➢ Shall be returned to the passenger to the door at the aircraft or at the claim area in accordance with the whatever request was made by the passenger before boarding **NOTE**: When assistive devices are disassembled, must be returned to the passenger in the same condition that was received (e.g. assembled)
9. Passenger with own wheelchair on board	• The passengers-own wheelchair can be stowed on board of B787 within the limit of 1 piece. The stowage place is in the closet indicated for WCHs and other assistive devices. This wheelchair has a priority over the other passenger or crew luggage. Other wheelchairs may be stowed in the hold as regular baggage.
10. Handling of wheelchairs	• Battery powered wheelchairs and other similar mobility devices must be transported. Exception: Due to cargo compartment size or aircraft airworthiness consideration it is not permitted. • Provisions concerning battery powered mobility aids: ➢ A battery (spillable, non-spillable) shall not be transported where it appears to be damaged and leakage of battery fluids is possible, ➢ The battery may not be drained, ➢ When hazardous materials regulations require detaching the battery from the device, the packaging for the battery that will meet safety requirements shall be delivered to the passenger upon request without any charges, ➢ Carrier may require passenger with battery powered mobility aids to check in one hour before the normal check-in deadline. If passenger check later than that time, the carrier must make reasonable effort to carry wheelchair unless this would delay the flight, ➢ Carrier must allowed passenger to provide written instructions concerning the disassembly and assembly of the wheelchairs and must follow those instructions of the greatest extent feasible, consistent with government regulations.

Cont..Handling of wheelchairs	• Spillable batteries: ➢ the battery must be removed unless the wheelchair can be loaded, stored, secured, unloaded always an upright position ➢ battery may not be removed from the chair if it is possible to load, store, secure and unload with the wheelchair always in an upright position and the battery is securely attached to the wheelchair • Nonspillable barrries: ➢ It is never necessary under DOT hazardous materials regulations applicable to U.S. to remove a battery marked as nonspillable from the wheelchair before stowing **NOTE:** Foreign governments rules may be differ. DOT rules require new nonspillable batteries to be marked as such effective September 1995.
11. Portable Oxygen Concentrators (POCs)	Passenger could carried (without any additional expenses) and used on board during the flight Portable Oxygen Concentrators if: • inform the carrier 48 hours before about this fact, • has medical certificate issued 10 days before flight states that: ➢ it is necessary to use it during the flight, ➢ liters per minute needed, ➢ expecting working time of the POC (150% of maximum duration flight must be covered), • POC is approved by FAA **NOTE**: Only the following types of POC are approved by FAA. List of FAA Approved Portable Oxygen Concentrators is available on: https://www.faa.gov/about/initiatives/cabin_safety/portable_oxygen/

12. Service dogs	Please see GHM p. 5.11.2.1.
13. Security procedures	The same as for other passengers
14. On board equipment	Aircraft must be equipped with an operable on board wheelchair
15. Boarding /Deboarding	• Properly trained personnel who are knowledgeable on haw to assist passenger with disability in boarding and exiting must be available if needed • Boarding and exiting most , mobile lounges, boarding lift or boarding chair must be accessible. • Pre-boarding for passenger with disability who make such a request on the basis that they need additional time or assistance to board, stow accessibility equipment or be seated. • Passenger with disability should be assisted till reaching connecting flight. • Passenger with disability cannot be leave unattended for more than 30 min in a ground wheelchair, boarding chair or other device in which the passenger is not independently mobile.
16. Seating	• Passenger with disability cannot be required to seat in a particular seat or be excluded from any seat, except as provided by government safety rules (e.g. emergency exit rows). • Recommended seats for PRM in case of B787 aircraft Are aisle seats in the middle group of seats (including row 20 D,E,F). • Passenger with disability may be denied certain seat if: ➢ the passenger's involuntary active behaviour is such that it could compromise safety of flight and the safety problem can be mitigated to an acceptable degree by assigning the passenger another seat rather than refusing service or ➢ desired seat cannot accommodate service dog.
17. Complains	• Each carrier must have Complains resolution Official (CRO) available at each airport during all times that carrier is operating the airport. • CRO can be made by telephone. • Any passenger having complaint about disability accommodations is entitled to communicate with a CRO. **NOTE:** CRO does not have authority to countermand a safety based decision made by pilot in command.

5.12. IRREGULARITIES (STAR ALLIANCE A3.2; A3.3)

5.12.1. General rules

1. Basic rule	• LOT Operations Control Center in Warsaw cooperate with the local LOT Polish Airlines representative (Station Manager or supervisor). Final decision is made by LOT Operations Center Duty Manager. • In case of flight irregularities affecting carriage provided by LOT Polish Airlines all passengers are treated equally, regardless of issuer of their ticket and regardless of whether the entry in the "Carrier" field of the passenger ticket shows a "LO" designator or LOT's code-share partner.
2. Eligibility for services	Those eligible for services are: • All revenue passengers and Miles & More Program Members traveling on the basis of free reward tickets who have reported for check-in within the published time and who: ⇒ hold a valid air ticket, representing a single contract of carriage and, ⇒ hold a confirmed booking (booking entered in their ticket for the interrupted flight) and, ⇒ hold other valid travel documents (passport, visa etc.). • Passengers who missed their connecting flight(s) due to an error of the ticket issuer (e.g. wrong flight number or departure time, MCT not ensured). • Passengers with ID/AD tickets, traveling privately or on business, which have been checked-in and assigned a specific seat. Such passengers obtain a right to the same services as those applicable to revenue passengers, except of hotel accommodation and free transportation on route airport–hotel/downtown/railway station-airport. • Passengers who travel on the basis of an ID00S1 ticket as an escort for a revenue passenger (e.g. an escort for an unaccompanied minor on board, medical staff of the carrier traveling as an escort for a disabled passenger) have the right to the same services as those applicable to the passenger whom they are escorting. **NOTES:** a) All ID/AD passengers should be checked-in with assigning a seat on board at the latest possible moment, except those ID/AD passengers who travel as an escort for a fare-paying passenger. b) A passenger – Member of the Miles & More Program who travels on the basis of his/her reward ticket – should be notified that: ⇒ if the journey hasn't commenced – the ticket may be returned and miles may be credited back to the Miles & More Program member's account (at no handling charge), ⇒ if the journey has already commenced – after the passenger has presented his/her complaints to the LOT Office, the complaint should be forwarded to Passenger and Baggage Claim Department, ⇒ the unused miles for the portion of the journey not used because of the fault of LOT Polish Airlines will be credited back to the member's account (at no handling charge), ⇒ The basis for calculating the miles is the„Delay/Cancellation/Rerouting Certificate".

3. Irregularities caused by fault of LOT Polish Airlines	• Failure to carry one or more passengers on the flight on which confirmed reservation is held due to overbooking/overloading by LOT Polish Airlines. • Changes to flight schedule, change of equipment, flight cancellation due to commercial reason. • Diverting a flight back to the port of departure, landing at unscheduled stopover airport or by-passing a stopover point due to operational reason.
4. Irregularities not caused by the fault of LOT Polish Airlines	• Force majeure, representing the forces of nature, such as hurricane, earthquake, volcano eruption, floods, and weathers conditions. • Industrial action (except industrial action by the carrier's own personnel) at the airports en route of the passenger's journey. • Air traffic reasons – e.g. change of flight path ordered by authorities, airport closedown. • Unexpected technical failures found during the flight or pre departure check, which could have an influence on safety operation. • Security reasons – e.g. bomb alert. • Other objective reasons – e.g. political situation.
5. Irregularities within the passenger's own responsibility	• Transport of one or more passengers due to missing, incomplete or expired travel/health documents. • Carriage of one or more passengers due to reporting late for check-in. • Transport of one or more passengers under the influence of alcohol or drugs, or having contagious or other forms of disease, which may • cause inconvenience to other passengers.

5.12.1.1. Rules for handling agent

	Remarks
1.Basic behaviour rules	• When dealing with irregularity, personnel must be courteous but firm. • Personal behavior and professionalism keep passengers' faith in LOT Polish Airlines. • Discussions with passengers and statements/speculations concerning responsibility or cause should be avoided in any case. • Never send a complaining passenger back. • Listen to him/her takes his/her problem seriously. • Do not start discussions but take up the complaint on the Passenger Feedback Form and forward this form to Passenger and Baggage Claim Department.
2.Obligation to inform passengers of their rights	Check in desk shall be equipped with a notice containing the following text: "If you are denied boarding or if your flight is cancelled or delayed for the 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

	Remarks
3.Information to the passenger (Star Alliance A3.3)	• The passenger shall be verbally informed immediately if any irregularity concerning his travel and/or flight occurs ⇒ First announcement should be given as early as possible, but not later than 20 minutes before STD. Second announcement shall be given not later than after 15 minutes from the first announcement and the following ones shall be provided at least every 30 minutes, ⇒ Information shall be complete but brief and at minimum provided in English, ⇒ Better to advice passengers of the full consequence of the delay than to hold him uncertainty. • Systems and airport signage must be updated. • Leaflet with information about due services in case of irregularity should be given to all passengers if the flight has been cancelled, passenger has been denied boarding or delay has been scheduled over 2 hours. **NOTE**: Information could be given to blind passengers verbally.
4.Information to the operations	• All passenger irregularities shall be reported to final destination and to operations – SITA addresses: ⇒ WAWOOLO, ⇒ WAWAPLO, ⇒ WAWXZLO, Date, flight number, stating passenger name, amount of baggage and action taken (e.g. alternate transportation by flight/bus/train and ETA at final destination) as soon as possible after the event.
5.Information to the crew	All given information and actions taken must be reported to the crew.
6.Carrier Communication	• Support receipt of IRROP messages at each station, using dedicated teletype addresses (XXXK9XX, where XXX is the station code and XX is the carrier code); • Forward IRROP information to onward carriers, as defined in teletype message template.
7.Rebooking	• Re-book all passengers in same booking class whenever possible. • Provide re-booking based on agreed priority: ⇒ Own carrier ⇒ Star Alliance member carrier ⇒ Non-Star Alliance carriers • Give priority for possible upgrading to priority customers: Star Alliance Gold, Star Alliance Silver, full-fare and redemption First/Business Class. • Forwarding carrier to perform re-booking. • Provide special priority to passengers waitlisted due to re-booking. • Re-direct baggage to follow passenger itinerary. • Accept flight coupons according to IATA 735d and 735e. • Forwarding member is responsible for cancellation of unused sectors in PNR/Res systems.

5.12.2. Delay

5.12.2.1. Decision criteria

	Remarks
1. Basic rule	• In case of delays every possible effort must be taken by all concerned departments to avoid further delays, passenger inconveniences and costs. • All possible steps shall be activated to reduce ground time to minimum
2. When deciding to delay a flight, the following criteria must be taken into account:	• Departure slot, if applicable, • The number of late transfer passenger in relation to the total passenger load, • The status of transfer passengers (Frequent Flyer Members, VIPs, Business Class passengers, long-haul passengers etc.), • The consequence of a delay on: ⇒ aircraft rotation, ⇒ onward connections at down line station(s), ⇒ crew rotation, ⇒ operational and weather conditions and developments, ⇒ transfer passengers booked on the return flight, • Type (e.g. short-haul flight, non-delay able flight) and time of the flight. • Rerouting possibilities to the final destination, • Available hotel accommodation.
	NOTE: Every single case of delaying our flight due to commercial reasons (including acceptance of passenger after check-in closure or late arrival of transfer passengers) shall be approved by LOT Operation Center (SITA address: WAWXZLO, tel. +48 22 606 7749 or +48 22 606 7746)

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5.12.2.2. Handling if the delay is known before boarding

	Action
1.	Apologise and inform the passengers about the reason for and the extent of the delay (use the public address system, monitors, information boards, check-in staff etc., whichever is available). **NOTE**: If delay is scheduled to be less than 10 minutes, the delay will neither be communicated to the passengers nor displayed.
2.	If the extent of the delay is unknown, then advice when further information will be given.
3.	Reconfirm the departure gate to the passenger.
4.	If requested by the passenger, confirm the details of irregularity issuing Certificate (Concerning delay, cancellation, port of arrival change).
5.	Co-ordinate closely with the crew, informing cabin crew and flight crew about any delay.
6.	**Order and serve refreshments or give meal vouchers for passengers according to LOT's requirements in case of irregular flights (for more, GHM p. 5.12.5.)**
7.	Confirm when passenger should be back at the gate.
8.	Check onward connections and protect seat.
9.	If delay is causing a misconnection at the next station, anticipate and reroute passengers if necessary.
10.	In case of Air Traffic Control delay, the boarding time will depend on: the parking position of the aircraft (e.g. at a loading bridge, boarding by bus), the number of passengers to be boarded, the type of the aircraft, whether connected to a GPU or not. If the delay is less than 60 minutes, then board as scheduled. If the delay is more than 60 minutes, then board later, but always keeping a 60 minutes margin.

5.12.2.3. Handling if the delay known after completion of boarding

	Action
1.	The passenger may be kept on board for a limited period time (maximum 60 minutes).
2.	Such decision is to be taken in close cooperation with the flight deck, cabin crew, airport authorities and other relevant departments.
3.	Aspects which should be taken into account when making such decision: • extent of delay, • airport facilities, • passenger comfort on board the aircraft (e.g. availability of heating or cooling system), • eventual further delay caused by disembarkation and rebooking.
4.	In case of inadequate airport facilities and subject to local regulations, a refreshment/meal may be served on board.
5.	If all passengers must be disembarked: • advise the passengers to take along all carry-on baggage and other personal belongings, • distribute transit boarding passes, • reconfirm boarding gate and new boarding time.

5.12.2.4. Delay involving night stop

Step	Action
1.	• Offload and distribute baggage to the passengers as required. If not – offer checked- in and transfer passenger Overnight Kits. • Inform the passengers about the baggage pick-up location.
2.	Make sure that any baggage left by passenger is kept in a secure place and/or reloaded onto the flight.
3.	Note the passenger's contact address.
4.	Ask if the passenger still wants to travel on the delayed flight.
5.	Arrange hotel accommodation **(for more, GHM p. 5.12.6).**
6.	Inform the passenger about: • hotel accommodation, • departure time and place to the hotel, departure time and place from the hotel.
7.	Reconfirm the new flight departure time.
8.	Assist passenger with entrance/immigration and customs formalities and documentation, if necessary.
9.	If possible, accompany the passengers by bus to the hotel.

5.12.2.5. Long delays

<table>
<tr><th></th><th colspan="2">Remarks</th></tr>
<tr><td>1. Basic rule</td><td colspan="2">All passengers who are personally affected by a delay over two hours must be offered written information about their rights in this specific situation.</td></tr>
<tr><td>2. Applicability</td><td colspan="2">The rules apply only to long delays and cover only the situation when flight is delayed at departure (not when a flight leaves on time and is subsequently delayed).</td></tr>
<tr><td rowspan="6">3. Due services</td><td colspan="2">Depending on duration of delay and on the distance to the destination:</td></tr>
<tr><td>Flight distance</td><td>Delay</td></tr>
<tr><td>Less than 932 miles</td><td>2 hours or more</td></tr>
<tr><td>932 – 2175 miles</td><td>3 hours or more</td></tr>
<tr><td>More than 932 miles (within EU)</td><td>3 hours or more</td></tr>
<tr><td>More than 2175 miles (except flights within EU)</td><td>4 hours or more</td></tr>
<tr><td colspan="2">• meals and refreshments, reasonably related to waiting time,
• hotel accommodation if applicable,
• transport to/from airport and hotel,
• two phone calls, telex, e-mails or faxes
Note:
LOT Polish Airlines do not offers the care if it would result in further delay.</td></tr>
<tr><td colspan="2">If flight is delayed more than 5 hours the passenger has a right to:
• reimburse the ticket within 7 days or,
• return flight to the first point of departure at the earliest opportunity.</td></tr>
</table>

5.12.3. Cancellation

	Remarks
1. The reasons for which flight could be cancelled	• Not extra ordinary circumstances: ⇒ commercial (example: low booking), ⇒ direct airline fault reasons. • Extra ordinary circumstances: ⇒ political instability (civil unrest, curfews), ⇒ meteorological conditions (fog, snow, storms, ice formation etc.), ⇒ security risk (exceptional passenger, baggage and aircraft/airport security measures), ⇒ unexpected flight safety shortcomings (technical aircraft problems, airport related problems such as runway closures and limitations, equipment malfunctioning etc.), ⇒ strikes (that affect the operation of an operating carrier – strikes in airlines or in essential services such as ATC, airport etc.), ⇒ Air Traffic Management decision (ATC delays, scheduled slots not being available).
2. Decision	LOT Operations Control Center in Warsaw cooperate with the local LOT Polish Airlines representative (Station Manager or supervisor). Final decision is made by LOT Operations Center Duty Manager.
3. Planning of solution	• Immediately plan solutions, e.g.: ⇒ rebooking, ⇒ hotel accommodation, ⇒ meals, refreshments, ⇒ ground or other alternative transportation, ⇒ communication facilities, ⇒ rerouting out of the origin station of incoming transfer passengers.
4. Information to passengers	• Inform the passengers about the cancellation and the planned solutions: ⇒ by phone (in coordination with or done by the reservations department) depending on the time and local facilities or, ⇒ at the airport.
5. Handling procedure	• If the interrupted flight has been cancelled, offer the passenger with the possibility to depart to his/her destination on a route which will ensure the least possible delay and inconvenience. • Check whether the suggested change will not affect the passenger's further journey. • If, due to the suggested change, that the passenger will miss a connecting flight for which he/she has a confirmed booking, suggest another connecting flight and write into the ticket „INVOLUNTARY REBOOKING / REROUTING DUE TO ...".

<table>
<tr><td></td><td colspan="3">Remarks</td></tr>
<tr><td>6. Right to compensation</td><td colspan="3">All passengers who are personally affected by a cancellation must be offered written information about their rights in this specific situation.</td></tr>
<tr><td rowspan="11">7. Due services</td><td colspan="3">• Care (meals and refreshments reasonably related to waiting time)
• Hotel accommodation for one or more nights if necessary,
• Transport to/from airport and hotel,
• two phone calls, telexes, e-mails or faxes,
• Reimbursement within 7 days of coupons not used and for the parts already made if flight no longer serves any purpose plus an earliest possible return flight to the first point of departure or rerouting to the final destination at earliest opportunity under comparable transport conditions or rerouting to the final destination at a later date according to passenger convenience but subject to availability space
• Cash compensation:</td></tr>
<tr><td>Flight distance</td><td>Deviation to reach final destination</td><td>Compensation (cash value)</td></tr>
<tr><td rowspan="2">Less than 932 miles</td><td>Less than 2 hours</td><td>EUR 125</td></tr>
<tr><td>More than 2 hours</td><td>EUR 250</td></tr>
<tr><td rowspan="2">Less than 932 miles</td><td>Less than 3 hours</td><td>EUR 200</td></tr>
<tr><td>More than 3 hours</td><td>EUR 400</td></tr>
<tr><td rowspan="2">More than 932 miles (within EU)</td><td>Less than 3 hours</td><td>EUR 200</td></tr>
<tr><td>More than 3 hours</td><td>EUR 400</td></tr>
<tr><td rowspan="2">More than 2175 miles (except flights within EU)</td><td>Less than 4 hours</td><td>EUR 300</td></tr>
<tr><td>More than 4 hours</td><td>EUR 600</td></tr>
<tr><td colspan="3">The compensation is paid only in form of MCO/EMD (“Good for transportation only” or ”Good for refund”).
If the passenger accepts the MCO/EMD “Good for transportation only” the amount of compensation increased by 50%.</td></tr>
<tr><td colspan="3">NOTE:
There are no cash compensation if :
• The cancellation is caused by extra ordinary circumstances,
• A passenger was informed about the cancellation more than 2 weeks before the flight date or,
• The passenger was informed about the cancellation between 2 weeks and 7 days prior to the departure date and a proposal for a change of route had been made. The flight via the new route must depart no earlier than 2 hours before the departure of the original/cancelled flight and must arrive at its port of destination no more than 4 hours later than the cancelled flight or,
• The passenger was informed about cancellation less than 7 days prior to the departure date and a proposal for a change of route had been made. The flight via the new route must depart no earlier than one hour before the departure of the original/ cancelled flight and must arrive at its port of destination no more than 2 hours later than the cancelled flight.</td></tr>
</table>

5.12.4. Change of the aircraft

	Remarks
1. Seating does not correspond	If passengers are already checked in the original flight and, because of the aircraft change, the new seating does not correspond anymore, then: • re-check in the passengers, • issue the new boarding passes, • call the passengers to exchange the passes, • offer free seating (is necessary).
2. Involuntary up - or downgrading	If involuntary up- or downgrading becomes necessary because of the different version of aircraft, then proceed as described in point 5.12.8. Involuntary change of class.
3. Overbooked flight	If the flight is overbooked as a result of aircraft change, then proceed as described in point 5.12.7. "Denied boarding due to an irregularity".

5.12.5. Meals and refreshments

<table>
<tr><th></th><th colspan="3">Remarks</th></tr>
<tr><td>1. General rules</td><td colspan="3">• Drinks, refreshments and/or meals should be offered to passengers depending on:
⇒ duration of delay,
⇒ service class,
⇒ number of passengers who have to be provided service at any given time.
• Depending on local circumstances, the passengers will either be served meals/refreshments/drinks or will receive vouchers of adequate value.
• One has to take into account the requirement to provide special meals, e.g. meals for diabetic passengers, meals for children.</td></tr>
<tr><td rowspan="4">2. Time when offered:</td><td colspan="3">• The table below describes the time frame for serving meals and drinks / giving vouchers – depending on the duration of delay relative to the scheduled departure time, in the event when the passenger stays at the airport.</td></tr>
<tr><td>Duration of delay</td><td>Mineral water, coffee and tee</td><td>Meals</td></tr>
<tr><td>60 – 120 min</td><td>Yes</td><td>No</td></tr>
<tr><td>120 min – 4 hours</td><td>Yes</td><td>Yes</td></tr>
<tr><td colspan="3">• In each case, passengers should be offered drinking water, as permitted by local circumstances.
• In the event of delay exceeding 4 hours, additional drinks and refreshments should be offered.</td></tr>
</table>

	Remarks
3. Place	• In the first place use the services of restaurant/fast food outlets at the airport. • If the conditions at the airport make it impossible to meet this request (e.g. due to a large number of passengers from the interrupted flight) one has to: ⇒ arrange for meals to be served at another location, providing free transport by bus or, ⇒ as permitted by the circumstances, arrange for the meal to be served at the gate or on board (in agreement with the crew and local authorities).
4. The value of catering service/voucher	The value of catering service/voucher depends on individual base amounts specified for a given airport. VIP, Star Gold, First and Business Class passengers must be offered 150% base amount vouchers.

5.12.6. Hotel accommodation

	Remarks
1. Rules	• Hotel accommodation has to be arranged for passengers in the situations specified in the table below. **Notes:** ⇒ Passengers who live in the city of departure and are not using hotel accommodation are entitled to transportation to/from their home to be arranged for them, provided that the transportation cost doesn't exceed the cost of hotel accommodation. ⇒ If the transportation cost exceeds the cost of hotel accommodation, such passengers should be offered hotel accommodation. ⇒ LOT Polish Airlines will cover the cost of overnight accommodation for passengers who have found themselves in a specifically difficult position, (e.g. a child traveling as an unaccompanied minor for whom a given airport represents a transit of transfer airport). ⇒ The decision to provide such service is made each time by the Operations Center, the Station Manager or the agent providing supervising services and representing LOT Polish Airlines at the airport after the individual case has been reviewed.
2. Guidelines	• When arranging for hotel accommodation, one should proceed according to the following guidelines: ⇒ specify the meeting point at the airport and at the hotel, ⇒ if possible – notify the hotels in advance (e.g. make preliminary check-in), ⇒ if necessary, accompany the passengers to the hotel.

<table>
<tr><td></td><td colspan="2">Remarks</td></tr>
<tr><td rowspan="4">3. Hotel standards:</td><td colspan="2">• Depending on local circumstances, it is suggested that hotel accommodation and transport should be arranged in accordance with the standard presented below, in the shortest possible time.
Notes:
⇒ Passengers are entitled to the following meals at the hotel: breakfast and dinner, with the provision that breakfast represents an integral part of overnight hotel accommodation.
⇒ LOT Polish Airlines don’t refund any costs related to phone calls made by the passenger from the hotel nor any costs related to using the minibar in the hotel room or watching paid TV channels.</td></tr>
<tr><td>If the delay exceeds:</td><td>Hotel accommodation has to be arranged for:</td></tr>
<tr><td>6 hours (during the day)</td><td>• VIP passengers,
• Star Gold card holders,
• First and Business Class passenger
• Special Needs Passengers (e.g. the elderly, disabled, passengers with small children)</td></tr>
<tr><td>6 hours and the departure either will not take place on the scheduled day or it requires the passengers to wait between 10.00 p.m. – 5.00 a.m.</td><td>All passengers</td></tr>
<tr><td>4. Transfer to the hotel</td><td colspan="2">• Passengers are entitled to free transfer on the route:
⇒ airport-hotel-airport.</td></tr>
<tr><td rowspan="3">5. Hotel accommodation and transport standards</td><td>Passenger category</td><td>Hotel category</td></tr>
<tr><td>VIP passengers, Star Gold card holders, First and Business Class passenger</td><td>Minimum hotel ****</td></tr>
<tr><td>Y-Class passengers</td><td>Minimum hotel**</td></tr>
</table>

_____

5.12.7. Denied boarding due to an irregularity

	Remarks
1. Reasons for denied boarding (DBC is applicable)	Passengers holding a confirmed reservation may be denied boarding due to: • overbooking of the flight, • reduced aircraft seating capacity due to unserviceable equipment (cabin doors, slides, etc.), • change of aircraft or version (only if change due to commercial reasons).
2. Reasons for denied boarding (DBC is not applicable)	Passengers may be denied boarding because of: • the behavior or mental/physical condition, • the late arrival of passenger, i.e. arrival after check-in deadline, • the refusal to undergo security checks or follow company instruction, • failure to comply with travel document requirements, • unruliness.
3. Categories of Passengers must never be offloaded	• VIP passengers, • Star Gold card holders (including passenger who travel on the basis of reward tickets), • First and Business class passenger, • Special needs passengers, such as unaccompanied minors (UM) and children under 18 traveling unaccompanied, disabled passengers, deportees, • Passengers traveling as service passengers (e.g. a flight attendant), traveling on the basis of an ID00S1 ticket as an escort for a revenue passenger.
4. Categories of passenger should not be denied	• FTL M&M and Star Silver card holders, • Passengers traveling with small children • Passengers who have further connecting flights or hold restrictive immigration documents (e.g. single-entry visas), • Passengers who travel as a group, • Passengers from opinion-making circles, • Passengers who travel on Study Tours.

<table>
<tr><td></td><td>Remarks</td></tr>
<tr><td>5. Handling procedure</td><td>
a) If a risk of denied boarding exists, look for volunteers-at check-in, gate.
Volunteers will be offered a finance compensation in amounts:
<table>
<tr><td>Flight distance</td><td>Compensation (cash value)</td><td>Deviation to reach final destination</td></tr>
<tr><td rowspan="2">932 miles or less</td><td>Up to 125 EUR</td><td>Less than 2 hours</td></tr>
<tr><td>Up to 250 EUR</td><td>More than 2 hours</td></tr>
<tr><td rowspan="2">More than 932 miles (within EU)</td><td>Up to 200 EUR</td><td>Less than 3 hours</td></tr>
<tr><td>Up to 400 EUR</td><td>More than 3 hours</td></tr>
<tr><td rowspan="2">932-2175 miles</td><td>Up to 200 EUR</td><td>Less than 3 hours</td></tr>
<tr><td>Up to 400 EUR</td><td>More than 3 hours</td></tr>
<tr><td rowspan="2">More than 2175 miles (except flights within EU)</td><td>Up to 300 EUR</td><td>Less than 4 hours</td></tr>
<tr><td>Up to 600 EUR</td><td>More than 4 hours</td></tr>
</table>
b) If no or not sufficient volunteers are available- choose passengers to be offloaded according to point 3 and 4 above taking also into account the following criteria:
⇒ Urgency of the trip,
⇒ Passenger with or without checked baggage,
⇒ Passenger’s age and travel experience,
⇒ Rebooking possibilities Note:
Volunteers must be approached through a public address system.
c) Check passenger and his baggage on waiting list.
d) Offer refreshment voucher.
e) Pay the financial compensation according to the locally established procedure and ask passenger to sign the receipt.
NOTE:
Volunteers who receives financial compensation must sign a document by which they give up their rights to any claims resulting from denied boarding- “Release Note”
f) Reroute the passenger (reimbursement within 7 days of coupons not used and for the parts already made if flight no longer serves any purpose plus an earliest possible return flight to the first point of departure or rerouting to the final destination at earliest opportunity under comparable transport conditions or rerouting to the final destination at a later date according to passenger convenience but subject to availability space).
g) Offer the passenger the facilities and care (two phone calls or faxes, e- mails, hotel accommodation – if necessary, plus free transfer between airport and hotel).
</td></tr>
</table>

5.12.7.1. Denied Boarding Compensation (amounts and form of payment)

	Remarks
1. Definition	A compensation paid out to a passenger who due to overbooking/overloading, hasn't been accepted on board despite holding a valid air ticket, confirmed booking, valid travel documents and despite having reported for check-in within the required time.
2. DBC will not be paid to:	• Passengers with ID, AD tickets. • Passengers who have been denied boarding in accordance to Article 8.1. of the „General Conditions of Carriage of Passenger and Baggage".
3. Form of payment	• Compensation to be paid immediately using MCO/EMD "Good for transportation only" or "Good for refund" with possibility to exchange for cash payment, electronic bank transfer or checks .The passenger will decide about the form in which DBC will be paid. • MCO/EMD "Good for transportation only" should be proposed as a first option. • MCO/EMD "Good for transportation only " could be used only if pax agrees (in writing). • Distance for DBC purpose is calculated on the basis of TPM (Ticketed Point Mileage) from the airport where the passenger was denied boarding to the destination airport (TPM for disrupted sector/sectors booked and shown in the original ticket). **NOTE**: The MCO/EMD may only be issued when the "Miscellaneous charge order/ ticket issue order" form is filled in and has been presented at any LOT Polish Airlines ticket office.
4. Payment by MCO/EMD	• Cash refund can be claimed at any LOT Polish Airlines sales office, unless prohibited by local law. • Value of the MCO/EMD: ⇒ 100% if cash refundable (Good for refund), ⇒ 150% of the DBC value if specified for future transportation (Good for transportation only). • EUR will be converted into the currency of the country where payment is to be made at the current bank exchange rate.

	Remarks		
5. DBC amounts	**Flight distance**	**Deviation to reach final destination**	**Compensation (cash value)**
	Less than 932 miles	Less than 2 hours	EUR 125
		More than 2 hours	EUR 250
	933 – 2175 miles	Less than 3 hours	EUR 200
		More than 3 hours	EUR 400
	More than 933 miles (within EU)	Less than 3 hours	EUR 200
		More than 3 hours	EUR 400
	More than 2176 miles (except flights within EU)	Less than 4 hours	EUR 300
		More than 4 hours	EUR 600
	For flights from USA	Regardless of the time delay	USD 650

5.12.8. Involuntary change of class (upgrading, downgrading)

	Remarks
1. General	An involuntary change of class is necessary when the number of passengers holding an OK. ticket exceeds the available allotment in the class concerned, due to: • reservation error, • communication failure, • change of the aircraft, • payload restrictions, • overbooking.
2. Rules	In cases of involuntary up- or downgrading following rules are applied: • free baggage allowance: ⇒ according to the class originally paid for, • lounge access: ⇒ according to the class shown on the boarding, • frequent flyer mileage credit: ⇒ miles are granted according to the originally booked class.

<table>
<tr><th></th><th>Remarks</th></tr>
<tr><td>3. Involuntary upgrading (no supplementary payments)</td><td>
• A passenger holding an OK ticket who cannot be accommodated in proper service class may be upgraded to the next class, according to the following criteria:
⇒ priority sequence:
a) VIPs,
b) Star Alliance Gold card holders,
c) FTL M&M,
d) ID1 passengers,
e) Other revenue passengers,
⇒ the standing and/or appearance of the upgraded passenger must be in accordance with standards of the class to which he/she is upgraded.
• the passengers who should not be involuntary upgraded:
⇒ INADs and deportees,
⇒ passenger with reduced mobility,
⇒ children or families with children; NOTE: in case of B787 – up-grading is possible to Premium Club only for families with children
⇒ special or discounted fare passengers (e.g. groups, youth fare, seamen fare),
⇒ passenger who ordered a special meal.
</td></tr>
<tr><td rowspan="5">4. Involuntary downgrading</td><td>Rules apply to revenue passengers.
Involuntary downgrading is only permitted if the ticketed class is physically full at the closure of flight</td></tr>
<tr><td>Downgraded passengers are entitled to reimbursement within 7 days according to the following principles:</td></tr>
<tr><td>
<table>
<tr><th>Flight distance</th><th>Ticket price (%)</th></tr>
<tr><td>Less than 932 miles</td><td>30 %</td></tr>
<tr><td>933 – 2175 miles (within EU)</td><td>50 %</td></tr>
<tr><td>More than 2175 miles</td><td>75 %</td></tr>
</table>
</td></tr>
<tr><td>Note:
a) The relevant distance is understood to be a sector on which the passenger is downgraded;
b) The ticket price is understood to be one-way coupon value for the sector on which the passenger is downgraded.</td></tr>
<tr><td>5. Handling procedure</td><td>
a) If the passenger refuses the downgrading then:
⇒ reroute him on another flight in the classes originally booked or,
⇒ refund his ticket.
b) If the passenger accepts the downgrading:
⇒ stamp the passenger ticket “Involuntary downgrading from C to Y class or,
⇒ issue MCO/EMD for compensation (if time permits).
</td></tr>
</table>

5.12.9. Substitute surface transportation

<table>
<tr><th></th><th colspan="3">Remarks</th></tr>
<tr><td>1. Definition</td><td colspan="3">• Substitute surface transportation means transportation by:
⇒ train,
⇒ bus, minibus,
⇒ Taxi.
Note:
Each station must keep and up-to-date file with information on train, bus operators, contacts.</td></tr>
<tr><td>2. When to offer</td><td colspan="3">• Can be offered:
⇒ for relatively short distances,
⇒ if air transportation is not available within reasonable time,
⇒ taking into account the urgency, availability, schedules, weather conditions, passenger comfort.</td></tr>
<tr><td>3. Priorities</td><td colspan="3">• VIPs, Star Gold card holders, FTL M&M card holders over F and C class passengers.
• C class passengers over Y class passengers.
• Passengers needing special assistance (UM, PRM, elderly, etc.).</td></tr>
<tr><td>4. Handling procedure</td><td colspan="3">Whenever it is necessary to ensure/arrange substitute transportation for passengers, one has to take the following steps:
a) For transportation to replace a portion of the flight one has to:
• arrange such transport, while retaining an appropriate ticket coupon or,
• suggest to the passenger that they individually purchase a ticket for a scheduled train or coach and that a refund will be made later – upon the customer's claim based on the used train or bus ticket and the unused air ticket, enclosed by the passenger.
b) Provide snacks and drinks on the coach or minibus – if locally - possible.
c) In the case of the journey by minibus or taxi – make sure that the conditions ensure a comfortable journey.
d) Make sure that unaccompanied minors (UM) will be provided escort until the moment when they are released to the designated person at the point of destination.</td></tr>
<tr><td rowspan="6">5. Standards</td><td>Means of transport*</td><td>VIP passengers, Star Gold card holders, F and C-Class passengers</td><td>Y-Class passengers, FTL M&M card holders</td></tr>
<tr><td>Express train</td><td>1st class</td><td>2nd class</td></tr>
<tr><td>Train with sleeping carriages (1)</td><td>1st class</td><td>2nd class</td></tr>
<tr><td>Minibus</td><td>YES</td><td>YES</td></tr>
<tr><td>Taxi 2</td><td>YES (3)</td><td>YES</td></tr>
<tr><td colspan="3">* depending on local circumstances</td></tr>
<tr><td colspan="3">Notes:
For an overnight journey exceeding 6 hours.
Waiting time for taxi transportation maximum 15 minutes.
VIP and Star Gold passengers have to be offered an individual transport.</td></tr>
</table>

POLSKIE LINIE LOTNICZE

ZAŚWIADCZENIE
(O OPÓŹNIENIU, ODWOŁANIU, ZMIANIE MIEJSCA LĄDOWANIA)
DLA

_____

_____

ZAŚWIADCZA SIĘ, ŻE SAMOLOT LINII _____ W DN. _____ 20 ___ r.
ZOSTAŁ OPÓŹNIONY, ODWOŁANY, WYLĄDOWAŁ W _____ O GODZ _____
PRZYLOT WG ROZKŁADU POWINIEN NASTĄPIĆ _____

DATOWNIK **PODPIS PRACOWNIKA PLL LOT S. A.**

WZÓR NR 3b

POLISH AIRLINES

CERTIFICATE
(CONCERNING DELAY, CANCELLATION, PORT OF ARRIVAL CHANGE)
FOR

_____

_____

THIS IS TO CERTIFY THAT FLIGHT NO _____ ON _____ 20 ____
WAS DELAYED/CANCELLED/LANDED AT _____ TIME _____
SCHEDULED ARRIVAL DATE/TIME _____

VALID DATE **SIGNATURE OF PLL LOT EMPLOYEE**

PASSENGER RECEIPT – RELEASE NOTE

I, the undersigned _____ hereby confirm having received compensation in the amount of

_____ as full settlement on any and all claims against LOT Polish Airlines for being denied boarding on flight _____ from

_____ to _____ date _____as per applicable LOT Polish Airlines' rules which have been duly brought to my knowledge,

understood and accepted.

NAME AND SIGNATURE

_____

_____

_____

POKWITOWANIE - ZRZECZENIE SIĘ PASAŻERA

Ja, _____ niżej podpisany(a) niniejszym potwierdzam, że otrzymałem rekompensatę w wysokości

_____ jako pełne zaspokojenie wszystkich roszczeń wobec Polskich Linii Lotniczych LOT S.A. z tytułu odmowy przyjęcia na pokład

rejsu LO _____ z _____ do _____ w dniu _____.

Jednocześnie potwierdzam, że zapoznałem się z przepisami PLL LOT SA, które zaakceptowałem i zrzekam się innej formy rekompensaty lub reklamacji.

NAZWISKO I PODPIS

_____

_____

_____

POLISH AIRLINES LOT A STAR ALLIANCE MEMBER	**MCO / TKT ISSUE ORDER NBR :**

MISCELLANEOUS CHARGE ORDER / TICKET ISSUE ORDER

NAME OF PASSENGER	**FLIGHT NUMBER/ DATE**	**TICKET NUMBER/ ROUTING**
REASON FOR ISSUE* choose the right option	**MCO: "GOOD for REFUND" or "GOOD for TRANSPORTATION ONLY"*** choose the right option	
	Currency Amount	
DENIED BOARDING COMPENSATION		
CANCELLATION		
DOWNGRADING		
RETURN TICKET		
Debit to: (operating carrier)	**original for passenger**	**Agent's name /Signature/ Validator**
	copy for issuer	**Date and place of issue**

5.12.10. Cash Payment Order

POLISH AIRLINES LOT A STAR ALLIANCE MEMBER	**CASH PAYMENT ORDER NBR** **STATION** **000.000.001** 1		
CASH PAYMENT ORDER ***Polecenie wypłaty***			
NAME OF PASSENGER Imię i nazwisko pasażera	**FLIGHT NUMBER/ DATE** Numer rejsu	**ROUTING** Trasa	**FILE REFERENCE NUMBER** Numer reklamacji
REASON FOR ISSUE* choose the right option Przyczyna wypłaty wybierz odpowiednią przyczynę	**CURRENCY AMOUNT** Wysokość wypłaty		
FIRST NEEDS Wypłata na pierwsze potrzeby			
BAGGAGE DAMAGE Uszkodzenie bagażu			
PASSENGER SIGNATURE Podpis pasażera	**ORIGINAL FOR PASSENGER** Oryginał dla pasażera	**AGENT'S NAME/SIGNATURE/VALIDATOR** Nazwisko agenta/podpis/stempel	
	COPY FOR ISSUER kopia dla wystawcy	**DATE AND PLACE OF ISSUE** Data i miejsce wystawienia	

5.13. INADMISSIBLE PASSENGERS AND DEPORTEES (GRH 3.1.5 V., GRH 3.1.5 VI., GRH 3.1.5 VII.)

5.13.1. General rules

	Remarks
1. Inadmissible passengers **(INAD)**	• Inadmissible passenger means a passenger who: ⇒ is refused admission to a country by authorities of such country or, ⇒ is refused onward carriage by a Member or government authority at a point of transfer, e.g. due to lack of a visa, expired passport, etc. • There are two categories of INAD: ⇒ Unaccompanied INAD passengers (in most cases), ⇒ Accompanied INAD passengers. An INAD needs to be accompanied if: a) he physically resists carriage, b) he has already been denied transportation by another air carrier/flight, c) there is any sign he might endanger the safety of the flight or passengers. For safety reasons, accompanied INAD passengers must be treated as accompanied deportees – DEPA. • The responsibility for INAD passengers lies fully with the air carrier(s) concerned. • An INAD who is under the responsibility of another air carrier will be accepted for transportation on LOT Polish Airlines.
2. Deportee **(DEPO)**	• Deportee means a person who: ⇒ had legally been admitted to a country by its authorities or had entered a country illegally, and who at some later time is formally ordered by the authorities to be removed from that country. ⇒ is extradited from a country on request of the competent authorities of another country. • There are two categories of DEPO: ⇒ Unaccompanied deportees - DEPU, ⇒ Accompanied deportees – DEPA, • The responsibility for DEPO passengers lies fully with the state(s) concerned.
3. Inbound Air Carrier	The carrier on whose flight an inadmissible passenger has arrived in the country where he/she is refused admission or onward carriage.
4. Person in lawful custody	Person either under arrest or convicted by courts of law who has to be transported to another State for legal reasons. **NOTE:** For the transport of person in lawful custody, an escort has to be provided by the competent authorities.
5. Participating in Inbound Carriage	All air carriers (including the inbound air carrier) involved in an inadmissible passenger's continuous through journey from last point of stopover or point of origin, as the case may be, to the place at which admission to a country or onward carriage is refused to the passenger.

<table>
<tr><td></td><td colspan="6">Remarks</td></tr>
<tr><td>6. Outbound Air Carrier</td><td colspan="6">The air carrier on whose flight the passenger is carried from the place at which admission or onward carriage is refused to him (INAD) or from which removal.</td></tr>
<tr><td>7. Participating in Outbound Carriage</td><td colspan="6">All air carriers (including outbound air carrier) involved in an INAD or DEPO outbound carriage to this destination.</td></tr>
<tr><td rowspan="5">8. Limitations</td><td>Aircraft type</td><td>DEPU (no escort)</td><td>DEPA (escorted)</td><td>INAD (no escort)</td><td>INAD (escorted)</td><td>Person in lawful custody</td></tr>
<tr><td>B-787-8/-9</td><td>5</td><td>2</td><td>No limits</td><td>2</td><td>1</td></tr>
<tr><td>B-737-800/-8</td><td>5</td><td>2</td><td>No limits</td><td>2</td><td>1</td></tr>
<tr><td>ERJ-170- 100/-200</td><td>3</td><td>2</td><td>No limits</td><td>2</td><td>1</td></tr>
<tr><td>ERJ-190-100/-200/-400</td><td>3</td><td>2</td><td>No limits</td><td>2</td><td>1</td></tr>
<tr><td></td><td colspan="6">For more details see PSM Resolution 701</td></tr>
<tr><td>9. Seating restrictions</td><td colspan="6">• DEPA passengers must be always escorted by the security officers.
• DEPA/DEPU passengers are seated at the rear of the cabin.
• On the aircraft B737-800/-8 and B787-8/-9 deported passenger must be seated between the security officers. In case of the presence of three (3) security officers – one (1) of them shall take a seat before the escorted person. On the aircraft ERJ 170-100/-200, ERJ 190-100/-200/-400 deported passengers must take a window seat and the security officer shall take an aisle seat next to him. Second (2nd) security officer shall take a seat in the row before the deportee.</td></tr>
<tr><td>10. Notification of travel by local authorities</td><td colspan="6">In each case, travel of INAD or DEPO passenger carried on board of LOT Polish Airlines aircraft shall be notified by local authorities. To fulfil this requirement, the authorities shall provide essential information, as described in GHM p. 5.13.1 (11).</td></tr>
</table>

	Remarks
11. Flow of information about travel of INAD or DEPO (GRH 3.7.6)	• The information provided by competent local authorities about travel of INAD or DEPO Passenger shall be submitted to LOT Polish Airlines Security Department prior to departure via e-mail on depo@lot.pl • To provide the information, competent local authorities shall complete LOT Polish Airlines DEPO Notification Form (the template provided in GHM p. 5.13.4.) or submit other notification in writing according to local rules, providing that all following information are included: ⇒ identity and gender of the person; and ⇒ reason for transportation; and ⇒ name and title of escorts, if provided; and ⇒ risk assessment by the competent local authority, including reasons to escort or not; and ⇒ prior seating arrangement, if required, if provided; and ⇒ the nature of the available travel documents. • The station manager is responsible for cooperation with the handing agent and the authorities locally involved in the travel and carriage arrangements and he/she shall ensure, that in each case essential information was prepared by competent authorities and communicated to LOT Polish Airlines representative: ⇒ LOT Security Department, or ⇒ eventually to local handling agent/Station Manager on the departure station. In this case, the information must be communicated to LOT Security Department subsequently. • The notification in either acceptable form must be printed by local handling agent or received in written form directly from competent authorities. • The agent shall ensure that the form has been submitted and no essential information are missing. • To avoid boarding denial of INAD or DEPO, the information shall be completed or corrected before boarding of this passenger. • **NOTE**: For the above purpose, if the handling agent representative has access granted to SharePoint (or OneDrive) domain of Ground Operations Bureau (ON), they should be able to print out blank LOT Polish Airlines DEPO Notification Form and share it with the authorities to complete the form before distribution to pilot-in-command, if necessary. • Completed notification document in written form shall be delivered directly to pilot in command before INAD or DEPO passenger is boarded.

5.13.2. Handling of INADs

	Remarks
1. Policy for return transportation	• The transporting inbound air carrier is responsible for the removal of the INAD to: ⇒ the point where the passenger commenced his journey or, ⇒ the point of transfer from where the INAD boarded the air carrier's flight or, ⇒ any other place where the passenger is admissible.
2. Organisation and coordination	• Station Managers must organize and coordinate INAD transportation with the local authorities, consulates/embassies concerned and with on-line stations and final destination station. • In case of serious operational consequences, Station Managers must coordinate with Operations Center. • The final decision on the acceptance of INAD remains with the pilot in command (regardless whether the INAD is unaccompanied or accompanied).
3. Handling rules	• INADs must be treated with the same courtesy as any other passenger. If support from an authority is needed for removal, experienced staff must handle the case. • INAD's travel documents: ⇒ Inadmissible passenger can be accepted for transportation if he/she has a valid ticket ⇒ In case of no means available for purchase of airline ticket, the inadmissible passenger will travel at the expense of the air carrier who had flown him/her into the country that has rejected his/her admission. ⇒ Travel documents shall be given to the senior cabin crew member. • Unless the local rules do not limit such possibility, the administrative authorities of the state which has decided on the non-admission of the passenger should inform the air carrier on the reasons behind such a decision. The above mentioned state administrative authorities assess the level of hazard posed by the presence of an inadmissible passenger on board of an aircraft, and determine the security conditions of his/her transportation. **NOTE: The station manager is responsible for the adequately organized air transportation of the inadmissible person. In countries with no LOT POLISH AIRLINES representation, it is the pilot in command who is responsible for organizing that air transportation**. • The inadmissible passenger, together with his/her baggage, shall undergo thorough screening. • The Station manager will hand over to the pilot in command the determined conditions of transportation. • The station manager informs the destination airport and transfer airports about the transportation of an inadmissible person including his/her personal data. • Before the acceptance of an inadmissible person for transportation the pilot in command shall receive following information included in the copy of notification document, in accordance with GHM p. 5.13.1 (11).

	Remarks
..cont . Handling rules	• The pilot in command shall also: ⇒ know the location of the seat occupied by that person on board aircraft, ⇒ order cabin crew to keep that person under surveillance, **NOTE: It is acceptable for the crew to convey the correspondence between immigration authorities involved in transportation of an inadmissible person.** • Information about INAD - before boarding. The senior cabin crew member must be informed about INADs by means of the PIL. The pilot in command must be informed about INADs by means of form sent described in GHM p. 5.13.1.(11). • Boarding. Accompanied INADs must be pre-board. Message: PSM

5.13.3. Handling of deportees

	Remarks
1. Handling rules (DEPU/DEPA)	• Deportees must be treated with the same courtesy as any other passenger. • Validity of documents (visa, passport, etc.) must be check-in. • If support from an authority is needed for removal, experienced staff must handle the case. • Carriage may be refused if the deportee is under the influence of drugs, except with medical certificate. • Deportees may not be handcuffed, foot-manacled or gagged. • DEPA must be always preboarded. • Information about DEPA/DEPU to: ⇒ pilot in command by means of: verbal crew briefing. ⇒ senior cabin crew member: by means of PIL. • Deportee's documents: **DEPU**: ⇒ Documents shall be given to the senior cabin crew member. ⇒ Upon arrival, the documents must be handed over to the ground staff. **DEPA:** ⇒ Documents remain with the escort. • The administrative authorities of the state which has decided on the deportation of the passenger will inform the air carrier on the reasons behind such a decision.

	Remarks
..cont Handling Rules (DEPU/DEPA)	• The above mentioned state administrative authorities assess the level of hazard posed by the presence of a deported passenger on board of an aircraft, and determine the security conditions of his/her transportation. NOTE: The station manager is responsible for the adequately organized air transportation of the deported person. In countries with no LOT POLISH AIRLINES representation, it is the pilot in command who is responsible for organizing that air transportation. • The deported passenger, together with his/her baggage, shall undergo thorough screening. • The Station manager will hand over to the pilot in command the determined conditions of transportation. • The station manager informs the destination airport and transfer airports about the transportation of a deported person including his/her personal data. • Before the acceptance of a deported person for transportation, the pilot in command shall receive information included in the copy of notification document in written form, in accordance with GHM p. 5.13.1 (11). • The pilot in command shall also: know the location of the seat occupied by that person on board aircraft, order cabin crew to keep that person under surveillance, **NOTE**: It is acceptable for the crew to convey the correspondence between immigration authorities involved in transportation of a deported person. • Message: a) Immediately after departure of the flight, the deporting carrier must send the following deportee message: ⇒ Name of passenger, followed by DEPA or DEPU, ⇒ Complete routing, ⇒ If necessary, the code SI followed by relevant information. b) The deportee message must be sent to: ⇒ The station of destination, ⇒ All transfer and transit stations.

_____

	Remarks
2. Procedures involving escorted transportation	• The air carrier shall not agree to the transportation of an escorted person, including escort, without prior agreement with the authorities of states and other air carriers, who may be involved en-route and at the estimated destination airport. • When the escorted person is accepted for transportation, the responsibility for maintaining security will rest with the escort commander. • Every escorted person must travel while assisted by at least two functionaries of appropriate services. • The escorting functionaries must make sure the escorted person is not carrying on her/his body any dangerous objects that might pose hazard to the security of that transportation. • The aircraft commander shall be forewarned by the station manager on the transportation of an escorted person and the number of escorting functionaries, he should know their names, their faces and know where they are seated. • If there is other security personnel on board, or passengers permitted to carry arms on board the aircraft, they shall be informed by the crew about the escorted person and the escort , as well as their seat numbers. • Escorted persons ought to embark the aircraft before all remaining passengers and disembark after all passengers have left the aircraft. • Escorted persons shall be assigned seats in the rear section of the aircraft passenger cabin, but not in the area close to entrances/emergency exits. • Escorting functionaries shall be equipped with direct strike means, but shall not have tear gas or similar agents utilizing properties of gas. • The escorted person shall not be handcuffed to any part of the aircraft cabin. • Escorted persons and escorting functionaries must not be served any alcoholic beverages while on board the aircraft. • Escorted persons can be served meals on board but must not be allowed to use metal cutlery and hot drinks.
3. Exceptions in limitations	• In exceptional cases – DEPA, INAD, with escort, a person who has infringed the law – the numerical limitation of passenger may be exceeded with consent of the appropriate unit responsible for transportation security, and confirmed in the reservation system • In exceptional cases – DEPA, INAD with escort, a person who has infringed with the law – the numerical limitation of passenger may be exceeded or passenger without escort may be transported with passenger under escort with consent of the appropriate unit responsible for aviation security and confirmed in the reservation system. • In the case of a transfer travel of passengers (DEPU/DEPA and INAD type under escort, a person who has infringed the law under escort) through any airport in Poland contact should be made with the Operations Center in order to confirm the planned route.

	Remarks
4. Pilot's in Command Right to refuse	The pilot in command has the right to refuse any deportee: • who is believed to cause discomfort to the passengers or jeopardize the safety of the flight, • not handled according to company rules.

5.13.4. INAD/DEPO Notification Form Template

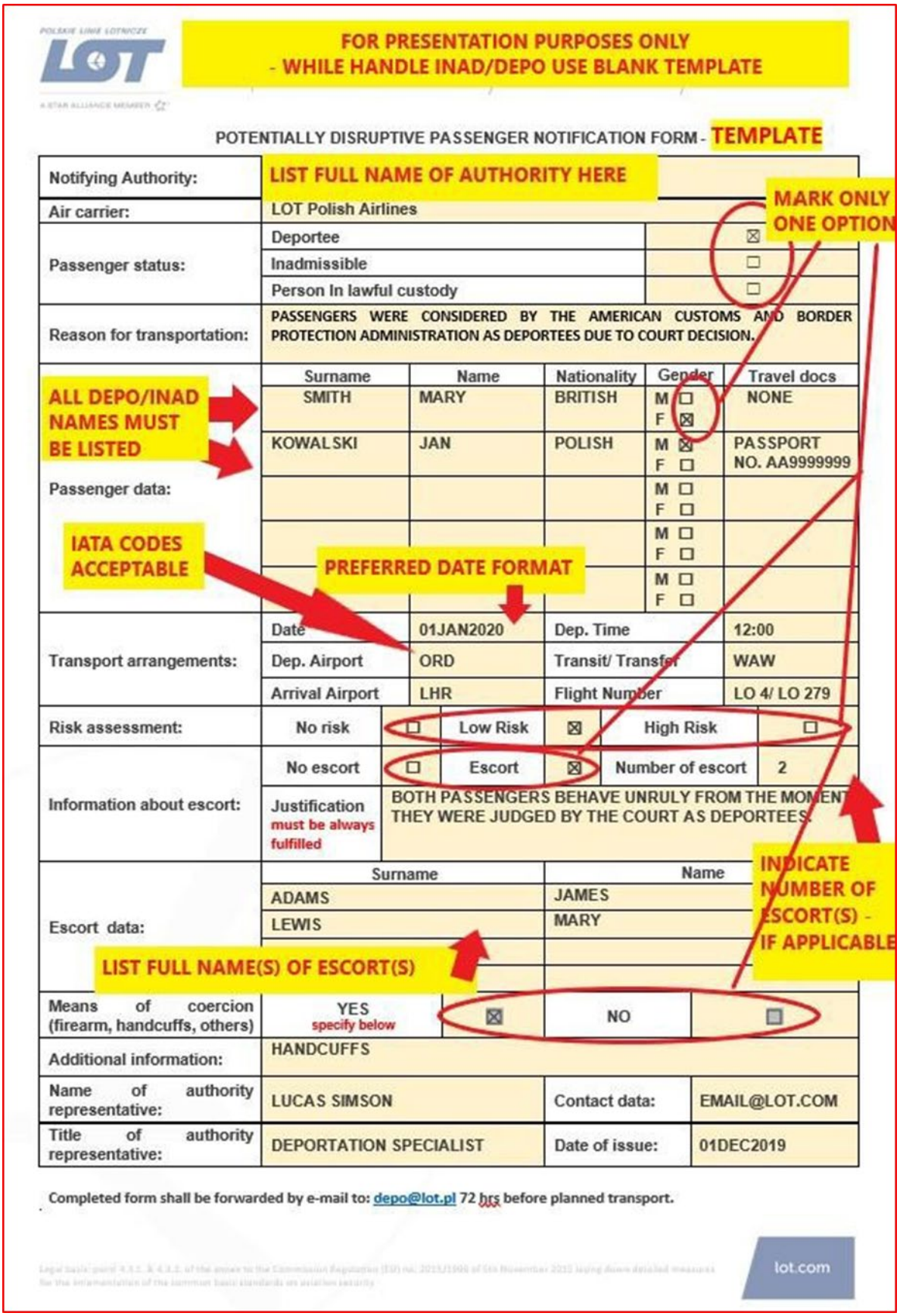
Polskie Linie Lotnicze LOT S.A.
ul. Komitetu Obrony Robotników 43
02-146 Warszawa
+48 22 606 84 58
depo@lot.pl

POTENTIALLY DISRUPTIVE PASSENGER NOTIFICATION FORM

Notifying Authority:									
Air carrier:	LOT Polish Airlines								
Passenger status:	Deportee	☐							
	Inadmissible	☐							
	Person In lawful custody	☐							
Reason for transportation:									
Passenger data:	Surname	Name	Nationality	Gender	Travel docs				
				M ☐ F ☐					
				M ☐ F ☐					
				M ☐ F ☐					
				M ☐ F ☐					
				M ☐ F ☐					
Transport arrangements:	Date		Dep. Time						
	Dep. Airport		Transit/ Transfer						
	Arrival Airport		Flight Number						
Risk assessment:	No risk	☐	Low Risk	☐	High Risk	☐			
Information about escort:	No escort	☐	Escort	☐	Number of escort				
	Justification must be always fulfilled								
Escort data:	Surname		Name						
Means of coercion (firearm, handcuffs, others)	YES specify below	☐	NO	☐					
Additional information:									
Name of authority representative:			Contact data:						
Title of authority representative:			Date of issue:						

Completed form shall be forwarded by e-mail to: depo@lot.pl 72 hrs before planned transport.

lot.com



FOR PRESENTATION PURPOSES ONLY
- WHILE HANDLE INAD/DEPO USE BLANK TEMPLATE

POTENTIALLY DISRUPTIVE PASSENGER NOTIFICATION FORM - TEMPLATE

Notifying Authority:	LIST FULL NAME OF AUTHORITY HERE				
Air carrier:	LOT Polish Airlines				
Passenger status:	Deportee				☒
	Inadmissible				☐
	Person In lawful custody				☐
Reason for transportation:	PASSENGERS WERE CONSIDERED BY THE AMERICAN CUSTOMS AND BORDER PROTECTION ADMINISTRATION AS DEPORTEES DUE TO COURT DECISION.				
Passenger data:	Surname	Name	Nationality	Gender	Travel docs
	SMITH	MARY	BRITISH	M ☐ F ☒	NONE
	KOWALSKI	JAN	POLISH	M ☒ F ☐	PASSPORT NO. AA9999999
				M ☐ F ☐	
				M ☐ F ☐	
				M ☐ F ☐	
Transport arrangements:	Date	01JAN2020	Dep. Time		12:00
	Dep. Airport	ORD	Transit/ Transfer		WAW
	Arrival Airport	LHR	Flight Number		LO 4/ LO 279
Risk assessment:	No risk	☐	Low Risk	☒	High Risk ☐
Information about escort:	No escort	☐	Escort	☒	Number of escort 2
	Justification must be always fulfilled	BOTH PASSENGERS BEHAVE UNRULY FROM THE MOMENT THEY WERE JUDGED BY THE COURT AS DEPORTEES.			
Escort data:	Surname		Name		
	ADAMS		JAMES		
	LEWIS		MARY		
Means of coercion (firearm, handcuffs, others)	YES specify below	☒	NO		☐
Additional information:	HANDCUFFS				
Name of authority representative:	LUCAS SIMSON		Contact data:		EMAIL@LOT.COM
Title of authority representative:	DEPORTATION SPECIALIST		Date of issue:		01DEC2019

Completed form shall be forwarded by e-mail to: depo@lot.pl 72 hrs before planned transport.

lot.com

MARK ONLY ONE OPTION

ALL DEPO/INAD NAMES MUST BE LISTED

IATA CODES ACCEPTABLE

PREFERRED DATE FORMAT

INDICATE NUMBER OF ESCORT(S) - IF APPLICABLE

LIST FULL NAME(S) OF ESCORT(S)

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5.14. HANDLING AGENT STAFF TRAINING

	Remarks
1. General policy (GRH 2.1.1; GRH 2.1.4; GRH 2.2.1; GRH 2.3)	• The handling agent shall be in possession of ground emergencies plan in case of: aircraft or airport evacuation, bomb threats, ramp facility evacuation and in case of natural disasters. In such situations handling agent is obliged strictly follow the rules. • The handling agent shall be properly trained prior to being assigned to perform operational duties. • Handling agents shall have a training system in operation: ➢ Initial training - before performing his function, ➢ recurrent training or recurrent assessment (not less than once during every 36-month period, except for DGR which is required not less than once within 24 months or as per requirements of the regulatory authority) ➢ re-qualification training applicable to personnel that become unqualified for any reason, prior to being reassigned to perform operational duties • Qualification of staff shall be based on IATA, ICAO and local airport requirements shall cover the passenger handling area, incl.: ➢ check-in system, ➢ key elements of the booking system, ➢ handling of Special Needs Passengers, ➢ security procedures, ➢ passenger check-in, ➢ baggage check-in, ➢ embarking and disembarking, ➢ dangerous goods training, **Note**: Personnel shall be trained according to ICAO and IATA requirements based on competences approach. Each role must be properly described in training documentation. Documentation shall present Minimum Requirements for Training Curricula. ➢ airside safety and associated operational hazards, ➢ human factor, ➢ Safety Management System (SMS), ➢ PRM awareness in accordance with EC 1107/2007 Article 11. • Training in the scope of security - accordingly to performed duties. • Trainings must be recorded to ensure that the content and retention of such records are in accordance with requirements of LOT.

	Remarks
2. Training System - requirements concerning personnel training database. (GRH 2.1.3; GRH 2.1.5)	• The handling agent shall have a documented training system in operation, in which the duration (number of hours), validity periods of certificates, and an evaluation system are specified and which has been approved at a relevant management level. • Handling agent training shall include final test or evaluation by written, oral or practical means. • Handling agent training shall require a demonstration of adequate knowledge, competency and proficiency to perform duties, execute procedures and/or operate equipment. • The handling agent shall have in place a system of renewing updating and modifying training programs in case of an introduction of new regulations, implementation of corrective measures or changes in company polices. • The handling agent shall have an up-to-date database concerning the training of permanent employees, temporary employees or any staff employed on any other basis, which can be made available for review at each request of LOT Polish Airlines representative. • All databases shall be protected.
3. Training program (GRH 2.1.2; GRH 2.2.3; GRH 2.2.4)	The training programs completed by ground handling operations personnel shall be in accordance with Table 6.1 in appendix 5 , provide the knowledge necessary to perform duties, execute procedures and operate the equipment associated with specific ground handling functions and responsibilities. Such programs shall include: • Familiarization training on applicable regulations; • In-depth training on requirements, including policies, procedures and operating practices; • Training in human factors principles; • Safety training on associated operational hazards. Training for ground handling personnel in operational areas as specified shall include elements that address specific ground handling functions in accordance with the Tables included in the appendix 5. i.e.: • Passenger handling as specified in Table 6.4; • Baggage handling as specified in Table 6.5; • Passenger boarding bridge operation as specified in Table 6.7; • Other operational ground handling functions as specified by the Operator. **Note**: *Subject areas in the tables specified in the appendix 5 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 the Operator could have different ground handling roles and responsibilities that would require training in a combination of the functions specified in the provision*.

	Remarks
4. DGR training requirements	**Basic requirements for Ground Handling Agents** Training documentation of handling agents must comply with regulations in operating country and should be approved by respected authority if necessary : "Unless otherwise provided for by the appropriate national authority, instructors of initial and recurrent dangerous goods training programs must demonstrate or be assessed as competent in instruction and the function(s) that they will instruct prior to delivering such a dangerous goods training program. Instructors should be approved by respected. **Additional requirements for Ground Handling Agents in Poland** Training documentation of handling agents must additionally comply with The Act of 5 August 2022 on the transport of dangerous goods by air (Dz.U.2022 poz.1715) and shall be approved by The Civil Aviation Authority (CAA) of the Republic of Poland. Instructors of initial and recurrent dangerous goods training programs must demonstrate or be assessed as competent in instruction and the function(s) that they will instruct prior to delivering such a dangerous goods training program. Instructors must be approved by the CAA of the Republic of Poland.

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5.15. ELECTRONIC TICKET

	Remarks
Advantages	ETX - the Electronic Ticket is been indented to bring advantages to passengers as well as to airlines and travel agencies.
Applicability	• LOT Polish Airlines use the Electronic Ticket for all LO operating and marketing flights which are offered to any domestic destinations within Poland and international ones abroad.
Electronic Ticketing	Is a method of documenting the sale and tracking the usage of passenger transportation (Electronic Ticket) and related services (Electronic Miscellaneous documents) without requiring the issuance of printed paper documents.
Electronic ticket	Means the itinerary/a confirmation for the passenger, issued by or on behalf of the carrier, electronic coupons and, if applicable, a boarding document.
Electronic Coupon	Means an electronic flight coupon or other relevant record kept in carrier's database.
Passenger Receipt/Itinerary	Means that part of the ticket that is so marked and which ultimately is in the passenger's possession.
Status Description Input:	• PAID: The e-ticket has been paid for and issued, and is ready to be used. • ACC (ACCEPTED) The passenger has been checked in for the flight with a boarding pass. • SBY (STANDBY) The passenger has checked in on standby for the flight with a boarding pass. • BRD (BOARDED) The passenger is checked and boarded. Final status. • EXC (EXCHANGED) • The e-ticket has been reissued. Final status. • PAPER (PRINTED) • The e-ticket has been transferred to a paper ticket. • FIM Telex FIM has been issued instead of e-ticket. • MXC (MANUALEXCHANGE) • The e-ticket has been manually exchanged. • HNRD (HONOURED) • The e-ticket has been honored (may not be used). • REFND (REFUND) • The e-ticket has been refunded. Final status.

	Remarks
Cont…Status Description Input:	• **VOID** The e-ticket has been voided. • **DBLE** Two flight coupon has been accepted as a new one segment-journey. • **T-BRD** The data has been transmitted to accounting
Passenger list with electronic tickets	After departure print the list of accepted passengers with electronic tickets. Forward the list to the Accounting Department together with the traditional (printed) ticket.
Contact with LOT ETXT helpdesk:	DCS support: Phone: +48 22 650 4455, e-mail: helpdcs@lot.pl Available: 24 hours, 7 days a week Electronic Ticket Helpdesk, Phone+ 48 22 606 97 33 e-mail: ETXt@lot.pl for reporting system/etix error, statuses problem etc. Mon-Fri 07.30-15.30.

5.15.1. Check-in procedure

Step	Action
Standard check-in procedures	• To accept pax with electronic ticket, LOT Polish Airlines use Altea CM DCS. • It is not allow to check-in selected passenger from passenger list in DCS without "ETX" item. • In such situation check-in agent has to search ETX database for the purpose of the interpretations status of ETXX. • Acceptance passenger with ETX from the list without ETX item on the list will be explained in the next procedure.
Document check	It is necessary to check the passenger identity with the help of a passport or with the other ID document. Passenger who cannot provide their identity must not be accepted.

5.15.2. Irregularity

A ground transportation voucher	• In case of a flight irregularity, no other flight to the planned destination may be available. Therefore, ground transportation can be offered for polish domestic travel.
Flight Interruption manifest - (FIM)	A FIM can be issued for those cases in which passenger have to be rebooked on either another airline or another LO flight. For ETX passengers, two types of FIM can be issued : a: paper FIM b: a teletype FIM **Note**: a teletype FIM for ETX pax can be only used if a bilateral agreement exists between specify carriers **Paper FIM** step 1: check if the ETX was issued for cancelled flight. If not, add the flight dates of the cancelled using an update. For future information :>APSE NUPD step 2:invalidate the ETX by "NUPD" transaction >NUPD list number/FIM/flight number/data/class/routing e.g.>NUPD 1/FIM/lo227/23mar/y/krkvie step 3 : issue the paper FIM **Teletype FIM** step 1 : display passenger list: >NPL flight number, TKNE step 2 : select pax from "NPL ,TKNE" list: >NFIM sequence number(s) for future information : APSE NFIM step 3 : a new mask will be display containing all the ETX data of selected pax step 4: fill in the mandatory fields : SITA address, the internal office code the passenger's new itinerary

Working during EDP problems	We can specify a few situation connected with EDP failure: 1. Check-in system is not available at time of passenger acceptance. 2. Check-in system or boarding control device are not available at time of boarding. 3. If the "all" DCS-check in system is not working, and there is no possibility to check whether the passenger has an ETX or not. 4. If the DCS-check in system is not working only in your location (e.g. in check-in and gate areas). **Ad 1**. Check-in system is not available at time of passenger acceptance: ⇒ step 1 - check ETX, if system is available in the other location e.g. in ticket office at the airport. If not please go to step 2, ⇒ step 2 - call to ETX helpdesk in WAW to get informational about specify ETX note ! - check if passenger has "itinerary receipt, if "yes" you can accept, ⇒ passenger without "step 1" and "step 2", ⇒ step 3 - issue manual boarding pass with following information: a) the ETX number, b) standard information such as : passenger name , flight number, data ,class, routing, number of checked-in baggage, ⇒ step 4 - collect the copy of boarding pass issued for passenger with ETX to the "ticket envelope" for revenue accounting needs. ⇒ step 5 - as soon as system start working, change status of ETX from *PAID* to *BRD*.

..cont. Working during EDP problems	**Ad 2**. Check-in system or boarding control devices are not available at time of boarding. ⇒ if the check-in system was available during passenger acceptance, the passenger holds a boarding pass which contains all ETX remarks . electronic ticket. Followed by the ticket number on the top and "etix etix etix etix" on the bottom of the boarding pass. ⇒ if either the check-in system or the boarding control devices are not working at time of boarding, the status change for the passenger's ETX coupon to "BRD" cannot be performed. This means that the ETX coupon will not be sent automatically to revenue accounting - for invalidation. **Note:** Immediately after the check-in system will be available again, local staff have to change the status of ETX from *ACC* to *BRD* asap. **Ad. 3** If the "all" DCS-CKI system is not working, and there is no possibility to check whether the passenger has an ETX or not. ⇒ step 1 - check if passenger has itinerary receipt, if "yes" you can accept pax, ⇒ step 2 - if pax don't have itinerary receipt, please contact ticket office to search the electronic ticket and to check the status of ETX, ⇒ step 3 if "RES" system in ticket office is also not available and if pax don't have itinerary receipt, you can check the "back-up list" with ETX pax or you can take contact with help-desk ETX/DCS to get number of ETX. **Note:** Helpdesk DCS/ETX confirm or not possibility to accept pax ⇒ step 4 - issue manual boarding pass with following information. a) the ETX number b) standard information such as : passenger name , flight number, data ,class , routing number of checked-in baggage ⇒ step 5 - collect the copy of boarding pass issued for passenger with ETX to the "ticket envelope" for revenue accounting needs. ⇒ step 6 - as soon as system start working, change status of ETX from *PAID* to *BRD*. ⇒ step 7 - if system "not run" before end of day the agent responsible for flight has to send information to help desk CKI/ETX about problems with modify status of ETX. Example: address: wawphlo - to sita tlx or address: helpdcs@lot.pl to e-mail from : airport / name of agent re: flight number/date problem: system not available / pax accepted manually please check and modify ETX for following checked pax 1. kowalski/jan tn/080..... 2. nowak/jan tn/080..... total : 12 pax end

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5.16. FLIGHT CERTIFICATE

<table>
<tr><th></th><th colspan="2">Flight Certificate - Description</th></tr>
<tr><td>Definition:</td><td colspan="2">Set of documents containing information about carriage of passengers, cargo and mail from each of the flight, put in the specially signed paper envelope and sent to Revenue Accounting Office in Warsaw to settle statistical and revenue data for the specific flight.</td></tr>
<tr><td>Purpose:</td><td colspan="2">Compiling a documents from the flight to:
• determine carriage figures,
• determine revenue figures from documents with prefix „080”,
• determine revenue figure from other carriers for foreign documents,
• be able charge other carriers for their documents.</td></tr>
<tr><td>Distribution</td><td colspan="2">Revenue Accounting Office is responsible for envelopes orders and distributions and final collections</td></tr>
<tr><td rowspan="11">Description of the table on the Flight Certificate:</td><td colspan="2">The table is printed on the exterior part of the envelope. It is obligatory to fill it up.
The table containing the following columns and rows:</td></tr>
<tr><td>A/C</td><td>Three–sign code of type of aircraft according to symbol used by LOT polish Airlines.</td></tr>
<tr><td>ID</td><td>The last two letters of an aircraft registration according to the load-sheet.</td></tr>
<tr><td>FLIGHT NO.</td><td>A four-letter number of a flight.</td></tr>
<tr><td>FROM</td><td>Airport of departure as three – letter code according to IATA</td></tr>
<tr><td>TO</td><td>Airport of arrival as three - letter code according to IATA. In case of multi-leg flights three – letters codes of following landing airport should be written.</td></tr>
<tr><td>Total Pax O/B (incl. NON REV)</td><td>Total number of checked-in passengers (included Non Revenue).</td></tr>
<tr><td>No. of Infants</td><td>A number of infants on board (babies not occupying a separate seat in the aircraft).</td></tr>
<tr><td>E-TIX</td><td>A number of passengers in possession of an electronic tickets.</td></tr>
<tr><td>No. of code share-BSA Pax</td><td>A number of passengers form marketing flight of a foreign carrier carried by operating LOT flight according to Block Space Agreement / Code Share.
The number of infants (INF) should be written separately.</td></tr>
<tr><td>MCO coupons</td><td>Number of MCO coupons.</td></tr>
</table>

	Flight Certificate - Description	
cont Description of the table on the Flight Certificate:	EXC. BAGGAGE coupons	A number of baggage coupons (Excess baggage).
	FREE BAGGAGE kg	An amount of free of charge baggage in kg (a disparity between baggage in load-sheet and the amount of surplus of paid baggage in kg from flight coupons).
	EXC. Baggage kg	A number of surplus of paid baggage in kg from flight coupons (Excess baggage).
	Load Sheet	A document concerning weight and balance data.
	Passenger Manifest	A passenger list document of the flight.
	List of ETIX F/C	A list of passengers with electronic tickets. The figures should be divided into: LO – LOT e- flight coupons with prefix (080) and OC - Other carrier's e- flight coupons.
	Report of BSA/Code Share Pax	A number of passengers form marketing flight of a foreign carrier carried by operating LOT flight according to Block Space Agreement / Code Share. The number of infants (INF) should be written separately
	Remarks:	In case of lack of any of required documents the reason of it should be written in the field “Remarks” on the envelope and the way of sending the missing document should be given.
	Signature and date	The Flight Certificate should be signed by issuing person.
Required documents:	Operational documents:	a) Passenger flight coupons - paper version, b) Baggage flight coupons - paper version, c) List of electronic flight coupons (printed list of passenger heaving electronic ticket with TKNE parameter), d) MCO, e) Load-sheet, f) Passenger manifest, g) Report pax BSA/Code Share, h) Envelope with filling up rubrics of table.
Preparing of Flight Certificate:	Flight Certificates are compiling by handling agent according to the handling agreement. Supervisory function is done by: a) LOT Polish Airlines Station Manager or, b) Supervisor according to the supervising agreement in all airports on the network where there is no Station Manager on duty.	

	Flight Certificate - Description
Sending of Flight Certificate	a) From all international and all domestic airports excluding WAW the Flight Certificate should be sent as registered and equipped with SERVICE MAIL tag addressed to Revenue accounting Office in WAW no later than on board the first flight on the next day. b) From WAW airport Flight Certificates are picked up by Revenue Accounting Office employees no later than at 10 am on the next day Procedure: 1. The handling agent is responsible for compiling of passenger documents into the Flight Certificate after departure of the flight. 2. Handling agent transfers compiled Flight Certificate (the filled up envelope containing all required documents) to the Station Manager or supervisor. 3. Station Manager/Supervisor checks and ensures that the Flight Certificate is consistent with LOT's standards. 4. Station Manager/Supervisor prepares the Flight Certificate for shipping on board of the next flight: a) each Flight Certificate should be registered, b) the comail bag with the Flight Certificate should be equipped with SERVICE MAIL tag with additional sign SABA ENVELOPE, c) the List/Confirmation of Transfer the Service mail must be issued. 5. The comail bag should be checked by security according to the regulations before delivering it to the aircraft. 6. The comail bag must be delivered to the cabin crew member and written confirmation must be received (on the List/Confirmation document). 7. After arrival to WAW the cabin crew member transfers the comail bag to the handling agent under written confirmation. 8. The comail bag with SABA ENVELOPE sign has a priority in handling.. and it must be delivered to the carrier immediately.
Missing/lost documents:	All documents: • flight coupons not picked up from the passenger, • lost documents found by agent, must be immediately returned to the Station Manager or supervisor in order to send it to WAW addressed Revenue Accounting Office.

5.16.1.1. Flight Certificate form

POLISH AIRLINES LOT
A STAR ALLIANCE MEMBER

PLEASE SEND THIS ENVELOPE TO:

REVENUE ACCOUNTING DEPARTMENT
43, Komitetu Obrony Robotników St,
02-146 Warsaw, Poland

AC-ID ☐☐☐ - ☐☐ FLIGHT NO ☐☐☐☐ FLIGHT DATE ☐☐ ☐☐ ☐☐
YY MM DD

FROM:	TO:

Total Pax O/B (Incl. NON REV.)	
No. of INFANTS	
E-TIX	
No. of Code Share BSA - PAX	
MCO coupons	
EXC. BAGGAGE coupons	
FREE BAGGAGE kg	
EXC. BAGGAGE kg	

1. LOAD SHEET ☐
2. PASSENGER MANIFEST ☐
3. list of ETIX F/C ☐
4. report of BSA/Code Share Pax ☐

Remarks:

Signature and date:

5.17 WARSAW HUB STATION

Product or service	Standards
1. General information	• Warsaw airport plays the role of HUB as a transfer point. • Taking into consideration the importance of WAW station as a HUB there are several unique services being offered to the passengers.
2. HON Service	• HON Service is an offer directed to HON Circle customers arriving or departing WAW on LO/OS operated flights. • HON Service offers dedicated check-in counter, personal assistance during check-in, security and passport control (if necessary). A HON Circle member is accompanied by assistance to the business lounge of LOT "Polonez" or to the plane. • The limousine service is offered in case, when the aircraft is parked on apron position. • The detailed procedure is available to WAW station.
3. Business Lounge "Polonez"	• Business class passengers and Frequent Traveler Program members (HON, SEN, FTL) are entitled to access to the Business Lounge at some airports. • Premium Class passengers are allowed to buy an access-ticket to Business Lounge in Warsaw at LO ATO and CTO or at the LOT Transfer Center. • LOT business lounge "Polonez" is dedicated for LOT Business Class passengers, Star Alliance Gold card holders and FTL passengers. The lounge is open from 05:00 a.m. till 11:00 p.m. and is located in the Schengen zone.
4. Quick Transfer QTC	• QTC procedure applies in case of short connecting time for transfer passengers and their baggage for the next flight, when there is probability, that the passenger misses his onward flight. • Quick transfer timelines are as follows: flights within Poland and Europe - 25 minutes, for intercontinental flights - 30 minutes (assuming that transfer baggage is loaded in accordance to the airline's rules). • LOT Operations Center decides on QTC order assigning one of the following statuses: ➢ Quick transfer – acceptance of passengers and their baggage according to quick transfer procedure (MCT – 25minutes from domestic and European flights – 30 minutes from Atlantic flights), ➢ OK – acceptance of the passengers and their baggage. The subsequent flight may be delayed by LOT OCC but only up to required MCT, ➢ Critical – acceptance of passengers and their baggage for the subsequent flight but only within the time left for the transfer. The fling cannot be delayed, ➢ Negative – refusal of passengers and their baggage. • In case of transfer from Schengen to Non-Schengen zone passengers are assisted by designated passenger's service agent, who leads them to the border point in accordance with the border crossing rules. • The QTC process is completed when all transit passengers are on board and their baggage is loaded.

Product or service	Standards
5. LOT Transfer Center (LTC)	• The staff in LOT Transfer Center handles all transfer and local who are in transfer zone and the rerouting, rebooking or waiting time do not require from the passenger leaving the zone. These are passengers: ➢ with missed connection due to late arrival to the transfer airport, ➢ with irregular connection over 1 hour, ➢ from cancelled flight having onward connections, ➢ without boarding's for onward flights, ➢ requiring any assistance, • Each transfer desk in LOT Transfer Center is manned by at least one cashier and sufficient number of handling agent's staff from the first departure to the last departure/arrival of LOT flight.
6. The scope of activities in LOT Transfer Center	• ticket change, • excess baggage charges collection, • MCO/EMD issuance, • rebooking, rerouting, • due services realization in the event of irregularity, • filling APIS information if such required, • checking passengers, boarding printing, other activities connected with seat assignment, • other activities connected with handling transfer passengers and irregularity handling.
7. Check-in, security and immigration facilities (Star Alliance A1.1; B1.2)	• At WAW HUB station LOT Polish Airlines serves checking facilities: ⇒ LOT Economy Class check in counters, ⇒ dedicated LOT Business Class check-in area with HON Circle counter, ⇒ self check-in and tagging kiosks, ⇒ clearly marked fast bag drop counters, ⇒ fast track, • LOT Business Class check-in area is located in opposite of Business Class ticketing office and Star Alliance Gold Track Security.

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6.1. GENERAL POLICY

	Remarks
1. General rules	• Baggage is accepted for carriage during check-in of passenger (see GHM Chapter 5 p. 5.3). • Baggage must be marked by appropriate labels (see GHM Chapter 6). • Baggage must be carried the same flight as passenger (see GHM Chapter 4). • Maximum handling weight per piece is 32kg/70lbs. • First carrier rules apply for LOT Polish Airlines passengers carry on baggage.
2. Safety	For safety reasons all passenger baggage (checked and unchecked) must be screened.
3. Irregularities	In case of baggage irregularities, the passenger should not be waited for setting a claim no longer than 30 min.
4. Star Alliance standards	In accordance with Star Alliance standards, employees of LOT Contact Center and check-in agents are able to inform customers of other carriers' special baggage requirements and restrictions so as to provide a hassle-free travel experience across two or more member carriers on a single itinerary. In order to check out the latest collated information, please refer to: http://rg.starallianceemployees.com/special-checked-baggage.html

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6.2. BAGGAGE ALLOWANCES

6.2.1. Description of baggage

Passenger baggage consists of checked baggage and unchecked baggage.

Definition	Remarks
• Checked baggage is a baggage of which the carrier takes custody and for which the carrier issues a baggage check (included in the ticket) and one baggage identification tag per piece of baggage.	• must be loaded in holds, • all checked baggage must be properly packed in sufficiently rigid suitcases or similar containers to ensure safe carriage, • shall be sufficiently locked and secured so that it does not open and also does not have any sharp corners, • it is advised that each piece of checked-in baggage should be marked by a name tag. • may not contain following items: ⇒ fragile items, ⇒ valuable items, ⇒ perishable items, ⇒ dangerous goods.
• **Unchecked b**aggage is a baggage carried in the cabin, under the passenger's custody depends on travel class and applies for Star Alliance GOLD passengers.	• should exclusively contain such articles which are needed for personal use only during the flight. • It is recommended that following items are carried as cabin or carry-on baggage: ⇒ travel documents, ⇒ medical certificates, ⇒ business documents, ⇒ portable PCs and other electronic equipment, ⇒ musical instruments, pictures, etc. ⇒ money, jewellery, negotiable papers, ⇒ medicines.

6.2.2. Free baggage allowances

	Remarks
1.General rule	• Free baggage allowance limits apply to checked baggage (shown in the passengers' ticket) and, separately - to unchecked baggage, which may be carried by the passenger without the need to pay an excess baggage charge – under the conditions of the tariff applicable to the passenger's air travel ticket.
2.Weight Concept:	• represents the limit expressed in terms of baggage: ⇒ quantity, ⇒ weight, ⇒ dimensions.
3.Piece Concept	• represents the limit expressed in terms of number, dimensions and weight of each piece.

6.2.2.1. Free checked baggage allowances

6.2.2.1.1. Weight Concept (Star Alliance B1.7)

1. Weight concept is applicable only on charter flights. Free baggage allowance for checked baggage is individually assigned on each charter flight by the Charter Bureau.
2. In case weight concept applies due to the Most Significant Carrier rule on scheduled flights, use baggage limits according to airline allowance. Refer to allowance stated in passenger's ticket.
3. For STAR Gold/HON passengers travelling according to the weight concept additional 20kg (44lbs) for each travel class applies.

6.2.2.1.2. Piece Concept (Star Alliance B1.7)

As from introduction of the piece concept to the whole network (1st of May 2012) the following limits for long haul and short haul flights shall apply:

FREE CHECKED BAGGAGE ALLOWANCE

LONG HAUL-FLIGHTS

Travel	LOT Business Class	LOT Premium Economy	LOT Economy Class			
			Full-Fex	Flex	Standard	Saver
Flights from Europe, Egypt, Azerbaijan, Israel, Lebanon, United Arab Emirates to Canada and the USA	3 x 32 kg	2 x 23 kg	1 x 23 kg	1 x 23 kg	1 x 23 kg	0
Flights from Europe, Egypt, Azerbaijan, Israel, Lebanon, United Arab Emirates to Japan and China	3 x 32 kg	2 x 23 kg	2 x 23 kg	2 x 23 kg	1 x 23 kg	0
Flights from Canada and the USA	3 x 32 kg	2 x 23 kg	1 x 23 kg	1 x 23 kg	1 x 23 kg	0
Flights from Europe, Egypt, Azerbaijan, Israel, Lebanon, United Arab Emirates to India, Kazakhstan, Uzbekistan and South Korea	3 x 32 kg	2 x 23 kg	1 x 23 kg	1 x 23 kg	1 x 23 kg	0
Flights from India	3 x 32 kg	2 x 23 kg	1 x 23 kg	1 x 23 kg	1 x 23 kg	0
Flights from India to Canada and the USA	3 x 32 kg	2 x 23 kg	2 x 23 kg	2 x 23 kg	2 x 23 kg	0
Flights from Canada and the USA to India	3 x 32 kg	2 x 23 kg	2 x 23 kg	2 x 23 kg	2 x 23 kg	0
Flights from South Korea	3 x 32 kg	2 x 23 kg	1 x 23 kg	1 x 23 kg	1 x 23 kg	0
Flights from Kazakhstan and Uzbekistan	3 x 32 kg	2 x 23 kg	1 x 23 kg	1 x 23 kg	1 x 23 kg	0
Flights from Japan and China	3 x 32 kg	2 x 23 kg	2 x 23 kg	2 x 23 kg	2 x 23 kg	0

SHORT- AND MEDIUM HAUL FLIGHTS

Destinations	LOT Business Class	LOT Premium Economy	LOT Economy Class	
			Saver	Standard/Flex
Domestic flights (in Poland)	not applicable	not applicable	0	1 x 23 kg
Short-haul flights in Europe, Middle East	2 x 32 kg	not applicable	0	1 x 23 kg
Mid-haul flights flights to/from United Arab Emirates, Saudi Arabia, Uzbekistan, Kazakhstan	not applicable	2 x 23 kg	0	1 x 23 kg

- Dimensions of one baggage item must not exceed 158 cm (height + width + depth).
- If baggage exceeds the allowed free-of-charge limit (in terms of weight, quantity or dimensions), an additional charge will apply.

EXTRA PIECE OF BAGGAGE FOR FREE

Cabin Class	SEN, HON, Star Alliance Gold	Frequent Traveller
LOT Business Class	+ 1 piece + golf + ski	not applicable
LOT Premium Economy	+ 1 piece + golf + ski	not applicable
LOT Economy Class	+ 1 piece + golf + ski	+ 1 piece up to 23 kg
LOT Economy Saver	1 piece of checked baggage up to 23 kg	

FREE CHECKED BAGGAGE FOR INFANTS

- Children below 2 years of age are eligible to one piece of checked baggage up to 23 kg regardless of class of travel or destination (except the tickets in fares with carry-on baggage only).
- Children below 2 years of age not occupying a seat can take a collapsible baby stroller/pushchair or car-type seat which will be collected from the parent before boarding.

Items under Piece Concept

In order to simplify the check-in procedure for baggage carried under the Piece Concept System, it has been decided that the items listed below (regardless of their actual dimensions), have a standardized sum of their three dimensions equal to 158 cm (62 inches). For tickets issued on/after 1st July 2013 the concept of transporting sporting equipment is simplified.

Sporting equipment	Description
Bike	a regular bike (no motor/ no e-bike), children's bike, one-wheel bike
Archery Equipment	a set of bow and arrow packed in a protective container
Fishing Equipment	two rods, a bag or a box, a pair of fishing boots, a tackle box or a landing net
Golf Equipment	a golf bag containing one set of golf clubs, golf balls and tees, a pair of golf shoes
Hockey Equipment	a hockey bag, hockey sticks, a pair of ice skates, a set of body protection, a helmet
Inline -Skates	a pair of inline skates, a set of body protection, a helmet
Javelin	a set of javelin equipment packed in a container
Boogieboard / Bodyboard	a board for e.g. water sports
Kite surfboard	a kite, a board
Bowling Equipment	a bowling bag, a bowling ball, a pair of shoes
Parachute Equipment	a set of parachute equipment packed in a container
Alpinist Equipment/Hiking	a backpack, an ice pick, a pair of climbing iron, 1 pair of shoes
Scuba Equipment	a diving mask, snorkel, fins, wetsuit, regulator, an empty tank bottle, a lamp
Skateboard / Board	a board, a set of body protection, a helmet
Ski / Waterski Equipment	a pair of ski, a pair of poles, a pair of boots, a helmet
Snowboard	a snowboard, a pair of boots, a helmet
Sporting /Hunting Weapons*	sporting/hunting guns, pistols, rifles plus ammunition (packed in separate bag)
Tenis/Squash /Badminton Equipment	a set of rackets and balls packed in a thermobag
Waterski Equipment	a pair of water ski
Surfboard	a board up to 2 m
Windsurf Equipment	a board, a sail, a boom, a mast, a gear bag
Kayak	a kayak or a canoe (no motor attached)
Hang Gliding Equipment	a set of hang gliding equipment packed in a container
Horse Riding Equipment	a saddle, a set of horse harness, a horse whip, a pair of riding boots, a bareback pad, 1 set of polo sticks
Longboard	a board exceeding 2 m
Pole Vault Equipment	a set of vaulting poles packed in a container
Rubber Dinghy	a rubber dinghy (no motor attached), 1 set of paddles
Tandem Bike	a tandem bike (no motor / no e-bike)

Heavy baggage tag (*Star Alliance A2.2*)

- If bag weighs more than 23 KG/50 LBS it shall be labeled "heavy bag tag".
- Write current weight of bagagge (square on tag).



HEAVY BAGGAGE tag	
• dimensions	• 7 x 10 cm,
• description	• reversible, • hanging
• colour	• orange, grey.

6.2.2.1.3. Baggage Through Checking

1.General rule	Through check-in of baggage is possible for following cases: ⇒ onto flight is operated by LO or other airlines contracted with Interline Agreement with LO (Reference in GGAIRLO), ⇒ the connecting flight departs from the same airport as the delivering flight, ⇒ the connecting flight is scheduled to depart from the airport of transfer on the same day on which the delivering flight is scheduled to arrive, ⇒ if local through-check-in rules allow, ⇒ if the passenger holds a ticket with confirmed (OK) or requested (RQ) reservation for the connecting flight, NOTE: Baggage of ID passengers with status seat available (SA) may be checked through if passengers agree.
2.Through-checking in case of separate tickets	Through check-in of baggage in case of separate tickets is allowed on LO and Star Alliance partners – the Electronic Tickets Interline agreement must exist, sufficient connecting time is observed and the local through-check rules allow.

6.2.2.2. Free unchecked baggage allowance

The following articles may be carried by the passengers in the cabin:

Categories	Articles allowed
1.Hand baggage (Carry- On Baggage) or items which are necessary for the passenger during their journey (without additional expenses)	• For security reasons the following articles could not be carried in the cabin baggage: liquids in containers (bottles, boxes, etc.) exceeding 100 ml each, containing any liquids, gels, creams, perfumes, pastes, cosmetics in liquid consistency, contents of pressurized containers, lotions, oils, sprays etc. **Exception:** ➢ dietary requirements including baby food, ➢ medicines. allowed in liquid form if required during the trip. No restrictions on the quantity of liquids that passengers can carry. Passenger can be asked for proof that they are needed during the trip. • Liquids in permitted quantities must be packed in one transparent, re-sealable plastic bag of not more than one liter capacity and should be present separately to the screeners at security checkpoints for examination. • Effective 31 January, 2014 new rules apply in EU Members States. Certain liquids are allowed as hand luggage but must be presented at transfer screening checkpoint at EU airports separately from other hand baggage. Liquids allowed : ➢ Liquids in containers of 100ml or less packed in a single transparent, re-sealable 1-litre plastic bag, ➢ Medicines & special dietary products, such as baby food, vital for the trip, ➢ Duty-free liquids purchased from any airport or airline packed in a security bag. A receipt must be inside a security bag with and the bag cannot be opened until the arrival at the final destination. More information on www.lot.com under Hand Baggage Regulation. For more, GHM p. 6.2.2.2 (7).
2.Cabin baggage (without additional expenses)	• Additional items (except for the items classified as hand baggage), whose carriage free of charge is allowed by the carrier (e.g. umbrella, duty free purchases as alcohol, perfumes or other small accessories).

Categories	Articles allowed
3. Special baggage	Special baggage carried in the cabin, but subject to special regulations and charges: Fragile, bulky and pets (PETC) in cabin.
Articles not permitted (for security reasons)	
4.Hand / cabin baggage	• Weapons or weapon parts. • Explosives, e.g. ammunition, flares, fireworks, detonators. • Sharp metal objects, such as pocket-knives, daggers, sabres. • Flammable solids or liquids, e.g. spirit, lighter gas. • Solvents, paints, match. • Radioactive materials. • Compressed gases, e.g. aerosols with flammable contents. • Toxic substances, e.g. pesticides. • Corrosive substances. • Other dangerous items, e.g. items, which are characterized by a strong magnetic field. For more, GHM p. 6.6.
Remarks	
5.Handling procedure	a) Check-in personnel must observe above restrictions due to limited capacity in the overhead-compartments and under the passenger's seat. b) All articles intended, as hand/cabin baggage shall be presented at the check-in desk. When the items confirm to the restrictions, a cabin baggage tag shall be issued. c) Only items bearing this tag are to be allowed on board at the gate. d) Cabin/hand baggage is subject to quantity, weight and size limitations.

<table>
<tr><th colspan="2">Remarks</th></tr>
<tr><td>6.Over capacity hand baggage (OCHBAG)</td><td>

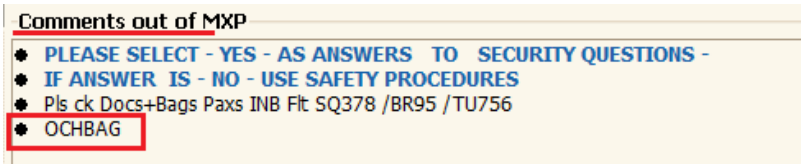
It is possible to load passenger carry-on baggage into the aircraft hold without extra cost if OCHBAG regulations and free carry-on baggage allowance are met.
OCHBAG procedure must be performed at check-in and/or at gate if total booking is over :

<table>
<tr><td>E70</td><td>50+</td></tr>
<tr><td>E75</td><td>60+</td></tr>
<tr><td>E90</td><td>75+</td></tr>
<tr><td>E95, E195-E2</td><td>80+</td></tr>
<tr><td>B738</td><td>120+</td></tr>
<tr><td>B738MAX</td><td>150+</td></tr>
</table>

Baggage accepted under OCHBAG is delivered to baggage belt with other registered baggage. Do not use DAA tags.
OCHBAG is applicable on LOT flights only. If at least one leg is continued with other carrier – do not perform procedure.

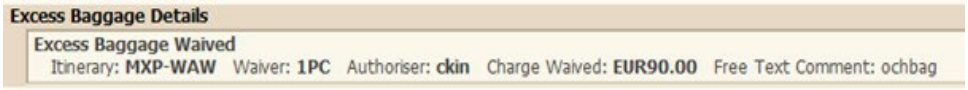
Procedure:

Check aircraft type and number of booked passengers on the flight.
Select flight and put banner – ‘OCHBAG’.



<ol start="3">
Check if free carry-on baggage allowance is met. If not, excess baggage charge must be collected (see GHM p. 6.3).
Inform passenger to remove all fragile, valuable, perishable, dangerous goods items not allowed in hold baggage (such as batteries, powerbanks, valuable items etc.).
Issue and attach baggage tag using Special Baggage option and select:

OCHB – for bags accepted at check-in
OCHG – for bags accepted at gate
<ol start="6">
In case you cannot use Special Baggage type OCHB or OCHG insert WAIVE comment in passenger’s record in ALTEA CM.



NOTE:
All other small bags (one item per one passenger) that will be taken on board must be marked ‘UNDER SEAT’ baggage tag.
</td></tr>
</table>

7. Limits (*Star Alliance B1.6*)

When these limits are exceeded, baggage must be carried as checked baggage.
LOT's sizer/scale shall be used to check baggage.

FREE CARRY-ON BAGGAGE ALLOWANCE

LONG-HAUL FLIGHTS

Flights	LOT Business Class	LOT Premium Economy	LOT Economy Class
Flights to/from China, India, Japan, Canada, South Korea	2 x 9 kg	2 x up to 12 kg in total (1 x 8 kg)	1 x 8 kg
Flights to/from the Unites States of America	1 x 12 kg	1 x 10 kg	1 x 8 kg

SHORT- AND MEDIUM HAUL FLIGHTS

Destinations	LOT Business Class	LOT Premium Economy	LOT Economy Class
Domestic flights in Poland	not applicable	not applicable	1 x 8 kg
Short-haul flights in Europe, Middle East	2 x 9 kg	not applicable	1 x 8 kg
Mid-haul flights flights to/from United Arab Emirates, Saudi Arabia, Uzbekistan, Kazakhstan	not applicable	2 x 9 kg	1 x 8 kg

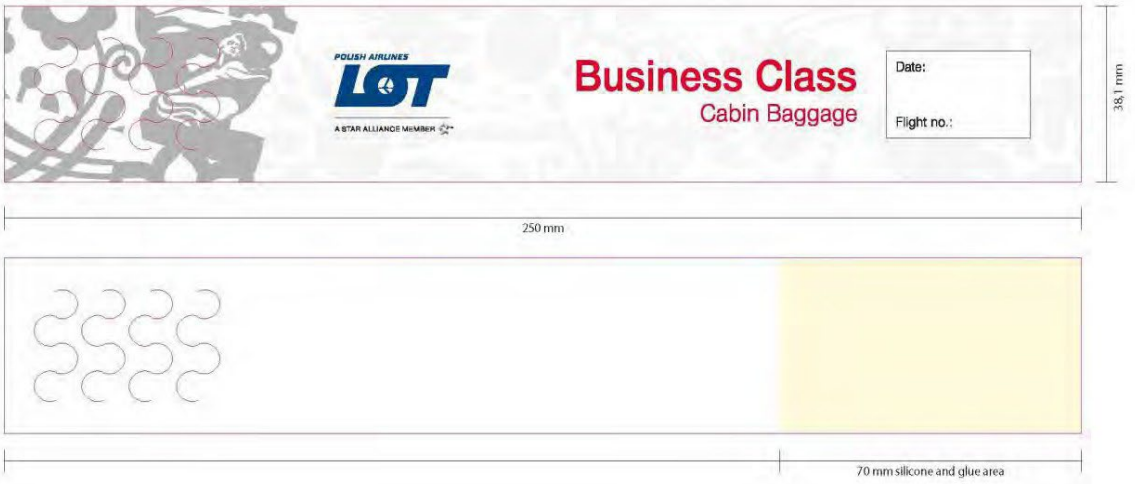
Note: The carry-on baggage allowance applies to all passengers including SEN, HON, Star Alliance Gold, FTL customers according to class of travel.

- Dimensions of each item of baggage should not exceed 55 cm of height, 40 cm of width, and 23 cm of depth. Total sum of dimensions should not exceed 118 cm.

- In addition to the above cabin baggage allowance, the following items may be carried free of charge:
  - handbag/men's bag **OR** a small backpack **OR** a sachet/fanny pack (max.2 kg; 40 cm x 35 cm x 12 cm),
  - a laptop, an umbrella, a small photo camera or a pair of binoculars,
  - food and collapsible baby stroller/pushchair **OR** car-type seat (applies to infants under 2 years old (INF) - **not occupying** an individual passenger seat),
  - food and collapsible baby stroller/pushchair **AND** car type-seat (applies to infants under 2 years old (INF) and children between the age of 2 and 12 years old (CHD) - **occupying** an individual seat),
  - two medical items: a wheelchair (will be loaded into the hold before boarding and returned to the passenger upon landing), crutches or other medical device for personal use.

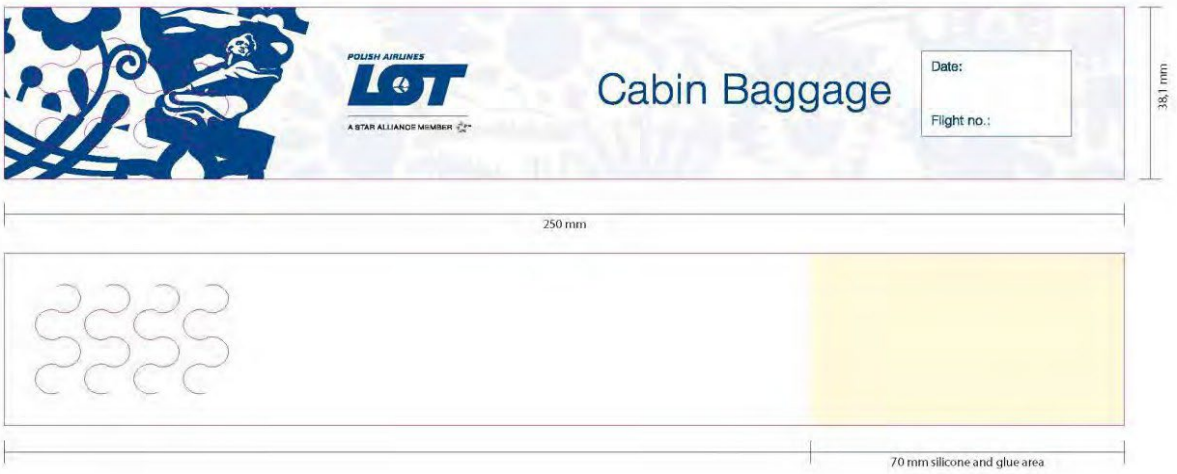
6.2.2.2.1. Business class cabin baggage tag

LOT Polish Airlines • Cabin Baggage Tag • 250 x 38,1 mm



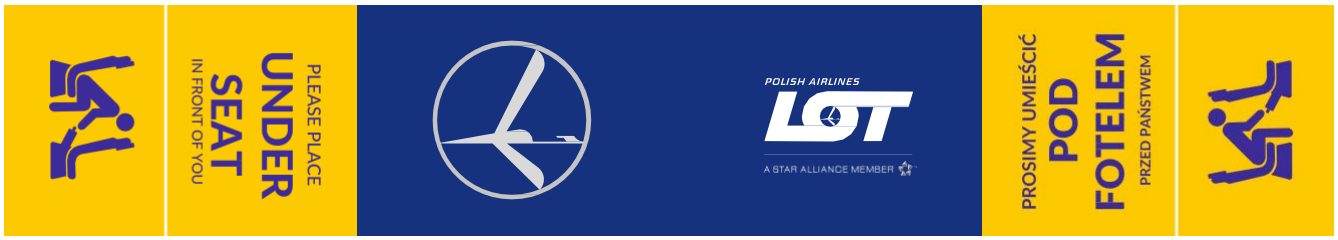
6.2.2.2.2. Economy class cabin baggage tag

LOT Polish Airlines • Cabin Baggage Tag • 250 x 38,1 mm



6.2.2.2.3. Under Seat baggage tag

1. All passengers with small bags other than trolleys.
2. Small bags which fits under the seat in front of passenger: laptop/computer bag, backpack, ladies handbag, shoulder-strapped bag etc.
3. Perform procedure in accordance with OCHBAG booking limits.



Please send all orders to handling.materials@lot.pl

6.2.2.2.4. Transfer to USA baggage tag

1. All passengers in transfer (only via WAW) to USA from their origin destination shall be tagged.
2. Attach this tag to one of the passenger's handbags.



Please send all orders to handling.materials@lot.pl

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6.3. EXCESS BAGGAGE

6.3.1. General rules

1.	The overall rule is that a passenger who carries excess baggage must pay excess charges.
2.	Excess baggage means the portion of baggage which exceeds free baggage allowance in terms of weight, quantity or dimensions, and which is carried at an extra charge.
3.	The passenger handling staff of LOT Polish Airlines may refuse carriage of excess baggage, due to safety considerations, technical reasons etc. The decision regarding this issue is made by the Station Manager, supervisor or a person authorised to represent LOT Polish Airlines at airport (if necessary, upon consultation with the aircraft captain who in such case has the right to make the final decision).
4.	The fact that excess baggage charge has been collected is confirmed by the following carriage documents: • separate Excess Baggage Ticket or, • the EMD/MCO form (Miscellaneous Charge Order).
5.	• There are different passenger categories with an increased free baggage allowance, such as seamen, customers holding status cards (e.g. HON, SEN, Star Alliance Gold) or other passengers with granted excess baggage by LOT Head /Director with the approval in the reservation. • In case of seamen it is not sufficient to show a seaman's book without a seaman ticket to receive the increased allowance. • The free baggage allowance is always entered in the etix. • If an increased allowance is entered in the ticket, always accept this amount.

6.3.2. Procedure at the gate

1.	• The preliminary check of hand luggage shall be done at the gate before boarding, where the handling agent actively checks passenger's hand luggage with the use of hand scales (if available) and sizers (the baggage frame). • The luggage must meet the weight and size requirements of LOT Polish Airlines.
2.	If the hand luggage exceeds the allowed limits (in total with checked baggage) handling agent asks passenger to pay an excess baggage fee.
3.	The proof of payment is EMD/Excess Baggage.
4.	After paying and presenting the EMD/EXB passenger's baggage is: ➢ marked by baggage tag/ LIMITED RELEASE (see point 6.11), ➢ announced to the person responsible for aircraft/flight coordination, ➢ registered into the DCS (correction to the load sheet) ➢ loaded to the hold of the aircraft. Passenger is asked to collect the hand luggage together with the registered baggage from the conveyor belt at the airport of arrival.
5.	In case the passenger with oversized/overweight hand luggage appears in gate while final boarding and the process of excess baggage charge collection may affect the on-time departure, handling agent contacts LOT's representative or supervisor and proceeds according to suggested instructions.

6.3.3. Procedure at check-in counter

1.	• If the registered baggage exceeds the allowed limits the agent asks passenger to repack, leave (if there is such possibility) or pay an excess baggage fee. • After paying the excess baggage (EMD/EXB) passenger can register the luggage at check-in counter. • Valuable items shall be placed in hand bag

6.3.4. Excess baggage charges - code-share flights

In case of code-share flights, where LO is designated as marketing carrier only – excess baggage charges must be collected according to the operating carrier's regulations and fees (see GGAIRLOBAGS).

6.3.5. Size restrictions

<table>
<tr><th>Code</th><th>Limits</th></tr>
<tr><td>AVIH</td><td>• The size of the container may not exceed the dimensions of:
B787: 122 x 81 x 89 cm
B737/EMB: 102 x 69 x 76 cm</td></tr>
<tr><td>PETC</td><td>• The size of the container may not exceed the dimensions of:
B787/ B737: 55 x 40 x 20 cm
EMB: 45 x 30 x 20 cm
• Limits:
<table>
<tr><th>Aircraft type</th><th>Max per aircraft</th><th>C class</th><th>P class</th><th>Y class</th><th>One cabin configuration</th></tr>
<tr><td>B787-900</td><td>4 PETC</td><td>1 PETC</td><td>1 PETC</td><td>2 PETC
1st seated in section C (row 9-20)
2nd seated in section D (row 22-36)</td><td>N/A</td></tr>
<tr><td>B787-800</td><td>4 PETC</td><td>1 PETC</td><td>1 PETC</td><td>2 PETC
1st seated in section C (row 8-19)
2nd seated in section D (row 21-31)</td><td>N/A</td></tr>
</table>
<table>
<tr><th>Aircraft type</th><th>Max per aircraft</th><th>C class</th><th>Y class</th><th>One cabin configuration</th></tr>
<tr><td rowspan="3">B737
ERJ 190-100/200
ERJ 170-100/200</td><td rowspan="3">2 PETC</td><td>1 PETC</td><td>1 PETC
must be max. isolated from the PETC in C class (recommended last row of Y class)</td><td rowspan="3">max. 2 PETC per aircraft placed in outer two aircraft sections (must be isolated from each other)</td></tr>
<tr><td>2 PETC
animals must be max. isolated from each other (recommended 2nd row and the last row of C class)</td><td>0 PETC</td></tr>
<tr><td>0 PETC</td><td>2 PETC
placed in two outer aircraft sections (must be isolated from each other)</td></tr>
</table>
</td></tr>
</table>

Code	Limits
..cont. PETC	• Transportation of more PETCs over the limit must be authorized by the Ground Handling and Procedures Unit. • Max weight 8 kg gross. • A guide dog which accompanies a disabled passenger, traveling in an appropriate harness, is always carried free of charge. **NOTE:** Assistance dogs (SVAN) are not included in the quantity limit regarding the number of animals allowed in the cabin.
CBBG	• Goes with extra seat. • Max weight 75 kg. • Charge for each seat occupied by such baggage shall be the fare which would have been charged to the passenger occupying such seat. • When calculating the excess baggage charge for CBBG baggage, no group fares, special fares or any discount fares will apply.
FRAG	• Accepted as CBBG or loaded into belly. • On request. • EXB rate applied.
Sporting Equipment (SPEQ)	• Sporting equipment which is included in FBA is free of charge. • If the item exceeds the limit of FBA the charge of EXB must be collected (see sporting equipment charges in Amadeus). • The list with the fees of carrying sporting equipment is published in Amadeus. • The maximum weight of sporting equipment must not exceed 32 kg. The heavier items shall be sent as Cargo. • Depending on the ticket fare, one ski and golf equipment are allowed free of charge as additional baggage for Star Alliance Gold cards holders (HON, SEN, Star Alliance Gold). For more see GHM p. 6.2.2.1.2 which contains table of sporting equipment with description. **Note**: Security guards on duty are exempt from payment for their personal weapon.
XBAG BULK	• Max weight of a regular baggage is 32 kg. • Regular baggage exceeding 32 kg shall be sent as Cargo. • The size (3 dimensions) of each pieces of XBAG/BULK must be checked according to the type of the aircraft (see GHM p. 3.11). • Under the charging rules presented in Amadeus.

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6.4. EXCESS VALUE DECLARATION

	Remarks
1. General rules	• Provisions regulating the air carrier liability for baggage damage provide for the liability limited to 1288 SDR. A passenger can take advantage of the increased limit of the carrier's liability (above 1288 SDR) for baggage by submitting a special declaration and paying the appropriate fee at the airport. • For the declaration to be submitted, the declared baggage value should not exceed 2 x 1288 SDR and the passenger needs to fill out a form and get a receipt confirmation after the payment. *SDR – is an international unit of account, non-cash, created by the International Monetary Fund and listed on international currency markets.* • The Excess Value Declaration service for checked baggage: ➢ available as SSR (BAGI), ➢ available only in DCS (CM Altea LOT) at baggage check-in at airports, ➢ applies only to checked baggage (without restrictions as to the range of SH, LH, MH, DOM, booking class, etc.). **Notes:** 1. Service be assigned and carried out only for flights operated by LOT on LO1-3999 (interline and codeshare excluded). 2. The price of the service is $200 (or the equivalent in the currency of your choice, according to Amadeus exchange rates for the day). 3. The sale of SSR BAGI generates an EMD, which is subject to the same rules as all other EMDs for additional services.
2. Procedure	<u>Procedure for Handling Agent at the check-in counter:</u> 1. The passenger must present the completed and signed Excess Value Declaration Form (please see Appendix 10) to the handling agent. **Note:** If the passenger does not possess the pre-completed form (downloaded from lot.com), the handling agent shall handover the printed copy to the passenger. 2. The passenger must pay the fee. 3. The service must be added by SSR using code 'BAGI'. 4. The completed form must be verified by the handling agent for accuracy then signed (below the passenger's signature) and returned to the passenger. **Note:** Before accepting the fee and adding the SSR to the booking, the handling agent always has the right to look at the content of the baggage with the declared higher value to check the existence of the higher value items. The principle of 'common sense' should be applied. We recommend asking passenger to open the luggage if there is time to do so. This action will help to reduce frauds. If there is reasonable doubt, the handling agent has the right to question the increased value of the baggage.

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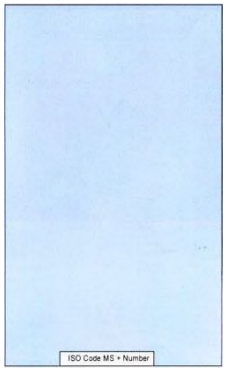
6.5. CARRIAGE OF LIVE ANIMALS (PETC AND AVIH) AS BAGGAGE

6.5.1. General rules

	Remarks
1. Policy	• The carriage of live animals is subject to the IATA Live Animal Regulations and to special conditions. • Carriage can only be accepted when all points are adhered to. • Reservations shall be made (SSR is mandatory). • Carriage of animals is chargeable.
2. Requirements	A live animal may be carried as baggage on board LOT Polish Airlines aircraft within the entire connection network, provided the following conditions are met: • Good health and condition of animal, Only animals which appear to be in good health and condition and fit to travel to the final destination will be accepted. • Animal must travel together with passenger. A live animal carried as baggage is carried on the same aircraft as the passenger who takes care of the animal; carriage of live animals is allowed under the regulations in force in the countries of departure, destination and in all transit countries. • Passenger has got all documents (for animal) required for veterinary purposes according to the regulations. The passenger carrying a live animal presents during check-in all the documents required for carriage of an animal, in compliance with the regulations in force in the countries of departure, destination and in all transit countries. • Container (a cage or bag) used for transportation of animal is proper (according to the regulations). The animal is presented for check-in in a container (a cage or bag) provided by the passenger, which meets LOT Polish Airlines requirements regarding its weight, dimensions and construction. Each container must be suitable for the animal(s), it must in general allow the animal(s) to stand up, turn and lie down in a natural manner.
3. Restrictions	• Females with suckling young and unweaned animals will not be accepted. • Weaned puppies younger than eight weeks must not been shipped due to possible dehydration effects in air transportation. • Dogs, cats and ferrets (up to 5 animals) according to Regulation (EU) No. 576/2013; more info: https://www.wetgiw.gov.pl/english/travelling • Polish law does not allow to bring into Poland young dogs, cats or ferrets under 12 weeks of age without valid vaccination against rabies. • Snub-nosed animals must not be transported in the hold as AVIH of LOT flights (for more information, please see GHM p. 6.5.4).
4. Seeing-eye /assisting	Seeing-eye/hearing, assisting dogs are accepted free of charge in the passenger cabin, when accompanying a blind, deaf or disabled passenger. Weight and size limitations do not apply and the animal need not be caged. For more, GHM p. 5.11.2.1.

6.5.2. Documentation

Documents required for carriage of a live animal as baggage (PETC and AVIH):

Categories	Remarks
1. Pet Passport  	Dogs, cats and ferrets are to be accompanied by a passport when they are moved between the European Union Member States (according to the Article 5(1)(b) of Regulation (EC) No 998/2003). a) The format of passport (uniform for all Member States): ● Dimension: 100x152 mm, ● Color: blue and yellow stars in the upper quarter complying with the specification of the European emblem, ● the number of passport, ISO code of the Member State of issue are printed on the cover, ● pages are numbered at the bottom of each page, ● information shall be given in the official language(s) of the Member State of issue and in English. b) Sequences of the headings: ● I. OWNER ● Name, Surname, Address, Post-code, City, Country ● II. DESCRIPTION OF ANIMAL ● Picture of the Animal (Optional), 1. Name (as stated by owner), ● 2. Species, 3. Breed, 4. Sex, 5. Date of Birth, 6. Coat (colour and type), ● III. IDENTIFICATION OF ANIMAL ● 1. Microchip Number, 2. Date of Microchipping, 3. Location of Microchip, 4. Tattoo Number, 5. Date of tattooing **Note:** **The identification must be verified before any new entry is made on this passport** ● IV. VACCINATION AGAINST RABIES, Manufacturer (Name of Vaccine) & Batch (Number), Vaccination Date, Valid until, Authorised Veterinarian (stamp & signature) ● V. RABIES SEROLOGICAL TEST I have seen an official record of the result of serological test for the animal, carried out on a sample taken on ……(dd/mm/yyyy) And tested in an EU-approved laboratory, which states that the rabies neutralising antibody titre was equal to or greater than 0.5 IU/ml Name, date and signature of the authorised Veterinarian IN CASE OF A FURTHER TEST I have seen an official record of the result of serological test for the animal, carried out on a sample taken on (dd/mm/yyyy) And tested in an EU-approved laboratory, which states that the rabies neutralising antibody titre was equal to or greater than 0.5 IU/ml Name, date and signature of the authorised Veterinarian,

Categories	Remarks
..cont.. Pet Passport	• VI. TICK TREATMENT Manufacturer & Name of product, Date, Time, Veterinarian (stamp & signature), • VII. ECHINOCOCCUS TREATMENT Manufacturer & Name of product, Date, Time, Veterinarian (stamp & signature), • VIII. OTHER VACCINATIONS Manufacturer (Name of Vaccine) & Batch (Number), Vaccination Date, Valid until, Authorised Veterinarian (stamp & signature), • IX. CLINICAL EXAMINATION Declaration (the animal is in good health and able to withstand carriage to its destination), Date, Veterinarian (stamp & signature), • X. LEGALISATION Legalisation Body, Date, Stamp/Seal, • XI. OTHERS.
2. Veterinary Certificate For Domestic Dogs, Cats entering The European Community For Non-Commercial Movements	Dogs, cats and ferrets are to be accompanied by a Veterinary Certificate when they are moved from third countries (Article 8(4) of Regulation (EC) No 998/2003). a) The format and validity of Veterinary Certificate: • The Certificate shall consist of a single sheet drown up at least in the language of the Member State of entry and in English (in block letters) • Parts I to V of certificate shall be issued and signed by an official veterinarian designated by the competent authority of the country of dispatch or by a veterinary surgeon authorised by the competent authority. In the latter case the competent authority must endorse the certificate, • Parts VI and VII, where applicable, shall be completed and signed by veterinarians authorised to practice veterinary medicine in the country of dispatch. • The certificate must be accompanied by supporting documentation or a certified copy of it, including vaccination details and result of serological test. This documentation must bear identification details of the animal concerned. • The certificate is valid for intra-Community movements for a period of four months from the date of issue or until the date of expiry of the vaccination shown in part IV, whichever is earlier. b) Sequences of the headings: • Country of dispatch of the animal, • Serial number of Certificate, I. OWNER/RESPONSIBLE PERSON ACCOMPANYING THE ANIMAL First name, Surname, Address, Postcode, City, Country, Telephone, • II. DESCRIPTION OF ANIMAL Species, Sex, Date of birth, Breed, Coat (color and type), • III. IDENTIFICATION OF THE ANIMAL Microchip number, Location of microchip, Date of microchipping, Tattoo number, Date of tattooing,

Categories	Remarks
..cont.. Veterinary Certificate For Domestic Dogs, Cats entering The European Community For Non-Commercial Movements	• IV. VACCINATION AGAINST RABIES Manufacturer and name of vaccine, Batch number, Vaccination date, Valid until, • V. RABIES SEROLOGICAL TEST (when required) I have seen an official record of the result test for the animal, carried out on a sample taken on (dd/mm/yyyy)…..and tested in an EU-approved laboratory, which states that the rabies neutralising antibody titre was equal to or grater than o,5 IU/ml, • OFFICIAL VETERINARIAN AUTHORISED BY THE COMPETENT AUTHORITY (in the latter case, the competent authority must endorse the certificate) First name, Surname, Address, Postcode, City, Country, Telephone, Signature, Date & Stamp, • ENDORSEMENT BY THE COMPETENT AUTHORITY (Not necessary when certificate is signed by an official veterinarian) Date & Stamp, • VI. TICK TREATMENT (when required) Manufacturer and name of product, Date and time of treatment (dd/mm/yyyy + 24 hour clock), Name of veterinarian, Address, Postcode, City, Country, telephone, Signature, Date & Stamp, • VII. ECHINOCOCCUS TREATMENT (when required) Manufacturer and name of product, Date and time of treatment (dd/mm/yyyy + 24 hour clock), Name of veterinarian, Address, Postcode, City, Country, telephone, Signature, Date & Stamp.
3. Other documents which are required on the basis of the regulations of the country of: departure, destination or transit (e.g. import licence)	For information on the regulations of specific countries see TIM or webbed pages.

6.5.3. Handling of PETC

	Remarks
1. Acceptance	• Only cats , dogs and ferrets are accepted. Others - as cargo (AVI) only. **NOTE: Ferrets, which are transported to CANADA require "PERMIT TO IMPORT" issued by Canadian Food Inspection Agency.** • Weight of the animal together with its container (cage or bag) must not exceed 8 kg. If weight limit is exceeded – as AVIH (pet in hold) only. • Only one PETC per passenger is allowed. **Exception:** 2 small PETCs of the same species in one container not exceeding the dimensions for specific type of aircraft and total weight up to 8 kg (including container). • The container (cage or bag) fits under a passenger seat in the cabin and does not exceed the dimensions specified for cabin baggage (55 cm x 40 cm x 20 cm). **Exception:** For carriage of a live animal as cabin baggage on board of ERJ 170-100/200 or ERJ190-200 aircraft, the container (cage or bag) must not be larger than**: 45 cm x 30 cm x 20 cm.** • Carriage in the cabin is allowed by the country/ies and carriers regulations ⇒ country of departure, ⇒ country of destination, ⇒ all transit countries, ⇒ as well as by the regulations of the carrier or carriers involved in the whole process of carriage. • Pets must not be allowed to leave the container during flight. ⇒ it's possible to take the container (cage or bag) from under the seat.
2. Limitation	There is a limit for animals carried in the cabin on the same flight: **See GHM p. 6.3.5.** **Note**: A guide dog accompanying a blind/deaf or disabled passenger are not included in the quantity limit regarding the number of animals allowed in the cabin. For more info refer to GHM p. 5.11.2.1.
3. Reservation	Based on the limits (depending on aircraft type) animals are automatically confirmed by the reservation system.

	Remarks
4. Check in	• All the rules that apply to baggage check-in are also relevant for the check-in of a passenger travelling with a live animal carried as baggage. • A live animal carried as baggage can be accepted for carriage only during check-in at the airport on the day of departure. • Pets, which are permitted to be transported in the passenger cabin, shall be loaded into their containers or cages before leaving the departure lounge. • The container/cage shall not be reopened until the passenger is in the arrival building at the destination.
5. Seating	• Passenger with PETC (guide dog / assistance dog) cannot be seated at emergency exit row. • Passengers with PETC shall not be seated in a row behind or adjacent to aircraft exit doors where no seat row in front is available (to place the PETC under the seat during take-off and landing). • The container is placed in front of passenger's seat. It shall be ensured that aisle between seats is free for unobstructed movement.
6. Labelling	• A container (cage or bag) with a live animal shall be marked by: ⇒ CABIN BAGGAGE" tag, ⇒ LIVE ANIMALS label (see GHM p. 6.5.5).
7. Information on the presence of an animal on board.	• Information on the presence of PETC must be delivered to: ⇒ Senior crew member by means of PIL, ⇒ Handling agent, Station Manager or supervisor at destination by means of LDM message.

6.5.4. Handling of AVIH

<table>
<tr><th></th><th colspan="2">Remarks</th></tr>
<tr><td rowspan="5">1.Acceptance</td><td colspan="2">• The size of the container does not exceed the limits for a type of aircraft on which the animal is to be transported.</td></tr>
<tr><td>Type of aircraft</td><td>Dimensions</td></tr>
<tr><td>B787</td><td>122 x 81 x 89 cm</td></tr>
<tr><td>B 737</td><td rowspan="2">102 x 69 x 76 cm</td></tr>
<tr><td>EMB</td></tr>
<tr><td colspan="2">• Container used for transportation of animal is proper (according to the regulations): Separate food and water troughs must be provided by shipper, either fixed inside the container or attached to it so that they are accessible for replenishment purposes.
⇒ is sturdy enough, ⇨ has an adequate number of ventilation openings, ⇨ is tight (not leaking), ⇨can be handled easily, ⇨ is clean and without unnecessary equipment.
• Temperature in the hold during the flight is appropriate for a given animal:
⇒ temperatures required for carriage of specific animal species are provided in IATA „Live Animals Regulations” Appendix C,
⇒ temperatures during the flight in holds of LOT Polish Airlines aircraft are provided in GHM p. 6.5.4.1.
• Carriage of an animal in the hold is allowed by the country/ies and carriers regulations:
⇒ country of departure,
⇒ country of destination,
⇒ all transit countries,
⇒ as well as the regulations of the carrier or carriers involved in the carriage process.</td></tr>
<tr><td>2.Limitation</td><td colspan="2">• The number of animals carried as checked baggage (AVIH) aboard any aircraft and the hold or holds are specified in Chapter 3 (Weight & Balance)
• Only one adult animal per one container is allowed for carriage except animals up to 6 months old – up to a maximum quantity of three in the same container.</td></tr>
</table>

	Remarks
3.Restrictions	• Snub-nosed animals must not be transported in the hold as AVIH of LOT flights. Animals with a shortened and a flattened muzzle (due to the high temperature and stress) may have difficulty breathing during flight, leading to hypoxia and circulatory disorders, including death. • Animals with a flattened muzzle can travel on board as PETCs if they meet all the requirements for the carriage of PETC. • Transport of brachycephalic animals in hold is only possible through CARGO as they have much stricter animal transport procedures, which verify i.a. the air temperature at the departure and destination airports. • The following animals must not be transported in the hold (as AVIH) of LOT flights. **Brachycephalic dog breeds:** Affenpinscher, American Cocker Spaniel, American Pit Bull Terrier, American Staffordshire Terrier, Belge Griffon, Boston Terrier, Boxer, Brussels Griffon, Bull Mastif, Bulldog (All Breeds), Cane Corso, Cavalier King Charlers Spaniel, Chihauhau, Chow Chow, Dogue De Bordeaux, Japanese Chin, Japanese Spaniel, Lhasa Apso, Mastiff (All Breeds), Pekingese, Petit Brabancon, Pugs (All Breeds), Shar Pei, Shih Tzu, Staffordshire Bull Terrier, Tibetan Spaniel **Brachycephalic cat Breeds:** British Shorthair, Exotic Shorthair, Himalayan, Persian, Scottish Fold The restriction of transport in the hold also applies to cross-breeds of the listed breeds and animals with characteristics of brachycephalic breeds (short muzzle). **Note:** When accepting AVIH at the check-in counter, please check also if it is not snub-nosed animal.
4.Reservation	• Information of animal (total weight together with the container, dimension of the container) shall be entered into the booking system.
5.Check-in	• All the rules that apply to baggage check-in are also relevant for the check-in of a passenger travelling with a live animal carried as baggage. • A live animal carried as baggage can be accepted for carriage only during check-in at the airport on the day of departure.
6.Labelling	• A container with a live animal shall be marked by: ⇒ single-leg or multi-leg tag, ⇒ LIVE ANIMALS label, ⇒ THIS WAY UP (see GHM p. 6.5.5).

	Remarks
7.Loading	• AVIH shall be loaded and offloaded as close as possible to the aircraft departure or arrival. They shall not be left standing unnecessarily in the open not on standing aircraft, when departure is delayed. • A live animal carried as checked baggage (AVIH) may be carried only in the holds listed in GHM p. 6.5.4.1. • If air temperature at the departure or transit airport exceeds +24°C or is below + 4°C, one should consider the possibility to use air-conditioning devices in the hold (either Air Cooler or Air Heater). • If the take-off is delayed for more than 30 min, and if air-conditioning devices in the hold haven't been used, the container with the animal shall be offloaded and temporarily placed in a room adapted for that purpose. • The time when the hold containing a live animal remains closed shall be kept to the absolutely required minimum. • The container with the animal shall be placed inside the hold: ⇒ at least 15 mm above the floor – in order to prevent excessive cooling of the animal, ⇒ ensure a gap of at least **10 cm (4 inches)** between the animal container's ventilation apertures and adjacent cargo or walls – in order to ensure sufficient air for normal breathing, ⇒ in such a way as to make sure no other items carried inside the same hold may fall onto the container (cage), ⇒ must not be loaded on top of or underneath other types of loads or baggage. • Precautions shall be taken to prevent other baggage or cargo from shifting, falling or leaning onto animal containers. Avoid unnecessary tilting and jolting of containers. • Animal containers shall be handled and stowed in upright position and must be properly lashed inside the cargo compartment. Securing the animal container by other baggage or cargo is insufficient. • Live animals shall not be packed inside a closed ULD (container). • Live animals shall not be loaded in the same compartment with: ⇒ other loads which may have a negative effect on their health and welfare, ⇒ their natural enemies shall not be loaded in close proximity to one another, ⇒ cryogenic liquids(RCL), Dry Ice (ICE), foodstuff (EAT) and human remains (HUM). • Live animals may be loaded together with radioactive materials, provided that the separation distances stated in the IATA Live Animal Regulations are complied with. **CAUTION** Due to the lack of cargo compartment ventilation, the carriage of live animals is **PROHIBITED** on: ERJ 190-100AR/-200AR registrations: **SP-LNG, SP-LNH, SP-LNI, SP-LNK, SP-LNL, SP-LNM, SP-LNN, SP-LNQ, SP-LME, SP-LMF** ERJ 190-400 registrations: **SP-LEA, SP-LEB, SP-LEC**

8.Information regarding the presence of an animal in hold	• Captain shall be notified of having loaded checked baggage containing a live animal into the aircraft's holds by Weight & Balance staff in writing, in the form of a NOTOC document. • Station Manager or supervisor, handling agent - unloading staff at the destination airport shall be notified by: ⇒ LDM message (Load Message), ⇒ BTM Message (Baggage Transfer Message).

6.5.4.1. Selection of a hold for carriage of live animals, as recommended in LOT Polish Airlines

A/C TYPE	DESIGNATED HOLDS	RECOM-MENDED HOLDS	AIR TEMPERATURE INSIDE THE SPECIFIC HOLDS DURING THE FLIGHT			NOTE
B737	All holds	1 or 2	**1 or 2**		from 0°C to +13°C	Holds are not air-conditioned during aircraft parking and during taxiing to the runway
			standard		+5°C	
			3 or 4		from -4°C to +11°C	
			standard		+2°C	
B787	Designated 1, 2 or 5 3 and 4 are not allowed	1 or 2	**1,2**	fan off fan on	none from 4°C to +27°C	Equipped with a heating and ventilation system
			5		+21°C	Hold does not have its own heating and ventilation system. Air flows from the cabin
ERJ 170-100/200 ERJ 190-200	1 and 2	1 and 2	ON GROUND TEMPERATURE LIMITATION OUTSIDE AIR TEMPERATURE DURING LOADING (OAT)			Forward cargo compartment is equipped with ventilation system, but no dedicated temperature control is available for it. The air flowing from passenger cabin heats the FWD cargo compartment, providing proper conditions for live animal carriage
			LOAD	MIN. TEMP	MAX. TEMP	
			0 to Half Load	-7°C	35°C	
			Half Load to Full Load	-7°C	30°C	

CAUTION

Due to the lack of cargo compartment ventilation, the carriage of live animals is **PROHIBITED** on:

ERJ 190-100AR/-200AR registrations: **SP-LNG, SP-LNH, SP-LNI, SP-LNK, SP-LNL, SP- LNM, SP-LNN, SP-LNQ, SP-LME, SP-LMF**

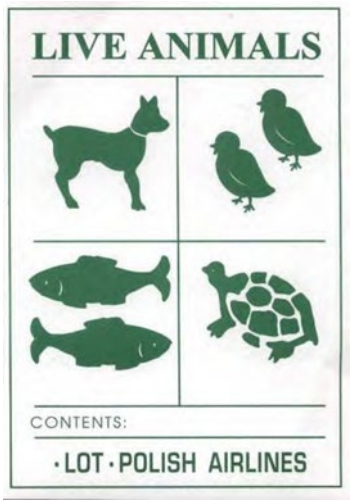
ERJ 190-400 registrations: **SP-LEA, SP-LEB, SP-LEC**

6.5.5. Labelling

A container (cage or bag) with a live animal carried inside as unchecked baggage shall be marked by:

PETC	• „CABIN BAGGAGE" tag, • LIVE ANIMALS label.
AVIH	• single-leg or multi-leg tag. • LIVE ANIMALS label. • THIS WAY UP Every live animal container must bear at least one (1) live animals sticker, with package orientation "This Way Up" on all four (4) sides whenever possible. The labels shall be affixed to the container in such way as not to obscure ventilation openings.

"LIVE ANIMALS" label.



LIVE ANIMALS label	
dimensions	• minimum label size: 10 cm x15 cm. • minimum lettering size: 2,5 cm.
description	• In the „Contents" field, write (in English) the type of animal carried inside the container. • There should be at least one (1) „LIVE ANIMALS" label affixed to the container.
colour	• on a light-colored background a bright green „LIVE ANIMALS" text and a symbolic picture of animals.

"**THIS WAY UP".**



THIS WAY UP label	
• dimensions	• minimum label size: 10 cm x15 cm
• description	• A „THIS WAY UP" label shall be placed on all four walls of the container whenever possible • It indicates the appropriate position of the container (cage**)** and means that the container (cage) requires special handling.
• colour	• on a light-coloured background a bright red or black arrows pointing upwards

6.5.6. Responsibility

Responsible person	Remarks
1.The passenger is responsible for	• Providing appropriate information regarding the animal while booking the flight. • All information given by LOT Polish Airlines is to the best of their knowledge correct. For detailed information and to obtain current requirements, passengers are to be referred to the local consulate of health authorities. All restrictions, rules and regulations pertaining to or governing import/export of live animals are exclusively a matter of and within the sole responsibility of the passenger. This also applies to veterinary certificates, vaccinations etc. • Providing a container (cage or bag) for carriage of the animal, in compliance with the requirements of LOT Polish Airlines regarding the container's weight, dimensions and construction; • Presenting during check-in all the documents required for carriage of a live animal on a specific route – in compliance with the regulations – (certificates, veterinary certificates, import license); • Ensuring that the animal's health and physical condition make it possible to safely carry the animal on the planned route (which includes feeding and watering the animal prior to carriage). • Any costs arising in consequence of the transportation by LOT Polish Airlines (vaccination, quarantine, veterinary inspections, authority, clearance putting to death and/or destruction) regardless whether LOT Polish Airlines has authorized or tolerated the transport, are wholly and solely at the expense of the keeper or owner of the animal.
2.LOT Polish Airlines is responsible for	All conditions of liability regarding baggage which are in force in LOT Polish Airlines apply also to carriage of live animals in passenger baggage • Providing the passenger who intends to carry a live animal in his/her baggage with correct information – in compliance with regulations and procedures – regarding the whole carriage process. • Verifying whether the container supplied by the passenger (cage or bag) conforms to the LOT Polish Airlines requirements regarding its weight, dimensions and construction. • Checking whether the passenger has all the documents required – in compliance with the regulations – for carriage of an animal on a specific route. • Correct carriage of an animal – in compliance with the existing procedure.

Responsible person	Remarks
3.LOT Polish Airlines bears no responsibility for:	• Death of an animal or damage to its health or for any losses resulting from inappropriate preparation of the animal for carriage, in particular in the event when the animal's health, physical condition or the container supplied by the passenger haven't ensured safe carriage on the planned route. • Death of an animal which occurred for natural reasons. • Any injury self-inflicted by the animal. • Death of an animal or damage to its health caused by the inability of the animal to become adjusted to the alien environment during carriage. • Any injury to the passenger caused by the animal carried by him/her. • The regular observance of all import and/or entry permits, veterinary instructions, nor for the consequences resulting of any violation against such regulations or instructions. • Providing or preparation of attestation, certificates for import, neither at the station of origin, nor at the destination. • Any damage which the animal might suffer during or in consequence of the air transpiration.

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6.6. DANGEROUS GOODS AS BAGGAGE

	Remarks
1.General rules (GRH 1.6.7; GRH 1.6.8; GRH 3.1.1A; GRH 3.1.1B, GRH 3.1.2)	• Dangerous goods shall not be carried in or as passengers or crew checked or cabin baggage, except as otherwise provided in Table 2.3.A. Information about dangerous goods including visual examples shall be displayed at any location where passengers are processed, including ticketing areas, check-in areas (also self check-in devices), boarding areas, baggage drop areas and baggage claim areas. • All other hazardous articles not listed shall never be transported as baggage. For details refer to current IATA Dangerous Goods Regulations. • When dangerous goods not permitted for carriage on board the aircraft are discovered on the person of or in the passenger baggage (also in cargo, mail or crew baggage), a report is made to the appropriate authority of the state of occurrence. The first report shall be dispatched within 72 hours of the event. It may be sent by any means, including e-mail, telephone or fax. This report shall include the details that are known at time. If necessary, a subsequent report shall be made as soon as possible giving all the details that were not known at time the first report was sent. If a report has been made verbally, written confirmation shall be sent as soon as possible. DGOR (see GHM p. 7.4.4.1). **NOTE**: Passengers who purchase air-tickets and/or check-in remotely (on-line, at kiosks, etc) are provided with information about dangerous goods and prohibited items to be transported aboard an aircraft. In case of off-airport check-in this information is presented in a manner that does not allow completion of this process until the passenger or a person acting on behalf of the passenger, has acknowledged that he/she understands the restrictions. • In case of interline agreement with code share and/or alliance partners confirmation from the other operator should be obtained. • According to IATA recommendation, small lithium battery- powered vehicles are not allowed as checked or hand baggage with LOT Polish Airlines! Some examples of these small lithium battery-powered vehicles are: *airwheel, solowheel, hoverboard, mini-segway, balance wheel.*

TABLE 2.3.A
Provisions for Dangerous Goods Carried by Passengers or Crew (Subsection 2.3)

Dangerous goods must not be carried in or as passengers or crew, checked or carry-on baggage, except as otherwise provided below. Dangerous goods permitted in carry-on baggage are also permitted "on one's person", except where otherwise specified

	The pilot-in-command must be informed of the location	Permitted in or as carry-on baggage	Permitted in or as checked baggage	The approval of the operator is required
Alcoholic beverages, when in retail packagings, containing more than 24% but not more than 70% alcohol by volume, in receptacles not exceeding 5 L, with a total net quantity per person of 5 L.	NO	YES	YES	NO
Note: *Alcoholic beverages containing 24% or less alcohol by volume are not subject to any restrictions.*				
Ammunition, securely packaged (in Div. 1.4S, UN 0012 or UN 0014 only), in quantities not exceeding 5 kg gross weight per person for that person's own use. Allowances for more than one person must not be combined into one or more packages.	YES	YES	NO	NO
Avalanche rescue backpack, one (1) per person, containing cartridges of compressed gas in Div. 2.2. May also be equipped with a pyrotechnic trigger mechanism containing no more than 200 mg net of Div. 1.4S. The backpack must be packed in such a manner that it cannot be accidentally activated. The airbags within the backpacks must be fitted with pressure relief valves.	YES	YES	YES	NO
Baggage with installed lithium batteries non-removable batteries exceeding–0.3 g lithium metal or 2.7 Wh.	FORBIDDEN			
Baggage with installed lithium batteries:	NO	YES	YES	NO
– non-removable batteries. Batteries must contain no more than 0.3 g lithium metal or for lithium ion must not exceed 2.7 Wh;				
– removable batteries. Batteries must be removed if baggage is to be checked in. Removed batteries must be carried in the cabin.				
Batteries, spare/loose, including lithium batteries, non-spillable batteries, nickel-metal hydride batteries and dry batteries (see 2.3.5.8) for portable electronic devices must be carried in carry-on baggage only. Articles which have the primary purpose as a power source, e.g. power banks are considered as spare batteries. These batteries must be individually protected to prevent short circuits. Lithium metal batteries: the lithium metal content must not exceed 2 g (see 2.3.5.8.4). Lithium ion batteries: the Watt-hour rating must not exceed 100 Wh (see 2.3.5.8.4). Each person is limited to a maximum of 20 spare batteries. *The operator may approve the carriage of more than 20 batteries. Non-spillable batteries: must be 12 V or less and 100 Wh or less. Each person is limited to a maximum of 2 spare batteries (see 2.3.5.8.5).	NO*	NO	YES	NO
Camping stoves and fuel containers that have contained a flammable liquid fuel, with empty fuel tank and/or fuel container (see 2.3.2.5 for details).	YES	YES	NO	NO
Chemical Agent Monitoring Equipment, when carried by staff members of the Organization for the Prohibition of Chemical Weapons on official travel (see 2.3.4.4).	YES	YES	YES	NO
Disabling devices such as mace, pepper spray, etc. containing an irritant or incapacitating substance are forbidden on the person, in checked and carry-on baggage.	FORBIDDEN			
Dry ice (carbon dioxide, solid), in quantities not exceeding 2.5 kg per person when used to pack perishables not subject to these Regulations in checked or carry-on baggage, provided the baggage (package) permits the release of carbon dioxide gas. Checked baggage must be marked "dry ice" or "carbon dioxide, solid" and with the net weight of dry ice or an indication that there is 2.5 kg or less dry ice.	YES	YES	YES	NO
e-cigarettes (including e-cigars, e-pipes, other personal vaporizers) containing batteries must be individually protected to prevent accidental activation (see 2.3.5.8.2).	NO	NO	YES	NO
Electro shock weapons (e.g. Tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc. are forbidden in carry-on baggage or checked baggage or on the person.	FORBIDDEN			
Fuel cells containing fuel, powering portable electronic devices (e.g. cameras, cellular phones, laptop computers and camcorders), see 2.3.5.9 for details.	NO	NO	YES	NO
Fuel cell cartridges, spare for portable electronic devices, see 2.3.5.9 for details.	NO	YES	YES	NO
Gas cartridges, small, non-flammable containing carbon dioxide or other suitable gas in Division 2.2. Up to two (2) small cartridges fitted into a **self-inflating personal safety device**, intended to be worn by a person, such as a life jacket or vest. Not more than two (2) devices per passenger and up to two (2) spare small cartridges per device, not more than four (4) cartridges up to 50 mL water capacity for other devices (see 2.3.4.2).	YES	YES	YES	NO
Gas cylinders, non-flammable, non-toxic worn for the **operation of mechanical limbs**. Also, spare cylinders of a similar size if required to ensure an adequate supply for the duration of the journey.	NO	YES	YES	NO
Hair styling equipment containing a hydrocarbon gas cartridge, up to one (1) per passenger or crew-member, provided that the safety cover is securely fitted over the heating element. This hair styling equipment must not be used on board the aircraft. Spare gas cartridges for such hair styling equipment are not permitted in checked or carry-on baggage.	NO	YES	YES	NO

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TABLE 2.3.A

Provisions for Dangerous Goods Carried by Passengers or Crew (Subsection 2.3) (*continued*)

	The approval of the operator is required	Permitted in or as checked baggage	Permitted in or as carry-on baggage	The pilot-in-command must be informed of the location
Insulated packagings containing refrigerated liquid nitrogen (dry shipper), fully absorbed in a porous material containing only non-dangerous goods.	NO	YES	YES	NO
Internal combustion or fuel cell engines, must meet A70 (see 2.3.5.12 for details).	NO	YES	NO	NO
Lithium Batteries: Portable electronic devices (PED) containing lithium metal or lithium ion cells or batteries, including medical devices such as portable oxygen concentrators (POC) and consumer electronics such as cameras, mobile phones, laptops and tablets (see 2.3.5.8). For lithium metal batteries the lithium metal content must not exceed 2 g and for lithium ion batteries the Watt-hour rating must not exceed 100 Wh. Devices in checked baggage must be completely switched off and must be protected from damage. Each person is limited to a maximum of 15 PED. *The operator may approve the carriage of more than 15 PED.	NO*	YES	YES	NO
Lithium batteries, spare/loose, including power banks, see **Batteries, spare/loose**				
Lithium battery-powered electronic devices. Lithium ion batteries for portable (including medical) electronic devices, a Wh rating exceeding 100 Wh but not exceeding 160 Wh. For portable medical electronic devices only, lithium metal batteries with a lithium metal content exceeding 2 g but not exceeding 8 g. Devices in checked baggage must be completely switched off and must be protected from damage.	YES	YES	YES	NO
Lithium batteries, spare/loose with a Watt-hour rating exceeding 100 Wh but not exceeding 160 Wh for consumer electronic devices and PMED or with a lithium metal content exceeding 2 g but not exceeding 8 g for PMED only. Maximum of two spare batteries in carry-on baggage only. These batteries must be individually protected to prevent short circuits.	YES	NO	YES	NO
Matches, safety (one small packet) or a small cigarette lighter that does not contain unabsorbed liquid fuel, other than liquefied gas, intended for use by an individual when carried on the person. Lighter fuel and lighter refills are not permitted on one's person or in checked or carry-on baggage.	NO	ON ONE'S PERSON		NO
Note: "Strike anywhere" matches, "Blue flame" or "Cigar" lighters or lighters powered by a lithium battery without a safety cap or means of protection against unintentional activation are forbidden (see 2.3.5.8.4(e)).				
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with **non-spillable wet batteries, nickel-metal hydride batteries or dry batteries**, (see 2.3.2.2).	YES	YES	NO	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with **spillable batteries or with lithium ion batteries** (see 2.3.2.3 and 2.3.2.4 for details).	YES	YES	NO	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with **lithium ion batteries** where the design of the mobility aid does not provide adequate protection for the battery(ies) (see 2.3.2.4.3 for details).	YES	NO	YES	YES
Non-radioactive medicinal or toiletry articles (including aerosols) such as hair sprays, perfumes, colognes and medicines containing alcohol; and **Non-flammable, non-toxic (Division 2.2) aerosols**, with no subsidiary hazard, for sporting or home use (see 2.3.5.1). The total net quantity of non-radioactive medicinal or toiletry articles and non-flammable, non-toxic (Division 2.2) aerosols must not exceed 2 kg or 2 L and the net quantity of each single article must not exceed 0.5 kg or 0.5 L. Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents.	NO	YES	YES	NO
Permeation devices, must meet A41 (see 2.3.5.13 for details).	NO	YES	NO	NO
Radioisotopic cardiac pacemakers or other devices, including those powered by lithium batteries, implanted into a person or fitted externally.	NO	ON ONE'S PERSON		NO
Security-type equipment (see 2.3.2.6 for details).	YES	YES	NO	NO
Security-type attaché cases, cash boxes, cash bags, etc. incorporating dangerous goods, such as lithium batteries and/or pyrotechnic material, except as provided in 2.3.2.6 are totally forbidden. See entry in 4.2–List of Dangerous Goods.	FORBIDDEN			
Specimens, non-infectious packed with small quantities of flammable liquid, must meet A180 (see 2.3.5.11 for details).	NO	YES	YES	NO
Thermometer, medical or clinical, which contains mercury, one (1) per person for personal use, when in its protective case.	NO	YES	NO	NO

Note:
The provisions of Table 2.3.A may be limited by State or operator variations. Poland did not introduce any additional restrictions within the scope described in Table 2.3.A. However, the carriage of balance wheels, hoverboards and other self-balancing vehicles as well as thermometer or barometer, mercury filled carried by a representative of a government weather bureau or similar official agency is totally prohibited in carry-on and checked baggage by LOT Polish Airlines. Additionally LOT Polish Airlines do not allow any increase of any carriage limits referred to in Table 2.3.A (see items "Batteries, spare/loose" and "Lithium Batteries: Portable electronic devices (PED). PLL LOT S.A. may refuse carriage of dry ice in aircraft without proper certification.
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6.6.1. Recognition of dangerous goods and hidden hazards

1.General rules (GRH 1.6.7)	• Great care shall be taken to ensure that no dangerous goods, other than those describe in table IATA DGR 2.3A, are carried on board the aircraft as baggage (it is very difficult to identify all dangerous goods). • Confirmation shall be sought from a passenger about the contents of any item where there are suspicions that may contain dangerous goods. • A special care shall be taken in case of cabin baggage which cannot be accommodated in the passenger cabin. In such case passengers shall be alerted that certain items of DGR are specifically prohibited in hold baggage (e.g. spare lithium batteries) and must be removed.
2. Dealing with suspected contaminated baggage	• If an operator becomes aware that baggage not identified as containing dangerous goods has been contaminated and it is suspected that dangerous goods may be the cause of the contamination, the operator must take reasonable steps to identify the nature and source of the contamination before proceeding with the loading of the contaminated baggage. If the contaminating substance is found or suspected to be a substance classified as dangerous goods by these Instructions, the operator must isolate the baggage and take appropriate steps to nullify any identified hazard before the baggage is transported further by air.
3.Methods of handling dangerous goods placed and identified in luggage	• When information about identified dangerous goods prohibited for transport in baggage is communicated to the agent's staff or cabin crew, follow the procedures of the airport where the incident occurred. • If the airport does not have such procedures, withdraw the baggage, contact the passenger and, if possible, without affecting the punctuality of the operation, allow the passenger to remove the material from the baggage. • If the procedure would have a key impact on the punctuality of the operation both the passenger and the baggage are removed from the flight.
4.The rules of cooperation with airport services on handling baggage in which dangerous goods have been identified	Airport services are informed of incidents involving dangerous goods in baggage when their intervention is required. When airport services are the initiator of the contact because they have detected dangerous goods in baggage, the handling agent should cooperate with the services to deescalate the situation to act in accordance with regulations and prepare the necessary reports.
Typical examples of items may contain or indicate the presence of dangerous goods:	
Aerosol cans	• Changing cabin pressure and temperature may result in leaks if the can is not properly sealed. • There have also been incidents where cans have exploded as a result of becoming overheated.
Aircraft spare parts/ Aircraft equipment	• May contain items meeting any of criteria for dangerous goods. • For example, explosives, cylinders of compressed gas (such oxygen, carbon dioxide or fire extinguishers), paint, adhesives, aerosols, fuel equipment, first aid kits.

Automobile parts (car, motor, motorcycle)	• May contain wet batteries, shocks/struts with nitrogen, air bag inflators/air bag modules, paint, batteries.
Camping/ expeditionary equipment	• Beware of metal bottles, which contain flammable compressed gas and items containing flammable liquid. • Example, kerosene, butane, corrosives.
Chemicals	• Most chemicals are dangerous goods and only qualified cargo staff can advice if it is acceptable as cargo. • Dangerous chemicals must never be accepted as baggage.
COMAT (Company Materials)	• Such as aircraft parts, may contain dangerous goods as an integral part, example chemical oxygen generators in a passenger service unit, compressed gas, magnetized material.
Diagnostic specimens	• May contain infectious substances.
Diving equipment	• May include air cylinders (such as scuba tanks, vest bottles etc.) which usually contain compressed air or a special gas mixture. • Emptied cylinders (pressure gauge reads zero) are acceptable. • Diving lamps may contain rechargeable lead acid batteries and high intensity diving lamps which can generate extremely high heat when operated in air. • In order to be carried safely, the bulb or battery must be disconnected.
Dry cell battery	• Though not regulated, they must be packed so that short circuits cannot occur.
Electrically powered apparatus (wheelchairs, mobility aids, lawn mowers, golf carts, etc.)	• May contain wet cell batteries (see GHM p. 6.6.2. below).
Frozen food	• May be packed in Dry Ice, which can adversely affect live animals and humans.
Gas cigarette lighters	• Lighter containing liquefied gas under pressure may be hazardous when operated under the reduced atmospheric pressures experienced in an aircraft cabin during the flight. • The popular plastic disposable lighters are not fitted with a means of protecting the gas release valve against inadvertent operation. • Such operation of a disposable lighter in baggage could release the entire contents into an aircraft baggage compartment. • These lighters contain sufficient gas to cause a powerful explosion
Household cleaners	• Cleaners can contain chlorides, ammonias and strong oxidizers. • Some detergents and stain removes contain ammonia, which is very corrosive, reacts with Oxidizing materials and produces toxic fumes.
Household goods	• May contain dangerous goods such as paint, aerosols, flammable liquids, household cleaners
Lighter fluid	• Cigarette lighters containing unabsorbed liquid fuel may leak under the condition of air transport, producing explosive vapour in the cabin and aircraft baggage compartments.

Matches: book, cards or safety (strike on box)	• Must not be in checked baggage, but is permitted on the passenger's person. • Book matches can easily have the protective flap dislodged when moved about in baggage.
Paint	• Most paints are considered flammable liquids and can be accepted only as cargo. • Enamels, lacquers, stains shellac, varnish, polish, fillers and thinners also fall into this description. • The reduced pressure in an aircraft hold could the container to pop open and the contents to spill.
Pharmaceuticals	• May contain items meeting any of criteria for dangerous goods, particularly radioactive material, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
Photographic equipment	• May contain chemicals which are corrosive and will attack most types metal alloys and materials used in aircraft. • They can also cause severe burns when contact with skin.
Samples for testing	• May contain items meeting any of criteria for dangerous goods, particularly infectious substances, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
Tool boxes	• May contain explosives (power rivets), compressed gases, aerosols flammable adhesives or paints, corrosive liquids (acids or caustic cleaning compounds), etc.
Vaccines	• May be packed in Dry Ice.
Information to the pilot-in-command	• The pilot in command of the aircraft is informed about carriage of electric powered wheelchairs on a NOTOC document. Minimum required information provided to pilot in command is location of the battery in cargo hold or in passenger cabin and ERG code. For the purpose of systematic solutions severity of danger posed by nickel-metal batteries was risen from 9L to 8L. For the same purpose ERG code for lithium ion batteries was shortened from 12FZ to 12Z taking into consideration indication of flammability of the batteries by the number 12 and letter Z. • **Altea system:** NOTOC document will be generated automatically when DG/SL code WCL or WCN will be added. Handling agent is required to provide information to CLC about the battery type and its location. In case of batteries placed in the passenger cabin, the handling agent is required to provide the seat number of the passenger carrying the battery. • **Other DCS systems:** the same procedure as for Altea system must be applied. If it is not possible to generate the NOTOC, handling agent shall provide information in SI section on loadsheet document (WCL or WCN, location, ERG code).
For more details see IATA DGR 2.2	

6.6.2. Carriage of wheelchairs or mobility aids with spillable batteries – WCBW (GRH 3.1.3)

Process	Remarks
Acceptation	Approval of the operator is required. Allowable as checked baggage only. It is recommended that passenger make advance arrangements with each operator.
Handling	• Mobility aid with installed batteries must be secured, by use of straps, tie- downs or other restraint devices. Electrical cabling and controls must be protected from damage including by the movement of Baggage, mail or cargo. • The battery terminals are protected from short circuits, e.g. by being enclosed within a battery container. • The battery is fitted, where feasible, with spill- resistant vent caps; • The battery is either: ➢ securely attached to the wheelchair or mobility aid and the electrical circuits are isolated; or ➢ removed by the user (owner) from the mobility aid following the manufacturer's instructions when mobility aid cannot be maintained in an upright position. • Mobility aid must be loaded, stowed, secured and unloaded always in an upright position. If mobility aid cannot be loaded, stowed, secured and unloaded always in an upright position or mobility aid does not adequately protect the battery; the spillable battery must be removed and the wheelchair or mobility aid may be carried as checked baggage without restriction. • Removed battery must be carried in strong, rigid packaging as follows: ➢ packaging must be leak-tight, impervious to battery fluid and be protected against upset by securing to pallets or securing them in cargo compartments using appropriate means of securement (other than by bracing with freight or baggage) such as by use of restraining straps, brackets or holders, ➢ batteries must be protected against short circuits, secured upright in these packaging and surrounded by compatible absorbent material sufficient to absorb their total liquid contents and, ➢ these packaging must be marked: ➢ „BATTERY, WET, WITH WHEELCHAIR" or ➢ „BATTERY WET, WITH MOBILITY AID" and be labelled with the „Corrosive" label and with the „Package Orientation" label.

Information to the pilot-in-command	The pilot in command of the aircraft must be informed on the NOTOC about location of the battery powered wheelchair, or location of removed batteries, including the type of batteries and applicable emergency code (ERG). **Altea system:** ➢ The NOTOC document will be generated automatically when the DG/SL WCN is added. The handling agent shall provide to the CLC information about battery type and its location. ➢ Mobility Aids with **WCBW** batteries will be marked on the NOTOC with the three-letter code **WCN**, along with the corresponding ERG code **8L**. Other DCS systems: ➢ Handling agent shall provide NOTOC with the three-letter code WCN, along with the corresponding ERG code 8L. ➢ If not possible, handling agent shall provide information in SI section on loadsheet document (WCN, location, ERG code). Example input: *WCN CPT1 ERG:8L*
Messages	Messages shall be sent to the destination or transfer station to ensure the availability of the wheelchair to the passenger as soon as possible. The messages shall indicate the loading and the type of wheelchair position (LDM) and the passenger's name and seat number (PSM).
For more details see IATA DGR 2.3.2.3	

6.6.3. Carriage of wheelchairs or mobility aids with non-spillable wet batteries – WCBD (GRH 3.1.3)

Process	Remarks
Acceptation	Approval of the operator is required. Allowable as checked baggage only. Passenger may carry a maximum of one spare battery. Passenger must confirm in written that battery is a non-spillable wet battery (non-spillable batteries are capable of withstanding the vibration and pressure differential tests without leakage of battery fluid) or batteries which comply with Special Provision A123 or A199. It is recommended that passenger make advance arrangements with each operator.
Handling	• Mobility aid must be prepared for transport to prevent: ➢ unintentional activation; and ➢ non-spillable batteries are not permitted to contain and free or unabsorbed liquid. • Mobility aid with installed batteries must be secured, by use of straps, tie-downs or other restraint devices. Electrical cabling and controls must be protected from damage including by the movement of Baggage, mail or cargo. • The battery terminals are protected from short circuits, e.g. by being enclosed within a battery container. • The battery is either: ➢ securely attached to the wheelchair or mobility aid and the electrical circuits are isolated; or ➢ removed by the user(owner), if the mobility aids specifically designed to allow it to be. • Batteries removed from the wheelchair or spare batteries must be carried in a strong, rigid packagings which must be carried in cargo compartment.
Information to the pilot-in-command	• The pilot in command of the aircraft must be informed in the NOTOC of the location of the battery powered wheelchair and spare batteries, or location of removed batteries and spare batteries, the type of batteries, and the applicable emergency procedure code (ERG). • **Altea system:** ➢ The NOTOC document will be generated automatically when the DG/SL WCN is added. The handling agent is required to provide the CLC with information about the battery type and its location. ➢ Mobility aids with WCBD batteries will be marked on the NOTOC with the three-letter code WCN, along with the corresponding ERG code 8L. • **Other DCS systems:** ➢ Handling agent shall provide NOTOC with the three-letter code WCN, along with the corresponding ERG code 8L. ➢ If not possible, handling agent shall provide information in SI section on loadsheet document (WCN, location, ERG code). Example input: *WCN CPT1 ERG:8L*

Messages	Messages shall be sent to the destination or transfer station to ensure the availability of the wheelchair to the passenger as soon as possible. The messages shall indicate the loading and the type of wheelchair position (LDM) and the passenger's name and seat number (PSM).
For more details see IATA DGR 2.3.2.2	

6.6.4. Carriage of wheelchairs or mobility aids with lithium batteries – WCLB (GRH 3.1.3)

Process	Remarks
Acceptation	Approval of the operator is required. Allowable as carry-on baggage only. Batteries must meet the requirements of the 'UN Manual of Tests and Criteria', Part III, Section 38.3. Proof must be provided when booking or checking in at the airport, e.g. by a certificate from the manufacturer, or a personal written confirmation. It is recommended that passenger make advance arrangements with operator.
Handling	• Mobility aid with installed batteries must be secured, by use of straps, tie- downs or other restraint devices. Electrical cabling and controls must be protected from damage including by the movement of baggage, mail or cargo. • The battery terminals are protected from short circuits, e.g. by being enclosed within a battery container. • The battery is either: ➢ securely attached to the wheelchair or mobility aid and the electrical circuits are isolated following the manufacturer's instructions additionally wheelchair or mobility aid should protect battery from damage during entire transport; or ➢ removed by the user (owner) 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 300Wh, or for mobility aids fitted with two batteries, each battery must not exceed 160 Wh • Where the battery is not removed and remain installed in the mobility aid there is no limit to the Watt-hour (Wh) rating for the installed battery(ies). • A passenger may carry a maximum of one spare battery not exceeding 300 Wh or two spare batteries each not exceeding 160 Wh. • Any batteries removed from mobility aids and any spare batteries must be carried in the passenger cabin. • The removed batteries must be protected from damage.

Information to the pilot-in-command	• The pilot in command of the aircraft must be informed in the NOTOC of the location of the battery powered wheelchair and spare batteries, or location of removed batteries and spare batteries, the type of batteries, and the applicable emergency procedure code (ERG). • **Altea system:** ➢ The NOTOC document will be generated automatically when the DG/SL WCL is added. The handling agent is required to provide the CLC with information about the battery type and its location. ➢ Mobility aids with **WCLB** batteries will be marked on the NOTOC with the three-letter code **WCL**, along with the corresponding ERG code **12Z**. ➢ If battery is carried in passenger cabin, additionally handling agent must mark it as cabin load and put information about the location of the seat of passenger with battery in SI section of NOTOC document. Example input: *SI WCL SEAT 18C* • **Other DCS systems:** ➢ Handling agent shall provide NOTOC with the three-letter code WCL, along with the corresponding ERG code 12Z. ➢ If not possible, handling agent shall provide information in SI section on loadsheet document (WCL, location, ERG code). • Example input for battery powered wheelchair **carried in hold** : *WCL CPT1 ERG:12Z* • Example input for battery removed from wheelchair and **carried in passenger cabin**: *WCL SEAT 12A ERG:12Z*
Messages	Messages shall be sent to the destination or transfer station to ensure the availability of the wheelchair to the passenger as soon as possible. The messages shall indicate the loading and the type of wheelchair position (LDM) and the passenger's name and seat number (PSM).
For more details see IATA DGR 2.3.2.4	

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6.6.5. Limitation

1. The number of wheelchairs carried as checked baggage aboard any aircraft and the hold or holds in which the wheelchair(s) are carried are specified by:

• In Warsaw	Weight & Balance staff of the handling agent
• At other airports	The LOT Polish Airlines Station Manager;
• At airports where there's no Ground Handling Services office	• A representative providing SUPERVISING services or, • an authorized employee of the handling agent.

6.6.6. Carriage of dry ice (carbon dioxide, solid) (GRH 1.6.4 iii.)

- Dry ice (carbon dioxide, solid), in quantities not exceeding 2.5 kg per person when used to pack perishables not subject to these Regulations in checked or carry-on baggage, provided the baggage (package) permits the release of carbon dioxide gas. Checked baggage must be marked "dry ice" or "carbon dioxide, solid" and with the net weight of dry ice or an indication that there is 2.5 kg or less dry ice.
- Each item of checked baggage containing dry ice must be marked DRY ICE or CARBON DIOXIDE, SOLID and with the net weight of dry ice or an indication that there is 2,5kg or less dry ice. If the LOT DRY ICE label must be used



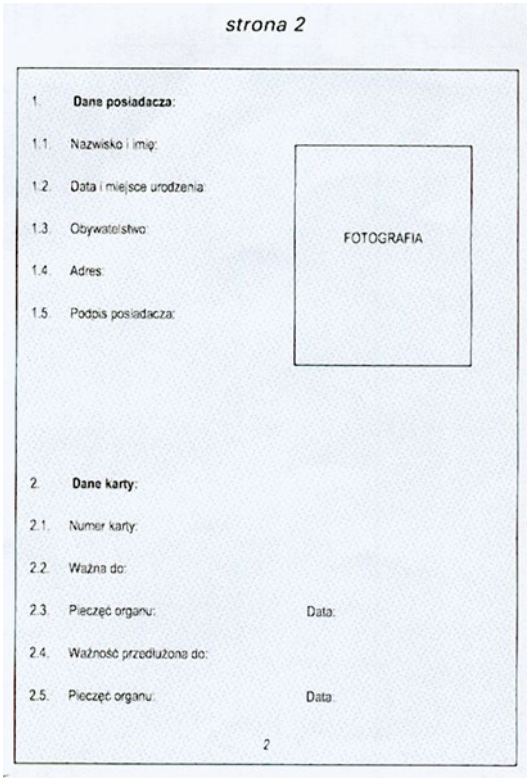
DRY ICE TAG	
• dimensions	• 3,5 x 26 cm
• description	• Stripe
• color	• On the dark –colored background, white stars and signs.

6.7. CARRIAGE OF WEAPONS AND AMMUNITIONS IN PASSENGER BAGGAGE (GRH 3.7.5)

Categories	Remarks
1.General rule	• Weapon, arm, ammunition and explosives shall not be carried by passenger or in the baggage. Exemptions from that rule are allowed only in conditions described below and subject to the conditions and limitations applicable to weapon transportation required by the Operator and applicable regulations of States involved during such a transport. Transport of military weapon and ammunition is allowed only upon consent of involved States authorities • The pilot-in-command must always be informed about any weapon and ammunition transported.
2.Weapons of war and munitions of war	• Transport of weapon of war and munition of war is allowed only upon consent of involved States authorities (at origin, transit, over flight and destination of consignment and the State of the operator). • Where weapons and ammunitions of war are also dangerous goods by definition (e.g. torpedoes, bombs, etc.) transport of dangerous goods also applies. **Note**: An antique weapon, which at one time may have been a weapon of war or munitions of war, such as a musket, may now be regarded as a sporting weapon.
3.Cabin baggage	**Carrying weapons and ammunition in the passenger cabin is forbidden.** with the exception of The Republic of Poland law enforcement representatives of: • Military Counter-espionage Service, • Military Intelligence Services, • Military Police, • Internal Security Agency, • Intelligence Agency, • Central Anti-Corruption Bureau (CBA), • Police, • Border Guard (Immigration), • Customs and Tax Services, • State Security Service. wihle carrying out their service duties. **Procedure:** In case weapons are carried on board by authorised person(s), all armed persons on board shall know on each other presence • the pilot-in-command shall be informed about the presence of the armed persons on board including person(s) seat number prior to their boarding, • armed persons shall be informed that the firearm belonging to the person must be unloaded and secured while on board.

Categories	Remarks
4.Checked baggage	Game and sporting weapon, and ammunition including hunting knives, bows and other similar articles, weapon of war and ammunition of war can be carried as checked baggage in holds without the passengers' access, • the weapons in hold must be carried as unloaded. Passenger intending to carry weapons and/or ammunition must report it at the check in irrelevant of the fact if the passenger checked in himself beforehand. Game and sporting weapon, and ammunition can be carried as checked baggage in holds without the passengers' access, • the weapons in hold must be carried as unloaded. • Passenger intending to carry weapons and/or ammunition must report it at the check in irrelevant of the fact if the passenger checked in himself beforehand. Weapon and ammunition is checked-in to the final destination in the same way as hold baggage of the passenger. • Weapon and ammunition is transported in the aircraft hold to which passenger has no access. • It is acceptable to transport ammunition classified in accordance with DGR as subclass 1.4S, UN0012 or UN0014 in the hold baggage in the amount not exceeding 5 kilograms gross weight per passenger. Person that declares carriage of a weapon shall present a licence issued by a competent national authority authorizing the right to carry a weapon • for persons travelling between the European Union airports a European Firearms Pass is required (example of the document below). • for person travelling outside the European Union an additional permission to carry the weapon abroad issued by a competent authority is required. Procedure: a) holder of a weapon, under supervision of authorised security staff, unloads the weapon in a location designated for that purposes at the airport; b) authorized security staff verifies if the ammunition is originally packed and stored in a way that prevents hitting the bullet's primer; c) transportation of the weapon to an aircraft is done under supervision of local security staff if required by rules applicable at the given airport; d) weapon and ammunition, appropriately marked is placed in the hold as hold baggage (see GHM p. 6.2.2.) e) short weapon, ammunition and cartridges is placed in the hold baggage which is transported to an aircraft under supervision of and escorted by the security staff if required by rules applicable at the given airport f) Process of collecting the weapon at the destination airport is performed in line with local airport requirements. The handling agent informs the pilot-in- command and appropriate destination and transfer airports handling services about the firearm/weapon or ammunition transported in registered baggage with the amount and the hold number, in cases of transit transportation the transit services shall also be notified. It is acceptable to transport weapon and ammunition as "RUSH" baggage provided the above mentioned rules are observed and it is allowed by States involved legal requirements.

Categories	Remarks
…cont. Checked baggage	g) An air carrier shall ensure that the carriage of firearms in hold baggage is allowed only after an authorised and duly qualified person has determined that they are not loaded. Such firearms shall be stowed in a place not accessible to any person during the flight. **NOTE**: A firearm, which is not a weapon of war or munitions of war, should be treated as a sporting weapon for the purposes of its carriage on an aircraft.
5.European Firearms Pass  	The European Firearms Pass is a document which is issued on request by authorities of a Member State to a person lawfully entering into possession of and using a firearm. It shall be valid for a maximum period of five years. The period of validity may be extended. Where only firearms classified in category D appear on the pass, the maximum period of validity thereof shall be ten years. • The documents contains the following information: a) Details of the holder: ⇒ Surname and first name, ⇒ Date and place of birth, ⇒ Nationality, ⇒ Address, ⇒ Holder's signature ⇒ Details of the pass ⇒ Pass number ⇒ Valid until ⇒ Authority stamp, ⇒ Validity extended until, ⇒ Authority stamp, b) Firearms particulars, c) Date on authorizations of firearms, d) Authorizations of Member States visited e) The statements: f) The right to travel to another Member State with the one or more of firearms in categories B, C or D mentioned in this pass shall be subject to one or more prior corresponding authorizations from the Member State visited. This or these authorizations may be recorded on the pass.

Categories	Remarks
..cont. European Firearms Pass 	The prior authorization referred to above is not a principle necessary in order to travel with a firearm in categories C or D with a view to engaging in hunting or with a firearms in categories B, C or D for the purpose of taking part in target shooting, on condition that traveler is in possession of the firearms pass can establish the reason for the journey. Where a Member State has informed the other Member States, in accordance with Article 8 (3) Directive 91/477/EEC, that the possession of certain firearms in categories B, C or D is prohibited or subject to authorization, one of the following statements shall be added: ⇒ A journey to with the firearm shall be prohibited, ⇒ A journey to with the firearm shall be subject authorization. • Categories: Category A – Prohibited firearms: 1. Explosive military missiles and launchers. 2. Automatic firearms. 3. Firearms disguised as other objects. 4. Ammunition with penetrating, explosive or incendiary projectiles, and the projectiles for such ammunition. 5. Pistol and revolver ammunition with expanding projectiles and projectiles for such ammunition, except in the case of weapons for hunting or for target shooting, for person entitled to use them. Category B Firearms subject to authorization 1. Semi-automatic or repeating short firearms. 2. Single-shot short firearms with centre-fire percussion. 3. Single-shot short firearms with rim fire percussion whose overall length is less 28 cm. 4. Semi-automatic long firearms magazine and chamber can together hold more than three rounds 5. Semi-automatic long firearms whose magazine and chamber cannot together hold more than three rounds, where the loading device is removable or where it is not certain that the weapon cannot be converted, with ordinary tools, into a weapon whose magazine and chamber can together hold more than three rounds.

Categories	Remarks
..cont. European Firearms Pass	6. Repeating and semi-automatic long firearms with smooth-bore barrels not exceeding 60 cm length. 7. Semi-automatic firearms for civilian use which resemble weapons with automatic mechanisms. Category C – Firearms subject to declaration 1. Repeating long firearms other than those listed in Category B, point 6. 2. Long firearms with single-shot rifled barrels. 3. Semi-automatic long firearms other than in Category B, points 4 to 7. 4. Single-shot short firearms with rim fire percussion whose overall length is not less than 28 cm. Category D – Other Firearms Single-shot long firearms with smooth-bore barrels.

6.7.1. Handling procedures (international and domestic flights) (GRH 3.7.5)

Categories	Remarks
1.Outbound flights from Poland	• A passenger declares carriage of weapons both to check-in staff and to a customs officer (customs clearance does not apply in case of domestic flights); • The member of check-in staff notifies the Boarder Guard Station and the ramp handling staff in charge of aircraft loading; • A Boarder Guard officer checks the weapon and unloads it, if necessary; • Weapon is transported by a Boarder Guard to the baggage sorting facility and remains under supervision of a designated member of the handling agent's staff; • Weapons are transported to the aircraft and loaded into an appropriate hold under supervision of the Boarder Guard officer; • A member of handling supervision staff sends a load message to notify the pilot-in-command and the handling staff at the destination airport of the location of any weapons on board, providing information on the number of pieces and the number of the baggage hold into which the weapons have been loaded. The message must contain IATA code "WEAP". • Upon arrival at the destination airport, the passenger collects their weapon at the point designated by the local airport authorities.
2.Outbound flights from an airport outside of Poland	• A passenger declares carriage of weapons at the check-in counter; • The member of check-in staff notifies the LOT Polish Airlines representative about carriage of weapons by a passenger; • The LOT Polish Airlines representative is responsible for: ⇒ checking the documents required for carriage of weapons, held by the passenger; ⇒ ensuring that the weapon is unloaded; ⇒ supervision over loading the weapon onto the airplane; • notifying the handling staff at the destination airport, in a movement message or load message, that there are weapons on board, providing information on the number of pieces and the number of the baggage hold into which the weapons have been loaded. The message must contain IATA code "WEAP".
3.Firearms deposit declaration	• If there is no possibility to ensure that the weapon has been unloaded by authorized and duly qualified personnel, declaration of surrender shall be completed by passenger. • Violation of any statement of the declaration found after acceptance of the firearm by the air carrier may result in refusal to carry firearms, repatriation costs being recovered from the owner and bearing relevant criminal liability. • Declaration of surrender of firearms shall be stored for 3 months.

DEKLARACJA PRZEKAZANIA BRONI

Firearms Deposit Declaration

Imię i nazwisko pasażera Name and surname of passenger		
Nr lotu(ów) Flight(s)no.	Data Date	Trasa Route
Nr miejsc(a) Seat(s)no.	Nr rezerwacji PNR no.	Nr wywieszki bagażowej Bag tag no.
Nr dokumentu tożsamości Personal ID or Passport No.	Nr legitymacji posiadacza broni Firearm pass/license no.	Datawystawienia legitymacji posiadacza broni Date of issue of firearm pass/license no.
Rodzaj i nr przewożonej broni Description and serial no of firearm		
Rodziaj ilość przewożonej amunicji Description and quantity of ammunition		
Opis opakowania Description of packaging		

Niniejszym potwierdzam co następuje:

- Posiadam wszystkie wymagane zgody na przewóz broni i amunicji wymagane przez kraj rozpoczęcia podróży, kraje transferowe oraz kraj docelowy
- Rozumiem, że ze względów bezpieczeństwa nie wolno mi posiadać broni i amunicji w kabinie pasażerskiej samolotu
- Przyjmuję do wiadomości, że przewożona przeze mnie broń i amunicja będzie transportowana w bagażniku samolotu
- Potwierdzam, że przewożona przeze mnie broń jest rozładowana oraz zabezpieczona zgodnie z wymaganiami przepisów dotyczących transportu broni
- Potwierdzam, że nie posiadam więcej niż dozwolone 5 kg amunicji
- Potwierdzam, że amunicja została zapakowana bezpiecznie i w sposób zgodny z wymaganiami
- Potwierdzam, że wszystkie zamieszczone dane są prawidłowe i prawdziwe i rozumiem, że broń nie może być przewożona, jeśli podane zostały nieprawdziwe informacje.

Hereby I confirm as follows:

- I confirm to be in possession of all authorizations required from the states of origin, transfer and destination
- I understand that for safety and security reasons I am prohibited from taking the firearms and ammunition into passenger cabin of an aircraft
- I understand that the firearms will be placed in the hold of the aircraft
- I confirm that firearm(s) is/are not loaded and is/are 'made safe' in accordance with relevant provisions of regulations on safe firearms transport
- I confirmthat I am not carrying more that the permitted amount of 5 kg of ammunition
- I confirm that the ammunition is packed in an safe and approved manner
- I certify that all mentioned details are correct and accurate and understand that the firearms may not be carried if false information is provided to the airline

Podpis pasażera / Signature of passenger	Data / Date

Naruszenie powyższej deklaracji stwierdzone po akceptacji broni przez przewoźnika lotniczego może skutkować odmową przewozu broni i amunicji, obciążeniem jej właściciela dodatkowymi kosztami poniesionymi przez przewoźnika oraz pociągnięciem do odpowiedzialności karnej

Any violation of the above found after acceptance of the firearm by the air carrier may result in the air carrier refusal to carry firearms, repatriation costs being recovered from the owner and bearing relevant criminal liability

Podpis osoby przyjmującej deklarację / Signature of agent receiving the declaration	Data / Date

6.7.2. Labelling

A baggage with weapon or ammunition carried inside as checked baggage shall be marked by:

Firearm Unloaded tag	
• dimensions	• 6x12 cm
• description	• reversible, • hanging.
• colour	• on a red-coloured background a black signs.





6.8. CARRIAGE OF A BICYCLE AS CHECKED BAGGAGE

	General rules
1.Scope	• The following items are considered as on bicycle: ⇒ regular bicycle (without motor) or, ⇒ tandem (double seater) or, ⇒ special children's trolley for use with a bicycle.
2.Packing	• A bicycle accepted as checked baggage must have its handlebars fixed sideways or removed. • The pedals have to be removed or fixed so that they point inside. • It is advised that the tires should be partially deflated so as to avoid possible problems related to atmospheric pressure changes during the flight. • It is recommended that passengers should have their bicycle packed for the flight in an appropriate bag or cardboard packaging.
3.Labelling	• Each bicycle carried in this way shall be marked by an appropriately filled "Limited Release" tag. • An appropriate entry shall be made in the passenger ticket in the "Endorsements/Restrictions" field.
4.Acceptance	• Bicycle must be pre-notified at the time of reservation. • SSR code BIKE.

6.8.1. Limitation

1. The number of bicycles carried as checked baggage aboard any airplane and the hold or holds in which the bicycle(s) be carried are specified :

• in Warsaw	• Weight & Balance staff of the handling agent.
• at other airports	• the PLL LOT S.A. Station Manager.
• at airports where there's no Ground Handling Services office	• a representative providing SUPERVISING services or; an authorized employee of the handling agent.

6.9. CREW BAGGAGE

	General rules
1.	Each crewmember shall mark his/her personal luggage with a crew baggage identification tag.
2.	Uniforms of deadheading crews are considered hand luggage.
3.	All crewmembers shall provide their personal luggage to the ground handling agent for loading into appropriate designated cargo compartment applicable to each aircraft type.
4.	Each crewmember shall comply with the directions for baggage handling given by the handling agent at every station.
5.	• The maximum weight and size limitations for crew baggage shall be the same as those for passengers. • Tennis, golf or other sporting articles shall be stowed into the appropriate cargo compartments along with those of passengers.
6.	• When baggage of crewmembers has been lost, damaged or delayed, the crewmember concerned shall report this to the station representative at the station where the loss occurred. • The crewmember shall provide all pertinent information required. • A Property Irregularity report (PIR) shall be used.
7.	• Due to governmental restrictions, safety and customs regulations crewmembers are prohibited from checking baggage of accompanying passengers together with the crew baggage. • Crew baggage shall not contain any articles of accompanying passengers' luggage. • This is considered a violation of customs and any company regulations.

6.9.1. Labelling



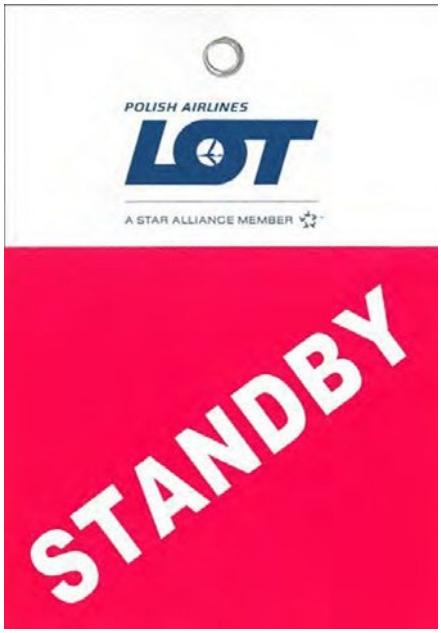
Crew baggage identification tag	
• dimensions	• 7,5x16,5 or 8x13 cm
• description	• reversible, • hanging.
• colour	• on a red-coloured background a white signs

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6.10. STAND-BY BAGGAGE

	General rules
1.Definition	Standby baggage is baggage of non-revenue passengers and staff, travelling as a passenger on seat available basis.
2.Handling	• The normal baggage check-in procedure must be followed. • The free baggage allowance shown on the ticket applies. • Baggage shall not be pooled, because of the possibility of refusal or offload of standby passengers. • Baggage reconciliation also applies to baggage belonging to Standby passenger.
3.Labelling	• It is very important that STANDBY tag be used when passenger has no O.K. – booking especially when the flight is not non-stop. • It is essential that the baggage is labelled with STANDBY tag making identification easy. • They shall be loaded last making expeditious offloading possible, should the passenger have to disembark (when aircraft is full with O.K.) – passengers or another stand-by passenger has seniority/priority. • The original is attached to the baggage and duplicate to the passenger's ticket.

6.10.1. Labelling



Standby baggage identification tag	
• dimensions	• 6,5 x 9,5 cm
• descriptions	• reversible, • hanging.
• colour	• on a red-coloured background a white signs

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6.11. FRAGILE BAGGAGE / LIMITED RELEASE TAG

LOT Polish Airlines indemnifies itself from or against damage costs to baggage items bearing Limited Release Tags.

	General rules
1.Definition	Limited release baggage is a baggage for which the carrier assumes a limited liability, because of the condition in which the baggage is accepted. Limited release tags shall be available at the time of boarding to ensure last minute offload cabin bags are tagged.
2.Limited Release portion on the reversed side of a regular baggage tag has to be used	When passenger baggage is: ⇒ checked late, ⇒ not properly packed (e.g. surfboards), ⇒ bicycles when not in a strong outer package, ⇒ buggies, ⇒ already broken or damaged when checking-in, ⇒ contains perishable or fragile goods (e.g. TV set).
3.Limited Release Tags have to be used	⇒ when oversized or heavy hand-luggage collected at boarding, ⇒ in case of no baggage printer (e.g. at the gate) instead of system baggage tag, ⇒ when offloaded due to limited space for baggage on board, The Limited Release Tag shall be correctly filled and registered into the system.
4.Other tags	When using a limited release tag no other tags are necessary.
5.Information in the passenger ticket	The use of a limited release tag has to be marked in passengers' ticket with special note.
6.FRAGILE bag tag	FRAGILE bag tag is **NOT USED** in LOT Polish Airlines anymore. Do not tag any passengers bags with FRAGILE.

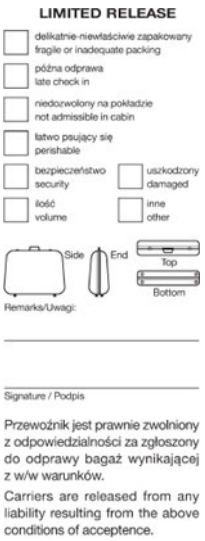


DO NOT USE this tag with bags

6.11.1. Labelling







LIMITED RELEASE TAG	
• dimensions	• 5 X 40,5 cm.
• description	• stripe, • hanging (string).
• colour	• on the light-coloured background black sings.

6.11.2.Handling limited release baggage procedure

Step	Action
1.	• Use the limited release portion of regular baggage tag, or • Use a special limited release tag and complete the routing and register it to the system
2.	Mark the reason for use.
3.	If used for damaged baggage, mark location of the damage and describe it.
4.	Affix the limited release baggage claim tag to the passenger ticket.
5.	Inform the passenger of the meaning of and reason for the use of a limited release tag.

6.12. DELIVERY AT AIRCRAFT BAGGAGE 'DAA'

1.Definition and applicability	Delivery at aircraft baggage is: • loaded in hold at the time of boarding and, • return to the passenger when disembarking, i.e. at the aircraft stairs or at the loading bridge. The delivery at aircraft procedure is applicable for: • passenger's own wheelchair, • fully collapsible baby strollers/pushchairs and car-type seats. **NOTE**: *For INF occupying an individual seat - car-type seat must be taken on board; for CHD - car-type seat may be taken on board.*

6.12.1. General information about the DAA procedure for baby strollers/pushchairs, car-type seats and wheelchairs.

1.General	The baby stroller/pushchair, car-type seat and a passenger's own wheelchair shall be labeled by both, the printed baggage tag (**Routing Tag**) and if requested with the **Delivery at Aircraft** (DAA) tag.
2.Check-in and gate	• The DAA procedure is not automatic. • The DAA procedure does not have to be applied. The agent shall check with the passenger, if he/she needs the DAA. The item can be accepted and send as regular baggage to the final destination. • The DAA item can be delivered in transit point on LO to LO and LO to OA flights only. • Before offering the DAA service agent shall check if the DAA may be offered to the chosen destinations (e.g. this procedure does not apply to LHR station). • In case passenger presents at gate with the unchecked/unlabeled stroller or own wheelchair the agent shall fill Limited Released Tag (see ppoint 6.10) and attach it together with the DAA to the item. The Limited Released Tag numer shall be registered into the system. • Passenger shall be given copies of DAA and the routing tag(s) and should be clearly informed at which station his/her item will be delivered and that the delivery may take some time.

6.12.2. Handling procedure

Procedure	Action

1.Check-in & Ramp & Load Control	• Advice the passenger about loading the wheelchair/stroller in hold.
	• Fill out the special "delivery at aircraft" tag and attach it to the wheelchair/stroller.
	• Give the receipt to the passenger.
	• Inform load control to add the comment into field "SI" of LDM (number of DAA pieces, number of the hold).
	  • Ramp Agent shall report number of DAA pieces to Load Control/CLC WAW (for CLC stations).
	  • Load Control/CLC WAW decides about DAA load location and informs Ramp Agent.
	  • DAA shall be added to deadload as a commodity LH.
	  • Include number of DAA pieces and cargo hold number in LDM SI.
	• Ask passenger to contact:
	  ⇒ the gate staff for loading and,
	  ⇒ the cabin crew for unloading upon disembarkation.

2.Boarding boarding	• Check for any items which qualify for delivery at aircraft before and during. • Complete the steps of procedure at check-in above, fill in and attach DAA tag and baggage tag (routing label). • Advise ramp staff and/or load control of items to be loaded. • Ask the passenger to leave the items at the aircraft entrance (loading bridge or aircraft stairs). • If there are missing DAA tags during boarding, it shall be attached to wheelchair/ stroller at the aircraft entrance.
3.Upon arrival	• Cabin crew requests the ground staff to unload the item(s). • The item returns to the passenger when disembarking, i.e. at the aircraft stairs or at the loading bridge.

6.12.3. Labelling





DELIVERY AT AIRCRAFT tag	
• **Give the receipt to the passenger!**	
• description	• reversible, • hanging.
• colour	• white, dark blue.

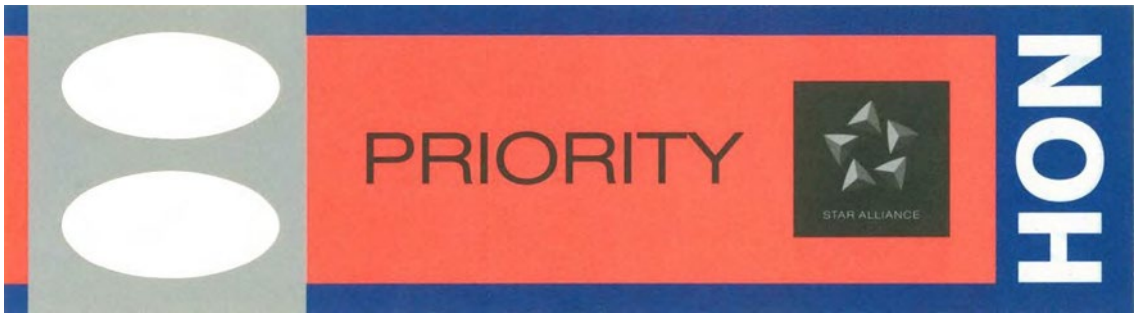
6.13. PRIORITY BAGGAGE (STAR ALLIANCE B1.5)

	General rules
1.Definition	• Priority baggage is baggage, which must be offloaded first and given priority to deliver in the baggage claim area. • This standard helps to ensure successful baggage transfer in light of competitive minimum connection times, customer satisfaction and minimizing LOT's baggage mishandling costs.
2.Categories of priority baggage	• Business class passenger. • Premium class passengers. • Star Gold. • VIP's. • Special assistance passengers.
3.Categories of HON priority baggage	• First class passenger. • HON Circle member.
4.Procedure *(Star Alliance A2.3*)	• Clearly identify baggage by using tear proof automated baggage tags or in the case that manual baggage tags are applied, by entering details into relevant system for proper baggage transfer message (BTM) transmission. • Automated bag tags must be tear-proof and in accordance with IATA Resolution 740, carry barcodes in readable print quality. Only three letter destination code must be printed on the automated bag tag. • Attach baggage tags and, if applicable, special purpose labels to the baggage. Priority baggage tag shall be inserted between the adhesive stripes of the regular bag tag at a right angle (In the way priority wording and Star Alliance logo is clearly visible.) • You must be aware that in some other airlines the word "PRIORITY" or "PRIO" may be printed or displayed on baggage tag instead of Star Alliance priority flag tag attached. • Segregate transfer baggage from terminating baggage. • Star Alliance transfer baggage must be loaded adjacent to hold doors for quick offload. • Communicate the loading through LDM and CPM messages (in accordance with IATA) to down-line stations. • Expedite the transfer of baggage between flights. • Star Alliance transfer baggage must receive priority attention during unloading and handover process to onward Star Alliance • flights. If downline station requires customs clearance, priority is to be given to Star Alliance priority transfer baggage. • Support continuous transfer baggage improvement by actively participating in local expert groups instituted at agreed Transfer Baggage Monitoring (TBM) stations.

6.13.1. Labelling



Priority tag	
• dimensions	• 4 x 15 cm.
• description	• hanging.
• colour	• orange.



Priority HON tag	
• dimensions	• 5 x 18.5 cm.
• description	• hanging.
• colour	• dark blue and orange.

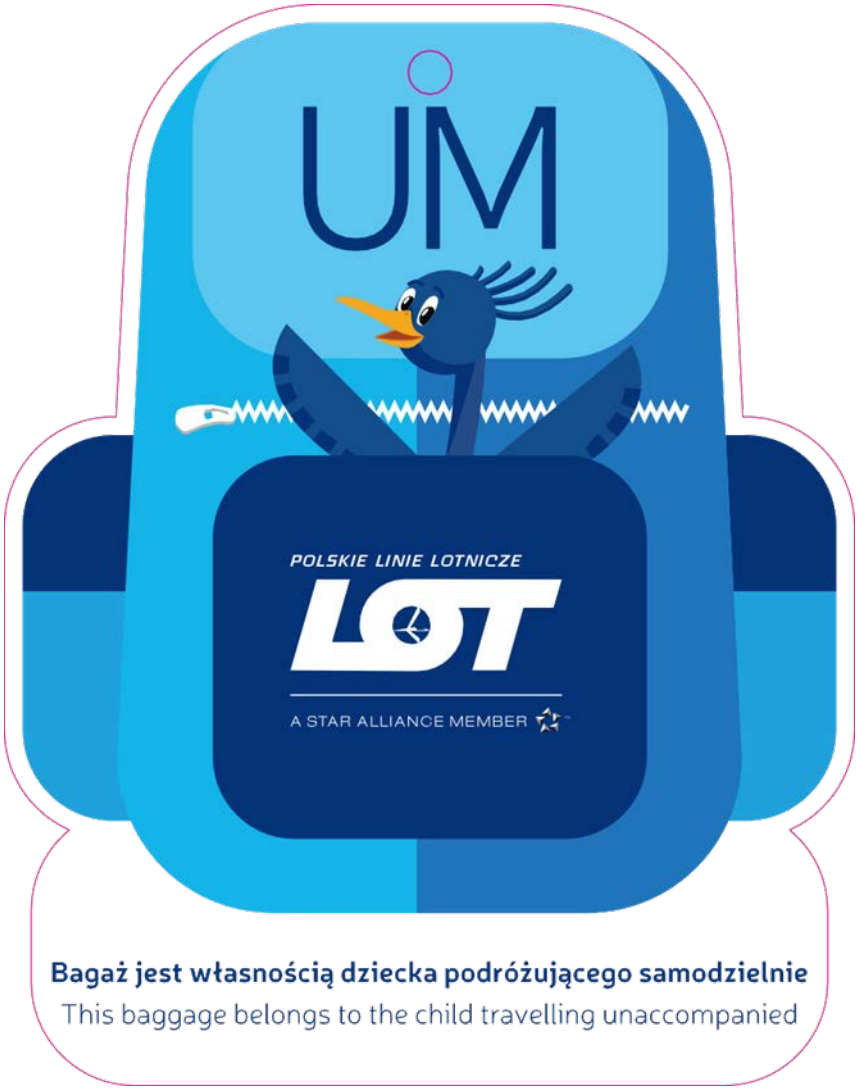
Priority baggage tag shall be inserted between the adhesive stripes of the regular bag tag at a right angle (In the way priority wording and Star Alliance logo is clearly visible.)



6.13.2. Baggage of Unaccompanied Minors (UM)

Baggage of unaccompanied minors (UM) shall be additionally labelled with the UM tag.

Type	To be used for:
Label to identify baggage of UM/special assistance passenger	• marking baggage which must be offloaded first and given priority to deliver in the passenger claim area, in order to reduce the waiting time for special assistance staff and the passengers involved. • easily identifying baggage to staff assisting. • for any checked baggage (including special equipment) belonging to a passenger needing special assistance.



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6.14. BAGGAGE OF TRANSFER PASSENGER

Check-in system	Remarks
1.ITCI system	If baggage has been checked in the ITCI system (to the destination airport): ⇒ multi-leg route destination tag, and, ⇒ SHORT TRANSFER WAW tag - if the time assigned for transfer at the Warsaw Airport is less than 2 hours; ⇒ passenger priority tag – if applicable.
2.In other cases:	If baggage has been checked in outside the ITCI system (i.e. to the transfer airport): ⇒ single-leg route destination tag, ⇒ passenger priority tag – if applicable.
3.Segregation of Transfer Baggage	⇒ Baggage must be segregated between local and transfer baggage, ⇒ If possible, Star Alliance transfer baggage is separated and given priority compared to other transfer baggage, ⇒ Star Alliance transfer baggage must be loaded in ULD so it can be off-loaded first, ⇒ Special priority must be given to transfer baggage so it will be processed first at transfer station, ⇒ If first point of transfer is a station where customs clearance will take place, priority is to be given to Star Alliance priority baggage.

6.14.1. Labelling



SHORT TRANSFER WAW tag	
• dimensions	• 6,5 x 9,5 cm.
• description	• reversible, • hanging.
• colour	• on the red coloured background white and dark blue signs.

Please order this tags via Printavia system.

6.14.2. LDM message (Star Alliance A2.3)

Baggage information and location of BS (Baggage Short) shall be included in LDM SI element by ramp agents!

Bulk aircrafts:

LDM
=TEXT LO3884/04.SPEQD.Y78.2/2
-WAW.56/18/0/1.0.T618.5/6.6/213.7/399.PAX/74.PAD/0.EIC/5/6
.DAA/6/14
SI DLW 18757 DLI 62.96 MACDL 32.31 LOAD IN CPTS 0/0 5/6 6/213 7/399
BT SHORT/7/20PCS
CHECKED BAGGAGE PIECES WAW 6/T/5/Y/4 7/T/25 C 5/0
BY 6/4/49 BT 6/5/80 BT 7/25/399

ULD aircrafts:

-11P/N
-12P/N
-15L/N-15R/N
-21L/PNA30249LO/WAW/354/M-21R/N
-22P/PMC1023LO/WAW/1228/M
-23P/PMC40003LO/WAW/4000/C.RFL
-31L/AKE46027LO/WAW/813/BY0-31R/AKE40135LO/WAW/758/BT0
-32L/AKE46054LO/WAW/819/BT0-32R/AKE20511FF/WAW/799/BT0
-33L/AKE21436FF/WAW/840/BT0-33R/AKE20267FF/WAW/717/BT0
-34L/AKE40010LO/WAW/412/BT1-34R/AKE20406FF/WAW/125/BC/492/BY/75
/LD.CRB/75
-41P/N
-42P/N
-5/WAW/245/BT/300/E/120/LX.EIC/240.EXP.CSU/60
SI BS/33L/33R.BS/KRK/LO3901/34L.BC/BP/CRB/34R.EIC/5.EXP/5/6PCS

6.15. BAGGAGE POOLING

	Remarks
1.Definition	• Pooling of baggage means combining checked baggage into a single pool within passenger or two or more passengers limit. • The passengers whose baggage is to be pooled must meet certain conditions, which make it possible to add up their free baggage allowance limits and divide baggage weight equally. • Pooling of baggage is performed either with the view to avoid excess baggage charge which otherwise would be paid the passengers, or in order to reduce the cost of excess baggage.
2.Conditions that apply to pooling of baggage	Baggage eligible for pooling is checked baggage presented for check-in by two or more passengers: ⇒ at the same time and place, ⇒ who travel together, ⇒ on the same flight, ⇒ to the same destination or stopover airport. • If pooling refers to one passenger (with two or more pieces of luggage), the above guidelines do not apply. • According to reconciliation strict rules baggage MUST be assigned to the owner at any time.
3.Free baggage allowance for pooled baggage	• Free baggage allowance for pooled baggage equals the sum of free baggage allowance limits of the passengers.
4.Example	• Two (2) passengers with baggage allowance 1 PC/23 kg each: - 1st passenger: 1 PC/10 kg; - 2nd passenger: 1 PC/30 kg; - pooling is **allowed** wiht limit 2 PC and 46 kg. • Passenger (1) travels LOT Economy Class (Y) and holds Star Alliance GOLD card which allows additional 1 PC: - passenger has 1 PC/30 kg; - pooling is **allowed** wiht limit 2 PC and 46 kg. • Passenger (1) travels LOT Economy Class (Y) and bought additional bag. Passenger has: - 1st bag: 1 PC/30 kg; - 2nd bag: 1 PC/10 kg; - pooling is **allowed** with limit 2 PC and 46 kg. • Passenger (1) travels LOT Economy Class (Y) and bought additional bag. Passenger has: - 1st bag: 1 PC/30 kg; - 2nd bag: 1 PC/20 kg; - pooling is **not allowed**, exceeds limit of 46 kg weight limit.

	Remarks
..cont. Example	• Two (2) passengers with baggage allowance 1 PC/23 kg each: - 1st passenger: 1 PC/20 kg; - 2nd passenger: 1 PC/30 kg; - pooling is **NOT allowed**, exceeds limit of 46 kg. • Two (2) passengers with baggage allowance 1 PC/23 kg each: - 1st passenger: 2 PC/20 kg; - 2nd passenger: 1 PC/10 kg; - pooling is **NOT allowed**, exceeds limit of 2 PC, none of the baggage exceeds 32 kg weight limit. • Two (2) passengers with baggage allowance 1 PC/23 kg each: - 1st passenger: 1 PC/10 kg; - 2nd passenger: 1 PC/35 kg; - pooling is **NOT allowed**, none of the baggage can exceed 32 kg weight limit.
5.Check-in	• ALTEA WAVE reason: • **bagpool** with sequence number of pool partner (for example **bagpool158**). • Link pooled Passenger. • Only LOT flights, if continue with other carrier do NOT pool.

NOTE:
According to reconciliation strict rules baggage MUST be assigned to the owner at any time. If excess baggage appears during check in process and pooling conditions are met – excess can be waived with adequate comment “pool head seq 023”, where seq is a sequence number of pool head.

6.16. IRREGULARITIES (STAR ALLIANCE A2.5)

6.16.1. General rules

	Remarks
1.Policy	Baggage irregularities cause inconvenience to passenger. Thus, in such cases the best possible assistance must be given.
2.Baggage Tracing and Claim Services	• Mishandled baggage report file has to be created in system max. 1 hour after actual aircraft arrival. • Details of all unclaimed on hand bags have to be entered into the tracing system max. 1 hour after being identified. • Passenger can also report baggage delay on his own using self-service system. QR code enabling access to the system should be placed in baggage claim area and be visible to passengers. Alternately passenger can use direct link: https://mybag.aero/lot
3.Handling baggage irregularities procedure	• Listen to the passenger, giving him your full attention. • Answer any questions. • Perform the action without any delay. • Follow up closely on the problem. • Inform the passenger of the status. • Do not discuss irregularities in the presence of other persons.
4.Liability	The LOT Polish Airlines are not liable for loss, damage or delay in the delivery of: ⇒ fragile or perishable articles, ⇒ money, ⇒ jewellery, precious metals, silverware, ⇒ business documents, ⇒ passports and other identification documents, ⇒ cameras and laptop computers, ⇒ negotiable papers, securities or other valuables, ⇒ medicines, ⇒ samples, house- and car keys which are included in the passenger's checked baggage, with or without the knowledge of carrier involved.
5.Tracing system	Worldtracer: ⇒ a worldwide computerised system for tracing actions and management (based in Atlanta, Georgia, USA, operated by SITA – address ATLWMXS).

6.16.2. Found baggage

6.16.2.1. General rules

	Remarks
1.Definition	Found baggage (also referred as On Hand Baggage "OHD") is: ⇒ baggage without an airline baggage tag, ⇒ baggage which is located at a station other than the one shown on the baggage tag, ⇒ baggage left unclaimed (tagged or untagged), ⇒ baggage refused for payload restrictions.
2.Handling procedure • Enter found and unclaimed checked bags into WorldTracer™ as Onhand (OHD) within 1 hour after being identified. Dispatch recovered baggage to the customer as follows: ⇒ Priority Baggage: As soon as possible after receipt of the bag at baggage services, ⇒ Other: Within six hours of receipt at baggage services. • If the baggage has no name or baggage tag, information about the contents must be filed into the system. • Found baggage that remains unclaimed, but has name and address, must be immediately forwarded to the airport nearest to the passenger's address: ⇒ without any charge, ⇒ by the fastest possible means, ⇒ using the services of any carrier. • Unclaimed baggage has to be forwarded to the central storage facility after five days.	

6.16.2.2. Acceptance of expedite baggage

1.General rules	All expedite baggage (rush baggage) must be electronically screened and/or physically researched.
2.Forwarding procedure	• Forward the baggage to the final destination. • Check the quickest routing, taking into account special procedures, security checks and customs clearance en route. • Issue an expedite tag (rush tag). • Send a forwarding advice to: ⇒ baggage tracing office at destination, all carriers involved at transfer station, ATLWMXS (Worldtracer System). • If the baggage is damaged, mark it on expedite tag and the forwarding advice. a) Advice the load control department of the number of pieces and weight. **NOTE:** a) Whenever possible, the forwarding advice should reach the destination before the passenger's arrival, in order to avoid unnecessary tracing activities b) If the airline the passenger arrived with is not represented at the final destination, the carrier on whose flight the baggage arrived will deliver the baggage at the expense of the responsible carrier.

6.16.2.3. Labelling

Expedite baggage / RUSH tag.

	Remarks
1.These tags are very important for identification reasons should a security check have to be made	The RUSH tag shall be used for unaccompanied baggage.
2.The use of the RUSH tag is necessary for:	A piece of baggage registered as "lost" has been found and shall be forwarded as expeditiously as possible to the waiting passenger.





RUSH/EXPEDITE BAGGAGE tag	
• dimensions	• 5 x 40,5 cm,
• description	• Stripe,
• colour	• On the light-coloured background, black singes the red stripes on both sides.



RUSH/MISSED CONNEX BAGGAGE	
• dimensions	• 4 x 12 cm.
• description	• Hanging or sticker.
• colour	• On the light-coloured background, black singes the red stripes on both sides.
• remarks	• Mini rush tag – to be used on the original baggage tag, covering the original flight number. • May be used if only one flight is involved.

Expedite baggage / RUSH tag for EU countries



Reversed side



RUSH/EXPEDITE BAGGAGE tag for EU countries
• 5 x 40,5 cm.
• Stripe.
• On the light-coloured background, black singes the green stripes on both sides.

6.16.3. Missing baggage

6.16.3.1. General rules

	Remarks
1.Definition	Missing baggage (also referred as Advise if holding "AHL") is checked baggage not available to the passenger when he presents the baggage identification tag at the point of stopover or destination.
2.Policy	Missing baggage must be immediately traced. Tracing activities until final settlement shall be done by the last carrier that brought the passenger to the point of stopover or destination (i.e. the final point of air transportation) – whether the mishandled baggage has been found or not before the passenger continues the journey.
3.Handling procedure **Reference to:** "*Baggage claims guidelines for Lost and Found offices handling LOT Polish Airlines*" *Procedure is* available at LOT Baggage Claims Department and in point 6.16.4.4 of GHM	Provide pro-active notification to customers in case of known mishandled baggage situations. a) Apologise the passenger. b) Check the passenger's ticket and legitimacy of the claim, by checking: ⇒ baggage entries in the ticket, whether excess baggage was paid, number of baggage identification tags, destination on identification tags, whether a limited release tag was used and if so, the reason for the use. c) Explain what actions will be taken to trace and recover the missing baggage. d) Perform a complete local search (of e.g. the aircraft, other terminal, cargo area, etc.). e) If local search is negative: ⇒ establish a Property Irregularity Report (PIR), ⇒ make an AHL input into the tracing system. f) Offer the passenger some first necessities: ⇒ toilet kits/or overnight kits must be offered if the need is obvious, i.e. to non-residents whose baggage cannot be delivered the same day, put the information about issuance of Overnight Kit to AHL. ⇒ issuance must be recorded on a stock control sheet, ⇒ toilet/overnight kits may not be used as give-aways, but they may be used for other operational irregularities, g) Inform passenger about the next steps. h) Keep the passenger informed of the results of these actions. i) Be able to and support filing of reports on behalf of another member carrier. (LOT HDQ in WAW) **NOTE**: Non-resident passenger shall be informed about possibility of purchasing first necessities and receiving the cash refund after presenting the bill. In this case passenger shall attach to the claim copy of: PIR, boarding pass and baggage tags.

	Remarks
4.Postal address	The address of Baggage Claims Department: Dział Reklamacji i Odszkodowań Bagażowych ul. Komitetu Obrony Robotników 43, 02-146 Warszawa e-mail: odszkodowania.bagazowe@lot.pl or baggage.indemnity@lot.pl In case of no information about the missing baggage after 5 days passenger shall send filled claim /BIF/ under the address Central Baggage Tracing Office Warsaw Chopin Airport, 02-146 Warsaw or via e-mail: baggage.search@lot.pl or poszukiwanie.bagazu@lot.pl tel: +48 22 846 17 07 or +48 22 650 12 50
5.First necessities – cash advance	• A cash advance may be granted by the station responsible (Station Manager or Supervisor). • It is recommended to only give cash advance minimum 24 hours after the PIR was issued. • Advances may only be given to non-residents. • Advances should not exceed the maximum amount to be paid in case of permanent loss. • Currency and amount must be entered into the PIR file. • Maximum amounts or equivalent in local currency : ⇒ USD 100 – Y class passengers, ⇒ USD 200 – C class passengers, FTL M&M and Star Silver ⇒ USD 300 – F class passengers, Senator M&M and Star Gold. If the passenger pays the first necessities himself, the station responsible (Station Manager or Supervisor) may refund him upon presentation of the bill, provided the amount of refund is not higher than the cash advance limits.

6.16.3.2. Delivery of mishandled baggage procedure

	Priority baggage must be delivered immediately after arrival!
1.	Mishandled baggage must be delivered to the passenger by quickest available means.
2.	• If applicable, baggage must be cleared through customs. • If customs clearance is denied, the passenger must be requested to pick up the baggage.
3.	The passenger must be informed of locally available possibilities, including delivery by: ⇒ train, ⇒ bus, ⇒ express mail, ⇒ taxi, ⇒ courier, ⇒ hotel courtesy bus, ⇒ pick-up by the passenger with a refund.
4.	If the airline passenger arrived with is not responsible at the final destination, then the carrier whose flight baggage arrived will deliver the baggage expense of the responsible carrier.

6.16.4. Damaged baggage

6.16.4.1. General rules

Step	**Remarks**
1.	In case of damage to baggage, the complaint must be made: ⇒ verbally immediately after discovery of the damage upon arrival, ⇒ in writing within 7 days of the damage upon arrival.
2.	The damaged bag must be available for inspection.
3.	If a specific type of damage gives reason to suspect pilferage, request the passenger to check the contents of the baggage on the spot.

6.16.4.2. Damaged baggage report procedure

Step	Actions
1.	Check if a limited release tag was issued for damage at station of departure.
2.	Collect the identification tag and attach it to the DPR.
3.	Inspect the damaged bag in the presence of the passenger.
4.	Fill out the DPR clearly: ⇒ specifying whether the baggage is damaged or pilfered or both, ⇒ describing the damage, ⇒ indicating if the passenger has a private insurance.
5.	File a DPR in Worldtracer.
6.	Sign the PIR and have the passenger sign it, too.

6.16.4.3. Compensation procedure

	Handling
1.Repair of baggage	Ask the passenger to have the baggage repair at: ⇒ a repair shop with whom the airline has contract or, ⇒ a repair shop at the passenger's choice, offering to pay the bill.
2. Compensation on the spot	If repair is not possible or would exceed the value of the baggage, offer the passenger: ⇒ replacement baggage of similar value and quality, ⇒ a cash refund.
3.Minor damage	• Refund the passenger on the spot, taking into account the local cost level and, • Have the passenger sign the original of damage report (PIR) to confirm receipt of the full settlement.
4.More complicated cases (e.g. if other carriers are involved, in case of major damage to contents, damage to baggage with limited release)	Damaged baggage claims are settled by Passenger Baggage Claim Department.

6.16.4.4. Baggage claims guidelines for Lost &Found offices handling LOT Polish Airlines

Baggage claims guidelines for Lost &Found offices handling

LOT Polish Airlines

1. Main requirements

- Presence in the baggage reclaim area for baggage services (i.e. staff, office).
- PRIORITY baggage must be delivered on belt before regular bags !
- Every passengers' claims discovered immediately after baggage pick-up and reported at the airport to Handling Agent have to be registered in WT system and confirmed by PIR protocol.
- Passenger must be proactively notified (i.e. announcement).
- Delivery of recovered baggage: PRIORITY baggage as soon as possible, other baggage within six hours of receipt of the bag at Lost &Found office.
- At the request of the customer, bag claims should be taken at the connect point.
- Issue a forwarding message (FWD, FAH, FOH, FLZ) for every RUSH bag.
- QR code leading to LOT Passenger Self Service System (PSS) should be clearly visualized and easy to scan for passenger in order to let report AHL or DPR contactless.

2. Delayed Bag(s) (AHL)

Mandatory fields:

- **Total Weight of Bag(s)** – total weight and number of pieces of checked baggage;
- **Total Delivery Weight of Bag(s)** – number and weight of bag or bags being delivered together with passenger;
- **Total Weight of Missing Bag(s)** – total weight and number of missing baggage, element used after the missing baggage has been received in L&F office;
- **Permanent Contact Information (including: Country, Postal Code, City, State, Address Line)** – permanent address;
- **Cell Phone** – cellphone number;
- **Class of Service/Status** – passenger status;
- **Frequent Flyer Number** – frequent flyer card number (if exists);
- **Email** – email address (if exists);
- **Temporary Contact Information (including: Country, Postal Code, City, State, Address Line)** – temporary address (if exists);

- **Valid Until Date** – date validity of Temporary Contact Information (if exists);
- **Automated Messages** – automated messages (Message Option should be set to Receive SMS messages).

In order to let passenger to receive automated messages always remember to put correct phone number format in Cell Phone field (i.e. 48 123456789, 33 123456789).

- It is crucial to transfer FWD messages to the file as well as enter up to date information in **Received Date** and **Delivery Date** fields and final AHL close at the courier or passenger pick up moment.
- When closing AHL report please use **Create Delivery Order** option. If it can't be used for some reason, please use **User Comments** field in order to put the comments on.
  Make sure **Reason for Loss** and **Fault Station** fields are correct.
- If passenger collects delayed baggage and wants to claim damage or pilferage always use **Close and Create Damaged option.**
- If **Close and Create Damaged** can't be done (eg. AHL file created in another airport and baggage was sent to your station) please create new DPR, copy content of AHL to DPR and update **Flight, date, Origin** and **Destination** fields with "RUSH" flight details as the last one.

All these elements are extremely important for further consideration of the complaint !

In case of delay in baggage carriage reported by passenger, immediately after arrival, Handling Agent is obliged to:

- Create AHL report to conduct baggage search in WorldTracer® and issue PIR to passenger.
- Passenger should also obtain STAR ALLIANCE envelope and LOT leaflet.
- If there is no FWD message found in WorldTracer® it's also necessary to give passenger LOT Baggage Inventory Form (BIF).
- Give passenger contact for Lost&Found office (eg. phone number, email address) in order to provide possibility to check file status during L&F office hours. Local L&F office is responsible for active tracing for first 5 days.
- Offer Overnight Kit (ONK) to passenger, if after arrival to the place outside living area they are devoid of all checked baggage and enter information in **Amenity Kit** field.
- Passenger devoid of all the baggage, outside of living area is allowed to buy reasonable first necessity articles (toiletries, clothing) accordingly to PLL LOT procedures and apply for refund, by connecting copies of: PIR, confirmation of reservation and baggage tags. Claim must be documented by appropriate invoices or bills attached to it. Please inform passenger about required written form of claim submitted by on-line form or email or post but not later than 21 days from the date of delivery the baggage to the passenger. All necessary information is available on www.lot.com.
- In case of lack of information about the luggage after 5 days, passenger should send filled in Baggage Inventory Form (BIF) to the address specified on the form (baggage.search@lot.pl).
- In case of delay the claim can also be reported on behalf of any other Star Alliance member.

3. Baggage damage (DPR)

All mandatory fields for AHL are also valid for DPR !

Additional mandatory fields for all DPR files:

- **Brand Information** – brand information (if there's one);
- **Claim Amount** – amount of claim for damage;
- **Bag Details** – date of purchase / estimated value;
- **Extra Information** – weight of checked-in and picked-up baggage (respectively for each piece) and also any agents' remarks.

ATTENTION

LOT Polish Airlines S.A. bears no liability for any damage to the aesthetic qualities of the baggage which arises from its normal use, namely scratches, abrasions or denting; neither does the airline bear liability for damage arising from overloading and over-packing, burst seams or broken zipper teeth. In addition, the airline bears no liability for damage arising as a result of actions carried out in accordance with the regulations and requirements of state authorities, including security, and/or passengers failure to comply with the mentioned above laws and requirements.

In such case, reported immediately after arrival, Handling Agent is obliged to:

- Inform passenger that LOT takes no liability for these kind of damages and such information can be found on www.lot.com website.
- Create DPR report in WorldTracer® system and issue PIR to passenger.
- Enter in **Bag Details** field (except other mandatory fields) clear information saying that the file is a courtesy only (eg. BOUGHT 2018 / PRICE 150 USD / COURTESY REPORT).
- Hand over LOT leaflet to passenger.

In case of more serious damage reported by passenger, immediately after its' pick up at the airport, Handling Agent is required to:

- Create DPR report in WorldTracer® system and issue PIR to passenger.
- Passenger should also obtain STAR ALLIANCE envelope.
- Passenger is given a contact to cooperating repair service (eg. DOLFI1920).
- The information must be put into DPR file (eg. "pax directed to DOLFI").
- If repair can't be done on the spot (eg. short stay, no cooperating repair service available) please give passenger LOT leaflet and inform passenger about required written form of claim, contained full set of documents: damage description, copies of: PIR, confirmation of reservation, bag tag(s) and necessity of sending them to LOT Polish Airlines (on-line form, email or post).

4. **Pilferage/contents damage (DPR)**

All mandatory fields for AHL and DPR are also valid for pilferage/contents damage !

Additional mandatory fields for pilferage/contents damage DPR files:

- **Pilfered Contents** – lost property;
- **Damaged Contents** – contents damaged;
- **Total Weight of Bag(s**) – baggage weight taken from bag tag;
- **Total Delivery Weight of Bag(s)** – current weight of baggage.

In case of pilferage/contents damage reported by passenger, immediately after its' pick upat the airport, Handling Agent is required to:

- Create DPR report in WorldTracer® system and issue PIR to passenger.
- Passenger should obtain STAR ALLIANCE envelope and LOT leaflet.
- Inform passenger about required written form of claim, contained full set of documents: list of missing or damaged items and their value, copies of PIR, confirmation of reservation, bag tag(s) and necessity of sending them to LOT Polish Airlines (email, post or on-line form).

5. **Later date reporting (after leaving baggage claim area)**

In case of any claims (AHL/DPR) reported by the passenger at a later date, please give passenger LOT leaflet and inform about:

- Required written form of claim, contained full set of documents: description of incident, copies of: confirmation of reservation, bag tag(s).
- Necessity of sending them to LOT Polish Airlines (on-line form, email, post) no later than 7 days from the date of travel.

It's not allowed to create DPR report based on passengers' emails or phone calls. In that kind of situation it is necessary to give passenger LOT contacts or LOT leaflet and inform him/her to contact PLL LOT directly.

6. **Unclaimed baggage (OHD) and found properties on board LOT aircraft**

- In case when unclaimed baggage have its' baggage tag, Handling Agent basing on the tag number enters it to WorldTracer® as Quick On-Hand Bag (QOH). If after 24 hours in any other airport, AHL is not created, Handling Agent should create OHD.
- In case when baggage doesn't have its' tag Handling Agent creates OHD basing on baggage color, type, etc. latest in 1 hour after delivering baggage to the depot.
- According to the IATA regulations Handling Agent is obliged to deliver all baggage, which owner wasn't found as well as other items basing on acceptance protocol to HDQLO (Central Baggage Tracing) after 5 days using Forward Bag to Headquarters (FLZ) option.
- Handling Agent is obliged to enter all items found on board of LOT aircrafts into Lost & Found Property (DFP) register. All unclaimed items should be sent to HDQLO after 1 month from the date of register (FLZ).

7. Other notes

- Rules of carrier responsibility and report of the claims are governed by international aviation regulations and General Conditions of Carriage available on www.lot.com
- LOT contacts for passengers regarding: baggage damage, pilferage, contents damage, cost refund:

  On-line form available on (prefered way of contact)

  http://www.lot.com/gb/en/luggage-complaint

  LOT Baggage Claims Section

  43, Komitetu Obrony Robotników Str.

  02-146 Warsaw

  Poland

  e-mail: baggage.indemnity@lot.pl
- LOT contacts for passengers regarding: delayed bag (after 5 days), lost properties on board: LOT Central Baggage Tracing

  1, Zwirki i Wigury Str.

  00-906 Warsaw

  Poland

  e-mail: baggage.search@lot.pl
- On-line form available on:

  http://www.lot.com/gb/en/luggage-complaint
- Direct URL for LOT Passenger Self Service system: www.mybag.aero/lot

8. Attachments

- LOT leaflet.
- LOT BIF.

LOT Claim Form

POLISH AIRLINES LOT A STAR ALLIANCE MEMBER

REKLAMACJA BAGAŻOWA
BAGGAGE CLAIM

Imię / *Name*

Nazwisko / *Surname*

Adres / *Address*

E-mail / *E-mail*

Nr telefonu / *Phone No.*

Data podróży / *Date of trip* Numer rejsu / *Flight No.*

Numer rezerwacji / *Booking ref.*

Numer biletu / *Ticket No.*

Trasa / *Routing*

Dane bagażu rejestrowanego / *Registered baggage details*

Rodzaj bagażu rejestrowanego *Type of registered baggage*	Marka *Brand*	Waga *Weight*	Data zakupu *Date of purchase*	Cena zakupu *Price upon purchase*	**Wartość roszczenia** *Amount claimed*

Opis sprawy / *Case description*

Załączniki / *Attachments*

1) _____

2) _____

PASAŻER / *PASSENGER*

Data / *Date* _____

Podpis / *Signature* _____

LOT leaflet

LOT Polish Airlines
43, Komitetu Obrony Robotników St.
02-146 Warsaw, Poland
+ 48 22 606 78 72
lot_info@lot.pl

Szanowni Pasażerowie,

Uprzejmie informujemy, że w przypadku opóźnienia w dostarczeniu bagażu trwającego powyżej 5 dni , prosimy o kontakt z:

PLL LOT S.A.
Centralne Biuro Poszukiwania Bagażu
Ul. Żwirki i Wigury 1
00-906 Warszawa, Polska
e-mail: poszukiwanie.bagazu@lot.pl

Wszystkie roszczenia z tytułu nieregularności w przewozie bagażu , uszkodzenia lub braków w bagażu rejestrowanym należy kierować w formie pisemnej do PLL LOT w terminach przewidzianych prawem.
Aby złożyć formalną reklamację należy wypełnić specjalny formularz on-line: http://www.lot.com/pl/pl/reklamacje-bagazowe .
Jednocześnie informujemy ,że wszystkie procedury i przepisy PLL LOT dotyczące nieregularności bagażowych są dostępne na stronie www.lot.com

PLL LOT S.A.
Sekcja Reklamacji Bagażowych
Ul. Komitetu Obrony Robotników 43
02-146 Warszawa, Polska
e-mail: odszkodowania.bagazowe@lot.pl

Dear Passengers ,

We kindly inform, that in case your missing luggage is not located within 5 days, please contact:

PLL LOT S.A.
Central Baggage Tracing Office
1, Zwirki i Wigury Str.
00-906 Warsaw, Poland
e-mail: baggage.search@lot.pl

Claims pertaining to any irregularity of baggage transportation , damage or pilferage of registered baggage are to be submitted in writing to LOT Polish Airlines within the set deadlines.
To lodge a formal complaint the special on-line form should be completed: http://www.lot.com/pl/en/luggage-complaint .
We also inform that all PLL LOT regulations regarding baggage irregularities are available on www.lot.com website.

PLL LOT S.A
Baggage Claims Section
43, Komitetu Obrony Robotników Str.
02-146 Warsaw, Poland
e-mail: baggage.indemnity@lot.pl

lot.com

LOT BIF

POLSKIE LINIE LOTNICZE
A STAR ALLIANCE MEMBER

PLL LOT S.A.
Central Baggage Tracing Office
Międzynarodowy Port Lotniczy
Warszawa – Okęcie
ul. Żwirki i Wigury 1
00-906 Warszawa
e-mail: baggage.search@lot.pl

KWESTIONARIUSZ BAGAŻOWY/ BAGGAGE INVENTORY FORM

Jeżeli bagaż nie zostanie odnaleziony w ciągu 5 dni od daty sporządzenia reklamacji, prosimy o wypełnienie formularza, dołączenie biletu lotniczego, karty wstępu na pokład, wywieszki bagażowej i przesłanie do Polskich Linii Lotniczych LOT.

If your luggage has not been found within 5 days from the date your report was issued, will you please fill in the inventory form, attach all documents such as: passenger ticket, boarding pass, baggage tag and send to Polish Airlines LOT.

Numer reklamacji/Reference no……

Dane pasażera/Passenger information

Nazwisko/Family name ..... Imię/First name…. .....
Adres/Address .....
Kod pocztowy(Miasto)/Zip code (City)..... Kraj/Country …….....
Telefon domowy/Home phone .....Telefon służbowy/Business phone…….....

Informacja o rejsie /Flight information

Linia lotnicza/rejs Airline/Flight no	Data Date	Trasa z From	Do To

Informacja o bagażu/Baggage information

Dane którymi oznakowany jest bagaż (imię, nazwisko, adres)
Full name and address on baggage ……..

Nr wywieszki reklamowanego bagażu/Tag nb of the bag claimed……..

Typ/Type……..Kolor/Coulor…….Material/Material……..Marka/Brand…….

Inne oznakowania/Other remarks……

Data zakupu/ Purchase date……Cena/Currency……..Wycena/Price……

Liczba bagaży nadanych ……Liczba bagaży odebranych……..
Number of bags checked-in…… Number of bags received……

Bagaż odprawiony został w porcie/Baggage checked-in at……do portu/to (what airport)……

Ostatni raz widziany był w/Baggage last seen at……

Czy bagaż był ubezpieczony? ☐ tak ☐ nie, *jeżeli tak,*proszę podać nazwę, adres, tel.towarzystwa ubezpieczeniowego……

Is your baggage insured? ☐ yes ☐ no, *if yes*, please supply full details / name, address, phone number/ of your insurance company……

Wykaz zawartości bagażu/Description of contents of baggage

Lista zawartości List of contents	Kolor Coulor	Marka Brand	Data zakupu Date of purchase	Cena zakupu Purchase price	Wysokość roszczenia Amount claimed

:

Oświadczam, że powyższe informacje są kompletne i prawidłowe.
Wyrażam zgodę na przetwarzanie moich danych osobowych przez Polskie Linie Lotnicze LOT SA z siedzibą w Warszawie, ul. 17 Stycznia 43, do celów rozpatrzenia reklamacji i ewentualnego otrzymania odszkodowania. Upoważniam PLL LOT SA. do udostępnienia moich danych innym przewoźnikom i instytucjom zaangażowanym w rozpatrywanie reklamacji lub odszkodowania, zarówno w kraju jak i za granicą. Oświadczam że zostałem(am)poinformowany(a) o prawie wglądu do swoich danych oraz do ich poprawiania.

I declare that the foregoing is complete and correct.
I herby give my consent to LOT Polish Airlines to process my personal data for the purpose of satisfying the claim and possible compensation. Furthermore, I give my power of attorney to LOT Polish Airlines to transfer my personal data to other carriers and organizations that deal with claims and damages in Poland and abroad. I declare to have been advised on the rights that govern insight into one's personal data and their updating.

Data/Date…… Podpis pasażera/ Passenger's signature……

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6.17. CARRIAGE OF HUMAN ASHES AS BAGGAGE

Process	Remarks
1.General rules	• Carriage of human ashes is accepted as unchecked baggage carried in the cabin under passenger care. • All requirements must be checked.
2.Requirements	• Intention of carrying an urn should be stated during reservation (remarks should be enter into the system). • The passenger must be in possession of all required documents. • Only funeral urns can be accepted. • Urn shall be properly sealed and stamped. • The dimension and weight of the urn shall not exceed the limit for unchecked baggage.
3.Check-in	• Passenger must informed check-in staff about urn in the baggage. • All the rules that apply to the baggage check-in are also relevant for the check-in of passenger travelling with a human ashes as baggage. • The check-in agent must checked if all requirements are fulfilled. • The check-in agent shall inform passengers that the urn has to be cleared by him after arrival (customs and health authorities).
4.Security	• The urn must be X-Rayed before boarding.

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7.1. GENERAL RULES

<table>
<tr><th></th><th>Remarks</th></tr>
<tr><td>1.Responsibility
(GRH 1.6.3)</td><td>
• The handling company shall ensure:
⇒ qualified and trained personnel who perform all handling duties
⇒ training programmes similar to that of LOT Polish Airlines
• If dangerous goods are accepted for transportation, personnel shall receive training in accordance with the current ICAO/IATA DGR requirements.
• Cargo agencies acting on behalf of LOT Cargo are also responsible for training required by the local regulatory authority.
• Current IATA DGR manual shall be available at each location where operations involving the loading of DG as cargo are conducted.
</td></tr>
<tr><td>2.Subcontracted services</td><td>
• According to LOT Cargo policy, subcontractors are assessed on the basis of the quality of services they provide.
• After the assessment process, a contract is concluded. LOT Cargo requires a contract be signed with all subcontractors.
• Subcontractors shall operate in compliance with the regulations and policies set forth in LOT Ground Handling either by observing the regulations of the Manual or by establishing their own rules which are in accordance with the Manual.
• LOT have an audit planning process and sufficient resources to ensure audits of cargo operations are scheduled at intervals to meet regulatory and management system requirements and completed within a specified time period.
</td></tr>
<tr><td>3.The subcontractor acceptance and monitoring process</td><td>
Subcontracting is based on two main processes:
• Agreement phase
The aim of this phase is to prepare and make an agreement which will confirm that the scope and quality of service performed by subcontractors are in accordance with Lot Cargo requirements. The evaluation check sheets are commonly used to verify subcontractors.
• Monitoring phase
Handling activity provided by the Handling Company has to be under process of permanent monitoring to ensure cargo requirements that affect the safety and/or security of aircraft operations are being fulfilled. All data related to irregularities that have an impact for safety and/or security must be reported to the Carrier in accordance Carrier’s Ground Handling Manual – in particular:
SPI: occurrence /1000 actions
<table>
<tr><th>Factor</th><th>Acceptable level</th><th>Target</th></tr>
<tr><td>DGR incidents</td><td>0,1</td><td>0,0</td></tr>
<tr><td>Minor remarks to DGR</td><td>0,5</td><td>0,3</td></tr>
<tr><td>Non DG shipments damages</td><td>1</td><td>0,5</td></tr>
<tr><td>ULD damages</td><td>0,1</td><td>0,0</td></tr>
<tr><td>improper BUP</td><td>0,1</td><td>0,0</td></tr>
</table>
</td></tr>
</table>

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7.2. TRAINING AND QUALIFICATIONS

	Remarks
1.Responsibilities	• LOT Cargo managers or other nominated supervisors at the stations shall ensure personnel performing operational cargo functions have the formal qualifications and complete recurrent training in due time. • The nominated persons shall also assure that the sufficiently trained and qualified personnel can perform functions within the scope of cargo operations, including accepting, storage and loading.
2.Training programme requirements	• Training programmes shall be approved by the competent regulatory authorities. • LOT Cargo training programmes are published annually. • The latest regulatory amendments shall always be introduced to training programmes. • Training programmes are developed due to the changes in business regulatory requirements. • LOT Cargo provides training for its own personnel and for LOT operational personnel.
3.Initial training	Cargo operational personnel should be trained to perform the following functions: • accept general and special cargo • issue Air Waybills • load and unload warehouse and airplane • operate ground support equipment • plan cargo load • instruct how to perform the aforementioned functions.
	• Initial training is required from all personnel who perform functions within the scope of cargo operations to become qualified prior to being assigned to perform such duties. Minimum syllabus of this training shall address: a) presentation of the organization, interest groups, cargo services and products; b) introduction to the relevant manuals such as QM, GHM, IATA Tact Rules, IATA TCR, IATA AHM, IATA DGR, IATA LAR; c) procedures, practices and safety-related matters relevant to the operational functions (equipment used for carriage, aircraft types and their limitations, palletizing, handling of shipments on warehouse and airplane, air transport of live animals and other special loads); d) acceptance of general cargo and special cargo; e) training in human factor principles and safety training on associated operational hazard; f) final test or evaluation by written, oral or practical means, as applicable, to demonstrate adequate knowledge to perform duties.; • After successful completion of the initial training, cargo managers or other nominated supervisors shall ensure personnel who perform operational cargo functions receive adequate familiarization training.

4.Dangerous Goods training (GRH 2.2.1; GRH 3.4.2)	All persons assigned to handle and/or accept dangerous goods shall complete applicable Dangerous Goods Training and receive recurrent training not less than every two years. 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. This principle applies to personnel who perform or instruct how to perform any of the following functions: ⇒ accept cargo for transport; ⇒ accept dangerous goods for transport; ⇒ handle, load and unload cargo, including dangerous goods, in warehouse or ramp area; ⇒ plan and manifest load. • Personnel shall receive training according to the requirements commensurate with their responsibilities. Such training shall comprise: general familiarisation – training on the general DGR provisions; ⇒ function specific training – in-depth study on DGR requirements relevant to the assigned responsibilities; ⇒ safety training – training on hazards concerning dangerous goods, safe handling and emergency response procedures. • A test, conducted after the training, confirms the successful completion of the training and constitutes a basis to issue a certificate. • Training is also mandatory for shippers (and persons acting on their behalf), freight forwarding personnel according IATA Dangerous Goods training Guidance TABLE 7.1.A: ⇒ General philosophy; ⇒ Limitations; ⇒ General requirements for shippers; ⇒ Classification; ⇒ List of dangerous goods; ⇒ General packing requirements; ⇒ Packing instructions; ⇒ Labelling and marking; ⇒ Shipper's declaration and other relevant documentation; ⇒ Recognition of undeclared dangerous goods; ⇒ Provisions for passengers and/or crew; ⇒ Emergency procedures. • Training is also mandatory for passenger handling staff, flight and other crew members as well as security personnel who deal with passenger screening, luggage and cargo. For full details of training requirements see IATA DGR 1.5.

5.Live Animals training	• The person in charge of acceptance of Live Animals must be trained in accordance with current regulations. • Each training is valid for 36 months of previous training to ensure knowledge is current. **Reference : IATA Live Animal Regulations - current edition**
6.Recurrent training, In-depth training, Re-qualification training	• Recurrent training shall be provided not less than once every three years and always when major changes in procedures or equipment will occur or have occurred. Recurrent training syllabus and training methods can vary depending on the need. • Training can be given during separate training sessions, as on-the-job training or as self-study. • The syllabus of the training shall always address, as a minimum, safety-related matters relevant to the functions performed by personnel. • All persons assigned to handle and/or accept dangerous goods and/or general cargo and company material (COMAT) shall complete applicable Dangerous Goods Training and receive recurrent training not less than every two years. This principle applies to personnel who perform or instruct how to perform any of the following functions: ⇒ accept cargo for transport; ⇒ accept dangerous goods for transport; ⇒ handle, load and unload dangerous goods in warehouse or ramp area; ⇒ plan and manifest load. • Re-qualification training shall be applicable to personnel that become unqualified for any reason, prior to being reassigned to perform operational duties. • Training shall include final test or evaluation by written, oral or practical means, as applicable, to demonstrate adequate knowledge to perform duties.
7.Safety training	• Safety training (included in the Initial and Recurrent Training) shall address: ⇒ Safety Management Awareness; ⇒ Human Factors; ⇒ Rules and Regulations; ⇒ Accidents and Incidents; ⇒ Personal Protection; ⇒ Workplace Hazards; ⇒ Equipment Operations; ⇒ Housekeeping; ⇒ Emergency Situations.
8.Other training	• Other relevant trainings concerning, weight and balance, loading etc. are provided to LOT employee by external training centres. The syllabus of trainings shall comply with ICAO/IATA requirements. • Training in the scope of security - accordingly to performed duties.

9.Training records (GRH 2.1.4)	• Training records retained both in a hardcopy and as electronic data placed in the secured server shall always be ready to be presented at the request of the Operator or persons acting on its behalf. On-the-job training shall be duly documented. • Training records shall be retained for the employee's employment period and 36 months after its termination.

7.3. ACCEPTANCE & HANDLING

7.3.1. General Cargo

	Remarks
1.General	• LOT accepts shipments either by its approved agent or directly from shippers. In case of interline cargo shipments shall be in compliance with IATA interline cargo requirements. • A shipment is deemed to be received when an Air Waybill is issued. An Air Waybill constitutes a Contract of Carriage. • Prior to issuing an Air Waybill, the shipper shall check if all special requirements are met (i.e. customs regulations, commercial invoices, permits, certificates, embargoes). • All cargo shall be weighed. Cargo weighing facilities shall be periodically calibrated; verification shall be recorded and retained in accordance with local regulations. • All cargo shipments shall be booked; special cargo shipments must never be accepted without confirmed bookings up to final destination points. • All cargo shall be stored under adequate supervision and in a place where it will not be subjected to extreme weather conditions and it will not become damaged during the storage period. • General cargo should be handled with due care in order to avoid damaging of shipments or causing hazards to health or safety of employees handling cargo. • Damage to cargo shall be reported to LOT Polish Airlines immediately after it has been discovered during the handling process. • Flight preparation and unit build-up shall be done in accordance with the provisions contained in GHM in order to avoid cargo damaging and to guarantee the safety of the transport equipment such as aircraft or road feeder. • Safety requirements dictate that all products acquired from external suppliers must comply with technical specifications prior to being utilised in the conduct of cargo operations. Provisions of this chapter are also applicable to special cargo unless GHM p. 7.3.2 Acceptance & Handling of Special Cargo provides otherwise.
2. Preliminary requirements	While accepting shipments the following points shall be considered: • Air Waybill (see TACT Rules Chapter 6). • Weight and volume capacities (see GHM p. 3.9 Aircraft Characteristics). • Heavy and overlapping cargo (see GHM Chapter 7). • Booking (see GHM Chapter 7). • Cargo rating (see TACT Rules section 3). • Other shipping documents (see TACT Rules sub-section 2.2). • Government and airline requirements (see TACT Rules sections 7 and 8). • Packing, marking and labelling requirements (see TACT Rules section 2). • Weight check (scales must be duly certified). • Dangerous goods (see GHM p. 7.4). • Other special cargo (see GHM Chapter 7). • Compartment temperatures (see GHM p. 3.12).

3.Shipments not acceptable	The following shipments are not acceptable for carriage by air: • shipments, the contents of which could injure personnel or damage aircraft or other load • shipments, which are not properly marked, labelled or packed and consequently may pose risk to persons or cause harm to property • shipments, the weight of which is unknown or insufficiently guaranteed. Other shipments are acceptable only under specific conditions. These are covered in detail in GHM Chapter 7.
4.Export, transit and import regulations	The shipper shall comply with government export, transit and import formalities and check if all special requirements are met (i.e. customs regulations, commercial invoices, licences, permits, certificates, embargoes and other documents required under national laws).
5.Delivery to consignee	The consignee shall be notified of the arrival of a shipment as soon as practicable.
6.Cargo and mail security measures	See GHM Chapter 8.
7.Cargo reservation	All cargo shipments shall be booked. Yet, cargo booking is not a legal guarantee that space will be available.
8.Packaging and marking requirements	The way of packaging shall be suited to the contents of a load and shall protect goods from any accidental damage which could be caused in the usual process of handling and transport.
9.Transfer cargo	Normal transit time for the appropriate station should be checked.
10.Cargo documentation	The most significant documents are: • AWB – Air Way Bill is issued by a carrier or its authorized agent in compliance with IATA regulations. • Cargo Manifest is a list of all consignments carried on board of an aircraft issued by a handling agent. • Shipper's Declaration for Dangerous Goods. For more, GHM p. 7.4.2 • Shipper's Certification for Live Animals. For more, GHM p. 7.6.1
11.Document Bags/ Envelope	Cargo and airmail documents shall be carried in special bags or envelope with flight number. The bags or envelope should be placed in the front luggage compartment or handed to the crew.
12.Electronic Air Waybill	• General Cargo Shipments (GCR) or Dangerous Goods, which according to IATA DGR can be transported without Shipper's Declaration for Dangerous Goods and/or Checklist under e-Freight principles, may be accepted on LO flights.

…(cont) Electronic Air Waybill	• All e-Freight shipments are identified by two codes (EAW or EAP) which must appear in the FWB sent by the freight Forwarder to the Airline as a Special Handling Code. - EAW - the shipment is accepted without paper documentation. E-Freight consignment with no accompanying documents. - EAP – e-freight consignment with accompanying documents. The shipment is accepted with an envelope containing additional documentation (not part of e-Freight). The Envelope is sent along with the shipment. • After receiving the shipment from Forwarder, Handling Agent sends FSU – RCS and FOH messages to the Carrier.

7.3.2.Special Cargo

1.General	• All general principles of acceptance and handling mentioned in GHM p. 7.3.1 shall be applied to special cargo as well. This chapter provides for the restrictions and special instructions that shall be observed together with general principles. • The current edition of appropriate IATA Dangerous Goods Regulations or the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions) including addenda as appropriate shall be readily available for personnel accountable for the guidance of reservation, cargo acceptance and handling as well as for other cargo personnel. • Special cargo shipments shall be booked for the whole routing in LOT Champ Cargo system, which ensures adequate supervision, control of operations and maintenance activities. If there is no access to the system, a request message for the reservation shall be sent to QIFFRLO or WAWFRLO or via email to cargobooking@lot.pl. • Cargo terminals should be equipped with specifically configured facilities appropriate for storage of dangerous goods, radioactive material and other special cargo such as HUM, AVI, PER, PIL, VAL, and fragile goods. • If the cargo terminal does not have specially configured facilities, pickup must be arranged upon arrival after confirmation with consignee. • Prior to departure, a pre-advice message regarding AVI, VAL, HUM, PER, PIL shall be sent to the appropriate stations. The message shall contain the following information: ⇒ the remark IMP- message code; ⇒ flight number and date; ⇒ Air Waybill number; ⇒ the number of pieces and weight in kilos per shipment; ⇒ other optional information. The written confirmation of receiving the message should be sent to the originator • Special labels as shown in TACT Rules section 2.3.4.B Standard Labels and Tags for Special Consignments shall be used for perishables, dangerous goods, live animals and fragile items. • For service of special cargo and shipments of special importance or urgency all personnel concerned has to be fully aware of the nature and handling requirements of all such shipments. • A copy of the current edition of the applicable regulations and IATA Dangerous Goods Regulations shall be available at each location where Cargo operations are conducted.

7.4. DANGEROUS GOODS

7.4.1. General rules

	Remarks
1.Definition	• Dangerous goods are defined as those which meet the criteria of one or more of nine UN hazard classes and, where applicable, assigned to one of three packing groups. • The nine classes relate to the type of hazard. • Some hazard classes are subdivided into hazard divisions due to hazard variations within these classes. • **The order in which the classes are shown does not imply a degree of danger.**
2.Class 1 Explosives 	• This class is divided into 6 divisions: 1.1 – 1.6. • For handling and stowage purposes explosives are assigned to one of 13 compatibility groups: ⇒ from group A for a substance which has a mass explosion hazard to group S which contains the hazard within the package. • Most explosives listed in IATA DGR - List of Dangerous Goods, such as division 1.1, 1.2, 1.3, 1.4F, 1.5 and 1.6 are normally forbidden for transport by air. • Only explosives of division 1.4 (with a few exceptions in division 1.3) are permitted to be carried by air as they present no significant hazard. Explosives of Class 1.4 in compatibility group S are so packed or designed that any effect from accidental functioning is confined within the package: • Examples: ⇒ safety fuses, ⇒ ammunition for hand weapons, for signals, fireworks • Hazard label for Explosives 1.4S • Cargo IMP code RXS.
3.Class 2 Gases 	• Gases are assigned to one of three divisions: 2.1, 2.2, 2.3. • The transport conditions of a gas is described according to its physical state as : ⇒ compressed gases; ⇒ liquefied gases; ⇒ gases in solutions; ⇒ refrigerated liquefied gases; **Division 2.1 Flammable gas:** • any compressed gas which, when mixed with air in certain proportion, forms a flammable mixture: ⇒ Acetylen; ⇒ Butane; ⇒ Hydrogen; ⇒ Lighters; • Hazard label for **Flammable Gas.** • Cargo IMP code RFG.

 	**Division 2.2 Non–flammable, Non–toxic Gas:** • any non-flammable, non-toxic compressed gas : ⇒ Neon, ⇒ Carbon dioxide, ⇒ Fire Extinguisher, ⇒ Liquefied Nitrogen or Helium. Hazard label for **Non-flammable**, non-toxic gas. Cargo IMP code RNG RCL. **Division 2.3 Toxic Gas:** • Gases known to be toxic or corrosive to humans and known to pose a health risk • Most toxic gases are forbidden for carriage by air; • Some like tear gas devices or aerosols of low toxicity are permitted. • Hazard label for **Toxic Gas.** • Cargo IMP code **RPG.**
4.Class 3 Flammable Liquids 	• Liquids, • Mixtures of liquids or solutions with highly flammable components. • Examples: ⇒ Paint, ⇒ Alcohols, ⇒ Petrol, ⇒ Varnishes. • Flammable liquids are assigned to one of three packing groups according to the flash point and the boiling point of the liquid. • Hazard label for **Flammable Liquids.** • Cargo IMP code RFL.
5.Class 4 Flammable Solids; Substances Liable to Spontaneous combustion; Substances Which in Contact with Water, Emit Flammable Gases. 	• Class 4 is divided into three divisions: 4.1, 4.2, 4.3 **Division 4.1** Flammable Solids; Self-reactive and Related Substances; Desensitized, Explosives: • Any solid material, which is readily combustible, or may cause or contribute to fire through friction (some are self-reactive). • Examples: ⇒ Celluloid, ⇒ Matches, ⇒ Sulphur. • Hazard label for Flammable Solids. • Cargo IMP code RFS. **Note**: Self-reactive substances require protection from direct sunlight and must be stored away from all sources of heat.



Division 4.2

Substances liable to Spontaneous Combustion.

- Substances liable to spontaneous heating or to heating up in contact with the oxygen in the air and than liable to catch fire.
- Examples:
  ⇒ white or yellow Phosphorus.
- Hazard label for **Substances Spontaneously Combustible**
- Cargo IMP code **RSC**



Division 4.3

Substances Dangerous When Wet

- emit flammable gases in contact with water.
- Substances liable to become spontaneously flammable by interaction with water or give off flammable gases.
- Examples:
  ⇒ Calcium carbide,
  ⇒ Sodium.
- Hazard label for Substances **Dangerous When Wet.**
- Cargo IMP code **RFW.**

6.Class 5 Oxidizing Substances and Organic Peroxides



- This class is divided into two divisions: 5.1 and 5.2

Division 5.1

Oxidizing Substances:

- substances that yields oxygen readily to stimulate the combustion and fire of other material.
- Examples:
  ⇒ bleaches,
  ⇒ fertilizers,
  ⇒ calcium chlorate,
  ⇒ oxygen generators (chemical).
- Hazard label for **Oxidizing Substances.**
- Cargo IMP code **ROX.**



Division 5.2

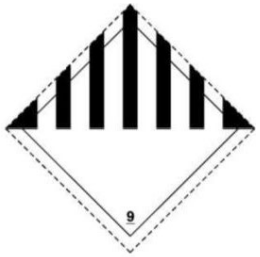
Organic Peroxides:

- Liquid or solid organic material that can be readily ignited by external flame and than burns with an accelerating rate;
- some react dangerously with others.
- Examples:
  ⇒ Acetyl acetone peroxide (listed in Appendix C.2 IATA DGR)
- Cargo IMP code **ROP.**

Note:

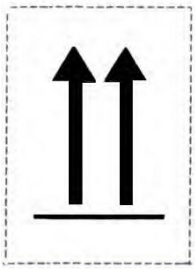
Organic peroxides require protection from direct sunlight and must be stored away from all sources of heat.

7.Class 6 Toxic and Infectious Substances   	• This class is divided into two divisions: 6.1, 6.2 **Division 6.1** **Toxic Substances**: • Liquids or solids liable to cause death, injury or to harm human health if inhaled, swallowed or absorbed through the skin. • Examples: ⇒ Arsenic, ⇒ Cyanide, ⇒ Pesticides. • Hazard label for **Toxic Substances**. • Cargo IMP code **RPB**. **Division 6.2** Infectious Substances: • substances known or expected to contain pathogens. • Pathogens are defined as micro-organisms and other agents which can cause disease in humans or animals. • Examples: ⇒ Virus, ⇒ Bacteria, ⇒ Rickettsiae, ⇒ Parasites ⇒ Fungi ⇒ Prions, • Hazard label for **Infectious Substances.** • Cargo IMP code **RIS.**
8.Class 7 Radioactive Material   	• Articles or substances which spontaneously and continuously emit certain types of radiation which can be harmful to health, and can affect other materials , such as undeveloped photographic film, but can not be detected by any of the human senses. • Category of radioactive material depends on Transport Index and maximum radiation level. • Examples: ⇒ Cobalt 56, ⇒ Iodine 132 - radionuclides or isotopes for medical or industrial purposes. • **TI = 0 ;** maximum radiation level ≤ 5μ Sv/h. • Hazard Label for **Category I-White.** • Cargo IMP code **RRW.** • **0 < TI ≤ 1**; maximum radiation level > 5 ≤ 500 μ Sv/h. • Hazard label for **Category II-Yellow.** • Cargo IMP code **RRY.**

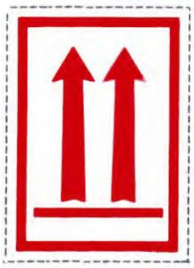
	• **1 < TI ≤ 10** ; maximum radiation level > 500 ≤ 2000 µ Sv/h. • Hazard label for **Category III-Yellow.** • Cargo IMP code **RRY.**
9.Class 8 Corrosives 	• Substances which by chemical action, can cause severe damage when in contact with living tissue or, in the case of leakage will materially damage or destroy other goods or the means of transport. • Examples: ⇒ Battery acid, ⇒ Mercury, ⇒ Rubidium hydroxide. • Hazard label for **Corrosive Material.** • Cargo IMP code **RCM.**
10.Class 9 Miscellaneous Dangerous Goods  	• Articles or substances which presents a danger during air transportation that is not covered by other classes. Included in this class are: ⇒ Aviation regulated liquids or solids, ⇒ Magnetized material, ⇒ Carbon dioxide (solid), ⇒ Vehicles, ⇒ Engines, ⇒ Garlic Oil, ⇒ Life Rafts. • Hazard label for **Miscellaneous Dangerous Goods.** • Cargo IMP code **RMD.** • Carbon dioxide, solid (Dry Ice) - Cargo IMP code **ICE.** • Lithium Battery Cargo IMP Code RLI or RLM as applicable. **For packages containing lithium batteries prepared in accordance with Section IA or IB of PI 965 and Section IA or IB of PI 968 and Section I of PI 966, PI 967, PI 969 and PI 970 the lithium battery Class 9 label must be used.**
11.Handling labels 	• **Magnetized material label.** ⇒ These labels give information relating to handling and stowage of dangerous goods. ⇒ Cargo IMP code **MAG**



- **Cargo Aircraft Only** label
- Cargo IMP code **CAO**
- **For items not acceptable for transport on a passenger aircraft!**



- **Package Orientation labels (This way up)**





- **Cryogenic Liquid label.**
- Cargo IMP code **RCL.**

Note:
to be used in addition to the Division 2.2 label on packages containing Cryogenic liquid (Applicable to all items covered by Packing Instruction 202).



- **Keep Away From Heat label**

  For self-reactive substances in Division 4.1 and Division 5.2



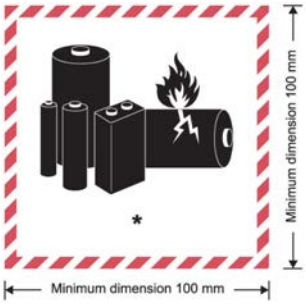
- **Radioactive Material- Excepted Package label**

Cargo IMP **Code RRE**



- **Dangerous goods in Excepted Quantity package mark**

Cargo IMP **Code REQ**



- **Lithium Battery Mark**

Packages containing lithium batteries prepared in accordance with Section II of Packing Instructions 965 to 970 and Section IB of Packing Instructions 965 and 968 must be marked as shown on the left.

Note:

The mark illustrated in Figure 7.1.C of the 63rd IATA DGR Edition with minimum dimensions of 120 mm x 110 mm may continue to be used until 31 December 2026.



- **Environmentally Hazardous Substance mark**

Place for UN 3077 and UN 3082



Limited Quantities mark for packages of dangerous goods shipped under the Limited Quantity provisions

Reference: IATA Dangerous Goods Regulation.

7.4.2. Acceptance of Dangerous goods

	Remarks
1.Rules	• Dangerous Goods as defined and listed in the IATA DGR are shipments, which due to their chemical and/or physical characteristics may be hazardous to passengers, crew, the aircraft or other cargo on board. Therefore, they may only be accepted when in accordance with the DGR- or not accepted at all. It is prohibited to carry dangerous goods which are not pointed or mentioned as a prohibited according to IATA DGR. • PLL LOT S.A. do not carry High Consequence Dangerous Goods (those which have the potential for misuse in a terrorist event and which may, as a result, produce serious consequences such as mass casualties, mass destruction or, particularly for Class 7, mass socio-economic disruption). See point 14 and 15. • Packages, markings, labeling and documentation must be checked carefully and decision of acceptance or refusal must not be made until the checking procedure is finished and applicable check lists have been completed in full. When making decision safety is the primary concern and if there's any doubt of that, shipment must not be accepted. • Cargo Acceptance staff should seek confirmation from shippers about the contents of any item of cargo where there are suspicions that it may contain dangerous goods, with the aim of preventing undeclared dangerous goods from being loaded on an aircraft as general cargo. Many ordinary looking items may contain dangerous goods and a list of some general descriptions which, experience has shown, are often applied to such items is found in Subsection 2.2. of IATA DGR. • The person in charge of acceptance of Dangerous Goods must be trained in accordance with current regulations. • Each training is valid for 24 months of previous training to ensure knowledge is current **Reference:** Annex 18 ICAO; IATA Dangerous Goods Regulations- current edition; Dangerous Goods Training Guidance – current edition.
2.Shipper's Declaration for Dangerous Goods	• Dangerous Goods must be accompanied by a Shipper's Declaration (DGD) issued in duplicate. • Forms delivered electronically should be printed. • Distribution: The forms must be distributed as follows: ⇒ One signed copy must be retained by the accepting operator. ⇒ The other signed copy must be forwarded with the shipment to its destination. ⇒ One of the two signed copies may be a carbon copy. • Language: ⇒ The declaration form must be completed in English. The English version may be accompanied by an accurate translation in another language. **Reference** : IATA DGR See forms below

3.Dangerous Goods Acceptance check-list for Non-Radioactive , Radioactive and Dry Ice	• When accepting a shipment containing Dangerous Goods, acceptance check-list must be issued in duplicate. • After the completion, the box "Comments" shall be filled in and the check list signed. The original of the check-list must be attached to the AWB. • Whenever a shipment is rejected a duplicate copy of this completed form shall be handed over to the shipper. • All acceptance check-list forms are updated once a year according to the IATA DGR current edition. • After the flight, a copy of check-list shall be retained for a minimum period of three months. **Reference: IATA DGR**
4.Lithium Batteries Checklist	• When accepting a shipment containing Lithium Batteries (UN3481/ UN3091) Section II, acceptance check-list must be issued in duplicate. • After the completion, the box "Comments" shall be filled in and the check list signed. The original of the check-list must be attached to the AWB. • Whenever a shipment is rejected a duplicate copy of this completed form shall be handed over to the shipper. • LOT Lithium Batteries check-list forms are updated once a year according to the IATA DGR current edition. Check – list form on the next page. To print use Lithium Batteries Checklist published in Appendix 6. • After the flight, a copy of check-list shall be retained for a minimum period of three months.

To print see GHM Chapter 11, Appendix 6

LOT CARGO

Acceptance Checklist for Lithium Batteries (ELI/ELM) Shipments

Subject to Section II Packing Instruction 966, 967, 969, 970

2024

Air Waybill No:..... Origin:..... Destination:.....

UN 3091 ☐ IMP Code: ELI ☐

UN 3481 ☐ ELM ☐

Notes:

1. Answer "not applicable" only where an N/A box is provided.

2. If any questions is answered "NO", the appropriate internal escalation procedure should be followed.

3. If an exception to PI967/PI970 point II (4 cells or 2 batteries) is used, the label and statement on the AWB is not required

	YES	NO	NA
1. Is the shipment declared for a passenger aircraft ?	☐	☐	
A. Airwaybill			
2. Lithium ion batteries in compliance with Section II PI966 or PI967 or Lithium metal batteries in compliance with Section II PI969 or PI970 shown	☐	☐	☐
3. There is no statements „CAO" or „Cargo Aircraft Only" in handling information box	☐	☐	☐
4. Number of package ELI/ELM added in the „Nature and quantity of goods" Ref. LO-03	☐	☐	
B: Package			
5. Strong rigid outer packaging is undamaged and conforms to Packing Instruction and chapter 5.0.2 IATA DGR (General packing Requirements)	☐	☐	
6. Same numer of packages as shown on AWB	☐	☐	
C. Labeling			
7. Completed lithium battery label affixed (IATA DGR Figure 7.1.C)	☐	☐	☐
8. There is no CAO label affixed on package	☐	☐	☐
9. Irrelevant markings and labels removed	☐	☐	☐
D. For OVERPACKS			
10. Lithium battery label (Figure 7.1.C), as required, clear visible or reproduced on the outside of overpack	☐	☐	☐
11. There is no CAO label affixed outside of the overpack	☐	☐	☐
12. The word „OVERPACK" marked	☐	☐	☐
E. General			
13. State and operator variations with IATA DGR 2.8	☐	☐	

F: Comments / Remarks

.....

.....

Checked by:

Name:..... **Place:**.....

Date / Time:..... **Signature:**.....

5.Air Waybill (AWB)	⇒ Dangerous Goods must be indicated in the" Handling Information" box and "Nature and Quantity of goods" box according to IATA DGR Reference: IATA DGR; ⇒ For ELI/ELM shipment prepared according Packing Instruction 965-970 in Section II number of packaging contained ELI/ELM must be shown on AWB.
6.Notification of Dangerous Goods to the Captain (NOTOC) (GRH 3.3.7; GRH 3.3.8)	• The pilot- in- command must be advised of the dangerous goods on board (their location and quantity) beforehand. • NOTOC shall be issued and handed over to the flight crew as early as practicable prior to departure of the flight concerned. • Information on the NOTOC must include: ⇒ Air Waybill number; ⇒ Proper shipping name and/or UN/ID number, and where required, technical name; ⇒ Classification, and for Class 1, division and compatibility group; ⇒ Packing group, if applicable; ⇒ Subsidiary risks, if applicable; ⇒ For non-radioactive material, number of packages, loading location and, as applicable, net quantity or gross weight of each package except: 1. for UN 1845: carbon dioxide, solid (dry ice), UN number, proper shipping name, classification, total quantity in each aircraft hold and offload airport 2. 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 specified in iv) and v). ⇒ for radioactive material the number of packages, overpacks, or freight containers, their category, their transport index, if applicable, and their exact loading location; ⇒ Any restriction for transport on cargo aircraft only; ⇒ Offload airport; ⇒ If applicable, dangerous goods transported under a state exemption; ⇒ ULD identification number, If applicable; ⇒ An indication that aircraft loading personnel observed no evidence of damage to or leakage from packages, or leakage from ULDs, loaded onto the aircraft.

…Cont. 6.Notification of Dangerous Goods to the Captain (NOTOC) (GRH 3.3.7; GRH 3.3.8)	• Issuing and Handling ⇒ Prior to departure of the aircraft the operator or handling agent shall provide the pilot-in-command with accurate and legible written or printed information concerning loaded dangerous goods; ⇒ The pilot-in-command shall indicate on the copy, that he received the information; ⇒ The above information shall also include confirmation that the packages loaded on the aircraft bear no evidence of leaking or being damaged and there is no leakage from the ULD; ⇒ A copy of NOTOC shall be retained on the ground and be readily accessible to the airports of last departure and next scheduled arrival until the flight has arrived at the destination airport; ⇒ After the flight, at least one copy of the document shall be retained for a minimum period of three months, or for all of period required by the states concerned. • The NOTOC with the same information must be provided to the Operational Supervision Duty Manager (immediately after the aircraft starts taxing) by sending email on: dispatch@lot.pl and ops.dm@lot.pl. • The dangerous goods listed in Table 9.5.A (IATA DGR) need not appear on the NOTOC.
7.Dangerous Goods in Excepted Quantities	• Very small quantities of some dangerous goods to be transported may be exempted from: ⇒ Marking; ⇒ Labelling and, ⇒ Documentation requirements - Shipper's Declaration is not required. **NOTE**: Single packaging are not permitted for Excepted Quantities shipments.
8.Handling and Loading of Dangerous Goods *Reference: IATA DGR* (GRH 3.4.3)	• In order to avoid accidental damage of dangerous goods while loading special attention shall be paid to the handling of packages during their preparation for transport, a type of aircraft and the required loading method. • Package or shipment must be inspected prior being loaded into an aircraft and declared free of any visible damage or leaking. • Transportation of DG to and from an aircraft must be performed in a manner that prevents damages to packages and containers with use of dedicated equipment such as baggage trolleys. • Loading process shall be supervised by qualified person to maintain correct loading process (separation, segregation, securing the load). • Incompatible dangerous goods shall be segregated during acceptance, handling and loading. • Packaging and markings requirements for certain classes shall be observed. • All packages must be secured on the aircraft in such a way that they will be prevented from any movement or falling in flight. • Securing of the load can be achieved either by: Filling the compartment or net section volumetrically (filled up to 3/4 of their heights), or lashing.

9.Compatibility of Dangerous Goods (GRH 3.4.3)	• Segregation see table below. • Loading of Packages Containing Liquid Dangerous Goods: ⇒ Packages bearing the package orientation label "This Way Up" shall be loaded, stowed and handled during the whole transport in accordance with such a label. ⇒ Single packaging with end closures, containing liquid dangerous goods shall be loaded and stowed aboard an aircraft with such closures upwards, notwithstanding such packaging may also have side closures. • Securing of Dangerous Goods ⇒ Operators shall ensure that immediately prior to loading onto an aircraft or into a ULD a package or an overpack has been inspected and declared free of any visible damage or leaking. ⇒ Prior to loading onto an aircraft, every ULD shall be inspected and the operator shall declare that there is no evidence of leakage from or damage to any dangerous goods contained therein. ⇒ Any damaged or leaking package shall be removed from the aircraft and safe disposal shall be arranged without any delay. • Replacement of Labels ⇒ When an operator discovers that labels have been lost, detached or illegible, he shall replace them in accordance with the information provided on the "Shipper's Declaration for Dangerous Goods". ⇒ This requirement does not apply to labels which are missing or illegible at time of acceptance. • When cargo is transported in accordance with Packing Instruction 954, the handling agent making the dry ice replenishment is obliged to inform the captain and make the necessary modifications on the NOTOC document.
10. Identification of ULDs containing Dangerous Goods (GRH 3.4.8)	Each unit load device containing dangerous goods, which require a hazard label, must display an identification tag on its exterior indicating that dangerous goods are contained within the unit load device. The identification tag must: a) have a border of prominent red hatchings on both sides and be visible at all times; b) have minimum dimensions of 148 mm × 210 mm; and c) be legibly marked with the primary and subsidiary hazard class(es) or division(s) numbers of such dangerous goods. The identification tag must be removed from the unit load device immediately after the dangerous goods have been unloaded. When placed inside a protective tag holder, the information on the identification tag must be legible and visible. If the unit load device contains packages bearing the "Cargo Aircraft Only" label, the identification tag must indicate that the unit load device can only be loaded on a cargo aircraft.

11.Acceptance of Freight Containers and Unit Load Devices	Operator must not accept from a shipper a unit load device or a freight container containing dangerous goods other than; a) a freight container for radioactive material b) ID 8000, Consumer commodities when prepared according to Packing Instruction Y963; c) UN 1845, Carbon dioxide, solid (dry ice) provided that the unit load device does not contain dangerous goods other than UN 3373, Biological substance, Category B or ID 8000, Consumer commodity or goods not subject to these Regulations; d) UN 2807, Magnetized material; e) UN 3373, Biological substance, Category B prepared according to Packing Instruction 650; f) UN 3245, Genetically modified organisms, Genetically modified microorganisms prepared according to Packing Instruction 959; g) Lithium ion or lithium metal cells and batteries meeting the provisions of Section II of Packing Instructions 966, 967, 969, 970; h) UN 3164, Articles, pressurized, hydraulic or Articles, pressurized, pneumatic prepared according to Packing Instruction 208 (a) i) Dangerous goods in excepted quantity prepared according to Subsection 2.6.8 IATA DGR ; j) Radioactive material, excepted packages, prepared according to Subsection 10.5.8 IATA DGR With regard to freight containers containing radioactive material, the operator must ensure that all four sides of the container are correctly labelled. When an operator accepts a unit load device containing consumer commodities or dry ice as permitted by (b) or (c), the operator must attach an identification tag to the unit load device as required by identification of ULD containing DG.
12.Actual information about DGR at warehouse	• The dangerous goods information notices (based on actual IATA DGR) shall be displayed at cargo acceptance locations in a visible place.
13.Use of English	• For markings and transport document related to the shipments of dangerous goods English is to be used in addition to the language required by the state of origin.
14.Supply of labels	• A complete supply of dangerous goods handling and hazards labels • should be maintain at each airport where operations are conducted.
15.Embargo	• LOT embargos for dangerous goods are establish and withdrawn by www.lot.com/cargo

16.Retention of documents	Shipper's Declaration for Dangerous Goods, Dangerous Goods Acceptance Check-list and NOTOC are retained for a minimum period of three months or, if required by the state of flight departure, a longer period of time .after the flight on which the dangerous goods were transported. • When a dangerous goods consignment does not pass the acceptance check due to errors or omissions by the shipper than checklist showing rejecting this consignment should be retained for a minimum period of three months after the completion of the acceptance checklist.

17.Indicative List of High Consequences Dangerous Goods

Class 1	Division 1.1
Class 1	Division 1.2
Class 1	Division 1.3 compatibility group C
Class 1	Division 1.4, UN 0104, UN 0237, UN 0255, UN 0267, UN 0289, UN 0361, UN 0365, UN 0366, UN 0440, UN 0441, UN 0455, UN 0456, UN 0500, UN 0512, UN 0513
Class 1	Division 1.5
Class 1	Division 1.6
Class 2	Division 2.3 toxic gases (excluding aerosols)
Class 3	Desensitized explosives
Class 4	Division 4.1 desensitized explosives
Class 6	Division 6.1 substances of Packing Group I; except when transported under the excepted quantity provisions (see IATA DGR 2.6)
Class 6	Division 6.2 infectious substances of Category A (UN 2814 and UN 2900) and medical waste of Category A (UN 3549)

18.Transport Security Thresholds for Specific radionuclides

For dangerous goods of Class 7, high consequences radioactive material is that with an activity equal to or greater than a transport security threshold of 3000 A2 per single packing except for the following radionuclides where the transport security threshold is given below.

Element	Radionuclide	Transport Security Threshold
Americium	Am-241	0,6
Gold	Au-198	2
Cadmium	Cd-109	200
Californium	Cf-252	0,2
Curium	Cm-244	0,5
Cobalt	Co-57	7
Cobalt	Co-60	0,3
Caesium	Cs-137	1
Iron	Fe-55	8000
Gadolinium	Gd-153	10
Germanium	Ge-68	7
Iridium	Ir-192	0,8
Nickel	Ni-63	600
Palladium	Pd-103	900
Promethium	Pm-147	400
Polonium	Po-210	0,6
Plutonium	Pu-238	0,6
Plutonium	Pu-239	0,6
Radium	Ra-226	0,4
Ruthenium	Ru-106	3
Selenium	Se-75	2
Strontium	Sr-90	10
Thallium	TI-204	200
Thulium	Tm-170	200
Ytterbium	Yb-169	3

7.4.2.1. Shipper's Declaration for Dangerous Goods form

According to IATA DGR 60th Edition, two forms are allowed. Below form may to be used until 31 December 2024.

SHIPPER'S DECLARATION FOR DANGEROUS GOODS

Shipper	Air Waybill No. Page of Pages Shipper's Reference Number *(optional)*
Consignee	*For optional use for Company logo name and address*
Two completed and signed copies of this Declaration must be handed to the operator.	**WARNING** Failure to comply in all respects with the applicable Dangerous Goods Regulations may be in breach of the applicable law, subject to legal penalties.
TRANSPORT DETAILS This shipment is within the limitations prescribed for: *(delete non-applicable)* PASSENGER AND CARGO AIRCRAFT / CARGO AIRCRAFT ONLY Airport of Departure:	
Airport of Destination:	Shipment type: *(delete non-applicable)* NON-RADIOACTIVE / RADIOACTIVE

NATURE AND QUANTITY OF DANGEROUS GOODS

Dangerous Goods Identification						
UN or ID No.	Proper Shipping Name	Class or Division (Subsidiary Risk)	Packing Group	Quantity and type of packing	Packing Inst.	Authorization

Additional Handling Information

I hereby declare that the contents of this consignment are fully and accurately described above by the proper shipping name, and are classified, packaged, marked and labelled/placarded, and are in all respects in proper condition for transport according to applicable international and national governmental regulations. I declare that all of the applicable air transport requirements have been met.

Name/Title of Signatory

Place and Date

Signature *(see warning above)*

After 31 December 2024 only following form will be allowed.

SHIPPER'S DECLARATION FOR DANGEROUS GOODS

IATA

Shipper	Air Waybill No. Page of Pages Shipper's Reference No. (optional)
Consignee	
Two completed and signed copies of this Declaration must be handed to the operator.	**WARNING** **Failure to comply in all respects with the applicable Dangerous Goods Regulations may be in breach of the applicable law, subject to legal penalties.**

TRANSPORT DETAILS

This shipment is within the limitations prescribed for:
(delete non-applicable)

PASSENGER AND CARGO AIRCRAFT	CARGO AIRCRAFT ONLY

Airport of Departure (optional):

Airport of Destination (optional):

Shipment type: *(delete non-applicable)*

NON-RADIOACTIVE	RADIOACTIVE

NATURE AND QUANTITY OF DANGEROUS GOODS

Dangerous Goods Identification						
UN or ID No.	Proper Shipping Name	Class or Division (subsidiary hazard)	Packing Group	Quantity and Type of Packing	Packing Inst.	Authorization

Additional Handling Information

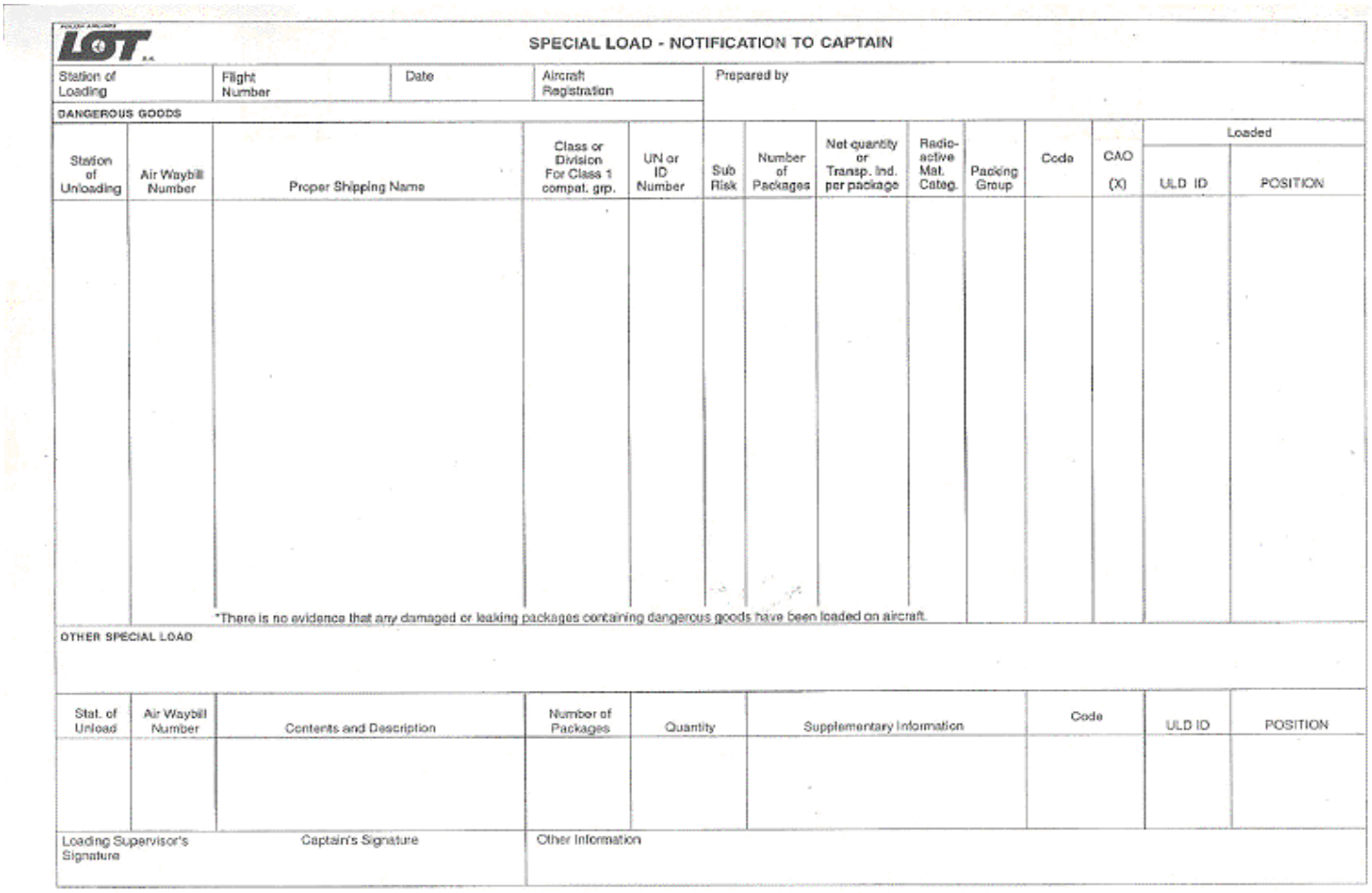
I hereby declare that the contents of this consignment are fully and accurately described above by the proper shipping name, and are classified, packaged, marked and labelled/placarded, and are in all respects in proper condition for transport according to applicable international and national governmental regulations. I declare that all of the applicable air transport requirements have been met.

Name of Signatory

Date

Signature
(See warning above)

7.4.2.2. NOTOC



SPECIAL LOAD - NOTIFICATION TO CAPTAIN

Station of Loading	Flight Number	Date	Aircraft Registration	Prepared by

DANGEROUS GOODS

Station of Unloading	Air Waybill Number	Proper Shipping Name	Class or Division For Class 1 compat. grp.	UN or ID Number	Sub Risk	Number of Packages	Net quantity or Transp. Ind. per package	Radio-active Mat. Categ.	Packing Group	Code	CAO (X)	Loaded ULD ID	Loaded POSITION

*There is no evidence that any damaged or leaking packages containing dangerous goods have been loaded on aircraft.

OTHER SPECIAL LOAD

Stat. of Unload	Air Waybill Number	Contents and Description	Number of Packages	Quantity	Supplementary Information	Code	ULD ID	POSITION

Loading Supervisor's Signature	Captain's Signature	Other Information

7.4.2.3. Segregation of packages

Table 4.4.1.1 (based on Table 9.3.A IATA DGR)

Hazard Label	1 excl. 1.4S	2.1	2.2,2.3	3	4.1	4.2	4.3	5.1	5.2	8	9. see 9.3.2.1.3
1 excluding 1.4 S	see 9.3.2.2.5	x	x	x	x	x	x	x	x	x	x
2.1	X	-	-	-	-	-	-	-	-	-	X
2.2,2.3	X	-	-	-	-	-	-	-	-	-	-
3	X	-	-	-	-	-	-	X	-	-	X
4.1	X	-	-	-	-	-	-	-	-	-	X
4.2	X	-	-	-	-	-	-	X	-	-	-
4.3	X	-	-	-	-	-	-	-	-	X	-
5.1	X	-	-	X	-	X	-	-	-	-	X
5.2	X	-	-	-	-	-	-	-	-	-	-
8	X	-	-	-	-	-	X	-	-	-	-
9. see 9.3.2.1.3	X	X	-	X	X	-	-	X	-	-	-

	Remarks to the Table 4.4.1.1
X	segregation is required
-	segregation is not required
Reference: IATA DGR	

Divisions 1.4S and Classes 6, 7 and 9 are not included in Table 9.3.A as they do not require segregation from other classes of dangerous goods.

Table 4.4.1.2 Segregation of special loads

CLASS	CODE	RXS	RCL	RFL	RSC	RFW	ROX	ROP	RPB
1.4S	RXS								
2	RCL								
3	RFL						◄►		
4.2	RSC						◄►		
4.3	RFW								
5.1	ROX			◄►	◄►				
5.2	ROP								
8	RCM					◄►			
9	ICE								
	HEG		◄►						
	AVI		◄►						

CLASS	CODE	RIS	RRY	RCM	ICE	FIL	HUM	EAT	HEG	AVI
1.4S	RXS									
2	RCL								◄►	◄►
3	RFL									
4.2	RSC									
4.3	RFW			◄►						
5.1	ROX									
5.2	ROP									
7	RRY					◄– ►			◄– ►	◄– ►
8	RCM									
9	ICE								◄►	◄►
	FIL		◄– ►							
	HUM							◄►		◄►
	EAT						◄►			◄►
	HEG		◄– ►		◄►					
	AVI		◄– ►		◄►		◄►			◄►[1]

Code Explanation:

RXS	Explosives 1.4S	**RCM**	Corrosives
RCL	Cryogenic Liquid	**ICE**	Dry Ice
RFL	Flammable Liquid	**FIL**	Undeveloped Films
RSC	Spontaneously Combustible	**HUM**	Human Remains
RFW	Dangerous when Wet	**EAT**	Foodstuffs
ROX/ROP	Oxidizer/Organic Peroxides	**HEG**	Hatching Eggs
RPB/RIS	Toxic/Infectious Substances	**AVI**	Live Animals
RRY	Radioactive Materials Categories II – Yellow and III - Yellow;		

Symbols – Meaning:

◄► packages to be physically separated , either by other cargo, or by separate tie-down

◄—► minimum separation distances as per IATA DGR 9.3.13 : 0,5 m or more for live animals and RRY II and III for journeys of 24 hours or less ; for photographic films and plates and category RRY II and III - required distances as per Table 10.9.E IATA DGR

◄►[1] animals which are natural enemies may be loaded in the same hold providing they are not in sight of one another; laboratory animals must be loaded apart from other animals

7.4.2.4. Minimum Separation Distances for Radioactive Material (RRY)

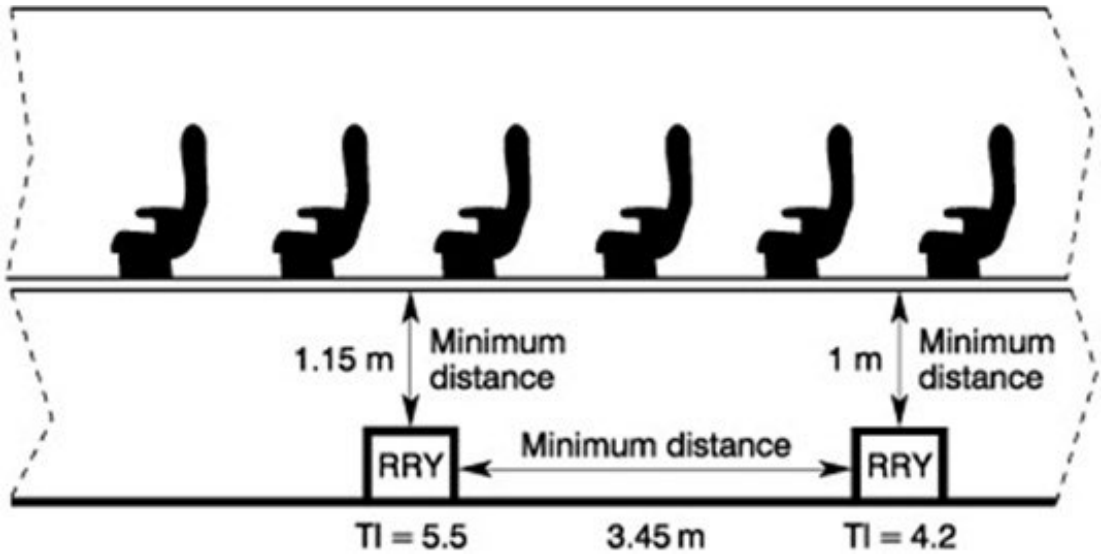
Table 4.4.1.3 (based on IATA DGR 10.9.C) Separation of Radioactive Material

Total sum of TI	Minimum distance	
	meters	foot, inches
0.1 to 1.0	0.30	1’0”
1.1 to 2.0	0.50	1’8”
2.1 to 3.0	0.70	2’4”
3.1 to 4.0	0.85	2’10”
4.1 to 5.0	1.00	3’4”
5.1 to 6.0	1.15	3’10”
6.1 to 7.0	1.30	4’4”
7.1 to 8.0	1.45	4’9”
8.1 to 9.0	1.55	5’1”
9.1 to 10.0	1.65	5’5”
10.1 to 11.0	1.75	5’9”
11.1 to 12.0	1.85	6’1”
12.1 to 13.0	1.95	6’5”

Total sum of TI	Minimum distance	
	meters	foot, inches
13.1 to 14.0	2.05	6’9”
14.1 to 15.0	2.15	7’1”
15.1 to 16.0	2.25	7’5”
16.1 to 17.0	2.35	7’9”
17.1 to 18.0	2.45	8’1”
18.1 to 20.0	2.60	8’6”
20.1 to 25.0	2.90	9’6”
25.1 to 30.0	3.20	10’6”
30.1 to 35.0	3.50	11’6”
35.1 to 40.0	3.75	12’4”
40.1 to 45.0	4.00	13’1”
45.1 to 50.0	4.25	13’11”

	Remarks to the Table 4.4.1.3
1	If more than one package, overpack or freight container is placed in the aircraft, the minimum separation distance for each individual package, overpack or freight container must be determined in accordance with the above Table , on the basis of the sum of the transport indices of the individual packages, overpacks or freight containers
2	If the packages, overpacks or freight containers are separated into groups, minimum distance from each group to the nearest inside surface of the partitions or floors of the deck occupied by personnel is the distance applicable to the sum of the transport indices within the individual groups, provided that each group is separated from each other by at least three times the distance applicable to the one that has the larger sum of transport indices.

Figure 4.4.1 Separation of Radioactive Material – Transport Index (TI), example



The minimum distance that should be kept between two shipments having TI = 5.5 and TI = 4.2 is equal 3.45m, that is three times the distance applicable to that package that has the larger value of transport index (3 x 1.15m = 3.45).

Table 4.4.1.4 Separation of Radioactive Material—Undeveloped Photographic Films and Plates (based on Table 10.9.E IATA DGR)

Total Sum of TI	Duration of carriage											
	2 hours or less		2-4 hours		4-8 hours		8-12 hours		12-24 hours		24-48	
	meters	ft.in.	meters	ft.in.	meters	ft.in.	meters	ft.in.	meters	ft.in.	meters	ft.in.
1	0.4	1′4″	0.6	2′0″	0.9	3′0″	1.1	3′8″	1.5	5′0″	2.2	7′2″
2	0.6	2′0″	0.8	2′8″	1.2	4′0″	1.5	5′0″	2.2	7′2″	3.1	10′2″
3	0.7	2′4″	1.0	3′4″	1.5	5′0″	1.8	5′10″	2.6	8′6″	3.8	12′6″
4	0.8	2′8″	1.2	4′0″	1.7	5′8″	2.2	7′2″	3.1	10′2″	4.4	14′6″
5	0.8	2′8″	1.3	4′4″	1.9	6′2″	2.4	7′10″	3.4	11′2″	4.8	15′10″
10	1.4	4′8″	2.0	6′6″	2.8	9′2″	3.5	11′6″	4.9	16′0″	6.9	22′8″
20	2.0	6′6″	2.8	9′2″	4.0	13′2″	4.9	16′0″	6.9	22′8″	10.0	32′10″
30	2.4	7′10″	3.5	11′6″	4.9	16′0″	6.0	19′8″	8.6	28′2″	12.0	39′4″
40	2.9	9′6″	4.0	13′2″	5.7	18′8″	6.9	22′8″	10.0	32′10″	14.0	45′10″
50	3.2	10′6″	4.5	14′10″	6.3	20′8″	7.9	25′10″	11.0	36′0″	16.0	52′6″

Note: The above table is calculated so that the radiation dose received by the films does not exceed 0.1 mSv (10 mrem).

Note: Storage of Class 7 (radioactive) materials marked in yellow II and/or yellow III shall not exceed a transport index (TI) of 50 in a single storage location. These materials shall be stored in an area isolated from people and not allowing pedestrian traffic.

7.4.3. Handling of Dangerous Goods

<table>
<tr><th></th><th>Remarks</th></tr>
<tr><td>1.Handling of Dry Ice (ICE)
(GRH 1.6.4 iii.)</td><td>⇒ Carbon dioxide, solid (dry ice) shipped by itself or used as a refrigerant for other goods, may be carried provided that the operator 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.
• The operator must ensure that ground staff are informed that Carbon dioxide, solid (dry ice) is being loaded or is on board the aircraft. Operator place information on loading dry ice on NOTOC, NOTOC shall be sent on email address: dispatch@lot.pl and ops.dm@lot.pl
• Maximum quantities of Dry Ice on aircraft type assuming dry ice sublimation rate 1% weight/hour; limit per hold is the same as per aircraft type.
<table><tr><td>B787-8/-9</td><td>1000 kg</td></tr><tr><td>B737-800/-8</td><td>470 kg</td></tr><tr><td>ERJ 190-400 (E2)</td><td>200 kg</td></tr><tr><td>ERJ 190-100 (E90)</td><td>300 kg</td></tr><tr><td>ERJ 190-200 (E95)</td><td>300 kg</td></tr><tr><td>*ERJ 190-100AR (E91)</td><td>0 kg</td></tr><tr><td>*ERJ 190-200AR (E9A)</td><td>0 kg</td></tr><tr><td>ERJ 170-100/-200</td><td>100 kg</td></tr></table>
Note: For ERJ 170-100/200 and ERJ 190-100/-200 dry ice can be transported in the forward cargo compartment. The aft cargo compartment doesn't have adequate ventilation to transport this kind of material.
Dry ice is not accepted on:
• **ERJ 190-100AR/-200AR registrations: SP-LNG, SP-LNH, SP-LNI, SP-LNK, SP-LNL, SP-LNM, SP-LNN, SP-LNQ, SP-LME, SP-LMF**
• **ERJ 190-400 registrations: SP-LEA, SP-LEB, SP-LEC**</td></tr>
<tr><td>2.Handling of Vehicles (RMD)</td><td>• Battery powered vehicles and equipment; wheelchair, electric and engines, internal combustion are listed in IATA DGR.
• The operator must use also an Automobile Inspection Form. Reference: IATA DGR.</td></tr>
<tr><td>3.Handling of Polymeric Beads (RSB)</td><td>• A total of not more than 100 kg net weight of expandable polymeric beads (or granules) or plastic moulding materials may be carried in any inaccessible compartment on any aircraft.</td></tr>
<tr><td>4.Handling of Self-Reactive Substances (RFS) and Organic Peroxide (ROP)</td><td>• Packages or ULD containing packages of Self- Reactive substances of Division 4.1 and/or organic peroxides of division 5.2 must be protected from direct sunlight and kept away from sources of heat in a well ventilated area during the course of loading.</td></tr>
</table>

5.Blood or blood components	• Blood or blood components which have been collected for the purposes of transfusion or for the preparation of blood products to be used for transfusion or transplantation and any tissues or organs intended for use in transplantation as well as samples drawn in connection with such purposes are not subject to the IATA DGR. Because they are not dangerous materials and for humanitarian reasons they may be carried on board in cockpit and passenger cabin.
6.Handling of Dangerous Goods and Animals (AVI)	• Live animals shall not be loaded in close proximity of cryogenic liquids or Carbon dioxide, solid (dry 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 shall be stowed above packages containing Carbon dioxide, solid (dry ice). • Category II- Yellow and III-Yellow packages, overpacks and freight containers must be separated from live animals by a distance of 0.5 meter or more for journeys of 24 hours or less and by a distance of 1 meter or more for journeys of more than 24 hours.
7.Handling of Radioactive Material Category II and III (RRY) (GRH 1.6.4 iv.)	• In order to maintain the principle of keeping exposure to radiation as low as reasonably achievable, packages of radioactive materials should be stored as far away from passengers and crew as possible. • Only packages located in aircraft in accordance with the minimum separation distances and rules shown in Table 4.4.1.3 herein (IATA DGR Table 10.9.C) are permitted. • The maximum TI per passenger aircraft must not exceed 50, and maximum quantity per aircraft type shall not exceed: B787 37 TI B737-800 17 TI ERJ 190-100/200 10 TI ERJ 170-100/200 8 TI • Category II- Yellow and III Yellow packages and overpacks must not be carried in compartments occupied by passengers, except those exclusively reserved for couriers specially authorized to accompany such packages or overpacks. • Where a consignment of radioactive material is undeliverable the ground service employee who finds such an event shall immediately notify the head of the organizational unit in which he is employed, the Radiological Protection Inspector (RPI) of this organizational unit and RPI at PLL LOT. For own safety and safety of others, anyone including the employee who stated that the shipment was not delivered, may directly notify the CEZAR Radiation Emergency Center of the National Atomic Energy Agency (https://www.gov.pl/web/paa/ zglaszanie-zdarzen-radiacyjnych) for the purpose of obtain instructions on how to proceed. After assessing the radiation situation, it is the duty of the RPI to notify CEZAR. Then as soon as possible, the consignment must be placed in a safe place by a qualified person.

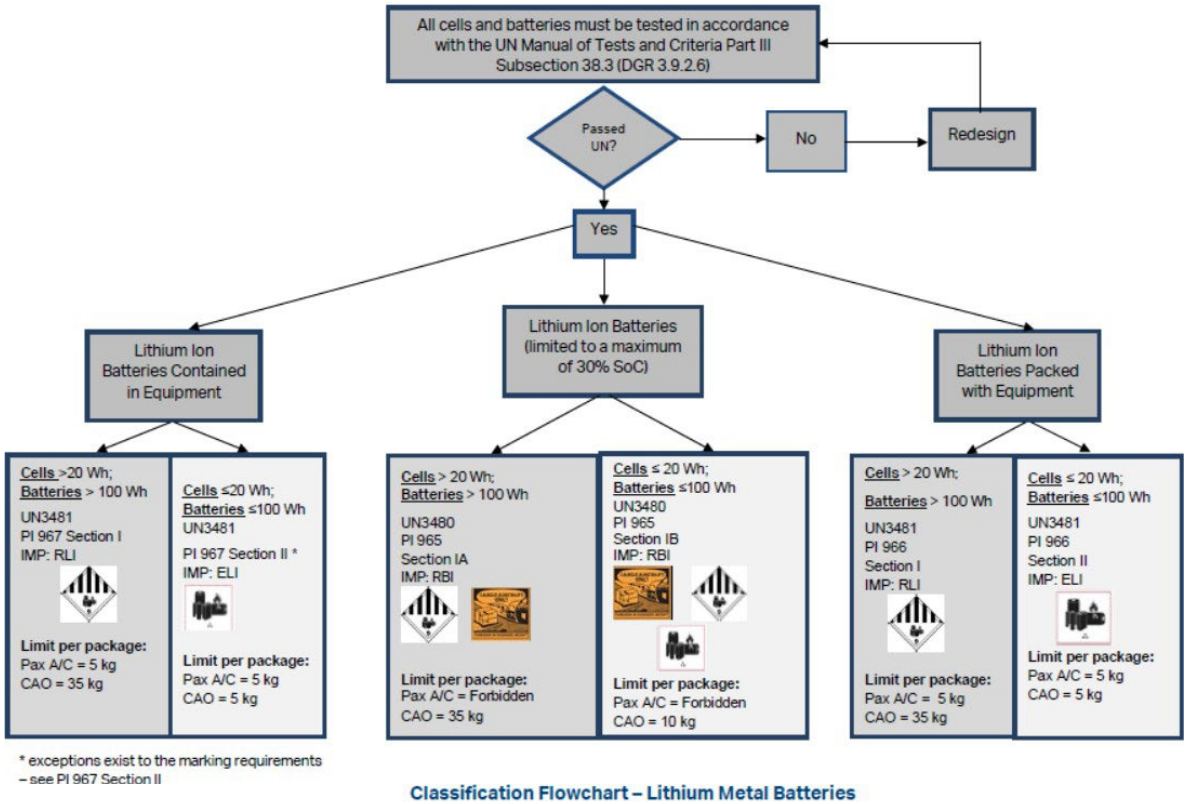
8.Minimum Separation Distances for Radioactive Material (RRY) from Undeveloped Photographic Films or Plates (FIL)	• Radioactive material must be sufficiently segregated from undeveloped photographic film and plates. • The basis for determining segregation distances for this purpose must be that the radiation exposure of undeveloped photographic film and plates due to the transport of radioactive material be limited to 0,1 mSv per consignment of such film.
9.Loading of Magnetized Materials	• Magnetized materials must not be loaded in such a position that they will have a significant effect on aircraft navigational system as they generate a magnetic field. • Multiple packages may produce a cumulative effect. **Compartments for magnetized materials:** • **E70, E70, E95:** aft cargo compartments, a max load of 118 kg; • **B737:** aft cargo compartments; • **B787:** aft cargo compartments.
10.Loading of DGR to/from United States applying Variation USG-13(d)	• According to American regulation published in 49 CFR, a compartment means a space formed by solid walls or bulkheads with a solid flooring and ceiling. • During the flight phase the aircraft B787-8/9 has got two inaccessible compartments meeting these requirements.
11.Loading of Dangerous Goods to the cockpit crew and the passenger cabin	• Dangerous goods except allowed for carriage as checked and carry-on baggage must not to be loaded to the cockpit crew (flight deck) and the passenger cabin. (GRH 3.4.10; GRH 3.4.11).
12.Loading of Cargo Aircraft Only shipments (GRH 3.4.8)	• Shipments labeled "Cargo Aircraft Only" must not be loaded onto an aircraft for a passenger flight.
Reference: IATA DGR	

7.4.3.1. Handling of Lithium metal/ion batteries

1. Handling of Lithium metal/ion batteries	• Shipments containing batteries UN3480 and UN3090 must not be loaded onto an aircraft for a LO passenger flight. • Shipments containing batteries UN3481 and UN3091 must be stored on DG area in warehouse. • Ground transportation is done in a way to minimize the exposure of lithium batteries shipments to external temperatures and sunlight.

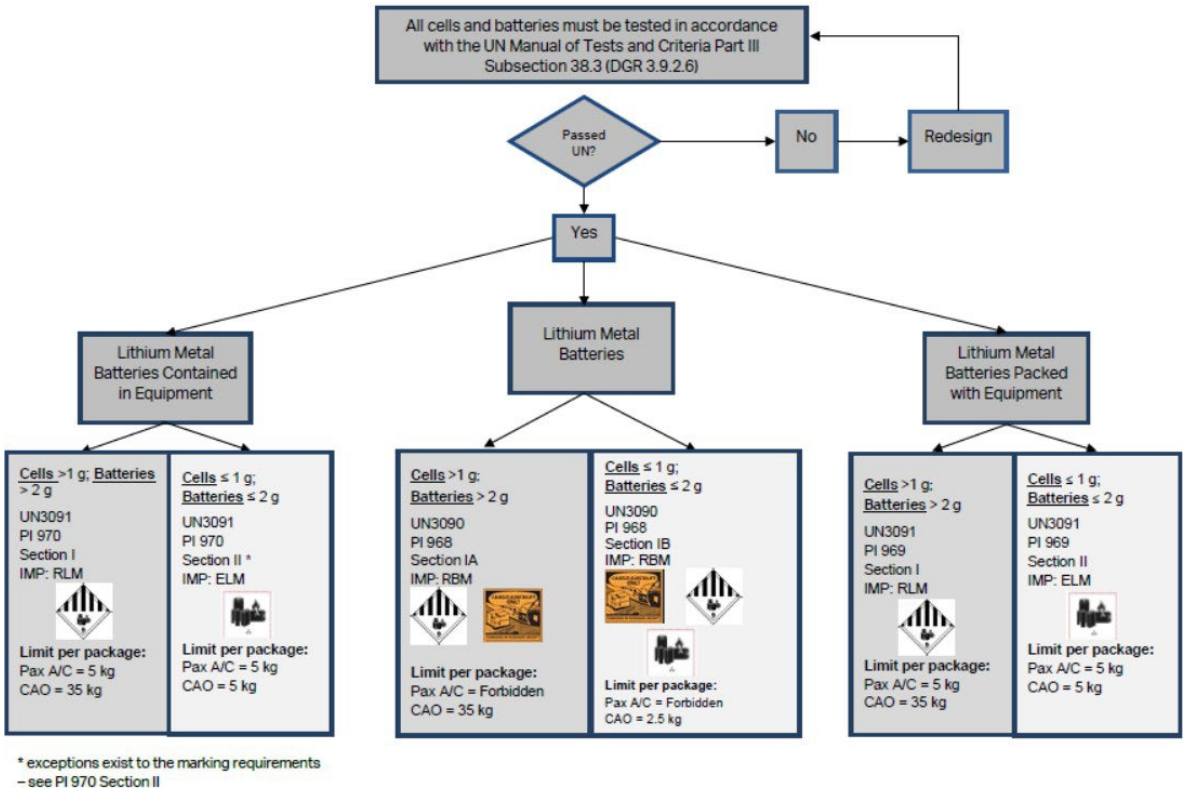
Classification Flowchart Lithium Ion / Metal Batteries should be located in the acceptance area and DG area. Flowchart below:

Classification Flowchart – Lithium Ion Batteries



* exceptions exist to the marking requirements – see PI 967 Section II

Classification Flowchart – Lithium Metal Batteries



* exceptions exist to the marking requirements – see PI 970 Section II

7.4.4. Incidents with Dangerous Goods (GRH 3.6.3; GRH 3.6.5)

	Remarks
1. Rules	• Dangerous goods that are not shipped in accordance with the applicable regulations may cause serious damage affecting safety. • All irregularities caused by dangerous goods require immediate action according to carrier's regulations and local emergency procedures. • 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 at the place of the incident **decide** which action is necessary.
2. Dangerous Goods Occurrence Report (GRH 3.1.2; GRH 3.4.6)	• The operator shall report to the appropriate authority of the State in which accidents and incidents occurred and to the appropriate authorities of the State of the Operator: ⇒ dangerous goods accident and incident; ⇒ any miss-declared or undeclared dangerous goods that are discovered in cargo; ⇒ when dangerous goods are discovered to have been carried when not loaded, segregated, separated and/or secured in accordance with provisions of the DGR; ⇒ when dangerous goods are discovered to have been carried as cargo without giving information to the appropriate persons in the load control system. • An occurrence which involves a chemical substance not declared as dangerous goods but having results and symptoms similar to a dangerous goods incident, shall be treated as a dangerous goods incident. • If the accident/incident occurs at an airport, the report shall also be provided to the local Border Guard. • In order to report dangerous goods accidents/incidents "Dangerous Goods Occurrence Report" (DGOR) shall be used. Proper way of reporting is described in GHM p. 4.6.4 subpoint no. 7. • After unloading at the destination airport, the handling agent shall pass the copy of the document to the local Aviation Authority. Reference: IATA DGR

3. Damage or Leakage of Package containing Dangerous Goods (GRH 3.4.4; GRH 3.4.5)	• Incorrect handling of damaged dangerous goods shipments may endanger personnel and property. • Packages or overpacks containing dangerous goods shall be inspected for signs of damage or leakage prior to loading and upon unloading. Damaged or leaking packages shall be prevented from being loaded into an aircraft. • When package or shipment appears to be damaged or leaking if already loaded, the package or shipment must be removed from an aircraft • If there is evidence of damage or leakage , the position where the dangerous goods were stowed shall be inspected for damage or contamination. Evaluation must be conducted to identify and prevent from transport any baggage, cargo or other items that may have become contaminated. • In the case of leakage or damage, the operator shall ensure that the remainder of the consignment is undamaged and that no other package has been contaminated. • In the case of radioactive contamination, arrangements are made to take the aircraft out of service for evaluation by appropriately qualified personnel. Reference: IATA DGR • Hazardous contamination must be removed from the aircraft without delay. • If it is evident that a package is damaged or leaking, or if it is suspected that the package may have leaked or been damaged, access to the package should be restricted. • Local safety and emergency procedures should then be followed. • When necessary, additional steps for the protection of persons, property and the environment in accordance with the provisions established by the relevant competent authority (e.g. occupational health and safety authority, environmental agency etc.) should be taken to overcome and minimize the consequences of such leakage or damage. **Reference to: IATA DGR**
4. Emergency Procedures for Incidents/Accidents with Dangerous Goods	• In the case of consignments requiring a Shipper's Declaration for Dangerous Goods, the operator shall ensure that appropriate emergency information is perpetually available to be used in the case of incidents and accidents involving dangerous goods. • The information shall be delivered to the pilot-in-command in the form of: ⇒ ICAO Doc. 9481 – The Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods or ⇒ other document, which provides similar information. Emergency Procedures First aid actions: a) Keep people away; b) Stay away oneself; c) Avoid inhaling fumes or vapours; d) Guard against fire; e) Get professional help from Fire Brigade or other emergency services.

5. Dealing with suspected contaminated cargo	If an operator becomes aware that cargo not identified as containing dangerous goods has been contaminated and it is suspected that dangerous goods may be the cause of the contamination, the operator must take reasonable steps to identify the nature and source of the contamination before proceeding with the loading of the contaminated cargo. If the contaminating substance is found or suspected to be a substance classified as dangerous goods by these Instructions, the operator must isolate the cargo and take appropriate steps to nullify any identified hazard before the cargo is transported further by air.

_____

7.4.4.1. Dangerous Goods Occurrence Report

To print use DGOR form published in Appendix

POLISH AIRLINES LOT
A STAR ALLIANCE MEMBER

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. *Flight date:*	5. *Flight no.:*	6. *Departure date:*	
7. *Destination airport:*	8. *Aircraft type:*	9. *Aircraft destination:*	
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. *Class/division (when known):*	16. *Subsidiary risk(s):*	17. *Packing group:*	18. *Category (class 7 only):*
19. *Type of packing:*	20. *Packaging specification marking:*		
21. *No. of packages:*	22. *Quantity (or transport index, if applicable):*		
23. *Reference no. of Air Waybill:*			
24. *Reference no. of courier pouch, baggage tag, or passenger ticket:*			
25. *Name and address of shipper, agent, passenger etc.:*			
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. *Reports ref.:*		
31. Address:	32. Date Signature:		

LOT A STAR ALLIANCE MEMBER

Description of the occurrence (continuation of 12):

Notes:

7.4.4.2. Dangerous Goods Emergency Response Chart (ground incidents) (GRH 1.6.4 i.)

Hazard Class Division and Compatibility Group	Dangerous Goods Class	Hazard Description	Immediate Action Minimise leakage and contact with other cargo
1.3C **1.3G**	Explosives (Acceptable on Cargo Aircraft only)	Fire and minor blast hazard and/or minor propulsive hazard	Notify Fire Department Guard Against fire
1.4B **1.4C** **1.4D** **1.4E** **1.4G**		Fire, But no other Significant hazard	
1.4S	Explosives (safety)	Small fire hazard	
2.1 **2.2** **2.2**	Flammable Gas Non-Flammable Gas Cryogenic Liquid	Ignites when leaking High pressure cylinder bursting Sub cooling	Notify Fire Department Evacuate goods Ventilate area Keep away Minimum 25 m
2.3	Toxic Gas (acceptable on Cargo Aircraft only)	High pressure cylinder and toxic inhalation	
3	Flammable Liquid	Ignites when leaking	
4.1 **4.2** **4.3**	Flammable Solid Spontaneously Combustible Dangerous when wet	Combustible, contributes to fire Ignites in contact with air Ignites in contact with water	Notify Fire Department Do not use water under any circumstances
5.1 **5.2**	Oxidizer Organic Peroxide	Ignites combustibles on contact Reacts violently with other substances	Notify Fire Department Do not use water
6.1 **6.2**	Poison Infectious Substance	Harmful if swallowed, inhaled or in contact with skin Causes disease in Humans and Animals	Isolate area Obtain qualified assistance Do not touch
7 Cat I 7 Cat II/III	Radioactive – White Radioactive – Yellow	Radiation hazards and h Harmful to health	Keep away Minimum 25 m
8	Corrosive	Hazardous to skin and metal	Notify Fire Department Avoid contact with skin
9	Polymeric Beads Magnetized Material Dry Ice Miscellaneous Dangerous Goods	Evolves small quantities of flammable gas Affects navigation system Causes sub cooling/suffocation Hazards not covered by other classes	Avoid contact with skin No immediate action required

7.5. HUMAN REMAINS

	Remarks
1. General	• While handling human remains, authorised personnel shall be fully aware of the nature of shipment and specific handling requirements – the coffin shall be loaded /unloaded with care and respect. • Transportation of human remains by means of Road Feeder Services is generally not allowed.
2. Acceptance	• Human remains may be carried only when beforehand a reservation for the whole route has been confirmed. • When cargo reservation has been made, pre-advice telex shall be sent to the station of destination. The telex shall contain: the remark HUM, flight number and date, Air Waybill number, the number of pieces and weight in kilos per shipment, other optional information. • All laws and local requirements shall be observed and requisite documentation (death certificate) shall accompany the shipment. • The Air Waybill and cargo manifest shall contain special handling code “HUM”. • Human remains shall be placed in a hermetically soldered inner coffin which then shall be packed in a wooden coffin and may be covered up with a canvas or tarpaulin so that the nature of the contents is not apparent. • Cremated remains shall be packed in funeral urns.
3. Loading	• Non-cremated human remains in coffins may be carried provided that their weight and dimensions do not exceed aircraft limitations. • Coffins shall be tied down in accordance with general regulations on loading and securing cargo. • The coffin shall be kept in a horizontal position during handling and stowing. • For B737 aircraft type human remains and other perishable special loads should be loaded in the compartment 3 and 4, however it is allowed to load these shipments in the compartment 1 and 2 when the weight and balance calculations require this • Cremated urns containers must be packed in a neutral outer pack, protecting them from damage, including breakage and/spillage.
4. Segregation	• Human remains must not be loaded in close proximity to: ⇒ foodstuffs (EAT), ⇒ fruits and vegetables (PEP), ⇒ fish and seafood (PES), ⇒ meat and meat products (PEM), ⇒ live animals (AVI) –must not be stowed in the same compartment. • Coffins must be separated from live human organs, food or live animals, as they may have negative effects on their welfare. Also, ethical and cultural reasons justify such segregation. They must not be accepted with other consolidated cargo (which are Not Human Remains). They must be built up in sealed containers, protected from damage, and tied-down, ensuring restraint during flight.
5. Notification to Captain	The pilot-in-command shall be informed in writing (NOTOC) of human remains loaded on board.

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7.6. LIVE ANIMALS (AVI) (GRH 3.4.16)

	Remarks
1. General	• The acceptance and handling of perishable cargo shipments shall be in accordance with requirements IATA Live Animals Regulations and CITES restrictions. See also GHM 6.5. • National regulations and embargoes imposed by respective countries shall also be observed.
2. Acceptance	• Prior to the acceptance of AVI shipment, all participating carriers shall confirm space for transportation. • In order to arrange proper shipments handling, pre-advice telex shall be sent to the appropriate stations. The message shall contain: the remark AVI, type of animal, flight number and date, Air Waybill number, the number of pieces and weight in kilos per shipment, other optional information. • In-flight conditions and possible climatic effects should be considered. The shipper shall obtain all requisite documents, comply with all applicable regulations and provide proper container in conformity with IATA LAR. • Shipper's Certification for Live Animals shall fill according to current edition of IATA LAR • Shipper's Certification for Live Animals (as attached in GHM p. 7.6.1) shall accompany the shipment. The use Shipper's Certification for Live Animals of the IATA LAR current edition form is also permitted • Containers shall be properly labelled. Whenever possible, each container should be provided with at least one "Live Animals" label (as attached) and four "This way up" labels. • If live animals are accepted for carriage, a Check List must be utilised. • One copy of the filled Check List shall accompany one live animal shipment. • Acceptance check-list form are updated once a year according to the IATA LAR current edition. • The person in charge of acceptance of Live Animals must be trained in accordance with current regulations. • After the flight, a copy of check-list shall be retained for a minimum period of 3 months. • Each training is valid for 36 months of previous training to ensure knowledge is current. **Reference: IATA Live Animal Regulations - current edition**

3. Handling and loading	• Special precautions shall be taken to ensure proper transportation conditions. For more, GHM p. 3.6. • Animal shipments shall be handled only by competent personnel. • Unauthorised personnel shall be banned from approaching or disturbing animals. • Animals shall be provided with adequate ventilation and also be protected from excessive sunlight and noise. • Animals shall be loaded as close to departure time as possible. • The shipper and the consignee shall be notified of extended delays or rerouting • Animal containers must not be loaded on top of or under another load. • Animal container shall be handled and stowed in the vertical or horizontal position. • Live animals must **not** be stowed: **in the same compartment with**: ⇒ non-cremated human remains (HUM), ⇒ dry ice, whenever possible (ICE), • **in close proximity to:** ⇒ foodstuffs (EAT), ⇒ cryogenic liquids (RCL), ⇒ the distance of minimum 0,5 metre from RRY (Radioactive Material-Yellow), • Animals, which are natural enemies, e.g. cats and dogs, shall not be loaded in close proximity to one another (not in sight of one another). • Male and female animals should be stowed as far away as possible.
4. Notification to Captain	• The captain shall be advised in writing (NOTOC, the box "OTHER SPECIAL LOAD") of the number of live animals on board, the species and location. The captain shall also be informed of the required action to be taken e.g. controlling temperature and ventilation.
5. Health and Hygiene	• When containers are unloaded, the appropriate aircraft hold shall be inspected and cleaned to detect any leakage or spillage. • If feasible, veterinary treatment should be arranged for the injured animal or other animals which became ill during transportation.

7.6.1. Shipper's Certification for Live Animals

SPECIALS LIVE ANIMALS

LOT CARGO

2024

SHIPPER'S CERTIFICATION FOR LIVE ANIMALS

(to be completed in duplicate)

This is to certify that *(check appropriate box)*:

- ☐ The animals contained in this consignment are in suitable condition for air transport and have been described and packaged in compliance with the current edition of the IATA Live Animals Regulations and all applicable operator and governmental regulations. All required advance arrangements have been completed and the animal(s) is (are) in good health and condition.
- ☐ Animals are wild caught.
- ☐ Animals taken from the wild for shipment have been appropriately acclimatised.
- ☐ This consignment includes species as described in the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES). Applicable permits/certificates are attached to the air waybill.
- ☐ This consignment includes species as described in other applicable national legislation.
- ☐ In the case of reptiles and amphibians, the animals contained in this shipment are healthy and they have been examined prior to shipment and are free of any apparent injury and readily recognizable diseases. They are also free of external parasitic infestation, including mites, ticks and leeches, that can readily be seen under normal lighting conditions.

The shipper accepts that operators will not be liable for any loss, damage or expense arising from death due to natural causes or death or injury of any animal caused by the conduct or acts of the live animal itself or of other animals, such as biting, kicking, goring or smothering, nor for that caused or contributed to by the conditions, nature or propensities of the animals. In no event will operator be liable for death or injury to an animal attendant caused or contributed to by the condition, conduct or acts of animals.

Number of Package(s)	Specific Container Requirement Number (see IATA Live Animals Regulations Chapters 6 and 8)	Species (description and names — scientific and common) andQuantity of Animals

Name/Title of Signatory.....

Place and Date.....Year/Month/Day.....

Signator's Name.....

Signature:

(see reverse side for special conditions)

Shippers failure to comply in all respects with the applicable IATA Live Animals Regulations and any other international and/or national government regulations, may be in breach of applicable law and subject to legal penalties. Refer to Chapter 1, Section 1.2.

Air Waybill No.	Airport of Departure (full name):	Airport of Destination (full name):

SHIPPER'S RESPONSIBILITIES

Instructions for the shippers are given in Chapters 1, 7, 8, 9, 10 and 11 of the IATA Live Animals Regulations. Before any package containing live animals is tendered for transport by air, the shipper must ensure that:

The animals being tendered for transportation are not prohibited by governments; all the required export, import, and/or transit health certificates, licenses or permits, etc. are accompanying the shipment;

The animal shipments are properly classified, described, packed, marked and labelled;

The IATA Shipper's Certification for Live Animals has been properly completed in duplicate and in compliance with the current edition of the IATA LAR;

Pregnant animals must not be tendered for transportation without official veterinary certificate certifying that the animals are fit to travel and that there is no risk of birth occurring during the entire journey;

*(**Note:** Pregnant monkeys, nursing females with suckling young and unweaned animals are not accepted for air transport.)*

No animals are to be tendered for transportation having given birth in the last 48 hours before the start of the journey;

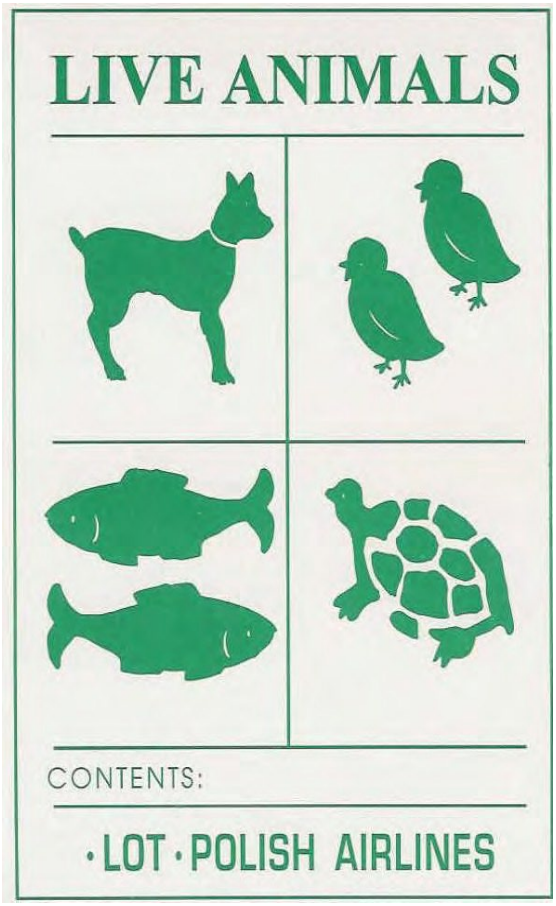
The animals have been prepared for transportation in compilance with the current edition of the IATA LAR (see specific container requirements for further information);

The animal is not tranquilized without veterinary approval and supervision;

The consignee has been advised of the flight details in order to arrange immediate collection on arrival;

A 24-hour emergency contact is provided to the operator from the shipper or their agent, so that instructions can be obtained in the event of an emergency. The same emergency number must be provided on the Air Waybill.

7.6.2. Labelling



	Rules
1.	It is mandatory to attach at least one "Live Animals" label to each animal container (if not imprinted)
2.	"This way up " labels must be placed on all four sides of the container whenever possible.

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7.7. PHARMACEUTICAL (PIL)

	Remarks
1.General	Cargo and Mail Bureau of PLL LOT S.A. regulates the safe transport of cargo declared as pharmaceutical products (special handling code - PIL). • Goods declared as PIL - pharmaceutical products for medical use requiring transport and/or storage at controlled temperature **must meet** the requirements of IATA Temperature Control Regulations. • Each person involved in the process of handling of pharmaceutical shipments must have adequate training in this field. • Pharmaceutical consignments containing substances classified as dangerous goods according to IATA DGR, it is necessary to meet all the requirements described in the above regulations and national / international regulations. • PLL LOT SA accepts for carriage pharmaceutical shipments transported in passive, active and hybrid systems. • The following temperature ranges can be accepted: ⇒ Refrigerated (COL) products handled between +2°C to +8°C (passive, active, hybrid); ⇒ Controlled room temperature (CRT) products handled between +15°C to +25°C (passive, active, hybrid); ⇒ Frozen (FRO) - these products must be stored at temperatures below 0°C. (passive, active); • If during the process of verification or acceptance of the goods appear relevant: questions, doubts or problems - it is recommended to contact LOT HQ Cargo in Poland, at pharmaops@lot.pl.
2.Documents	1. Airwaybill: Air Waybill must be issued in accordance with IATA TCR requirements (7.1): • The *„Shipper's Name and Address"* and *„Consignee's Name and Address"* boxes must show the full name and address, not abbreviated versions. • The 24 hours emergency contact number is mandatory • The "*Nature and Quantity of Goods*" box must show a description, such as "Pharmaceuticals" or "Pharmaceuticals" with optional more detailed information. • Single temperature range in Handling Information box • When dry ice or other dangerous goods is shipped with pharmaceutical products, the AWB must contain the entries required by IATA DGR. • All mandatory information about PIL shipments must be entered directly to the LOT Cargo System (CargoSpot) manually or send via FWB message. • Electronic data must be a full representation of the paper Air Waybill, including all special handling information.

..cont. Documents	2. NOTOC: ⇒ Pharmaceutical shipments (PIL) must be shown on the NOTOC, required temperature range must be specified. ⇒ NOTOC must be provided in a **written form** to comply with international air safety law – IATA Airport Handling Manual (AHM 381 and 382) which specifies the document format to be used. ⇒ This document must be prepared by GHA responsible for ground handling operations and must be delivered to the crew before flight. 3. CHECK LIST: During the acceptance process, an "*Acceptance checklist for time and temperature sensitive healthcare shipments*" (Appendix 8 must be prepared for all pharmaceutical shipments (special handling code – PIL) • Ground Handling Agent at the airport of origin is responsible for preparation of the checklist. • If the answer to any of the questions is "NO" - it is necessary to contact the shipper/forwarder or LOT GSA or local LOT CARGO office (if available), to clarify the discrepancies. • If errors can't be fixed, shipment cannot be accepted. • If in section "B" of the Acceptance Checklist, the answer "NO" appears, the shipment can be accepted for transport, but the current temperature of the shipment must be recorded in section E (comments). • Estimated maximum time for integrity check of the shipment and issuing the checklist should not exceed 10 minutes.
3.Acceptance, Storage and Delivery	• Short life radioactive isotopes, living human organs/blood (LHO) and lifesaving drugs shall be handled with extreme urgency • Living human organs/blood (LHO) may be loaded in the same hold as radioactive materials of Categories II and III (Yellow label - RRY), provided that LHO is separated by the same distance as persons in accordance with the IATA DGR. Living human organs/blood (LHO) should be adequately separated from human remains in coffins (HUM). • If the shipment is packed in or with dry ice or if blood or organs are shipped as diagnostic specimens, they are regulated by the IATA DGR. • Estimated maximum time for unloading the truck delivering PIL shipments to the GHA's warehouse should not exceed 30 minutes. • Each pharmaceutical shipment must be checked with "*Acceptance checklist for time and temperature sensitive healthcare shipments*". • Filled checklist must be attached to the Master Air Waybill after the inspection. • Estimated maximum time for security control of PIL shipments (if needed) should not exceed 10 minutes • Pharmaceutical shipments must be stored in an appropriate temperature zones according to declared temperature ranges on AWB. • If the shipment is not correctly labelled – it is necessary to store the goods according to AWB instructions.

..cont Acceptance, Storage and Delivery	• Shipments send in a passive system must be handled and transferred to the temperature controlled zones as soon as possible, estimated maximum time for that process should not exceed 15 minutes. • Shipments in an active system (ACT) must be secured in the field of electricity. Prior to acceptance of an active container, the checklist from Appendix 9 must be filled. • Prior the ULDs buildup, it is prescribed to remove the PIL shipment from the temperature controlled zone as late as possible, estimated maximum time for that process should not exceed 5 minutes • The time needed for building ULDs with pharmaceuticals on the warehouse should be limited to the minimum before sending pallets to the ramp, estimated maximum time for that process should not exceed 30 minutes for a buildup, 15 minutes for transferring ULDs to the ramp. • Pharmaceutical shipments must not be loaded in the immediate vicinity of shipments with other temperature requirements, or shipments that may be potential sources of heat or cold (e.g., shipment containing DRY ICE). • The temperature-controlled storage zone must be properly marked to reflect the storage temperature range. • Pharmaceutical shipments must be separated from non- pharmaceutical goods during storage. The separation should be physical or with adequate distance. • Pharmaceutical shipments being simultaneously dangerous goods in an dedicated temperature range, must be stored according to both IATA TCR and IATA DGR. • In case of temperature excursion incident at the warehouse, ramp or near the aircraft, it is necessary to prepare the CAPA (Corrective and Preventive Action – including root causes analysis) report containing all necessary and important descriptions of the case. • Estimated maximum time for unloading ULDs containing PIL from the aircraft should not exceed 15 minutes, 30 minutes for breakdown after delivery to the cargo warehouse. • Prior the delivery of the shipment, it is prescribed to remove the PIL shipment from the temperature controlled zone as late as possible, estimated maximum time for that process should not exceed 5 minutes for transferring the shipment and 10 minutes for a delivery itself. • In case of transit shipments, the estimated maximum time of loading/unloading RFS vehicles should not exceed 30 minutes.

4.Aircraft Loading and unloading	• All pharmaceutical shipments must be loaded and unloaded to/from aircraft as soon as possible. Estimated maximum time for that process should not exceed 30 minutes for wide body planes and 20 minutes for narrow body planes. • It is mandatory to protect the consignment from the high or low temperature, wind and rain. • It is prohibited to leave PIL cargo or ULD with PIL shipments in the immediate vicinity of heat or cold sources. • If it is possible, it is recommended to reduce the handling operation time to a minimum.

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7.8. PERISHABLE CARGO (PER) (GRH 3.4.17)

	Remarks
1.General	• Due to its nature, perishable cargo very often requires special packaging and handling procedures. • Perishable cargo means goods that deteriorate over a given period of time or if exposed to adverse temperature, humidity or other environmental conditions. • The shipper shall provide written instructions as to the maximum acceptable duration of transportation and of any special handling requires. These instructions shall be shown on the air waybill and the packages. • Foodstuffs, plant materials, cut flowers, hatching eggs are typical examples of perishable goods carried regularly as air cargo.
2. Documents	AIR WAYBILL (AWB) • Air Waybill must be issued in accordance with IATA PCR requirements (7.2): • The „Shipper's Name and Address" and „Consignee's Name and Address" boxes must show the full name and address, not abbreviated versions. • The "Nature and Quantity of Goods" box should show an accurate description, such as "Chilled Meat (Lamb)" or "Fish–Frozen." • Single temperature range in Handling Information box • When dry ice or other dangerous goods is shipped with perishable products, the AWB must contain the entries required by IATA DGR. • Under no circumstances are Air Waybills to be completed with unreasonable instructions or specific temperature conditions. Entries such as "Keep Under Refrigeration at all Times" and "Maintain at below 5°C" are not acceptable, unless agreed to by the operator. • All mandatory information about PER shipments must be entered directly to the LOT Cargo System (CargoSpot) manually or send via FWB message. • Electronic data must be a full representation of the paper Air Waybill, including all special handling information. NOTOC • Perishable shipments (PER) must be shown on the NOTOC, with a required temperature range (if defined). • NOTOC must be provided in a written form to comply with international air safety law – IATA Airport Handling Manual (AHM 381 and 382) which specifies the document format to be used. • This document must be prepared by GHA responsible for ground handling operations and must be delivered to the crew before flight. CHECKLIST • During the acceptance process at the airport of origin, an acceptance checklist is recommended to be used by the Ground Handling Agent. • In the event of a lack of a checklist, it is prescribed to conduct a check as an alternative. The scope of a check is described in the " Acceptance, Storage and Delivery" section. • The time for the check of the shipment and issuing the checklist should be as short as possible.

3. Acceptance, Storage and Delivery	• The acceptance and handling of perishable cargo shipments shall be in accordance with requirements of the IATA Perishable Cargo Regulations (PCR) and other applicable regulations. • Perishable cargo shall only be accepted for carriage when it is certain beyond all reasonable doubt that it will reach its destination in good condition. That requires a physical check prior the acceptance, including documents' and shipment's completeness. • Estimated maximum time for unloading the truck delivering PER shipments to the GHA should not exceed 30 minutes. • Estimated maximum time for security control of PER shipments (if needed) should not exceed 10 minutes. • Perishable shipments must be stored in the appropriate temperature zones according to declared temperature ranges on AWB (if specified). • If the shipment is not correctly labelled – it is necessary to store the goods according to AWB instructions. • Shipments sent in a passive system must be handled and transferred to the temperature controlled zones as soon as possible, estimated maximum time for that process should not exceed 15 minutes. • Shipments in an active system (ACT) must be secured in the field of electricity. Prior to acceptance of an active container, the checklist from Appendix 9 must be filled. • Prior the ULDs buildup, it is prescribed to remove the PER shipment from the temperature controlled zone as late as possible, estimated maximum time for that process should not exceed 5 minutes. • The time needed for building ULDs with perishables on the warehouse should be limited to the minimum before sending pallets to the ramp, estimated maximum time for that process should not exceed 30 minutes for a buildup, 30 minutes for transferring ULDs to the aircraft. • Perishable shipments must not be loaded in the immediate vicinity of shipments with other temperature requirements, or shipments that may be potential sources of heat or cold (e.g., shipment containing DRY ICE), according to the IATA PCR. • The temperature-controlled storage zone must be properly marked to reflect the storage temperature range. • Perishable shipments being simultaneously dangerous goods in an dedicated temperature range, must be stored according to both IATA PCR and IATA DGR. • In case of temperature excursion incident at the warehouse, ramp or near the aircraft, it is necessary to prepare the CAPA (Corrective and Preventive Actions - including root causes analysis) report containing all necessary and important descriptions of the case. • Estimated maximum time for unloading ULDs containing PER from the aircraft should not exceed 15 minutes, 30 minutes for breakdown after delivery to the cargo warehouse. • Prior the delivery of the shipment, it is prescribed to remove the PER shipment from the temperature controlled zone as late as possible, estimated maximum time for that process should not exceed 5 minutes for transferring the shipment and 10 minutes for a delivery itself. • In case of a transit shipments, the estimated maximum time of loading/unloading RFS vehicles should not exceed 30 minutes.

4. Aircraft Loading and Unloading	• All perishable shipments must be loaded and unloaded to/from aircraft as soon as possible. Estimated maximum time for that process should not exceed 30 minutes for wide body planes and 20 minutes for narrow body planes. • It is mandatory to protect the consignment from the high or low temperature, sunlight, wind and rain. • It is prohibited to leave PER cargo or ULD with PER shipments in the immediate vicinity of heat or cold sources. • If it is possible, it is recommended to reduce the handling operation time to a minimum. • It is prescribed to perform a check of the PER cargo prior the loading ULD to the cargo hold (damages, temperature, label).
5.Handling instructions for specific commodities	EAT ⇒ Foodstuffs shall not be loaded with toxic or infectious substances in the same compartment, unless they are loaded in separate ULDs not adjacent to one another. Foodstuffs shall not be loaded in close proximity to live animals or non-cremated human remains. HEG ⇒ Hatching eggs shall not be stowed in close proximity to carbon dioxide, solid (dry ice, ICE) and cryogenic liquids (RCL). Hatching eggs shall be separated from radioactive materials of Categories II and III. PEF ⇒ Flowers shall be stowed in such a way that they have no direct contact with the compartment floor or walls. ⇒ Flowers should not be sowed in the same hold or ULD as fresh fruit and vegetables due to ethylene gas produced by vegetables which may destroy flowers.
6.Meat and Seafood/Fish Shipments (PEM/PES)	• Meat shall be packed in waterproof material and handled as wet cargo. • The strictest hygiene conditions shall be maintained during all stages of meat handling. • Fish shall be completely placed in watertight containers and handled as wet cargo. • Any wet ice used shall be sealed in its own watertight container. • The temperature ranges for meat to be maintained are: • Fresh meat - between $0^{O}C$ and $5^{O}C$, frozen meat below $12^{O}C$ (this requires use of refrigerated/ temperature controlled container) • The temperature ranges for sea food: • Fresh fish shall not exceed $5^{O}C$, frozen fish shall not exceed $12^{O}C$ (this will require use of refrigerated/ temperature controlled container).

7.Fresh Fruit and Vegetables (PEP)	• When fresh fruit and vegetables are loaded in quantities which require stacking of ULDs, adequate precautions should be taken to ensure that airspace between the packages is possible. • The airspace is particularly important for fresh fruit and vegetables having high moisture content. • Due to the minimum packing requirements, proper precautions should be followed while loading fresh fruit and vegetables with general cargo.

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7.9. DIPLOMATIC MAIL (DIP)

	Remarks
1.General	Diplomatic material may be carried as diplomatic cargo. Normal cargo documentation and handling procedures shall apply. Approval from LOT Cargo is required. Any employee who signs a receipt for a bag is fully responsible for the shipment.
2.Acceptance and documentation	A regular Air Waybill should be additionally provided with the note “Diplomatic cargo” or “Diplomatic mail”.
3.Packing and labelling	Diplomatic cargo and mail is usually shipped in locked pouches or bags. In order to label bags properly and remove old tags adequate precautions should be observed.
4.Handling and loading	When diplomatic shipment arrives at the cargo terminal for acceptance, delivery or transfer, it shall be immediately checked against the Air Waybill and placed in an area secured against unauthorized entry. In the event a diplomatic shipment cannot be stored in the security area due to its size or other reasons, special arrangements shall be made for its security. Upon consignor’s request, VUN handling can be applied accordingly.

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7.10. VALUABLE CARGO (VAL)

	Remarks
1.General	• Valuable cargo shall be handled as a separate type of cargo in accordance with the local regulations and security measures. • During the whole process of transportation of valuable cargo, high standard of security shall be maintained. • Any cargo agent, contracted supervisor or LOT Station Manager shall establish and control local procedures for safe handling and storage of valuable cargo. The security measures to be adopted within warehouses, during aircraft loading and unloading, customs clearance and ground transportation depend entirely on local regulations and conditions and should be arranged accordingly.
2.Acceptance, Storage and Delivery	• Advance arrangements shall be made prior to acceptance. • Pre-advice messages shall be sent to respective services at the destination point in order to receive confirmation of security arrangements relating to storage and delivery to the consignee. • Valuable cargo shall be stored in a locked high security area. Every visit to the high security storage area shall be registered (a limited number of persons may enter the storage area). • The arrival of valuable cargo during regular business hours will accelerate customs clearance and delivery. • Storage time should be as short as possible. • Information concerning value, contents, routing and storage shall be kept confidential and be available only to the authorised personnel directly. • The Air Waybill shall include a note “VAL” in the “Nature and Quantity” box. • Valuable cargo that arrives at the cargo terminal shall be immediately checked against the Air Waybill, condition of packaging and unique seal number mentioned on the VAL Shipment list and placed in the secured area. • Shipments record shall be stored by the carrier and should include: ⇒ AWB number; ⇒ number of pieces, seal numbers, date, time and name of the person who stores the shipment; ⇒ date, time and name of the person who removes the shipment from the ⇒ security area. • The record must be countersigned by an authorised person. • Valuable cargo shipments shall be released by the carrier only during usual business hours unless special arrangements have been made with the carrier. • A receipt from the receiver shall always be requested and the identification of the receiver shall always be verified when a VAL consignment is delivered.
3.Stowage Devices and loading preparation	• Any valuable cargo item shall be stowed into specially designed pouches whenever the dimensions of the item allow it. • A label with the airport of unloading and AWB number shall be attached to each poach. • The pouch should be made of bright orange canvas which can be locked or sealed.

4.Information	• The station management shall be informed in advance whenever valuable cargo is to be loaded. • The loading station shall give notice to the unloading station about transit regarding any valuable shipments. • The captain shall be advised in writing (NOTOC) of all valuable cargo shipments loaded.
5.Aircraft loading/ unloading	• The person in charge of the ramp handling shall check the seals affixed to valuable cargo pouches before they are loaded in the cargo compartment. • Detailed procedures for the safeguarding of valuable cargo during unloading and delivery to the cargo terminal should be agreed locally between ramp handling and cargo handling. • The seals of valuable cargo pouches shall be checked prior to unloading by the authorised ramp handling personnel and any irregularity shall be noted. • In the event any item of valuable cargo shows signs of being tampered with or missing, it should be immediately considered as being stolen or pilfered and immediate action shall be taken pursuant to the agreed procedures.

7.11. OTHER SPECIAL CARGO

	Remarks
1.Wet Freight (WET)	• Wet cargo means any shipment which contains liquids or may produce liquids or lose large amounts of moisture. • The following types of cargo are to be considered 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 that may produce liquid e.g. live animals.
2.Heavy Items (HEA) Outsized cargo (BIG and/or OHG) (GRH 3.4.15)	• The maximum permissible weight for each heavy item (HEA) depends on aircraft type, airport facilities (equipment and manpower) and scheduled ground times. • Prior the acceptance of HEA, big and/or OHG advance arrangements should be made to ensure that: ⇒ aircraft limitations are not exceeded; ⇒ suitable ground handling equipment and manpower are available; ⇒ handling can be performed within the scheduled ground times. For more, GHM p. 3.10 and 3.11.
3.Vulnerable cargo (VUN)	• Goods of no declared value which require security handling (such as unused airline documents, MCO, tickets, or other shipments particularly vulnerable to theft or pilferage) are defined as vulnerable cargo (see TACT Rules sub-section 1.5). • Security measures during loading/unloading and storage may be required by the carrier.
4.Fragile goods	• Fragile goods require special care in handling and a “FRAGILE” label should be affixed on all sides.

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7.12. CARRIAGE OF WEAPONS AND AMMUNITION

	Rules
1.General rules	• Transportation of arms and ammunition as cargo is allowed solely on condition that the rules of country of dispatch, the destination country and transit countries approve of this. • Information on the above is contained in the IATA Dangerous Goods Regulations or ICAO Technical Instructions for The Safe Transport of Dangerous Goods by Air (Technical Instructions) including addenda and The Air Cargo Tariff Rules. • Ammunition can be accepted for transportation as cargo if the sender categorically abides by the requirements of IATA Dangerous Goods Regulations or ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions) as to the quantity, type of packing, adequate marking and description (Proper Shipping Name). • All cargo shipments containing arms and the ammunition must have confirmed reservations on the entire transportation route. The transit and destination airports must be informed by the handling agent on the type and quantity of transported arms and ammunition, its sender and addressee, and the date of transportation. • All shipments of this type must have import (export) permissions, and transit ones , if such are required. • Such shipments, apart from transportation documents must be accompanied by the original or copy of the bill. • Cargo shipments of arms and ammunition must have ensured security to the moment of it being taken over by the carrier. Following the carrier's takeover it must remain under special surveillance in accordance with the procedure implemented at given airport. • Military and Dual Use shipment can be accepted only on point to point route. For example : military weapon can be accepted only on WAWJFK or LRHWAW. • Military and Dual Use shipment are prohibited for transport with transit point – LHRWAW + WAWJFK. • All military and dual use shipments must be pre-alerted to GHA before departure.

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7.13. AIR MAIL

	Remarks
1.General	• International airmail delivery is governed by the regulations introduced by the Universal Postal Union (UPU). The regulations are published in Universal Postal Convention. • The postal authorities have monopoly on delivering letters over respective territories and only post offices are authorised to deliver mail for air transportation. **Note:** Company mail, as important means of communication within the company is subject to special, strict regulations and procedures implemented by the airline.
2.Air mail documents	• The following documents are used to accept airmail for air transportation and account an airmail shipment: **CN 38 Delivery Bill** for air mail. **CN 41 Delivery Bill** for SAL shipments – surface air lifted. **CN 47 Delivery Bill** is used when empty airmail bags are returned to the post office of origin. Empty bags are carried free of charge if space is available, the service is performed by the same airline which delivered the mail and bags are labelled with a green tag (CN 35). • All above documents are issued by the dispatching post office.
3.Mail handling	• The amount of mail which is accepted for air transportation may be limited. • Prior to signing CN38/ 41, the airline or authority responsible for ground services shall examine all mailbags, packages, envelopes so as to check if: ⇒ shipment is in good condition, ⇒ shipment is accurately sealed and labelled with **CN 35 label,** ⇒ mail is agreement with accompanying documents, ⇒ two copies of documents are inserted into an **CN45 envelope** and accompany the shipment – arrangements for additional copies should be made with the administration of origin. • Upon arrival, the incoming mail shall be checked against the respective documents and delivered without delay to the post office. • A postal administration desiring direct transshipment of its airmail between two different airlines at an airport in another administration's country shall • provide the representative of the first airline with all relevant information.

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7.14. COMPANY MATERIAL

	Remarks
1.	Service cargo can only be used for company supplies such as spare parts, advertising material, documents, airline manuals, timetables, office material, catering supplies
2.	Service cargo is transported by LO services and in compliance with internal carrier's regulations.
3.	For all service cargo shipments a regular AWB shall be additionally provided with the note "Service cargo".
4.	Outgoing service cargo shipments in WAW shall be referred to LOT department responsible for presenting service shipments to customs clearance.
5.	For incoming service cargo shipments, ABWs shall be addressed to LOT Main Store department, with the indication of the department and person in charge as the final consignee.
6.	Service shipments subject to IATA DGR (e.g. paint, varnishes, fire extinguishers etc.) require usual procedure as for dangerous goods shipments - Shipper's Declaration is required. **Each person involved in DG transport shall be adequately trained.**
7.	All shipments shall always be accompanied with pro-forma invoices and other documents required for particular shipments and in accordance with local regulations.
8.	For interline shipments beyond the network of LO, necessary arrangements with participating airlines shall be and proper approvals shall be attached to the AWB.

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7.15. COMPANY MAIL

1. Company mail is important means of communication between the company headquarter and handling agents, supervisors, representatives (Station Manager), general sales agents, international aviation organizations.
2. Offices dispatching company mail are held responsible for sending only acceptable articles.
3. Packages/envelopes are properly addressed, the weight of each package is acceptable pursuant to LO internal regulations.
4. Company mail can only be sent in co-mail sacks (sealed) with proper tag as below. If seal was removed for customs, security or border inspection, office dispatching company mail must be informed.



5. To facilitate handling, the weight limit of 7 kg per one co-mail sack should not be exceeded.
6. Co-mail sacks shall be provided with special tags with the point of destination.
7. All shipments shall be registered – two copies of register/ receipt form shall accompany each shipment
8. All shpiments shall be recored (record includes: full name of sender, organisational unit, content)
9. Offices dispatching company mail are held responsible for sending only acceptable articles and packages/ envelopes which are properly addressed. The weight of each package is acceptable pursuant to LO internal regulations.
10. All company mail shipments are subject to customs clearance.
11. Station managers of the respective stations are responsible for obeying these rules while sending company mail.
12. Collected company mail shall be checked (content) and confirmed to office dispatching in time of 48 hours.

13. Company mail includes:
    - office correspondence;
    - airline revenue documents;
    - flight documents;
    - sales account statements;
    - airline tickets;
    - cargo documents;
    - letters;
    - instruction, manuals and similar publication;
    - stationery material, forms, timetables; company advertising material, airline magazines.
14. Company mail excludes:
    - any kind of dangerous goods (DGR);
    - excessive weight (e.g. aircraft parts) is subject to special arrangements;
    - items intended for private use;
    - items that are subject to customs duties,
    - computers and electronic devices,
    - fragile items.
15. Preparation of company mail
    a) Comail out of company:
        - Weight is set down by LOT;
        - Package shall be addressed, weighed and put in proper sack;
        - Sack is registered and sealed (each copy for: airport of departure, airport of arrival, cabin crew);
        - Email confirmation shall be sent.
    b) Comail to company from outstation:
        - Weight is set down by sender
        - Package shall be addressed, weighed and put in proper sack
        - Sack is registered (each copy for: airport of departure, airport of arrival, cabin crew)
        - Email confirmation shall be sent.
    c) Company mail from WAW to the United States of America (JFK and ORD) – Customs and Border Protection
        - Company mail shall be loaded in bulk hold (hold no. 5),
        - Handling staff shall be informed about the company mail,
        - When it arrives, the company mail is checked by customs service,
        - Handling agent x-rays the company mail and delivers it to LOT Polish Airlines bureau. Exception: in Chicago company mail is x-rayed by cargo agent and delivered to LOT Polish Airlines office.

d) Company mail from the United States of America (JFK and ORD) to WAW - Customs and Border Protection

- Company mail is x-rayed by Transportation Security Administration and delivered on board,
- Email confirmation to Station Manager shall be sent after arrival to Warsaw Airport.

16. Company mail included in LDM message

Comail shall be included in LDM message as below.

Part of LDM message as example with comail details marked red:

LO537/13.SPEQF.C3P8Y64.2/3
-BUD.31/21/1/1.0.T686.6/267.7/413.0/6.PAX/3/3/47.PAD/0/0/0
.COM/0/6.EXP/6/2.DAA/6/1
SI DLW 19045 DLI 63.56 MACDL 32.53 LOAD IN CPTS 0/6 5/0 6/267 7/413
EXP/6/41/2PCS.PRAM/6/1PCE
CHECKED BAGGAGE PIECES BUD 6/C/4/P/7/Y/1 7/Y/25

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7.16 Electronic Monitoring Devices (EMD's) – applicable whenever the EMD service is contracted

	Remarks
1.General	• EMD (Electronic Monitoring Devices) are devices that enable customers to monitor various parameters of their shipment in real time. Such parameters are usually location, temperature, humidity, exposure to light and more. • Full data about those devices is described in the "Standard Operating Procedures IoT device handling" linked below https://www.iata.org/contentassets/4766cd298753402eabefb8d58f65ec18/sop_iot_device_handling.pdf • Such devices might be either placed inside the cargo shipment by the shipper, or placed on the outer layer of said shipment by the airline/GHA.
2.GHAs Involvement with EMDs placed inside the cargo shipment	• At shipment acceptance, carrier/GHA shall perform a validation of tracking devices/data loggers. • This verification shall be a document check against booking, not a physical verification, and shall consist of the following elements: ⇒ Verification of presence of the EMD code under Handling information, ⇒ Verification of the device model and confirmation against the list of approved devices by the carrier (available and updated on the website: https://www.lot.com/pl/en/cargo/services/freight-accessories-and-services/live-data-loggers) • In case of EMD not being present on the list, the shipment needs to be rejected • In the event of any irregularity spotted during the physical check/security control, such as visible damage of the tracker, tracker not declared on the AWB and so on, the shipment needs to be rejected as well • The shipment containing the EMD needs to be verified against IATA Dangerous Goods Regulations, as per GHM p. 7.4.2 guidelines, based on the AWB data • In case of any emergency situation, for example EMD's visible battery leakage or self-combustion, the GHA shall follow the GHM p. 7.4.4 instructions in that matter.
3.Carrier-owned and provided EMDs	• Upon request, the GHA places EMDs on the outside of the cargo shipment/shipments and the procedure from GHM p. 7.16 remains applicable • The EMD shall be attached to the cargo shipment in a way to ensure safety of the EMD, handling and the shipment itself • The EMD should be placed in the way that minimizes the device's contact with other cargo shipments, preferably on the upper part of the cargo shipment • After attaching the EMD to the cargo shipment, the GHA is obliged to put the serial number(s) of all the EMD(s) in the FWB data transmission, section 'Handling Information' • The EMD shall not be removed until requested by LOT Polish Airlines. In case such request is made, the GHA is obliged to remove the EMD, place it in the facility isolated from an influence of external conditions, such as rain, wind, extreme cold. It is advised to store the stock inside the office area • In case of any questions, e.g. charging devices, damage, loss or any irregularities observed, the appropriate e-mail address for the contact is: cargobooking@lot.pl • In case of any emergency situation, for example EMD's battery leakage or self-combustion, the GHA shall follow the GHM p. 7.4.4 instructions in that matter.

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8.1. THE SECURITY STANDARDS OF LOT POLISH AIRLINES

1. General	• The Security Program against acts of unlawful interference is a basic document containing principles and standards of ensuring appropriate level of security in accordance with all applicable domestic and foreign regulations. • Security procedures applicable for ground handling agent are contained in the Ground Handling Manual • In situations of increased threat level at the request of LOT Polish Airlines additional security measures to those described in the Ground Handling Manual may be introduced. Such a request will be provided to the agent by LOT Polish Airlines representative responsible for a given airport. • LOT Polish Airlines and handling agents' staff involved in activities concerning flight operations' preparation and performance are obliged to be familiar with security standards required by the air carrier in the scope appropriate to performed functions and implement those rules. • LOT Polish Airlines staff and all personnel performing duties for or on behalf of LOT Polish Airlines covering performance of security functions or requiring unescorted access to the security restricted area must be subject to initial and recurrent background checks in line with applicable national regulations and be trained in order to obtain necessary knowledge and skills in the scope of aviation security. • LOT Polish Airlines encourages reporting of any security breaches and security threats in order to increase overall level of security. In the event of any situation, which may indicate a real or potential security threat to the aircraft, flight or passengers, the following persons have to be notified immediately: ➢ local security staff. ➢ a representative of LOT Polish Airlines. ➢ an authorized employee of the agent providing, on behalf of LOT Polish Airlines, management and supervision over services supplied by handling agents (if a representative of LOT Polish Airlines is not available). • LOT Polish Airlines accepts additional security measures of other states. LOT Polish Airlines representative responsible for a given airport must be informed immediately in case such additional measures are introduced or requested and pass this information, if applicable, to the agent. • For flights to/from the United States LOT Polish Airlines follows U.S. authorities regulations of the Model Security Program For Foreign Air Carriers and applicable Emergency Amendments.

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8.2. RECRUITMENT AND TRAINING

1. General	Staff who have access to security restricted areas of an airport or is assigned to perform security controls must be subject to initial and recurrent background checks conducted in accordance with legal framework that establishes general criteria, including the right to appeal a negative decision about a person's suitability to enter a security restricted area without escort.	
2. Training requirements	All personnel involved in performance of security functions and controls must receive training sufficient to obtain necessary skills and knowledge and where necessary be certified to perform their functions prior assignment to those functions. Training covering security duties related to performed functions shall recur at least every 5 years. In case of re-qualification for personnel become unqualified for any reason, they shall be subject to relevant security training for specific group according to GHM p. 8.2(3), prior their reassignment to perform their operational duties.	
3.THE SCOPE OF TRAINING	In the European Union countries, training programs in scope of aviation security shall follow standards listed in Commission Implementing Regulation (EU) 2015/1998 as minimum and be adequate for performed tasks and be in line with national requirements. In the non-EU countries, involved personnel shall receive proper security training in relevant scope to ensure that tasks and duties related to passengers, baggage, cargo and mail, supplies and aircraft security are performed in line with international standards and recommendations, with respect to ICAO AN17 and national requirements.	
	Reference to Commission Implementing Regulation (EU) 2015/1998 of 5 November 2015 laying down detailed measures for the implementation of the common basic standards on aviation security.	**GROUP TO TRAIN**
Security awareness	11.2.6.	Persons other than passengers requiring unescorted access to security restricted areas (airport badge holders).
Aircraft access control	11.2.3.7.	Persons implementing aircraft protection (handling agent personnel).
Passenger and baggage reconciliation	11.2.3.8.	Persons implementing baggage reconciliation (handling agent personnel).
Access to secured cargo and mail	11.2.3.9.	Persons implementing security controls for cargo and mail other than screening (cargo agent personnel).

…cont. The scope of training	Reference to Commission Implementing Regulation (EU) 2015/1998 of 5 November 2015 laying down detailed measures for the implementation of the common basic standards on aviation security.	**GROUP TO TRAIN**
Access to secured in- flight supplies	11.2.3.10.	Persons implementing security controls for air carrier mail and materials, in-flight supplies and airport supplies other than screening (handling agent & catering personnel).
Supervision over implementation of security procedures	11.2.4.	Persons directly supervising persons implementing security controls (supervisors).
Aircraft security search	11.2.3.6.	Persons implementing aircraft security searches.
4.Retention of documentation	All subcontractors must store record of security trainings of staff for a period of at least 5 years.	

8.3. DEFINITIONS

1.Aviation security	The combination of measures and human and material resources intended to safeguard civil aviation against acts of unlawful interference that jeopardize the security of civil aviation.
2.Aircraft security log	Set of security related documents and forms placed in the aircraft cockpit.
3.Aircraft security search (GRH 3.7.2)	An inspection of the interior and accessible exterior of the aircraft in order to detect prohibited articles and unlawful interferences that jeopardize the security of the aircraft.
4.Aircraft security check (GRH 3.7.2)	An inspection of those parts of the interior of the aircraft to which passengers may have had access, together with an inspection of the hold of the aircraft in order to detect prohibited articles and unlawful interferences with the aircraft.
5.Prohibited articles	Means weapons, explosives or other dangerous devices, articles or substances that may be used to commit an act of unlawful interference that jeopardizes the security of civil aviation.
6.Access control	The application of means by which the entry of unauthorized persons or unauthorized vehicles, or both, may be prevented.
7.Account consignor	A consignor who originates cargo or mail for its own account and whose procedures meet common security rules and standards sufficient to allow carriage of that cargo on all-cargo aircraft or mail on all-mail aircraft only.
8.Critical part of security restricted area	Designated by the airport operator, part of the security restricted area that is covered by the access control and screening executed to all persons entering this part which includes at least: a) any part of the airport to which departing passengers, including their cabin baggage, after screening have access, b) any part of the airport through which, hold baggage after screening may be transported or in which it may be held, if the baggage have not been physically secured.
9.Security restricted area	That area of airside where, in addition to access being restricted, other aviation security standards are applied.
10. Known supplier of in- flight supplies	In the European Union, a supplier implementing security rules sufficient to allow delivery of in-flight supplies to an air carrier or a regulated supplier, but not directly to an aircraft.

11. Known consignor	A consignor who originates cargo or mail for its own account and whose procedures meet common security rules and standards sufficient to allow carriage of cargo or mail on any aircraft.
12. Landside	Area of an airport including buildings at the airport to which access is not restricted;
13. Passenger violating rules of transport (unruly passenger)	The person who, from the moment aircraft doors are closed before the take-off until doors are open after landing through the behavior: a) threatens the public order or safety of other persons and property on board an aircraft or; b) impedes the crew member execution of duties or decreases the ability to execute duties on board an aircraft; c) damages the aircraft, its interior, equipment or parts thereof or d) violets rules related to the safety of flight operations.

8.4. SECURITY PROCEDURES

8.4.1. Aircraft Security Search (GRH 3.7.2)

	Remarks
1.General Rules	• „Aircraft Security Search" shall be completed, anytime there is a reason to believe that unauthorized persons had an access to the aircraft. • „Aircraft Security Search" shall be performed anytime when it is required by the air carrier, national regulations or the Appropriate Authority decision at the airport where the aircraft departs. • All security searches of the aircraft are performed following disembarkation of all employees providing services (catering, cleaning, duty free goods deliveries and others) whose activities are not connected with security functions, and the integrity is maintained until and during passenger embarkation and prior to departure. • In case any item that may be suspected of being use to commit an act of unlawful interference is found (during aircraft security search) it is recommended to remain cautious (do not touch, do not move) and pass on the information to the supervisor or the pilot-in-command who forwards this information to the ground coordination services or directly to the security services at an airport. • In case the flight is endangered or upon request of the air carrier specialized security personnel performs „Aircraft Security Search". • Areas searched may be secured with tamper-evident seals in order to maintain integrity of the search. In such cases, if a seal has not been tampered with from the moment it has been placed on the aircraft the area secured with such a seal need not to be searched again. • If any unauthorized person has had access to the area subjected to search such an area has to be searched again in order to ensure that no prohibited item that could endanger the flight has been placed in it. • A comprehensive inspection of the interior of the aircraft, including the passenger cabin area, seats, overhead luggage lockers, toilets, galleys and other technical areas such as the flight deck. The focus is on areas that are readily accessible without the use of common tools. To facilitate the search, panels that can be sealed are sealed, to show their integrity has not been compromised.
2.Responsibility and performance	• A pilot in command is a responsible for ensuring that aircraft security search was performed if it is required. • Aircraft security search is performed by the crew in cooperation with: ➢ handling agent – responsible for searching of hold or ➢ by other entity authorized to perform tasks related to the aircraft security search.

	Remarks
3.Scope of the aircraft security search	• In case the handling agent searches specific area(s) of the aircraft the scope required by the air carrier will be communicated directly to the agent representative by the LOT representative responsible for a given airport. In case the handling agent conducts the aircraft hold search or the search of any other area completion of this task must be reported to the cockpit crew.
4.Documents	• The pilot in command confirms completion of aircraft security search after at least an oral confirmation received from persons responsible for searching of relevant areas. • Confirmation is recorded in the Aircraft Technical Report (LDP-60) of the Aircraft Technical Log in the part described as ASS. • Local regulations may additionally require fulfilling additional document. • Record of a search is stored on the ground at the departure point for at least 24 hours after the aircraft departure.

8.4.2. Aircraft protection (GRH 3.7.1)

	Remarks
1. General Rule	• All staff and vehicles having unescorted access to the airport security restricted area, to the aircraft or to its vicinity must be authorized to be present in those areas in accordance with local airport regulations Authorization for persons means holding of a valid identification card. • The identification card must be placed in a visible place on the front of the outer garment at all times whilst a person is present in an airport security restricted area. • Access to the aircraft must be controlled at all times to prevent access of unauthorized persons to its cabin or hold and introduction of prohibited articles • Following persons only have access to aircraft: – authorized airline representatives (including LOT Station Manager and supervising personnel), – air crew members, – employees carrying out handling activities, – maintenance personnel and other activities related to the aircraft operation, – security personnel and law enforcement officers (police, border guard, customs, contracted security agency, , etc.) other persons may only access aircraft if accompanied and continuously monitored by the above. • Without any delay handling agent staff must report to the crew and airport security service cases of unauthorized access to the aircraft located at the parking position. • In case of an overnight stay, the aircraft doors and the doors of cargo compartments shall be locked (if technically possible) or closed and sealed (not obligatory for EU airports if the aircraft is parked in the critical part of the airport security restricted area). The aircraft may also be sealed on the commander´s request. Sealing is done by the crew or contracted partner/handling agent, as stated in the appropriate agreement. Ground service equipment (GPU, stairs, ladders, boarding bridges) must be removed from the aircraft and placed in a sufficient distance from the aircraft. • If possible the aircraft shall be parked away from the perimeter fence or any other easily penetrable barriers and in a well illuminated area. • It is forbidden to leave the aircraft without ensuring physical protection or securing its doors in accordance with GHM p. 8.4.2 (2).

2.Performance	➢ The access control is executed by the physical presence on board or in the vicinity of the aircraft. Personnel who is responsible for executing access control is obliged to check the authorization of person(s) trying to gain access to the aircraft. Access control might be executed also by application of technical protection measures, e.g. by closing aircraft and hold doors and removing access aids (stairs, jet-ways); ensuring that no unauthorized person will enter the aircraft cabin or hold. ➢ Securing the aircraft in case it is left for the stopover is performed by the handling organization with whom LOT has signed an appropriate contract covering: ⇒ handling services, or ⇒ maintenance servicing. ➢ Additional access control measures apply to aircraft during turnaround whenever needed in accordance with local requirements (e.g. US or Indian airports) or with risk assessment conducted by LOT Security Department. This will be communicated to the handling agent directly by the LOT Polish representative responsible for the given airport. ➢ Access control to an aircraft left for the stopover that is not protected by the physical presence of the person(s) on board or in the vicinity of the aircraft shall be executed and controlled in the following manner: ➢ external doors are closed and jet-ways and/or stairs are placed in a sufficient distance (jet-ways/stairs need not to be kept away if the aircraft is parked in the critical part of the security restricted area) or; ➢ external doors and other required areas are closed and sealed or ➢ external doors are closed and sealed and jet-ways and/or stairs are removed from aircraft – only if required by local regulations or requested by the LOT representative. ➢ Are searched prior to parking to ensure no persons are on board.
3.Area of responsibility	• While at crews' disposal entrance to the aircraft cabin is protected by the crew. • During the period of standard ground handling or maintenance activities the oversight and access control to the aircraft is the responsibility of the entity performing its duties at the aircraft. • Once ground handling activities are completed the flight • coordinator or other ground service staff member ensures that the aircraft is left with door closed.
4.Documents	• If the aircraft is subject to sealing a relevant record – Aircraft Sealing Report shall be maintained.

8.4.3. Sealing procedure

1.Procedure description	• Locations of security seals (sealing points) are provided in the Aircraft Sealing Report. **Note:** **Location of security seal attachment is a marked point on the aircraft exterior or interior.** • Prior to attaching the security seal, the sealing point must be prepared so as to ensure the seal becomes permanently attached to the surface. • If an area subject to sealing has a seal already attached and it is intact a new seals does not have to be placed. Number of existing seals must be recorded in the appropriate field of the Aircraft Sealing Report. • If seals were attached seals numbers are recorded (in Aircraft Sealing Report) and a record is stored by the organization responsible for sealing or by the LOT representative at the departure airport for a period of at least 3 days from the day of the departure of the aircraft. • While opening the aircraft seals shall be checked for signs of tampering and their number shall be checked with a record of seals used for an aircraft sealing. • Forms to be used for sealing purposes are contained in this part of the GHM. Additional forms are placed on board aircraft in the "Aircraft Security Log". • Seals used for aircraft protection shall be tamper-evident, individually numbered and protected against unauthorized access wherever they are stored.
2.Broken, Defectives seals	• If during the de-sealing a lack of seal or broken seal is detected or the number of a seal(s) does not correspondent to the sealing report person who performs check of seals informs directly or through a supervisor: ➢ airport security services, ➢ Station Manager or the agent supervisor, ➢ the aircraft pilot-in-command, Station Manager or agent supervisor pass this information to the Duty Manager at the WAW Operation Center. • An aircraft may be allowed to perform a flight after a search is conducted by the crew or security personnel authorized by airport procedures in above-mentioned situation and after receiving the confirmation that a search has revealed no threat to the aircraft.
3.Seal distribution	• Station Manager or contracted agent sends a written request of security seals at least one week before delivery to the: handling.materials@lot.pl, The unit verifies and authorizes the order of the person to obtain seals and sends requested quantity to warehouse. • Ordered security seals are sent by Co-mail. • The stock of seals shall be delivered to the unit performing aircraft sealing.

4. Seal storage	• Security seals shall be protected against unauthorized access at any point they are stored, while its use shall be recorded in the inventory. • If security seals have been lost or stolen, the person who keeps the inventory of seals will immediately notify the Station Manager or the Supervising Agent who will take measures aimed at preventing unlawful use of seals, i.e.: ➢ withdraw the stock from inventory, ➢ make a record of the lost seal numbers, ➢ reports to the Regional Manager of such an incident.
5. Exceptions	• It is allowed to use other seals of the Agent who performs aircraft security sealing during overnight parking if they conform with the conditions specified in the GHM p. 8.5.3.1.

8.4.3.1. Security seals used by LOT Polish Airlines and Sealing Reports

Security seals used to seal aircraft during parking

Example



Untampered seal specimen



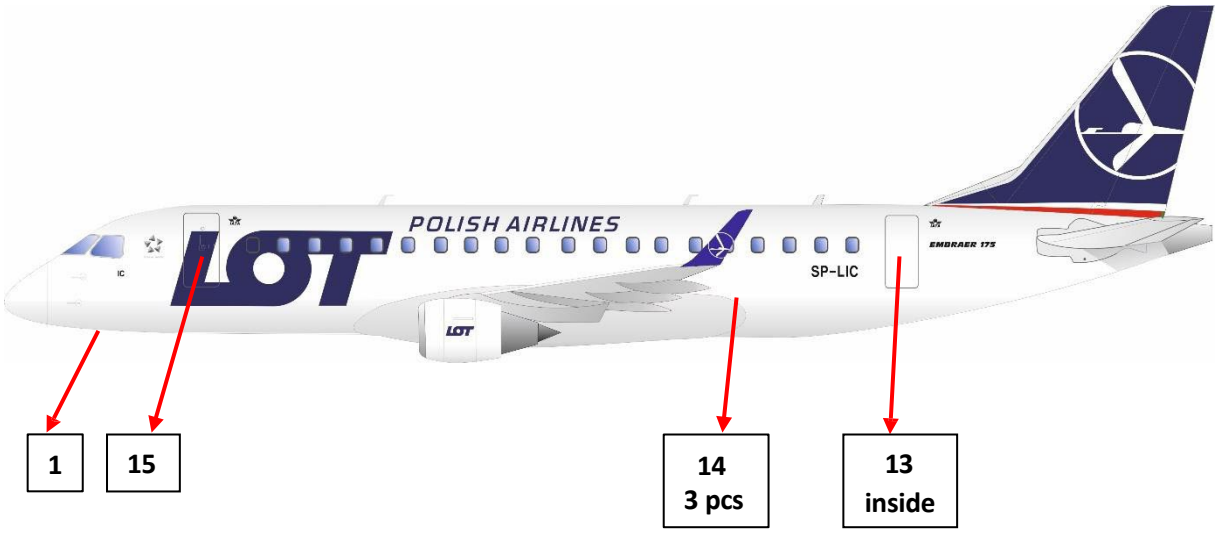
Specimen of seal with traces of tampering

Raport z zabezpieczenia samolotu podczas postoju

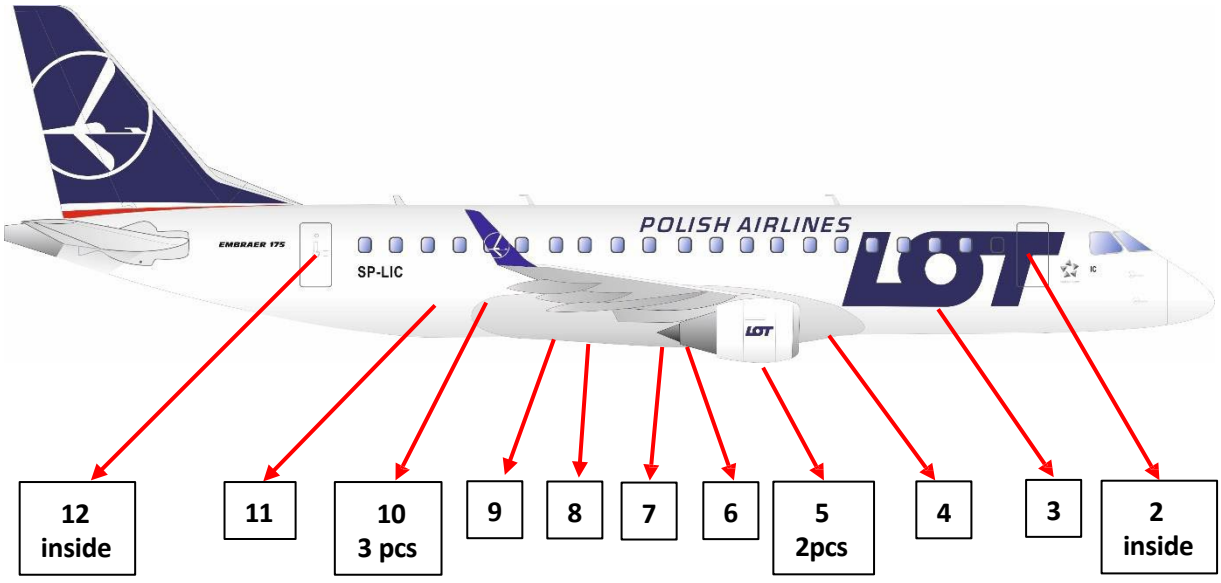
SEALING REPORT

Samolot / Aircraft ERJ 170-100/200

Strona lewa / Left side



Strona prawa / Right side



SEALING REPORT

Samolot / Aircraft
ERJ170 – 100/200

Znaki rejestracyjne Registration	Data/Godz. Date/Time	Port Lotniczy Airport	Stanowisko Parking Stand	Podpis Signature

Strefa Zone N°	Drzwi Doors	Plomba założona/ Installation of security seal		Plomba zdjęta/ Removal of security seal		
		Numer N°	Podpis Signature	Sprawdzenie Check	Data/Godz. Date/Time	Podpis Signature
1	Przedni luk elektroniczny/ Forward Electronic Compt.					
2	Drzwi serwisowe-przednie/ *Plombować wewnątrz* Forward Service Door / *Seal inside*					
3	Drzwi bagażnika-przednie/ Forward Cargo Door					
4	Luk serwisowy Air Conditioning / HP Connection					
5	Luk serwisowy – 2 szt. Water Drain Valve Access – 2 pcs.					
6	Luk serwisowy Engine Fire Extinguishing Bottles Access					
7	Luk serwisowy Middle Avionics Compt.					
8	Luk serwisowy System II Hydraulic access					
9	Luk serwisowy System I Hydraulic access					
10	Środkowe luki techniczne - 3 szt. Middle Technical Compt. /Right side/-3 pcs					
11	Drzwi bagażnika-tylne/ AFT Cargo Door					
12	Drzwi serwisowe-tylne/ *Plombować wewnątrz* AFT Service Door / *Seal inside*					
13	Drzwi wejściowe-tylne/ *Plombować wewnątrz* AFT Entry Door / *Seal inside*					
14	Środkowe luki techniczne - 3 szt. Middle Technical Compt. /Left side/-3 pcs					
15	Drzwi wejściowe-przednie/ Forward Entry Door					

Uwagi/Remarks:_____

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Data/Date:..... Podpis/Signature:.....

RAPORT Z ZABEZPIECZENIA SAMOLOTU PODCZAS POSTOJU

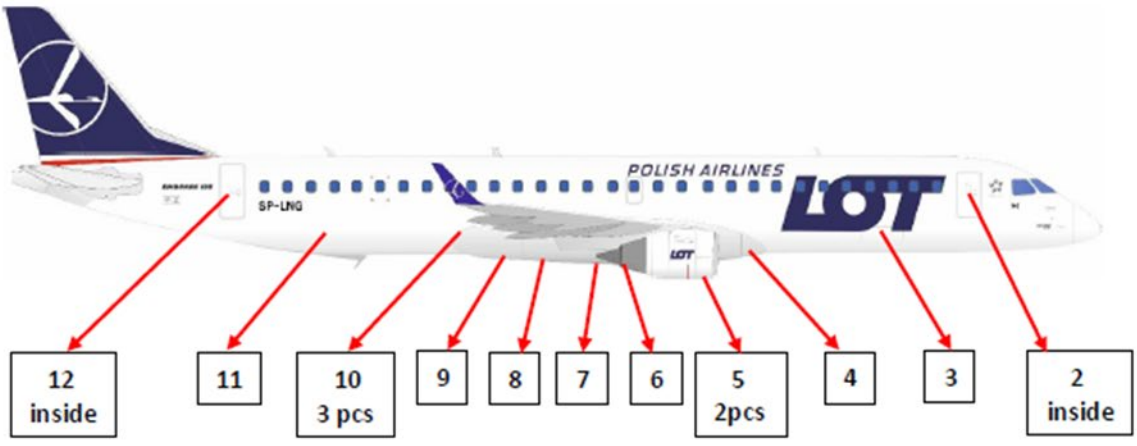
SEALING REPORT

SAMOLOT / AIRCRAFT ERJ 190-100/200/400

Strona lewa / Left side



Strona prawa / Right side



SEALING REPORT ERJ 190-100/200/400

Znaki rej. Registration	Data/Godz. Date/Time	Port lotniczy Airport	Stanowisko Parking Stand	Podpis osoby zakładającej plomby Signature of person who sealed aircraft

Strefa Zone No.	Drzwi Doors	Numer zakładanej plomby Number of installed seal	Plomba zdjęta Removal of security seal		
			Spr. Check	Data/Godz. Date/Time	Podpis Signature
1	Przedni luk elektroniczny *Forward Electronic Comp.*				
2	Drzwi serwisowe przednie (plombowane wewnątrz) *Forward Service Door* (seal inside)				
3	Drzwi bagażnika przedniego *Forward Cargo Door*				
4	Panel klimatyzacji *Air Conditioning / HP Connection*				
5	Luk serwisowy – 2 szt. *Water Drain Valve Access* – 2 pcs.				
6	Luk serwisowy *Engine Fire Extinguishing Bottles Access*				
7	Środkowy luk serwisowy *Middle Avionics Compartment*				
8	Luk serwisowy *System II Hydraulic access*				
9	Luk serwisowy *System I Hydraulic access*				
10	Środkowe luki techniczne – prawa strona - 3 szt. *Middle Technical Compartment – right side* - 3 pcs.				
11	Drzwi bagażnika tylnego *AFT Cargo Door*				
12	Drzwi serwisowe tylne (plombowane wewnątrz) *AFT Service Door (seal inside)*				
13	Drzwi wejściowe tylne (plombowane wewnątrz) *AFT Entry Door (seal inside)*				
14	Środkowe luki techniczne – lewa strona - 3 szt. *Middle Technical Compartment - left side* – 3 pcs.				
15	Drzwi wejściowe przednie *Forward Entry Door*				

Uwagi/Remarks:

Raport z zabezpieczenia samolotu
podczas postoju

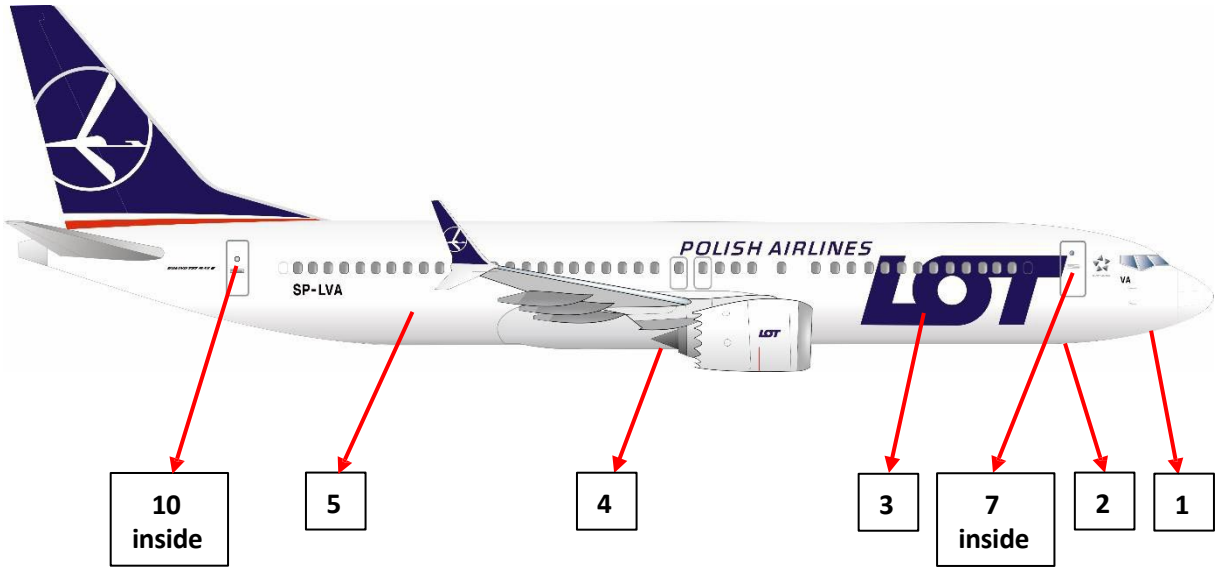
SEALING REPORT

Samolot / Aircraft Boeing 737-800/MAX

Strona lewa / Left side



Strona prawa / Right side



SEALING REPORT

Samolot/Aircraft Boeing 737-800/MAX

Znaki rejestracyjne Registration	Data/Godz. Date/Time	Port Lotniczy Airport	Stanowisko Parking Stand	Podpis Signature

Strefa Zone N°	Drzwi Doors	Plomba założona/ Installation of security seal		Plomba zdjęta/ Removal of security seal		
		Numer N°	Podpis Signature	Sprawdzenie Check	Data/Godz. Date/Time	Podpis Signature
1	Nosowy luk techniczny/ Nose Compartment Door					
2	Przedni luk elektroniczny/ Forward Electronic Compt.					
3	Drzwi bagażnika-przednie/ Forward Cargo Door					
4	Panel klimatyzacji /prawa/ A/C Pack Bay /right side/					
5	Drzwi bagażnika-tylne/ AFT Cargo Door					
6	Panel klimatyzacji /lewa/ A/C Pack Bay /left side/					
7	Drzwi serwisowe-przednie/ *Plombować od wewnątrz* Forward Service Door/ *Seal from the inside*					
8	Drzwi serwisowe-tylne/ *Plombować od wewnątrz* AFT Service Door/*Seal from the inside*					
9	Drzwi wejściowe-tylne/ *Plombować od wewnątrz* AFT Entry Door/*Seal from the inside*					
10	Drzwi wejściowe-przednie/ Forward Entry Door					

Uwagi/Remarks:_____

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Data/Date:.....

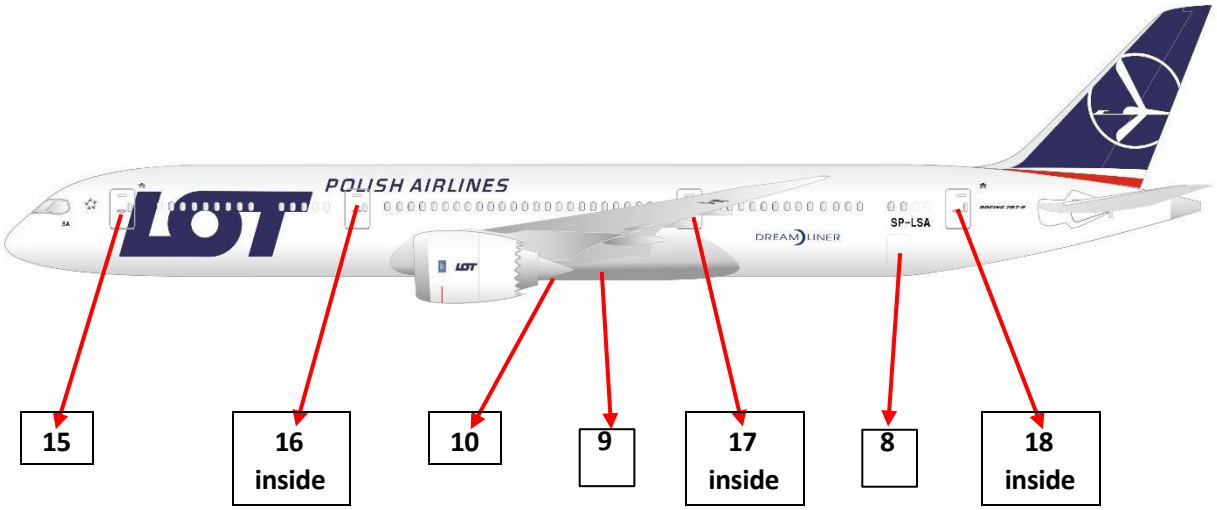
Podpis/Signature:.....

Raport z zabezpieczenia samolotu podczas postoju

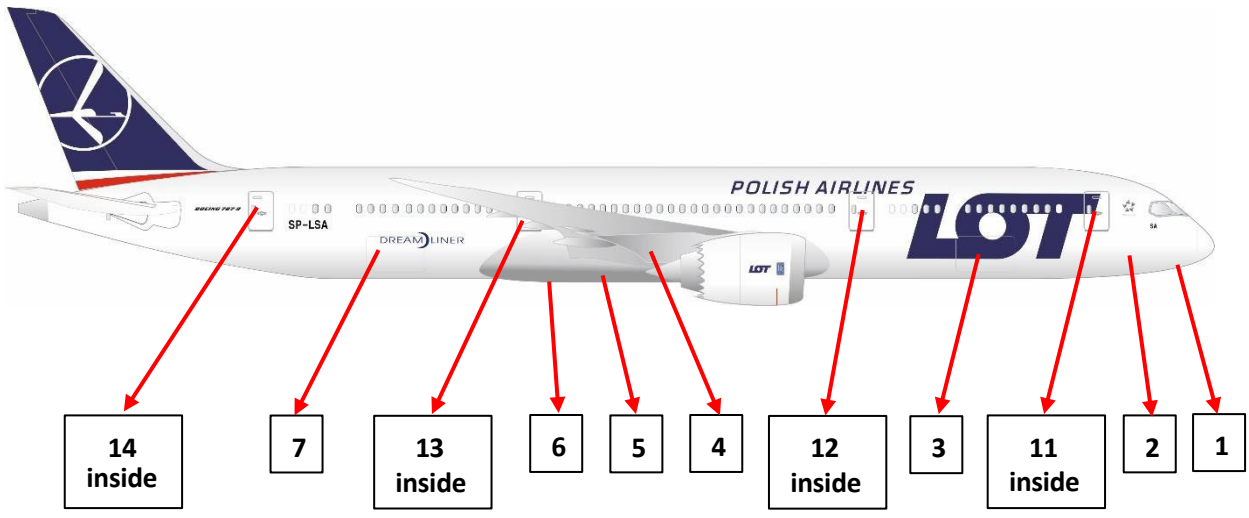
SEALING REPORT

Samolot / Aircraft Boeing 787-8/9

Strona lewa / Left side



Strona prawa / Right side



SEALING REPORT

Samolot/Aircraft B787-8/9

Znaki rejestracyjne Registration	Data/Godz. Date/Time	Port Lotniczy Airport	Stanowisko Parking Stand	Podpis Signature

Strefa Zone N°	Drzwi Doors	Plomba założona/ Installation of security seal		Plomba zdjęta/ Removal of security seal		
		Numer N°	Podpis Signature	Sprawdzenie Check	Data/Godz. Date/Time	Podpis Signature
1	Luk techniczny przedni / Forward Access Door					
2	Luk serwisowy przedni / Forward EE Access Door					
3	Bagażnik przedni / Forward Cargo Door					
4	Center fuel tank sump drain door /right/					
5	Otwieranie osłon podwozia /prawe/ MLG door release handle /right/					
6	Luk serwisowy tylny / Aft EE Access Door					
7	Bagażnik tylny/ AFT Cargo Door					
8	Bagażnik tylny-lewa strona/ AFT Cargo Door-Left Side					
9	Otwieranie osłon podwozia /lewe/ MLG door release handle /left/					
10	Center fuel tank sump drain door /left/					
11	Drzwi wejściowe 1R/ *Plombować od wewnątrz* Forward Entry Door 1R */Seal from the inside*					
12	Drzwi wejściowe 2R/ *Plombować od wewnątrz* Entry Door 2R / *Seal from the inside*					
13	Drzwi wejściowe 3R/ *Plombować od wewnątrz* Entry Door 3R / *Seal from the inside*					
14	Drzwi wejściowe-tylne 4R / *Plombować od wewnątrz* AFT Entry Door 4R / *Seal from the inside*					
15	Drzwi wejściowe 1L/ Forward Entry Door 1L					
16	Drzwi wejściowe 2L/ *Plombować od wewnątrz* Entry Door 2L / *Seal from the inside*					
17	Drzwi wejściowe 3L/ *Plombować od wewnątrz* Entry Door 3L */Seal from the inside*					
18	Drzwi wejściowe-tylne 4L / *Plombować od wewnątrz* AFT Entry Door 4L / *Seal from the inside*					

Uwagi/Remarks:

Data/Date:..... Podpis/Signature:.....

8.4.4. Passenger and baggage procedures

8.4.4.1. Passengers and baggage reconciliation procedures

	Remarks
1.General Rules	• Persons allowed to be transported on board are genuine passengers only. • Each piece of hold baggage must be identified as a baggage assigned to a passenger of transported as a unaccompanied baggage (expedite/rush). • It is forbidden to transport baggage of no-show or withdrawn passenger unless appropriate security controls for unaccompanied hold baggage are applied. • Identification of hold baggage is performed: ➢ on request of the aircraft commander, ➢ on request of the air carrier or authorities responsible for transport security, ➢ if there is reasonable doubt whether all pieces of hold and cabin baggage belonging to the passenger who have not board or was withdrawn the aircraft at transfer/transit airport were off-loaded.
2.Procedures to be performed by handling agent (GRH 3.7.7)	• Passengers must be checked for validity of required travel documents at the check-in. • Passengers must be issued with the boarding card or its equivalent in order to be granted access to the security restricted area of the airport. • At the boarding gate passenger boarding card or its equivalent must be checked to confirm its validity and assignment of a passenger for the flight. • Passenger's identification card or passport shall be checked at the gate if: ➢ it is required by national regulations at the departure airport ➢ in case of doubts on authenticity of a boarding card or the identity of boarding card holder ➢ during boarding of flights to United States of America and Canada ➢ requested by the LOT representative responsible for a given airport • An oversight over passengers must be ensured from gate to entering the aircraft. • Agent must ensure that the number of checked-in passengers matches the number of passengers admitted on board with no-show or passenger withdrawal situations taken into account. • Each hold baggage piece must be attached a bag tag that containing: ➢ passenger’s name or equivalent identification allowing to assign each bag to a passenger, ➢ flight number, ➢ bag tag number, ➢ flight destination. • The number of bags checked-in must be correspondent to a number of bags loaded for transport to the aircraft holds (with consideration of the delivery- at-aircraft bags).

	Remarks
…cont. Procedures to be performed by handling agent (GRH 3.7.7)	• The oversight over hold baggage after screening until loading it into the hold must be ensured to prevent unauthorized access to passengers' baggage. • "Delivery at aircraft" baggage must be clearly identifiable with a passenger to whom it belongs. Each piece of such baggage shall hold a tag with passenger name, flight number and destination. • In case a passenger did not board a flight or was withdrawn from a flight and his/her baggage was checked-in such baggage must not be allowed to be transported. It must be off-loaded. • If there is any doubt involving the off-loading of the baggage of the no-show/withdrawn passenger, the entire baggage on board the aircraft must be off-loaded, then by means of identification of the baggage by all passengers the baggage of the no-show/withdrawn passenger will be identified. • In case of the electronic departure control system failure procedure of passenger and baggage check-in and boarding must ensure meeting of general rules concerning reconciliation. • Materials used for passengers and baggage processing must be stored under supervision or locked. Misprinted materials are invalidated or destroyed. • Each agent shall use its individual login number for the purposes of using automatic departure control system. After finishing of check-in and/or boarding users shall log-off. • Unaccompanied hold baggage shall be attached with a bag tag allowing for clear identification of such baggage as unaccompanied and subject to additional screening before its transport on board an aircraft. • Special check-in procedures might apply to certain categories of passengers or passengers travelling to certain destinations (for example to the United States of America). This will be communicated to the handling agent directly by the LOT Polish representative responsible for a given airport.
3.Baggage Identification activities:	• Off-load hold baggage from the aircraft holds and line it up in a manner enabling all passengers identification, • Request passengers to identify their baggage before reboarding the aircraft, • Verify (to be done by the handling agent) the number contained on the bag tag attached to the hold baggage piece with bag tag attached to the boarding card of the passenger, • Load the baggage onto the aircraft hold according to the loadsheet. **Note:** Any baggage remaining following identification must be handed over immediately to appropriate security services.

	Remarks
4.Transfer and transit baggage (GRH 3.7.3)	• During an aircraft transit stopover, the hold baggage of passenger may remain in the hold only in the case of the baggage being assigned to a passenger who continues flight. • Passengers disembarking at transit stop must have their boarding card stubs verified or be otherwise confirmed in order to ensure that their flight finishes at transit stop. • Prior to aircraft departure it must be checked whether all transit passengers who continue their flight have returned on board. • Should any passenger fail to board the flight or was withdrawn from the flight his/her baggage must be off-loaded. • In case of a transfer hold baggage it may be directly loaded into the hold for a subsequent flight if it was confirmed to the next leg in the departure control system • Screening at transfer airport is applicable for the hold baggage if it is required by the local regulations at transfer airport. • Hold baggage arriving from a Member State where the aircraft was in transit after having arrived from a third country not listed in Attachment 5-A of Regulation (EU) No 1998/2015 or from a Union airport where the relevant Member State has derogated from the common basic standards as provided for in Article 1 of Regulation (EU) No 1254/2009 shall be considered as hold baggage arriving from a third country, unless there is a confirmation that the hold baggage was screened in accordance with Regulation (EU) No 1998/2015.

8.4.4.2. Passengers and baggage (checked and cabin) screening

	Remarks
1. Aim and scope of screening passengers cabin and hold baggage	• The condition of admitting passengers on board is screening of all persons and personal belongings, as well as all pieces of cabin and hold baggage. • Screening of passengers and their baggage is aimed at preventing weapon and other prohibited items being carried on board, that could be used for the act of unlawful interference jeopardizing the security of the flight, passengers and crew, and that of the aircraft. • All passengers, their personal belongings and all pieces of hold baggage must be screened otherwise they cannot be boarded/loaded onto the aircraft. • Passenger who refuses to be screened or/and does not consent for cabin baggage screening must not be allowed on board an aircraft. Such a person shall be handed over to local security personnel or local law enforcement. • In accordance with the stipulations of the Vienna convention on diplomatic relations, of April 18, 1961 (Official Journal No.37 of 1965), diplomats and diplomatic couriers together with their cabin and hold baggage undergo security screening in line with the procedures binding at the airport of departure.

	Remarks
2.The scope of passengers and baggage screening covers: (GRH 3.7.10; GRH 3.7.11)	• Checking whether the passenger has on his body or in his baggage and personal belongings any items prohibited for carriage. • Ensuring conditions in which passengers and their cabin baggage, that have been already screened, will not be accessible by other passengers who have not been screened to the standard accepted at the airport of departure. • Screening of transfer hold baggage unless national regulations at transfer airport allow such a transfer hold baggage not to be screened prior to loading it into the hold for subsequent flight. • Specific rules allowing to transfer hold baggage without it being subject to screening may be communicated to the handling agent directly by the LOT Polish representative responsible for a given airport.
3.Screening procedures	• Airport authorities or other authorities assigned with responsibility according to national regulations are responsible for organizing a security screening system for passengers cabin and hold baggage prior to aircraft boarding. • At airports located in the European Union rules for screening shall be in line requirements set forth in European Union regulations. At other locations rules for screening shall be in line with National Civil Aviation Security Program. • Security screening of passengers and their cabin baggage prior to aircraft boarding is performed by local security services. • In case of detected mixing of screened passengers with unscreened passengers all departing passengers must be rescreened. • If any unscreened passenger or any passengers who mixed with unscreened passenger and was not rescreened has had access to the aircraft, the crew shall be informed on the necessity to perform aircraft security search. • Hold baggage transported as an unaccompanied baggage must be screened with use of additional measures in comparison to accompanied hold baggage. • Special screening procedures might apply to certain categories of passengers/baggage or passengers/baggage travelling to certain destinations (for example to the United States of America). This will be communicated to the handling agent directly by the LOT Polish representative responsible for a given airport.

	Remarks
4.Screening of diplomats and the diplomatic mail	• Members of official delegations, enumerated on confirmed lists of invited guests, who are paying visits at the invitation of the President of the Republic of Poland, the Prime Minister of the Polish Republic, the Parliament, Senate and Members of the Council of Ministers – do not undergo screening. • Diplomatic mail clearly marked with the designators of given state will not • be subject to screening, on condition that it is sealed, and the person in possession of the diplomatic mail presents identification and authorization for transportation of diplomatic mail. • Should there be any suspicion that the contents of the consignment constituting diplomatic mail pose a hazard to the aircraft security its transportation will be denied.
5.Exemptions of screening	• In accordance with national Polish regulations following official representatives of the Republic of Poland may be exempted from security screening prior to boarding LOT Polish Airlines aircraft: ➢ President of the Republic of Poland, Marshal of the Senate, Marshal of the Sejm, the Prime Minister of the Polish Republic, vice Marshal of the Senate and Sejm, the Members of the Council of Ministers as well as all those persons who are protected by the state security services – do not undergo screening ➢ Officers of organizational units subordinate to or supervised by the Prime Minister, minister competent for internal affairs and soldiers of the Military Police during activities related to ensuring protection of the persons mentioned above. • Without prejudice to above-mentioned rules national regulations locally binding in the country of departure may allow exemption from security screening other officials.
6. Protection of hold baggage (GRH 3.7.7; GRH 3.7.9)	• Screened hold baggage must be stored in an area to which only screened persons have access or be under supervision ensuring its protection against unauthorized access. • Hold baggage stored in the critical part of the security restricted area of the airport in the European Union is considered to be protected. • A passenger may have access granted to his/her screened hold baggage only under supervision of handling agent and security service responsible for screening otherwise hold baggage and a passenger must be rescreened. • Expedite/rush baggage must be protected from unauthorized access. • All facilities used for unaccompanied baggage storage shall be equipped with a lock or protected in a way ensuring protection against unauthorized access. • If it is permitted by local national authorities to screen hold baggage outside an airport or in the public area of the airport such a baggage after being screened is immediately physically secured in a way that ensures no unauthorized person will have an access to it and no items would be introduced into it.

8.4.4.3. Screening of crew members and their baggage (checked and cabin)

	Remarks
1. General rules:	• In order to be granted access to the security restricted area of an airport crew member holds the crew identification card containing following information: ➢ the name and photograph of the holder; and ➢ the name of the air carrier; and ➢ the word "CREW" in English; and ➢ the expiry date • Airline crews prior to entering the security restricted area of an airport undergo standard screening. • Cabin baggage and any belongings carried by these persons are screened. • Crews' hold baggage undergoes security screening in line with general principles. • The crew identification cards are issued according to following templates: 1) For cockpit crew:  2) For cabin crew: 
2.Special cases concerning carriage of certain Dangerous Goods	• As a general rule, dangerous goods must not be carried by the air-crew or passengers in checked or carry-on baggage, with the exception of items listed in the Table 2.3.A IATA DGR (see GHM p. 6.6).

8.4.4.4. Security procedures concerning passengers and their baggage checked-in outside the airport

	Remarks
1. General Rule	LOT Polish Airlines allows off-airport check-in of a hold baggage unless it is forbidden pursuant to local regulations.
2. Procedure: (GRH 3.7.7)	• The hold baggage checked in at locations off an airport has to be marked in the same manner as the baggage checked at the airport. • Authorized staff transports hold baggage to an airport in a way that ensures protection against access of unauthorized persons. • Off-airport checked in hold baggage is subjected to screening at the screening point at an airport. • If it is permitted by local national authorities to screen hold baggage outside an airport or in the public area of the airport such a baggage after being screened is immediately physically secured in a way that ensures no unauthorized person will have an access to it and no items would be introduced into it.

8.4.5. Security procedures for cargo and mail (GRH 3.7.4)

	Remarks
1. General Rules	• Cargo and mail may be transported by air only if appropriate security controls were applied. • Consignment Security Declaration (CSD) for each cargo and mail consignment shall be always attached to the accompanying documentation. • At airports in the European Union (including Switzerland, Norway, Iceland, Montenegro, Republic of Serbia and Great Britain) security controls for cargo and mail are described in applicable European Union aviation security regulations. • For the cargo transported from airports on the territory of United States of America (USA) or to USA security procedures described in the Foreign Air Carrier Model Security Program and relevant Emergency Amendments apply. • At other airports cargo and mail must be transported and handled in line with ICAO Annex 17 standards, National Civil Aviation Security Program and air carrier instructions. • Cargo can be transported by air only following acceptance by personnel authorized by the carrier. • Cargo and mail must be screened or accepted as secured cargo from the regulated agent or known consignor. • After accepting cargo for transportation it must be protected against the unauthorized access that could result in changing the content of a consignment until arrival at airport of destination.
2. Procedures to be applied under cargo regulated agent regime – for EU airports	• Prior to being loaded on board an aircraft all cargo and mail shall be subjected to appropriate security controls. • Air carrier does not accept cargo or mail for carriage unless it has applied such controls itself or application of such controls was confirmed and accounted for by a regulated agent, a known consignor or an account consignor. • All cargo and mail at acceptance shall be verified as cargo originating from a regulated agent, known consignor, account consignor or unknown cargo • All cargo must be checked visually at the time of acceptance for damages, exposed wires, leaks or any other signs that may indicate such cargo could pose a threat during air transportation, • At the time of acceptance a photo identification card of person delivering cargo must be checked to establish his/her identity. • If cargo is delivered by truck it must be checked that the trucker/haulier is authorized to deliver cargo on behalf of a regulated agent. • For cargo received by a regulated agent as secure cargo from a regulated agent or a known consignor status of deliverer must be verified in a EU Database on Supply Chain Security of Regulated Agent and Known Consignors. • Cargo received from an account consignor may only be accepted as secure cargo if the account consignor was approved by the regulated agent.

	Remarks
…cont. Procedures to be applied under cargo regulated agent regime – for EU airports	• Cargo accepted from an account consignor is allowed for transportation only on all-cargo aircraft otherwise it must be screened. • Cargo received from any other source than a regulated agent, known consignor or account consignor must be 100% screened before loaded onto the aircraft. • Cargo consignments need not be screened if security controls were applied by another regulated agent or a known consignor and these consignments were protected from unauthorized access from the moment when security controls have been applied. • Cargo consignments need not be screened if security controls were applied by an account consignor and after they were applied shipment was protected against unauthorized access and it is not intended to be carried on board of a passenger aircraft. • Regardless of a deliverer/haulier if cargo shows signs of tampering it must be screened prior to loading to the aircraft. Should tampering be significant cargo shipment must be screened in accordance with high risk cargo and mail procedures described in the High risk cargo and mail section • Cargo screening means checking of consignments for the presence of explosive or incendiary devices or other items or devices that could jeopardize safety of the aircraft • Cargo screening takes place by use of following methods: ➢ Hand search, ➢ X-ray equipment, ➢ Explosive Detection System, ➢ Explosive Detection Dogs, ➢ Explosive Trace Detection Equipment, ➢ Explosives Vapor Detection, ➢ Metal detector, ➢ Visual check, ➢ Other methods on condition they are approved by the Appropriate Authority. • Method of screening used shall be most effective taking into consideration the nature of cargo and shall ensure sufficient level of probability of detecting prohibited articles in cargo and mail. • Security controls applied shall result in assigning cargo with a security status. • After application of security measures consignment shall be accompanied by the documentation (separate or on an airway bill, electronic or hardcopy) indicating information on security status: ➢ unique alphanumeric identifier of the regulated agent that issued a security status and additionally site specific name and address of this agent,

	Remarks
…cont. Procedures to be applied under cargo regulated agent regime – for EU airports	➢ regarding inbound cargo only from Third countries (excluding Argentine Republic, Canada, Commonwealth of Australia, Federative Republic of Brazil, Guernsey, Hong Kong – Special Administrative Region of PRC, Isle of Man, Japan, Jersey, New Zealand, People's Republic of China, Republic of Chile, Republic of Korea, Republic of Singapore, Republic of South Africa, State of Israel, Taiwan, United States of America, Faroe Islands, Greenland, French Polynesia, New Caledonia, Saint-Barthélemy, Saint-Pierre-et-Miquelon, Wallis And Futuna, Montenegro and Serbia), ➢ unique alphanumeric identifier for LOT Polish Airlines ACC3 station or ➢ RA3 designated for specific location, ➢ the air waybill number, ➢ description on the content of consignment, ➢ indication SPX for cargo secure for air transportation, ➢ indication SHR for cargo secured in line with high-risk cargo requirements, ➢ indication KC if cargo was received from a known consignor, ➢ indication AC if cargo was received from an account consignor, ➢ method(s) of screening applied, ➢ reason for exemption from screening (if applicable), ➢ name (or equivalent identifier) of person issuing a security status, ➢ date and time the security status was issued, ➢ site specific name and address and/or unique identification number of the regulated agent that accepted the security status issued to a consignment by another regulated agent. • Exemptions from screening are allowed only for specific types of cargo allowed by national regulations on condition they originate from reliable source and are accompanied by documentation confirming consignment status. • After screening cargo shall be protected from unauthorized interference and access to the cargo shall be limited to persons directly involved in handling and protecting of cargo. • Cargo accepted to be transported by air is protected against access of unauthorized persons throughout its transportation to the aircraft. • Storage of cargo in the critical part of the security restricted area of an airport in the European Union is considered to ensure sufficient level of protection • All doors of cargo warehouses located at place other than in the critical part of the security restricted area of an airport must be locked or be under constant surveillance in order to prevent access to these premises by unauthorized persons. • Rules described for cargo transportation apply also to mail transportation on board passenger aircraft. Staff with access to cargo subjected to appropriate security controls shall be subject to background check.

	Remarks
3. Cargo exempted from screening	• At locations in the EU: ➢ time-sensitive live-saving materials and bio-medical materials if they originate from a reliable source and are attached with the appropriate documentation, ➢ nuclear materials if they originate from a reliable source and are attached with the appropriate documentation, ➢ shipments of less than 6 mm thickness and 250 g weight, ➢ transfer and transit shipments with the exemption of cargo transported to the US, ➢ diplomatic mail or bags – if allowed by the national appropriate authority. • Reliable source means organizations in case of which a regulated agent confirmed its address, type of conducted activity, contact data of person responsible for a shipment, tax identification number. • At other locations exemptions from screening are described by local regulations.
4. Transfer and transit shipments to US	• Is always subject to screening at the last point of departure airport and unless otherwise requested by the air carrier **NOTE:** Screening at the last point of departure is not required for transfer and transit cargo arriving from airports located in EU, Switzerland, China, Norway, Iceland, Israel, UK, South Korea and Japan if: a) shipments are controlled according to the requirements (see point below); b) Security Declaration (on the AWB or as separate document – see point below) is attached as a must. Shipments originating from Somalia, Syria and Yemen must not be loaded onto aircraft hold at the last point of departure in flights to US. • During acceptance process ground handling personnel must obtain a written statement that a person or entity that ships the consignment has reviewed all available documentation and has determined that the cargo being offered in this consignment or consolidation did not originate in, transfer from, or transit through any point or location in Somalia, Syria or Yemen.

	Remarks
5. Specific procedures for cargo loaded at other locations than EU, US, Canada, Switzerland, China, Norway, Iceland, Israel, UK, South Korea and Japan airports	• Prior to be loaded on board an aircraft, all cargo and mail shall be subject to appropriate security controls. • Air carrier does not accept cargo or mail for carriage unless it has applied such controls itself or application of such controls was confirmed and accounted for by the regulated agent or cargo. • At the time of acceptance a photo identification card of person delivering cargo must be checked to establish his/her identity. • All cargo must be checked visually at the time of acceptance for damaged, exposed wires, leakages or any other signs that may indicate such cargo could pose a threat during air transportation. • Cargo must be screened prior to loading to the aircraft if appropriate security controls were not applied by the regulated agent. • Cargo screening takes place by use of: ➢ X-ray equipment, ➢ Hand search, ➢ Explosive Detection Dogs, ➢ Trace Detection Equipment, ➢ Explosives Vapor Detection, ➢ Metal detector, ➢ Other methods on condition they are approved by the Appropriate Authority. • Cargo screening means checking of consignments for the presence of explosive or incendiary devices or other items or devices that could jeopardize safety of the aircraft. • Cargo screening takes place by use of physical or technical measures that are most effective taking into consideration the nature of cargo and shall ensure sufficient level of probability of detecting prohibited articles in cargo and mail. • After screening cargo shall be protected from unauthorized interference and access to the cargo shall be limited to persons directly involved in handling and protecting of cargo. • Staff performing security controls shall have completed aviation security training relevant to performed functions. • After being screened cargo or mail shipment shall be attached with a Security Declaration on the AWB or as a separate document. This declaration must include: ➢ Name of the regulated agent or warehouse agent, ➢ AWB number, ➢ Security status of the shipment (SPX or SHR where SPX means cargo screened and secure for transport on the passenger aircraft, SHR –means cargo screened to the high-risk cargo requirements), ➢ Reason for assigning a security status: KC – if not screened due to reception form a known consignor; indication what screening methods were applied; indication that a shipment was exempted from screening due to one of the reasons contained in the Declaration, ➢ identification (name or equivalent identification) of the person filling in the Declaration, date and time,

<table>
<tr><th></th><th>Remarks</th></tr>
<tr><td>..cont.
Specific procedures for cargo loaded at other locations than EU, US, Canada, Switzerland, China, Norway, Iceland, Israel, UK, South Korea and Japan airports</td><td>

Reason for assigning a security status: KC – if not screened due to reception form a known consignor; indication what screening methods were applied; indication that a shipment was exempted from screening due to one of the reasons contained in the Declaration
identification (name or equivalent identification) of the person filling in the Declaration, date and time

Once copy of the Declaration is sent with the cargo documentation and the other one remains in the airport where cargo was loaded and is stored for at least 24 hours after the aircraft departs

SECURITY DECLARATION
<table>
<tr><td colspan="4">LOT Polish Airlines Security Declaration</td></tr>
<tr><td colspan="2">Agent Name</td><td colspan="2">ACC3/RA3 number</td></tr>
<tr><td colspan="4">AWB/HAWB number</td></tr>
<tr><td colspan="2">SPX ☐</td><td colspan="2">SHR ☐</td></tr>
<tr><td colspan="2">Screening method
(note that use of any other screening method is not authorized by LOT Polish Airlines):
☐ PHS/ hand search
☐ XRY/ X-ray equipment
☐ EDS/ Explosive detection systems equipment
☐ EDD/ Explosive detection dogs
☐ ETD/ Explosive trace detection equipment
☐ VCK/ Visual check (live animals or in conjunction with other method only)
☐ MDE/ Metal detection equipment
☐ EVD/ Explosive vapour detection equipment</td><td colspan="2">☐ Received from Regulated Agent/Known Consignor
☐ Exempted from screening:
☐ time-critical consignments of life-saving materials (LFSM)
☐ bio–medical samples (BIOM)
☐ nuclear materials (NUCL)
☐ very small packages<6mm & <250g (SMUS)
☐ transfer cargo/mail (TRNS)
☐ diplomatic bags (DIPL)
☐ mail (MAIL)</td></tr>
<tr><td>Date:</td><td>Time:</td><td>Name:</td><td>Signature:</td></tr>
</table>
</td></tr>
<tr><td>6. Procedures for high-risk cargo and mail</td><td>

High risk cargo and mail are consignments for which the air carrier ordered the cargo agent to ensure additional screening as described below.
For the screening of high risk cargo and mail following methods must apply:
a) explosive detection system of EU Standard 2, or
➢ x-ray in combination with a hand search, and/or
b) combination of:
➢ explosive trace detectors (with samples taken from both – inside and outside of the shipment),
➢ explosive detection dogs with hand search, x-ray screening or explosive detection system.
For cargo and mail of a weight between 250 - 500 g a dual view x-ray or conventional x-ray where a shipment is screened at two different angles.
Information on categories of cargo subject to treatment as high-risk cargo and mail is provided to the cargo agent by authorized LOT representative (Ground Regional Manager or Security Manager) and is immediately applicable.

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8.4.6. In-flight supplies check

	Remarks
1. General Rules	In-flight supplies are subjected to screening or other security controls and must be protected thereafter until being loaded onto the aircraft.
2. Procedures for in-flight supplies	• At EU airports in-flight supplies shall be screened before introduced into the security restricted area of an airport unless: ➢ the required security controls have been applied to the supplies by an air carrier that delivers these to its own aircraft and the supplies have been protected from unauthorized interference from the time that those controls were applied until delivery at the aircraft; or ➢ the required security controls have been applied to the supplies by a regulated supplier and the supplies have been protected from unauthorized interference from the time that those controls were applied until arrival at the security restricted area or, where applicable, until delivery to the air carrier or another regulated supplier; or ➢ the required security controls have been applied to the supplies by a known supplier and the supplies have been protected from unauthorized interference from the time that those controls were applied until delivery to the air carrier or regulated supplier. • at EU airports any in-flight supply received from a regulated supplier or a known supplier that shows signs of being tampered with, or where there is reason to believe that it has not been protected from unauthorized interference from the time that controls were applied, shall be screened. • at EU airports when screening in-flight supplies, the means or method employed shall take into consideration the nature of the supplies and shall be of a standard sufficient to reasonably ensure that no prohibited articles are concealed in the supplies. • at EU airports a regulated supplier of in-flight supplies shall: ➢ appoint a person responsible for security in the company; and ➢ ensure that persons with access to in-flight supplies receive security awareness training before being given access to these supplies; and ➢ prevent unauthorized access to its premises and in-flight supplies; and ➢ reasonably ensure that no prohibited articles are concealed in in-flight supplies; and ➢ apply tamper-evident seals to, or physically protect, all vehicles and/ or containers that transport in-flight supplies. This does not apply during airside transportation. • Staff performing security controls shall have completed aviation security training relevant to performed functions. • Knife control policy shall be established.

	Remarks
…cont. Procedures for in-flight supplies	• at NON-EU airports in-flight supplies shall be subjected to security controls in line with local requirements. In-flight supplies shall be as a minimum checked for the presence of prohibited items by visual inspection of catering carts, supply trolleys including side panels, doors, undercarriages, and dry ice compartments as well as by randomly pulling minimum of 50% if all trays and/or drawers from each catering cart and conducting a visual inspection for signs of tampering and items that do not belong or by screening all catering carts and supply trolleys with use of X-ray machine. Immediately after conducting the inspection or screening of catering carts, supply trolleys and rest of catering supplies, each cart must be sealed with tamper-evident seals prior to loading the cart into the transport vehicle. Seals shall be individually numbered, registered and kept in secure conditions. Only entitled staff (security trained) have had access to the supplies and seals. Prior to loading catering carts, supply trolleys, sealed items and catering supplies into the transport vehicle, vehicle's interior section must be visually inspected. After loading, access doors of the transport vehicle must be sealed, while seals must be cross-checked prior to opening the doors at the aircraft stand.

8.4.7. Handling mail and carrier's materials

	Remarks
1. General Rules	• Transportation of air carrier mail and materials onto the aircraft, following security control procedure, is carried out under air carrier's supervision. • Prior to carrying them, LOT's mail and materials if loaded into the hold, must be screened to the same standard as hold baggage or subjected to security controls applicable for cargo, courier and express parcels. • Prior to carrying them in the aircraft cabin, LOT's mail and materials must be screened to the same standard as required for cabin baggage.

8.4.8. Passengers who violate rules of carrying (GRH 3.1.5 i.; GRH 3.1.6)

	Remarks
1. Rules to follow while tackling conflicts before rollway from the gate /pushback	• Passengers who violate public order or misbehave prior to being boarded shall not be allowed to board the aircraft by the ground personnel. • A passenger must be turned away when: ➢ looks tipsy, intoxicated, drowsy from drugs (e.g. there is noticeable smell of alcohol; has shaking hands, is overstimulated, has attacks of fear or laughter, speaks incoherently, shows absent gaze and/or dullness); ➢ behaves indecently; and/or ➢ provides information on possession of prohibited articles; ➢ shows physical or verbal aggression, or causes disturbance; ➢ presents behavior that is dangerous to oneself or other passengers and crew members; ➢ or may otherwise be a threat to the safety of the flight. • Prior to making decision to off-load a passenger, ground handling personnel shall seek clarification of the symptoms observed to verify if passenger is not sick or undergoes a medical treatment when certain physical signs or behavior is considered as side effects of medicines taken. This may include politely asking the passenger if they are feeling unwell, taking any medication, or require assistance. If the passenger's behavior is caused by health issues or if ground handling personnel are unsure about the passenger's condition, airport medical staff shall be called for further guidance and evaluation.
2.Person authorized refusal passenger carriage	Pilot-in-command, Station Manager or authorized agent representative at the appropriate airport; Person taking the decision to refuse boarding of a passenger must fill in and sign REFUSAL PASSENGER CARRIAGE - ON-GROUND DISTURBANCE INCIDENT REPORT / FLIGHT DISTURBANCE INCIDENT REPORT It is allowed to use handling agent's form, provided that the report contains the required information, the same as in the LOT REFUSAL PASSENGER CARRIAGE form (GHM p. 8.4.8.1). Nevertheless, it is recommended to use the LOT form.
3. Procedure	• The situation of refusal passenger carriage requires that steps must be taken which fall under the rules of turning a passenger and his baggage from the flight. • In a situation where the rejected passenger keeps on misbehaving indecently in public or disturbs public order, such fact shall be reported to the local enforcement for further intervention.

4. Circulation of the report	• CIRCULATION OF REFUSAL PASSENGER CARRIAGE – ON-GROUND DISTURBANCE INCIDENT REPORT / FLIGHT DISTURBANCE INCIDENT REPORT • If the refusal passenger carriage decision has been taken by Ground Handling personnel, LOT Polish Airlines Station Manager or supervisor keeps the original of the Report, and within 24hrs, pass Report scan or photo via e- mail address: lot.security@lot.pl. Copy of the Report might be also passed directly to Crew of the flight. • If the refusal passenger carriage decision/State Security Service call decision has been taken by Pilot-in-Command, Captain is obliged to pass Report to Operational Center, from where it is received by designated employee of aviation security unit. Report is registered and passed to the unit responsible for legal matters, which undertakes the decision on further legal action towards a passenger. • Copy of the Report might be passed to State Security Services which intervened upon request.
5. Examples of passenger misbehavior	• tobacco smoking apart from designated areas. • alcohol abusing. • mouth assail (row, insult) a passenger or a crew member. • taking a wrong seat (vide boarding card) and refusal to give the seat. • indecent behavior or making passes to passengers or crew members. • other forms of behavior that disturb passengers and flight personnel or have impact on flight safety.

8.4.8.1. REFUSAL PASSENGER CARRIAGE - ON-GROUND DISTURBANCE INCIDENT REPORT / FLIGHT DISTURBANCE INCIDENT REPORT

POLSKIE LINIE LOTNICZE

A STAR ALLIANCE MEMBER

ODMOWA PRZEWOZU PASAŻERA – RAPORT ZE ZDARZENIA / RAPORT ZE ZDARZENIA NA POKŁADZIE SAMOLOTU W CZASIE LOTU *

REFUSAL PASSENGER CARRIAGE - ON-GROUND DISTURBANCE INCIDENT REPORT / FLIGHT DISTURBANCE INCIDENT REPORT *

Wypełnia Dowódca Statku Powietrznego/członek Personelu Pokładowego lub osoba podejmująca decyzję odmowy przewozu pasażera w 1egz.
Has to be filled in by the Captain/Cabin Crew Member or person responsible for refusal carriage in 1 copy

** niewłaściwe skreślić / delete not applicable*

Data / Date	Nr rejsu / Flight No.	Lotnisko/Trasa / Airport/Route	Nr PNR/miejsca / PNR/seat No.

Imię i nazwisko pasażera, rodzaj i numer dokumentu tożsamości oraz narodowość /

Passenger's full name and Travel Document details and nationality

_____

Nr PESEL (jeśli n/d - data i miejsce ur.), adres (jeżeli znany) / PESEL number (if n/a - birth date and place), address (if known)

_____

Imię i nazwisko Dowódcy Statku Powietrznego lub osoby podejmującej decyzję o odmowie przewozu /

Full name of Captain or person responsible for passenger boarding refusal from the flight

_____

Stanowisko służbowe i jednostka organizacyjna / Position and organizational unit _____

Krótki opis przebiegu zdarzeń (w tym podjęte środki). Jeśli jest to konieczne proszę dołączyć ciąg dalszy opisu na kolejnej stronie /

Incident brief description (including measures taken). Use additional page if required.

_____

_____

_____

_____

_____

_____

_____

Świadkowie zdarzenia: pracownicy/pasażerowie (imię i nazwisko, nr miejsca, adres, nr tel. i dok. tożsamości) – jeśli to możliwe /

Witnesses: employees/passengers (Full name, seat No., address, phone numer, Travel Document details) – if possible

_____

_____

_____

_____

Interwencja służb lotniskowych lub państwowych / Airport or State Services intervention

☐ **NIE / NO** ☐ **TAK / YES** - proszę doprecyzować nazwę służby – jeśli dotyczy / please indicate name of the service if applicable _____

Podpis Dowódcy Statku Powietrznego lub osoby podejmującej decyzję o odmowie /

Captain's signature or signature of person responsible for barring the passenger from the flight

_____

POLSKIE LINIE LOTNICZE LOT A STAR ALLIANCE MEMBER

ODMOWA PRZEWOZU PASAŻERA – RAPORT ZE ZDARZENIA / RAPORT ZE ZDARZENIA NA POKŁADZIE SAMOLOTU W CZASIE LOTU *

REFUSAL PASSENGER CARRIAGE - ON-GROUND DISTURBANCE INCIDENT REPORT / FLIGHT DISTURBANCE INCIDENT REPORT *

INSTRUKCJA UŻYTKOWANIA

1. Refusal passenger carriage – on-ground disturbance incident Report / Flight disturbance Report might be use in following situations:
   a) when passenger is not allowed to be board because of his/her behavior which may endanger the flight;
   b) when it is necessary to apply means of coercion and/or to call the Airport/State Security Services to de-board unruly passenger
2. The decision might be taken by:
   a) Pilot-in-Command;
   b) Station Manager/LOT's Airport Service Manager at the airport or designated person in cooperation with Pilot-in-Command;
   c) Authorized handling agent at the Airport where LOT's representative is not present, in cooperation with Pilot-in-Command.
3. Carriage refusal of passenger who's behavior may endanger the flight is an obligation of ground handling personnel. It is obligatory when passenger:
   a) causes the threat towards own health/life or towards health/life of people around;
   b) disturbs public order;
   c) gives cause for depravation/offence in public place;
   d) creates the suspicion of being under influence of alcohol, drugs or other substances;
   e) creates the suspicion that may endanger the flight or health/life of crew members and/or passengers (e.g. because of the aggressive behavior)
4. In the description of occurrence, it is necessary to include following elements:
   a) occurrence characteristic (verbal aggression, physical aggression, sexual harassment, moral offence, depravation in public place, public order disturb, insubordination to flight attendant commands or Pilot-in-Command order, etc.);
   b) occurrence circumstances (occurrence between passenger and crew member, between passengers, with use of weapon of dangerous item, property damage, safety threat, health/life threat);
   c) cause of occurrence (if known; e.g.: alcohol/drugs/other substances, cabin baggage, use of cell phone or other electronic devices against commands of crew, disregard of smoking ban, disregard of sign "fasten your seat belts", etc.).
5. If, despite the warnings, passenger does not subordinate to crew member commands, Pilot-in-Command makes decision to apply available means of coercion to eliminate negative behavior (threat) and to call the Airport/State Services to de-board unruly passenger (regardless of the situation occur before take-off or during a flight and regardless of the necessity of changing the flight plan (landing at the nearest possible Airport) or not).
6. **Person who makes decision of carriage refusal/Pilot-in-Command fulfill the report with capital letters.**
   a) **If the decision was made by ground handling personnel, the original of report should be kept, and within 24hrs, send a copy/scan to: lot.security@lot.pl.**
   b) **Copy of the report may be given to Service which intervent (if applicable) upon request.**
   c) **If the decision was made by Pilot-in-Command, PIC is obliged to deliver the Report do Operation Center (from where will be pick up by aviation security unit employee, then registered and passed to legal unit.**

LOT A STAR ALLIANCE MEMBER

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9.1. EMERGENCY RESPONSE PROCEDURE (GRH 3.6.1; GRH 3.6.2)

1.General rules	• If emergency situation occurring during ground operations, evacuation of an aircraft could be necessary. • It is a duty of the local handling agent to have filled an up-to –date Station Emergency Response Plan or at least Notification List appropriate for the location concerning the emergency situations. • Local ground handling agent must review accuracy of contact data contained in the Station Emergency Response Plan at least once every 12 months. • The safety of passengers and staff shall be the highest priority. • Decision and method of evacuation depends on: ➢ local circumstances, ➢ discretion of captain, ➢ discretion of designated authority.
2.Responsibilities	Each service provider involved shall ensure that personnel are made aware of their specific responsibilities in the event of emergency situation: ➢ instructions shall be given, ➢ procedures must clearly define responsibility for directing passengers and staff to safe assembly area as appropriate to the type of emergency and conditions at the time, ➢ special training in case of emergency as a must.
3.Types of emergency	• Fuel spill **Procedure:** Activate Emergency fuel shut-off Notify the Commander or designated authority, Emergency services and Airport Authority Evacuate all persons, if required Contain spill by use of initial spill response kit Secure the area For more, GHM Chapter 4, p. 4.11.4 • Aircraft fire **Procedure:** Notify the Commander or designated authority, Emergency services and Airport Authority If directed – evacuate passengers and staff Attempt to extinguisher the fire Secure the area • Dangerous Goods Incidents **Procedure:** Notify the Commander or designated authority, Emergency services and Airport Authority Evacuate all persons if required Secure the area, isolate the consignment and identify source. For more, GHM Chapter 7 p. 7.4.4 • Security incident Assess threat and follow the appropriate procedures Evacuate all persons if required Aircraft/equipment to be positioned as directed.

4.Safety precautions to be considered during emergency	• Items must not be used: ➢ electrical devices, ➢ PEDs (portable electronic devices), ➢ camera's including flushes. • All vehicle movement shall be prohibited. • Area shall be secured and complied with the services directions. 🕐 Potential ignition sources shall be controlled

9.1.1. Handling agent responsibility in case of emergency

Step	Action
1.	Alarm and mobilise all agent staff.
2.	Work under LOT Station Manager control.
3.	Support Station Manager in all duties contained in Station Emergency Response Plan LOT Polish Airlines.
4.	Secure all flight documents.
5.	Support Station manager in 'Official Passengers List Process'.
6.	If needed represent Station Manager in: • Airport Emergency Centre, • Family Care Centre, • Uninjured Passenger Centre, • Site of Accident, • Hospitals.
7.	Organise and supervise transportation for: • returning passengers, • families, • LOT staff.
8.	Organise and supervise refreshments for: • uninjured passengers, • persons awaiting passengers, • families and all LOT Staff.
9.	Organise hotel accommodation for: • passengers, • families, • staff.
10.	Organise communication between Station and Accident Site
11.	Organise lounges for: • passengers, • persons awaiting passengers, • families.

9.2. EMERGENCY CONTACT LIST

Case	Contacts
1. In case of emergency handling agent shall immediately contact:	a) LOT Polish Airlines – Operation Centre Warsaw , Poland, SITA: WAWOOLO e-mail: ops.dm@lot.pl tel. +48 22 6067774 ; +48 22 6066612 fax. +48 22 8461185 b) LOT Polish Airlines local Station Manager
2. In case regarding Emergency Response Planning, handling agent should contact:	a) Emergency Response Planning Department, e-mail: kryzys@lot.pl tel. +48 22 6066123

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10.1. COMMUNICATION CHANNELS

The following are communication channels within the LOT Polish Airlines:

Telephone	• For urgent messages and where time does not permit the use of telex, use telephone connections, also if no other communication is specified.
Telex: SITA (Société Internationale de Télécommunications Aéronautiques)	• Whenever a SITA Telex connection is available, this shall always be used as the recognised general communication channel. • The SITA-system was founded for telecommunication between airline companies and/or airline handling companies as well as tour operators, etc. The network at the disposal of SITA members is composed of circuits leased from administrators or private operating agencies. The SITA-system is the most economical and timesaving communication system. To operate the SITA-system make sure that you are familiar with all formats and procedures required and that you adhere strictly to them at all times. • The Station Managers are responsible for establishing the SITA addresses to which messages shall be sent at their individual airports and forwarding the obtained information to the LOT Polish Airlines Operation Centre at Warsaw. • All messages shall be sent to the next destination(s) and always to the appropriate headquarters Department in Warsaw. A detailed list of SITA addresses of all stations is contained in Part 10 - Communication of this manual.
Telex AFTN	• If no SITA is available, the AFTN may be used (only for communication with Operation Centre Warsaw. AFTN address-EPWALOTO).
Telefax	• When sending material per Telex would be very time consuming, material may be faxed.
Company Utility Channel VHF and HF	• This communication channel is to be used for company communication between aircraft and ground station.
Internet and e-mail	• This communication channel is to be used for company communication between departments and stations abroad.

10.1.1. Priority of Communication Channels

	General rules:
1.	All communication, regardless of the channel, shall be limited to business use in a professional fashion and be as brief as possible.
2.	Generally, the following is the order of use when safety or operational necessity does not override the cost considerations from least to most expensive.

10.1.2. Contact list in LOT Polish Airlines

	Phone	Mobile phone	Fax	SITA	AFTN	e-mail
Operations Control Center 24/7						
Shift manager	(+48) 22 606 66 12	(+48) 536 363 123	(+48) 22 846 11 85	WAWOOLO		ops.dm@lot.pl
Coordinator	(+48) 22 606 66 95			WAWOOLO		ops.control@lot.pl
	(+48) 22 606 77 74					
Flight planning 24/7						
Flight planning	(+48) 22 606 66 88		(+48) 22 606 66 58	WAWOALO		dispatch@lot.pl
Flow control position / ATC slots	(+48) 22 606 66 85	(+48) 532 752 534	(+48) 22 846 11 85	WAWOOLO		ops.flow@lot.pl
Maintenance Control Center 24/7						
Shift engineer	(+48) 22 606 66 18	(+48) 536 363 102	(+48) 22 606 73 11	WAWTCLO		mcc@lot.pl
Crew Control 24/7						
Crew Coordination	(+48) 22 606 67 77		(+48) 22 606 67 16	WAWTCLO		cc@lot.pl
PAX Control 24/7						
Shift Coordination	(+48) 22 606 77 12 (+48) 22 606 77 49 (+48) 22 606 77 49		(+48) 22 846 11 85	WAWXZLO		ops.pax@lot.pl
Short term schedule optimization 12/7						
Short term schedule optimization	(+48) 22 606 77 47			WAWOSLO		ops.schedule@lot.pl
Ground Operations Control Center 24/7						
Shift manager	(+48) 22 606 63 02	(+48) 536 368 186				onn@lot.pl
Coordinator	(+48) 22 606 63 01					
Travel Document & Visa Unit	(+48) 22 606 63 03 (+48) 22 606 63 04					onnv@lot.pl
DCS Help Desk	(+48) 22 606 64 55 (+48) 22 606 64 54					helpdcs@lot.pl

10.2. MESSAGES

10.2.1. Movement Message (MVT)

	General rules	
1.	The rules concerning the format and contents of movement messages in force in LOT Polish Airlines comply with the standards specified in the IATA Airport Handling Manual (current edition):	
	Type	Source
	• MVT messages	AHM780
	• DIV messages	AHM781
	• RQM messages	AHM783
2.	Departure and arrival messages are to be dispatched immediately after departure or arrival of an aircraft.	
3.	Delay messages are to be dispatched as the soon as delay is known.	
4.	The continuity of movement-related information shall be maintained, based on the type of message and information specified in the previous movement message. This means that corrected or updated information (ATD, ATA, etc.) shall be provided at the latest at the time specified as the next information time (NI) or estimated time of arrival or departure (ETD, ETA), adjusted by the taxing time.	
5.	Should it be necessary to send a MVT FR message, one has to send a DIV message to the departure airport, followed then by a MVT AA message (arrival) to the same airport.	

10.2.1.1. Movement message elements.

	Remarks
1.	The Estimated Time of Arrival (ETA) shall be calculated on the basis of the flight time as per the computer flight plan sent by the LOT Polish Airlines Operation Centre or as per information obtained from the cockpit crew.
2.	Correct flight ID – flight number/day. For flights for which the scheduled time of arrival falls on the subsequent day, the flight date is the commencement date.
3.	Aircraft identification must not be separated by any spaces or hyphens.
4.	A MVT message for a flight which is delayed for over 2 minutes must specify the delay code and delay time.
5.	The off-block time is defined as the time the aircraft commences to move with its own or external power.
6.	The off-block time must not be understood as a door close. If, due to any causes, the aircraft doesn't move from its parking position after the handling service has been finished, this has to be stated in MVT message as a relevant delay code. Door close time can be stated in SI section.

	Remarks
7.	If the aircraft doesn't move from its parking position after the handling service has been finished and if the delay code has not been caused by the agent or the agent has not to been informed about the reason of the delay (e.g. confirmation or change flight plan by the crew; lack of contact with the crew after the service has been finished etc.) Delay Code 99 shall be used and clarification shall be stated in SI section.
8.	In case it is necessary to move the aircraft to another parking position (e.g. due to ATC restrictions), the time stated in MVT message shall be the off-block time from the first position. In such case the information about abnormal time of taxi must be stated in SI section.
9.	Every instance of moving the aircraft with external power from its parking position shall be stated in SI section (e.g. PUSH-BACK)
10.	Every significant discrepancies between off-block time given in MVT message by the handling agent and those given in ACARS message by the crew will clarify and re-confirm by the LOT Operation Centre Department in WAW.
11.	DIV messages must list the appropriate code for the reason why the flight has been diverted, according to IATA AHM011 and delay code classification table in force in LOT Polish Airlines.
12.	All times provided in operations-related and movement messages shall be given using Coordinated Universal Time (UTC).
13.	Delay code classification
14.	Reasons for delays shall be classified using the classification of delay codes in compliance with IATA guidelines and a current list of delay classification codes for carriage operations, in force in LOT Polish Airlines.
15.	• MVT messages must provide detailed information about the reasons for which the delay has occurred (maximum four reasons) and their duration. • One shall avoid a situation when different delay reasons are grouped under one classification code (except for Code 99 – other reasons for the delay described in the SI section of the MVT message).
16.	It is prohibited to use Code 99 (other reasons for the delay described in the SI section of the MVT message) if the description of the event leads to a conclusion that the reason for delay may be classified using another classification code (in accordance with the current Delay Classification Codes table in force in LOT Polish Airlines).
17.	It is prohibited to use Code 99 (other reasons for the delay described in the SI section of the MVT message) if the description of the event leads to a conclusion that the reason for delay may be classified using another classification code (in accordance with the current Delay Classification Codes table in force in LOT Polish Airlines).
18.	If Code 93 is used (delayed arrival of the aircraft from the previous leg / flight), the amount of delay time shall be calculated on the basis of the Minimum Ground Stop Time (MGST) applicable to a given operation.

	Remarks
19.	• If a movement message has been rejected (bounced back) in the Operations Supervision Computer System one has to find out why the message was rejected by the system, correct the message and send it again. • The procedure shall be repeated until the message is accepted by the system (until no message bounces back).
20.	If while rejecting the original MVT message the system recognises the flight identification (carrier's code, four-digit flight number and flight date), correctly the ”COR” identification code shall precede the correction message.
21.	If it is not possible to send the movement message via the SITA network, the message shall be communicated by phone at: +48 22 606-77-74.

10.2.1.2. Distribution of Movement Messages

	Remarks
1.Units responsible for movement messages	• At Warsaw-Chopin Airport: ⇒ The Flight Information Control and Analysis Centre, • At other airports: ⇒ the handling agent directly supervised by the LOT Polish Airlines Station Manager or, ⇒ if there’s no Polish Airlines office at the airport - a designated representative of the agent providing SUPERVISING services or, ⇒ if there’s neither a Polish Airlines office nor a handling agent providing SUPERVISING services at the airport in question a person designated by the handling service provider.
2.The recipients of movement messages	• At Warsaw-Chopin Airport: ⇒ Operations Supervision Computer System in the Network, ⇒ Operations Supervision Department of LOT Polish Airlines, ⇒ All units/services whose addresses are listed in the complete list of movement message recipients for Warsaw – Okęcie Airport. • At other airports ⇒ All units/services whose addresses are listed in the complete list of movement message recipients for domestic airports.

10.2.2. Load message (LDM)

	Remarks
1. Source	• The load message is based on IATA AHM 583 (current edition).
2.Dispatch	• A LDM message is to be dispatched for every flight operated by LO aircraft and/or LO flight number. • LDM for code-share flights is to be dispatched as bilaterally agreed. • LDM is to be dispatched not later than 5 minutes after departure of the flight. • Be sure to include any last minute changes in the final passenger and load figure before dispatching the LDM. • For ULD aircraft, a CPM must be sent in addition to the LDM.
3.Distribution	• Standard distribution: ⇒ LDM is to be sent to: a) the station of next intended landing, b) companies and function designators as specified in IDS and/or other airline internal publication. • Additional distribution: ⇒ In case of diversion: a) the station of original destination must immediately forward the LDM (and other handling messages) to the diversion airport.
4.Message description	• LDM is built up as follows: ⇒ addresses and communication references, ⇒ standard message identifier and flight record, ⇒ load information and remarks per destination, • supplementary information, • unless otherwise required, all dates and times to be expressed in UTC.

10.2.2.1. Load message elements

Standard LDM consist of following elements:

Elements	Remarks
1. Address and communication references	• Priority indicator. • Teletype address(es) for load message. • Originator, recharge, date/time group and operator's initials.
2.Standard message identifier and flight record	• Standard message identifier: LDM (must be on separate line). • Flight number and date (must be identical with the one shown on the load sheet and in the LDM). • Aircraft registration. • Aircraft version number. • Number of crew including working crew members occupying passenger seat.
3.Load information and remarks per destination	• Destination. Airport of disembarkation of passengers and/or unloading of deadload (the 3 letter IATA airport of city codes must be used). • Number of passenger per weight category (the figures for adults, children and infants must be separated each by an oblique). • NIL must be shown if there is no traffic load for a destination. • Total weight of deadload. • Total load per compartment and/or ULD position (this element is to be repeated for each compartment/ULD position containing load). • Total number of seats occupied by passengers per class. • Total number of seats occupied by PADs per class. **Note:** Any required load sheet remark (special load) must be shown for each destination following the PAX FCY distribution.
4.Supplementary information	• Any other information pertaining to the whole flight may be shown at the end of LDM (SI indicator).
	For more details see AHM 583

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10.3. SITA MESSAGE DISTRIBUTION

(MVT, DIV, LDM, PSM, PTM, TPM, BTM, SOM, FTL, CPM, SCM, RQM)

Message Category	**Addresses**
1.MVT Movement	• Always to be sent only to: **See: SITA Message Distribution table** **NOTE:** All MVT message sending to the Operation Control Computer System will be forwarded automatically to the other addresses stored in the system.
2.DIV Diversion message	• Always to be sent only to: **See: SITA Message Distribution table** **NOTE:** a) As for MVT, **DIV** message shall be sent to the Operation Control Computer System and will be forwarded automatically to the other addresses stored in the system. b) **DIV** to be despatched by the airport first receiving notification of the diversion immediately after the information becomes available.
3.LDM Load message	**See: SITA Message Distribution table** **NOTE:** • For short range flights the LDM must be transmitted immediately after loading is finished and the aircraft is ready to depart. Latest the LDM shall be transmitted at airborne time. • SI element must include information concerning amount and localisation in compartment of Priority Baggage, wheelchairs, baby strollers/car-type seats and transfer baggage. • In case of no Priority Baggage at all on a flight the mark “nil” must be given as in example: SI Priority NIL
4.PSM Passenger Service Message	• Always to be sent to the passenger service department at the port of destination • Regarding Warsaw shall be send to the following addresses: **See: SITA Message Distribution table** **NOTE:** For all passengers carried on a flight, which require assistance or special handling, the PSM shall be dispatched as soon as possible after completion of the check-in of passengers.

Message Category	Addresses
5.PTM Passenger Transfer Message	• always to be sent to destinations departments and to: **See: SITA Message Distribution table** **NOTE:** For all flights with one or more passengers with an interline connection or an onward LOT Polish Airlines connection, the PTM shall be dispatched immediately after completion of check-in of passengers and their baggage.
6.TPM Teletype Passenger Manifest	• always to be sent to destinations departments and to: **See: SITA Message Distribution table**
7.BTM Baggage transfer manifest	• always to be sent to destinations departments and to: **See: SITA Message Distribution table**
8.SOM Seat Occupied Message	• To be sent if check-in system at first transit destination is different. • SOM to be sent to the passenger service department and LOT Polish Airlines representative of the next station (applicable for schedule and non-schedule flights). **NOTE**: For all LOT multi-sector flights the SOM shall be dispatched immediately after flight departure. The SOM must include all occupied seats: ⇒ seats occupied by passengers from the previous station (according to the previous SOM) and, ⇒ seats occupied by joining passengers.
9.FTL Frequent travel list	• always to be sent to: ⇒ **FRARJLO.** **NOTE** : The **FTL** shall be dispatched in case the check-in system is unable to automatically transmit information regarding Frequent Flyer passenger. FTL must contain. Name of passenger, FF card number, flight number, date of travel, class of travel, destination.
10.CPM Container/Pallet Distribution	• always to be sent to the next destinations load control departments and to: **See: SITA Message Distribution table** **See: SITA Message Distribution table** **NOTE:** The CPM shall be dispatched for each containerised aircraft movement. Deviated from the recommended IATA standard, the CPM must also include the ULD identification numbers.

Message Category	Addresses
11.SCM Stock control message	• Every station holding an ULD stock must transmit the actual ULD stock at the station weekly (preferably Sundays/Mondays) to: **CHAFPLO CHACSLO** **e-mail:** uldcare@lot.pl regarding baggage containers, half-pallets and pallets. • Stock reporting is mandatory for all B787 schedule and charter stations. *Example:* SCM HKG.23DEC/1230 .AKE.40289BA/40846BA/41873BA/72772AA.T4 .RKN.03281BA/04883BA/08022BA/07984BA.T4 .AAP.03349SR.T1 .UAK.07826BA/08287BA/10748BA/60709TE.T4 .PAG.77821BA/70811BA/02422SK.T3 SI NETS BA TWO/SK ONE
12.RQM Request Message	• For all missing messages the **RQM** shall be sent to the department from which the report is expected.
13.STAR Alliance Transit passenger message	• The Station Manager or handling agent at the port of departure is responsible for informing the individual STAR Alliance carriers about the passenger. • The following information is needed: ⇒ connecting flight numbers, ⇒ number of passengers, ⇒ their class destination, ⇒ the number of through-checked baggage.
14.PFS Passenger Final Seles message	• always to be sent to: ⇒ FRARMLO
15.K9 Message	• A common SITA address at all stations where information regarding messages for customer or intra-airline information may be sent for action by a Customer Service staff member. This may include information regarding customers with new connections due to delays. For example : WAWK9LO, FRAK9LH, JFKK9UA

SITA Message Distribution

	all flights	add for flights to WAW	add for flights to BUD	for charter flights	Remarks
BTM		WAWKTXH	BUDOPXH		ltc@lot.pl
		WAWVRXH			
		WAWXTLO			
CPM	WAWKKXH	WAWVRXH	BUDOPXH		
	WAWOMLO				
	CHAFPLO				
DIV	WAWOMLO				
	WAWOWLO				
FTL	FRARJLO				
LDM	WAWOMLO	WAWFHLO	BUDOPXH	WAWHCLO	
		WAWPBXH	BUDOP7X		
		WAWVRXH			
MVT	WAWOMLO				
	WAWOOLO				
PSM	WAWAPLO	WAWVRXH	BUDOP7X		
	WAWKKXH	WAWKTXH	BUDOPXH		
	WAWXZLO	WAWPMXH	BUDOZXH		
PTM	WAWKTXH	WAWVRXH	BUDOP7X		
	WAWAPLO				
	WAWXZLO				
	WAWOMLO				
SCM	CHAFPLO				uldcare@lot.pl
	CHACSLO				
TPM	WAWAPLO	WAWKTXH	BUDOP7X		
		WAWVRXH			

10.4. DELAY CODES

	Remark
1.Definition	• A delay is when off block time (AD) is later than scheduled departure time (STD). • Delay up to 2 minutes should not be indicated in AD MVT message.
2.Purpose	• Delay codes are used to express the reason for delay, diversion or other irregularities in aircraft MVT / DIV and other messages. • Delay codes are used for exchange of information, statistical comparison and management analysis. • Delay codes must be applied impartially to identify corrective action. • In case of doubt of interpretation, the SI line of the MVT message shall be used to explain.
3.Source	• Delay codes are based on the IATA delay code system. LOT Polish Airlines have establish accurate delay subcodes to identify reasons and corrective actions.

10.4.1 Subcodes main rules

	Rules
1.	Maximum four delay codes may be used. The codes shall be given in order from the longest delay to the shortest one. Reason of delay should be specified by applicable subcode.
2.	Several subcodes may be applied.
3.	In extraordinary circumstances, when there is a need to indicate more than 4 delay codes (serious delays) it is allowed to use DL 99 as fourth code followed by description of remaining codes in SI line of MVT message.
4.	If the cause of delay cannot be described by any subcode, the subcode should be omitted and description of delay should be given in SI line of MVT message.

10.4.2 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**
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)	**N**
12		**LATE CHECK-IN. CONGESTION IN CHECK-IN AREA**	**C**
12	A	LATE CHECK-IN (BY CARRIER'S 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 BY HANDLING AGENTS (WEB CHECK-IN, MOBILE CHECK-IN, SELF CHECK-IN)	**K**
14		**OVERSALES. BOOKING ERRORS**	**Z**
14	A	RESERVATION ERROR	**Z**
14	B	OVERBOOKING	**Z**
14	C	OPERATIONAL OVERBOOKING	**X**
14	D	SPECIAL SERVICE (SSR) NON CONFORM TO BOOKING INFROMATION	**Z**
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	DOCUMENTS SEARCH / CHECK / ISSUES AFER CHECK-IN (TICKET, VISA, PASSPORT, QR CODE, TEST)	**K**
15	E	HANDBAG / OVERSIZE HANDBAG	**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	F	LATE PAX COMMING TO GATE	**K**
16	F	*LATE PAX COMING TO GATE*	**K**
16	G	DOCTOR CONSULTANCY (FOR PAX)	**K**
16	H	SEAT ASSIGNEMENT CHANGE	**K**
16	J	PASSENGER UNDER INFLUENCE OF ALCOHOL OR DRUGS	**F**
16	K	LONG DEBOARDING OF PREVIOUS FLIGHT	**K**
16	L	HANDBAG WITHIN LIMITS / LACK OF SPACE ON BOARD	**K**
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**
17	C	EXTRA CREW REQUEST (IE. ADDITIOAL WATER)	**K**
18		**BAGGAGE PROCESSING. SORTING, ETC.**	**F**
18	A	WRONG BAGGAGE LOADED - DIFFERENT THAN IN FLT DOCUMENTS	**F**
18	B	UNTYPICAL 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	CARGO 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	CARGO HANDLING AGENT	**F**
25		**OVERSALES. BOOKING ERROR**	**T**
26		**LATE PREPARATION IN WAREHOUSE**	**T**
26	A	AIRLINE	**T**
26	B	CARGO 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	**F**
31	C	LATE LOAD CONFIRMATION - RAMP CLEARING	**F**
31	D	PASSENGER RESEATING DUE TO W&B REASON	**F**
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		**SERVICING 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 / BREAKDOWN 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	LATE TAXI DUE TO AIR STARTER UNIT USING - APU INOP	**A**
39	D	LACK OF TECHNICAL STAFF	**A**
41		**AIRCRAFT DEFECTS**	**A**
41	A	AIRCRAFT TECHNICAL DEFECT	**A**
41	B	AIRCRAFT TECHNICAL DEFECT - IFE	**A**
41	C	AIRCRAFT GND.RESET PERFORMED BY CREW	**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**
42	E	AIRCRAFT - LATE RELEASE FOR HANDLONG	**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**
44	C	AIRCRAFT EQUIPMENT- DELIVERY	**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	PERFORMACE 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 INSTALLATION / ADJUSTMENT (STRETCHER, 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 (IT DOES NOT REFER TO TAXIING)*	**N**
52	B	*EXTREME 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 EUIPMENT	**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 AND WEIGHT & BALANCE SYSTEM**	**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**
61	H	LATE FLIGHT PLAN CHANGE CAUSED BY MEL RESTRICTION	**A**
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	B	LATE CREW TRANSPORT TO THE AIRPORT	**G**
63	C	SECURITY PROCEDURES (COCKPIT CREW)	**N**
63	D	LATE CREW TRANSPORT AT THE AIRPORT	**G**

64		**FLIGHT DECK CREW SHORTAGE. SICKNESS, AWAITING STANDBY, VALID VISA, ETC.**	**G**
64	A	SICKNESS / INJURY	**G**
64	B	AWAITING FOR STAND-BY CREW	**X**
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 ADVICED 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	**X**
67	C	WORKING HOURS LIMITATIONS	**G**
67	D	TRAVEL DOCUMENTS	**G**
67	E	CREW SCHEDULING ERROR	**X**
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**
68	D	TRAINING PROCEDURES	**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	C	SLOT MISSED DUE TO AIRPORT LIMITATION	**C**
81	D	SLOT MISSED DUE EMERGENCY PROCEDURE RESTRICTION	**N**
81	E	SLOT MISSED DUE TO WEATHER	**E**
81	F	SLOT MISSED DUE TO HANDLING	**F**
81	G	SLOT MISSED DUE TO CREW	**G**
81	H	SLOT MISSED DUE TO A/C DAMAGE	**H**
81	J	SLOT MISSED DUE TO COMPUTER SYSTEM FAILURE	**J**
81	K	SLOT MISSED DUE TO SLOW PAX SERVICE	**K**
81	N	SLOT MISSED DUE TO THE CONSEQUENCE OF DELAY DUE TO SECURITY CHECK	**N**
81	R	SLOT MISSED DUE TO FUELLING	**R**
81	T	SLOT MISSED DUE TO MAIL AND CARGO	**T**
81	U	SLOT MISSED DUE TO CATERING	**U**
81	W	SLOT MISSED DUE TO STRIKE OR OUTSIDE AIRPORT RESTRICTION	**W**
81	X	SLOT MISSED DUE TO FLIGHT DISPATCH DECISION CONSEQUENCE	**X**
81	Z	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/EXTENDED SECURITY CHECK	**C**
85	B	BAGGAGE RECONCILIATION	**N**
85	C	BOMB WARNING	**N**
85	D	AIRCRAFT SECURITY SEARCH PERFORMED BY CREW	**G**
85	E	PAX WITHDRAWAL 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 SECURITY CONTROL	**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 BOARDER POLICE / CUSTOMS	**N**
86	D	ADDITIONAL HEALTH PROCEDURES	**W**

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**	**X**
91	A	TECH DEFECTS/LACK OF A/C CAUSED BY TECHNICAL REASON	**A**
91	B	ATC RESTRICTION	**B**
91	C	AIRPORT LIMITATION	**C**
91	D	EMERGENCY PROCEDURE RESTRICTION	**D**
91	E	WEATHER	**E**
91	F	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	LATE ARRIVAL DUE TO LONG TAXI / ENROUTE ATC RESTRICTIONS	**M**
91	N	SECURITY CHECK AND AIRPORT PROCESS	**N**
91	R	FUELLING	**R**
91	T	MAIL AND CARGO	**T**
91	U	CATERING	**U**
91	W	STRIKE OR OUTSIDE AIRPORT RESTRICTION	**W**
91	X	OPERATIONAL CONTROL DECISION CONSEQUENCE	**X**
91	Z	COMMERCIAL REASONS	**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 DOCUMENTATON 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 RESTRICTION	**B**
93	C	AIRPORT LIMITATION	**C**
93	D	EMERGENCY PROCEDURE RESTRICTION	**D**
93	E	WEATHER	**E**
93	F	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	PAX HANDLING //DELAY CONSEQUENT TO THE ACTIONS OF A PASSENGER	**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 / ENROUTE ATC RESTRICTIONS	**M**
93	N	SECURITY CHECK AND AIRPORT PROCESS	**N**
93	R	FUELLING	**R**
93	T	MAIL AND CARGO	**T**
93	U	CATERING	**U**
93	W	STRIKE OR OUTSIDE AIRPORT RESTRICTION	**W**
93	X	OPERATIONAL CONTROL DECISION	**X**
93	Z	COMMERCIAL REASONS	**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 RESTRICTION	**B**
94	C	AIRPORT LIMITATION	**C**
94	D	EMERGENCY PROCEDURE RESTRICTION	**D**
94	E	WEATHER	**E**
94	F	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 / ENROUTE ATC RESTRICTIONS	**M**
94	N	SECURITY CHECK AND AIRPORT PROCESS	**N**
94	R	FUELLING	**R**
94	S	POSITIONING OR DEADHEAD CREW	**G**
94	T	MAIL AND CARGO	**T**
94	U	CATERING	**U**
94	W	STRIKE OR OUTSIDE AIRPORT RESTRICTION	**W**
94	X	OPERATIONAL CONTROL DECISION	**X**
94	Z	COMMERCIAL REASONS	**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 RESTRICTION	**B**
95	C	AIRPORT LIMITATION	**C**
95	D	EMERGENCY PROCEDURE RESTRICTION	**D**
95	E	WEATHER	**E**
95	F	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	LATE ARRIVAL DUE TO LONG TAXI / ENROUTE ATC RESTRICTIONS	**M**
95	N	SECURITY CHECK AND AIRPORT PROCESS	**N**
95	R	FUELLING	**R**
95	S	POSITIONING OR DEADHEAD CREW	**G**
95	T	MAIL AND CARGO	**T**
95	U	CATERING	**U**
95	W	STRIKE OR OUTSIDE AIRPORT RESTRICTION	**W**
95	X	OPERATIONAL CONTROL DECISION	**X**
95	Z	COMMERCIAL REASONS	**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 RESTRICTIONS	**B**
96	C	AIRPORT LIMITATION	**C**
96	D	EMERGENCY PROCEDURE RESTRICTION	**D**
96	E	WEATHER	**E**
96	F	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	SECURITY CHECK AND AIRPORT PROCESS	**N**
96	R	FUELLING	**R**
96	T	MAIL AND CARGO	**T**
96	U	CATERING	**U**
96	X	OPERATIONAL REASONS	**X**
96	Z	COMMERCIAL REASONS	**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**

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Appendix 1
DANGEROUS GOODS OCCURRENCE REPORT (DGOR)

POLISH AIRLINES LOT
A STAR ALLIANCE MEMBER

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. *Flight date:*	5. *Flight no.:*	6. *Departure date*:	
7. *Destination airport:*	8. *Aircraft type:*	9. *Aircraft destination:*	
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. *Class/division (when known):*	16. *Subsidiary risk(s):*	17. *Packing* group:	18. *Category (class 7 only):*
19. *Type of packing:*	20. *Packaging specification marking:*		
21. *No. of packages:*	22. *Quantity (or transport index, if applicable):*		
23. *Reference no. of Air Waybill:*			
24. *Reference no. of courier pouch, baggage tag, or passenger ticket:*			
25. *Name and address of shipper, agent, passenger etc.:*			
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. *Reports ref.:*		
31. Address:	32. Date Signature:		

Description of the occurrence (continuation of 12):

Notes:

Appendix 2
AIRCRAFT DAMAGE REPORT

POLSKIE LINIE LOTNICZE LOT	**RAPORT O USZKODZENIU SAMOLOTU** **AIRCRAFT DAMAGE REPORT**	**FHWOS 6**
Zmiana nr 13 *Modifiaction no. 13* **Data wydania: Czerwiec 2024** *Date of issue: June 2024*		**Strona: 1/10** Page: 1/10

1. Data zdarzenia: *Date of incident*	**2. Czas zdarzenia (czas lokalny)** *Time od incident (local mean time)*	**3. Miejsce zdarzenia** *Place of incident*
4. Numer rejsu *Flight no.*	**5. Z / Do** *From / To*	**6. Typ samolotu** *Type of aircraft*
7. Znaki rejestracyjne *Registration mark*	**8. Użytkownik** *Operator*	
9. Rodzaj / Stan nawierzchni (beton, asfalt, czysta, sucha, morka, zalodzona, zaolejona, inne) Kind of surface / Condition of surface – (concrete, asphalt, clean, dry, wet, freezing, greased, other)		
10. Stan pogody *Weather conditions*	**11. Środowisko** (oślepiające światło-słońce, złe oświetlenie, cień, półmrok, słaba widoczność linii, inne) *Environment – (glaring sunlight, poor light, shade, dusk, night, low visibility of lines, other)*	

12. Opis uszkodzenia
Description of damage

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.....
.....

13. Opis zdarzenia i prawdopodobna przyczyna
Description of the incident and probable cause
Należy załączyć, w miarę możliwości zdjęcia (str. 4) oraz obowiązkowo szkice sytuacyjne str. (5-10)
If possible enclose photos (page 4) and obligatory situational sketch (page 5-10)

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14. Nazwiska i stanowiska służbowe osób, w których dyspozycji znajdował się samolot w czasie zdarzenia
Names and positions of the persons responsible for the aircraft at the time of incident

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.....
.....

15. Udział pojazdów i osób

Participating vehicles and persons:

.....

.....

.....

Rodzaj pojazdu: *Type of vehicle:*	**Marka:** *Mark:*	**Nr rejestracyjne:** *Registration No.:*	**Dzierżawiący, właściciel:** *Leasholder, owner:*
Kierowca (osoba obsługująca): *Driver (person in chargé of service):* **Imię i nazwisko:** *Name and surname:*			
Zawód i pracodawca: *Occupation, employer:* ..... **Miejsce pracy, tel:** *Place of work, phone no:* ..... **Uprawnienia do używania pojazdu (urządzenia):** *Permits to operate the vehicle (equipment):* ..... **Wydane przez:** **dnia:** *Issued by:* ..... *date:*			

Wyjaśnienie osoby (osób), która spowodowała zdarzenie lub miała z nim związek, podpis:

Statement of the person (s) who caused or where involved in the incident, signature:

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16. Podjęte działanie (np. opis napraw, wymiana części) decyzje o wewnętrznym sposobie załatwienia, wnioski.
Action taken (description of repairs, part replacement) decisions regarding the method of settiling the matter internally, conclusions.

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17. Uwagi / konsekwencje np. opóźnienia, przebukowania, przeładowania
Remarks / consequences e.g. delays, rebooking, reloading.

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18. Raport sporządziła osoba */ Report drawn up by:*
Nazwisko, stanowisko:
Surname, position: .....
Raport sporządzono dnia:
Report drawn up on (date): .....

19. Akceptacja danych zawartych w raporcie przez przedstawiciela organizacji, której pracownik uczestniczył w zdarzeniu lub przedstawiciela miejscowych władz lotniska.
Acceptation of facts stated in the report by a representative of local airport authorities or a representative of the handling agent / the supervisor of the employee who took part in the incident:

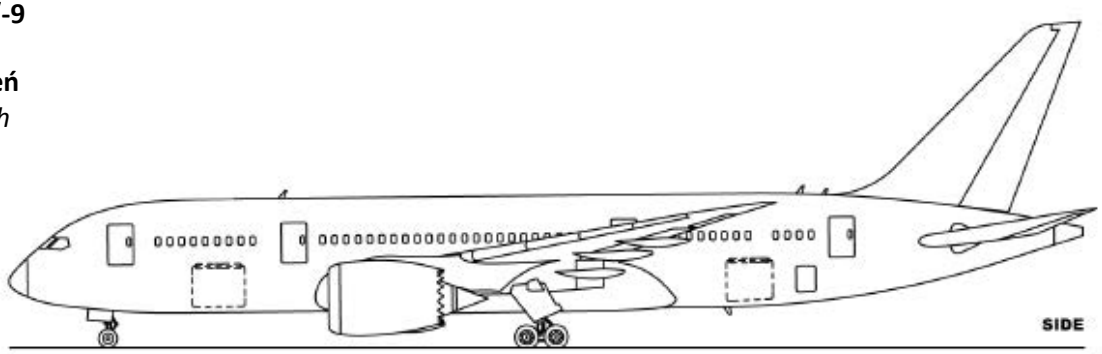
Nazwisko, stanowisko:
Surname, position: .....
Podpis, data, stempel:
Signature, date, stamp: .....
Raport otrzymują:
Report is sent to: .....

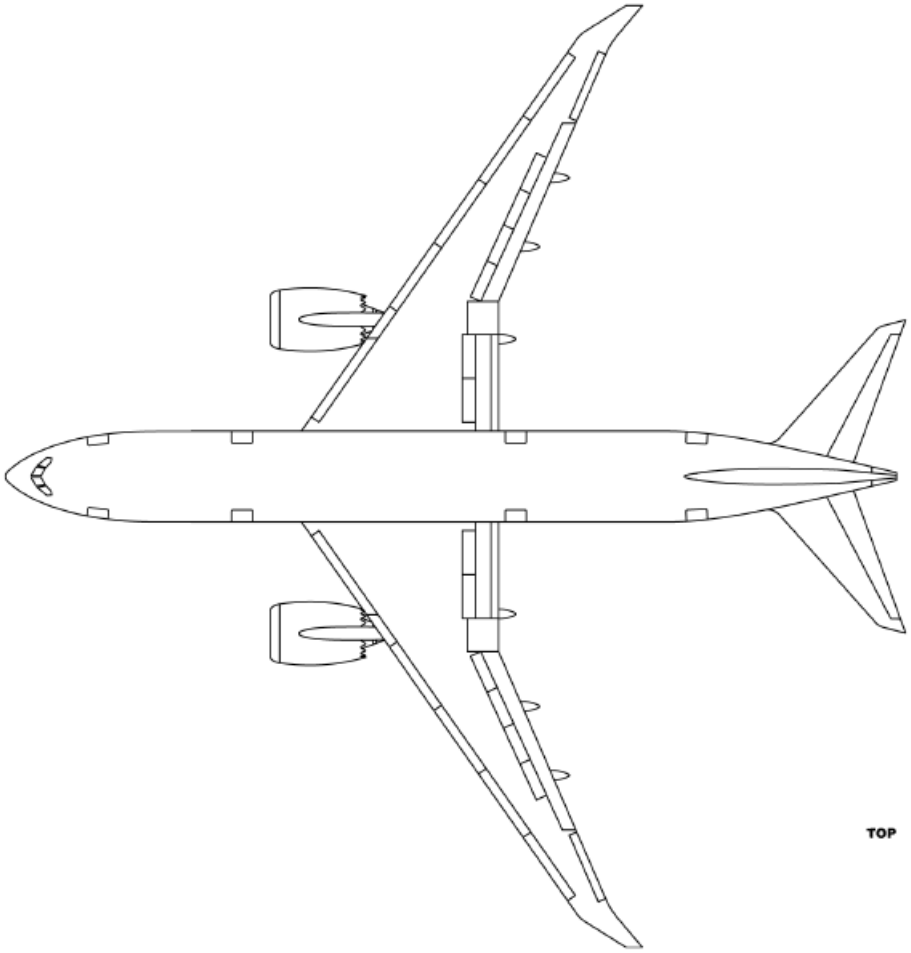
20. Zdjęcia lub inne załączniki

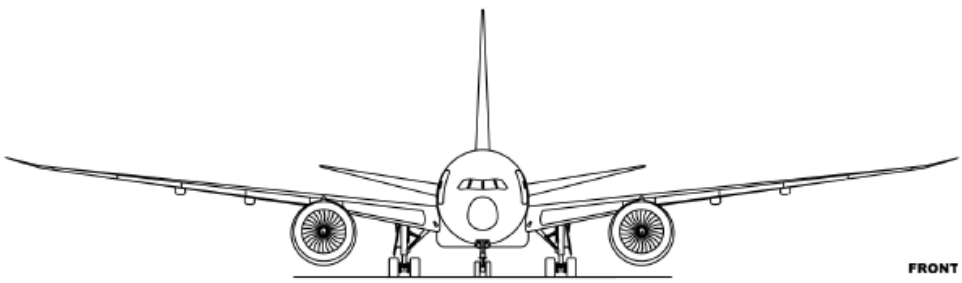
Photos or others appendices

Boeing 787-8/-9

Szkic uszkodzeń
Damage sketch

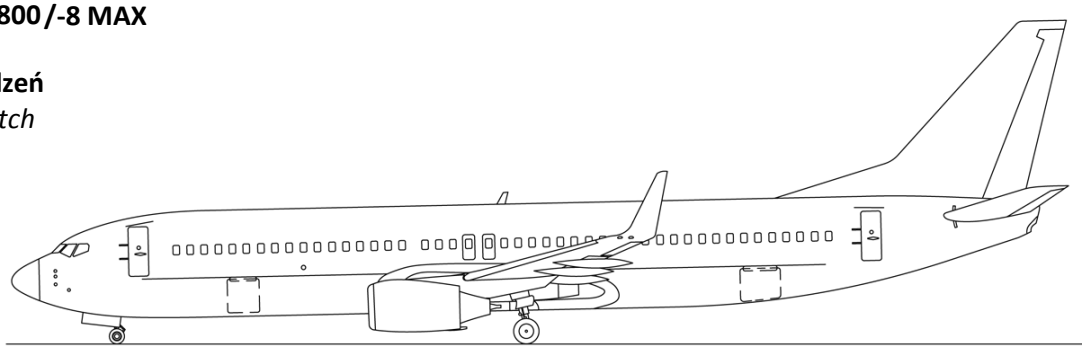


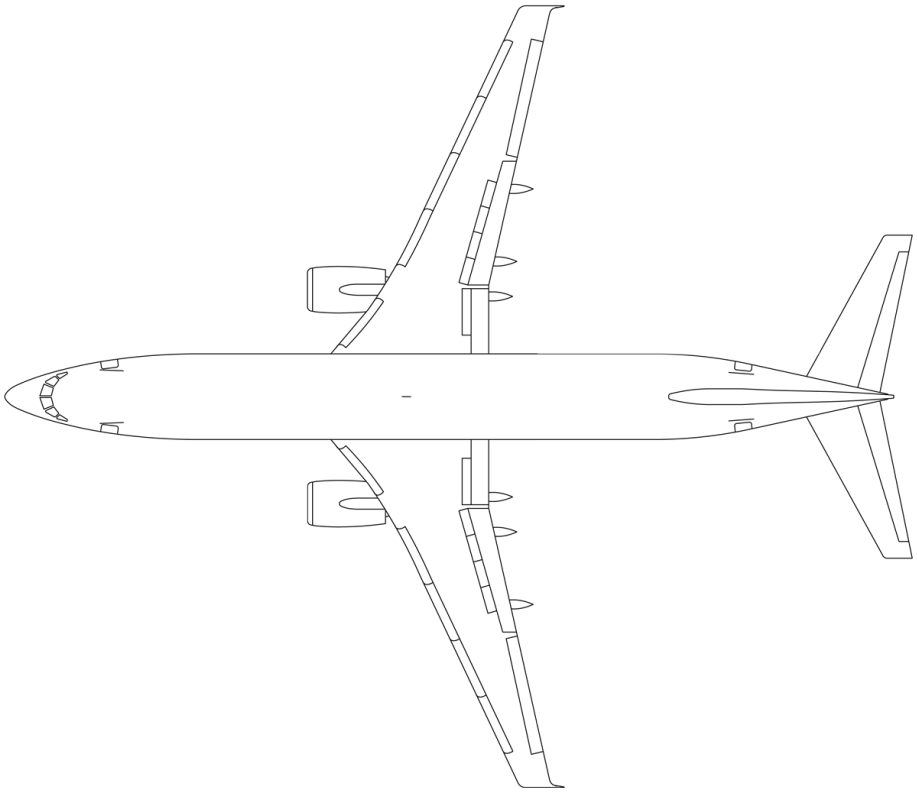


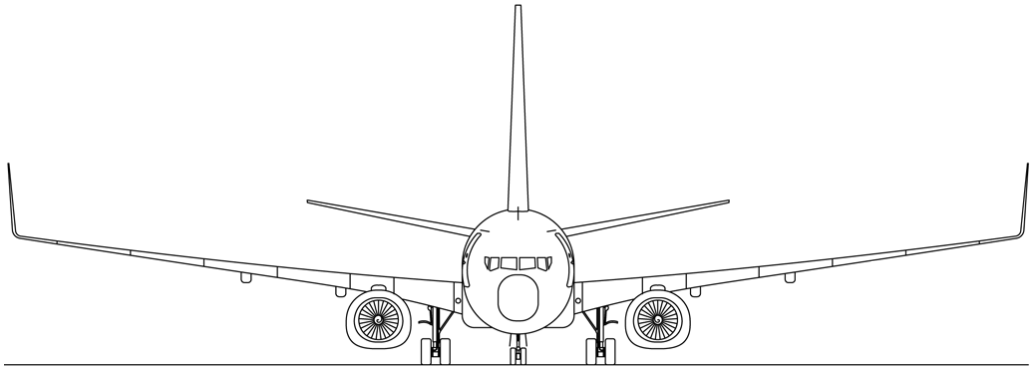


Boeing 737-800/-8 MAX

Szkic uszkodzeń
Damage sketch

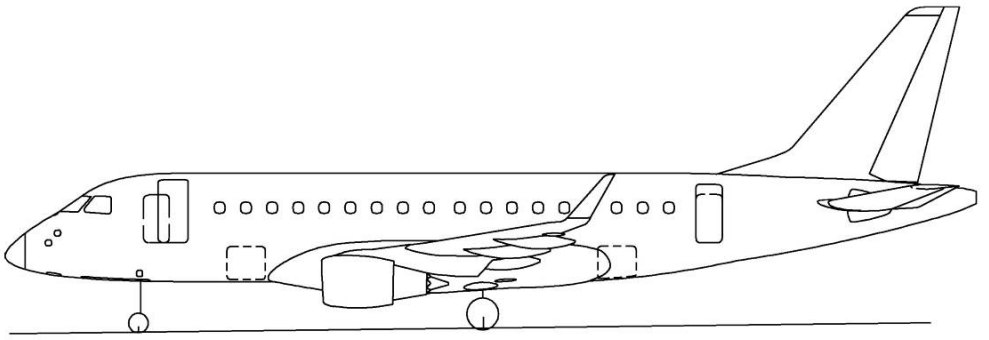


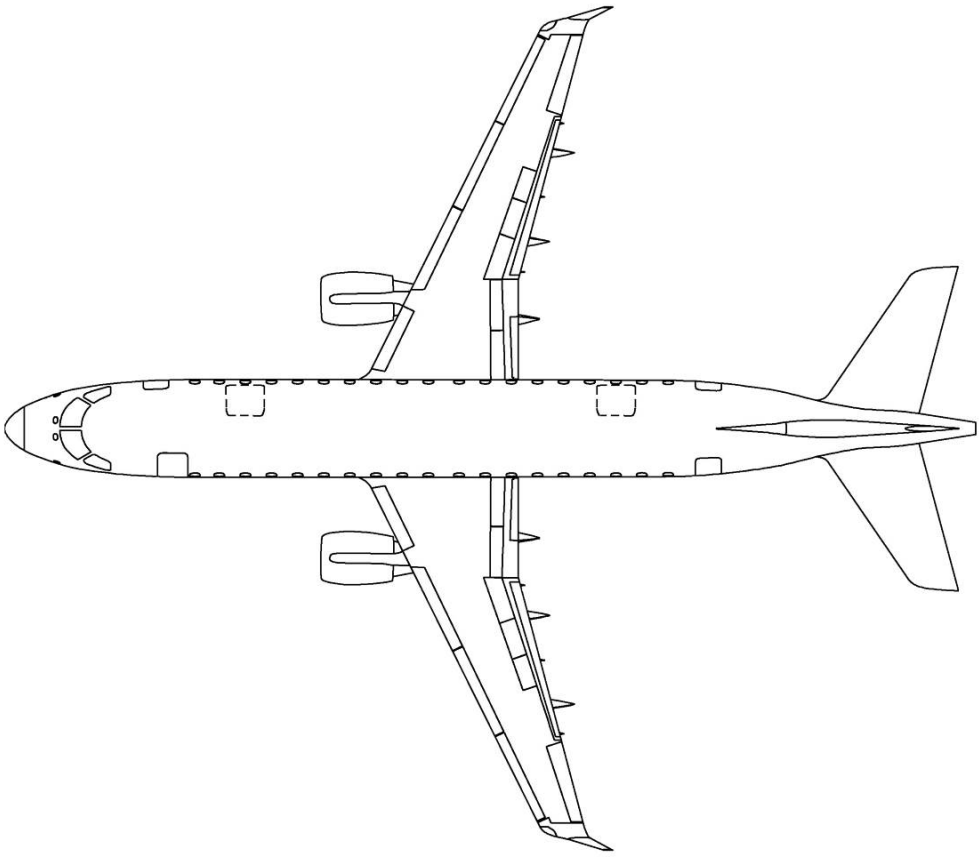


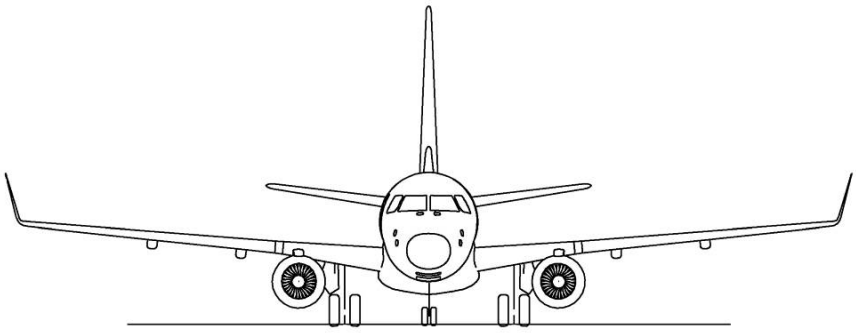


Embraer 170-100

Szkic uszkodzeń
Damage sketch

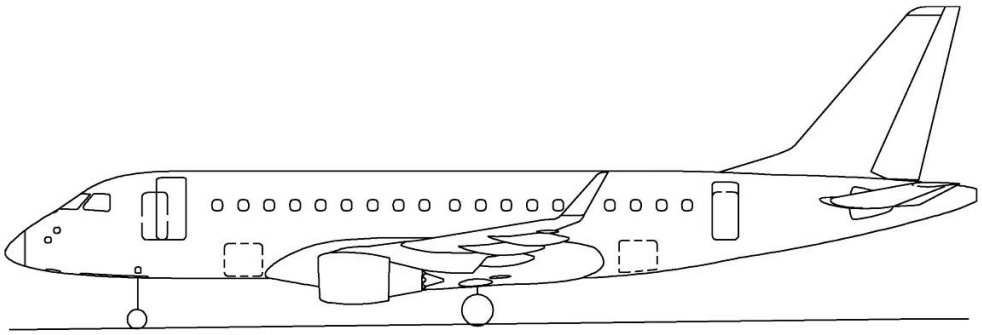


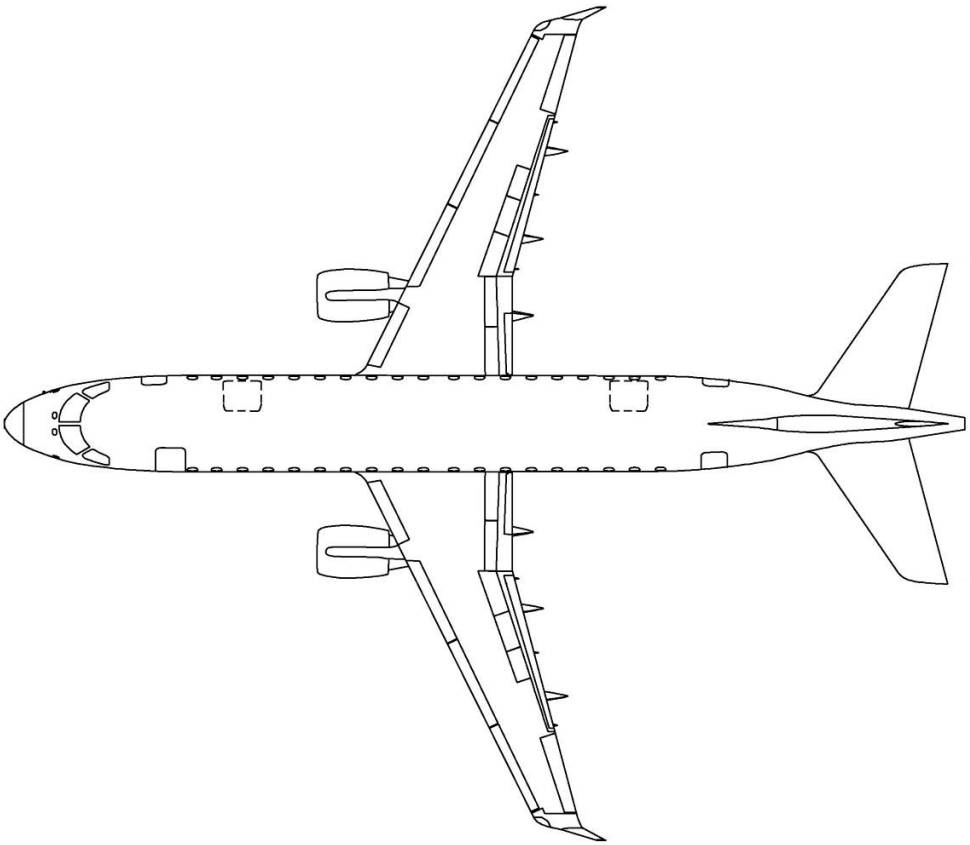


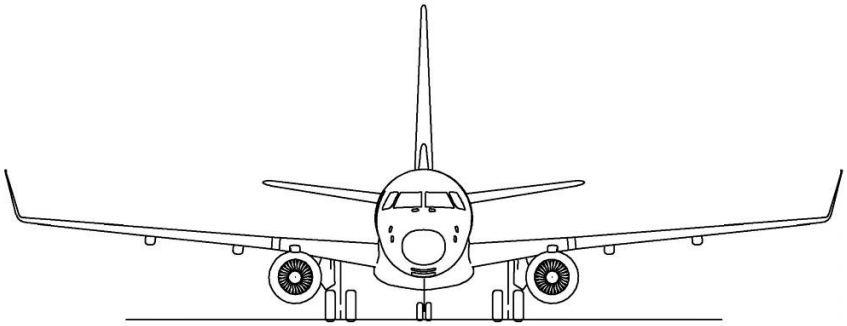


Embraer 170-200

Szkic uszkodzeń
Damage sketch

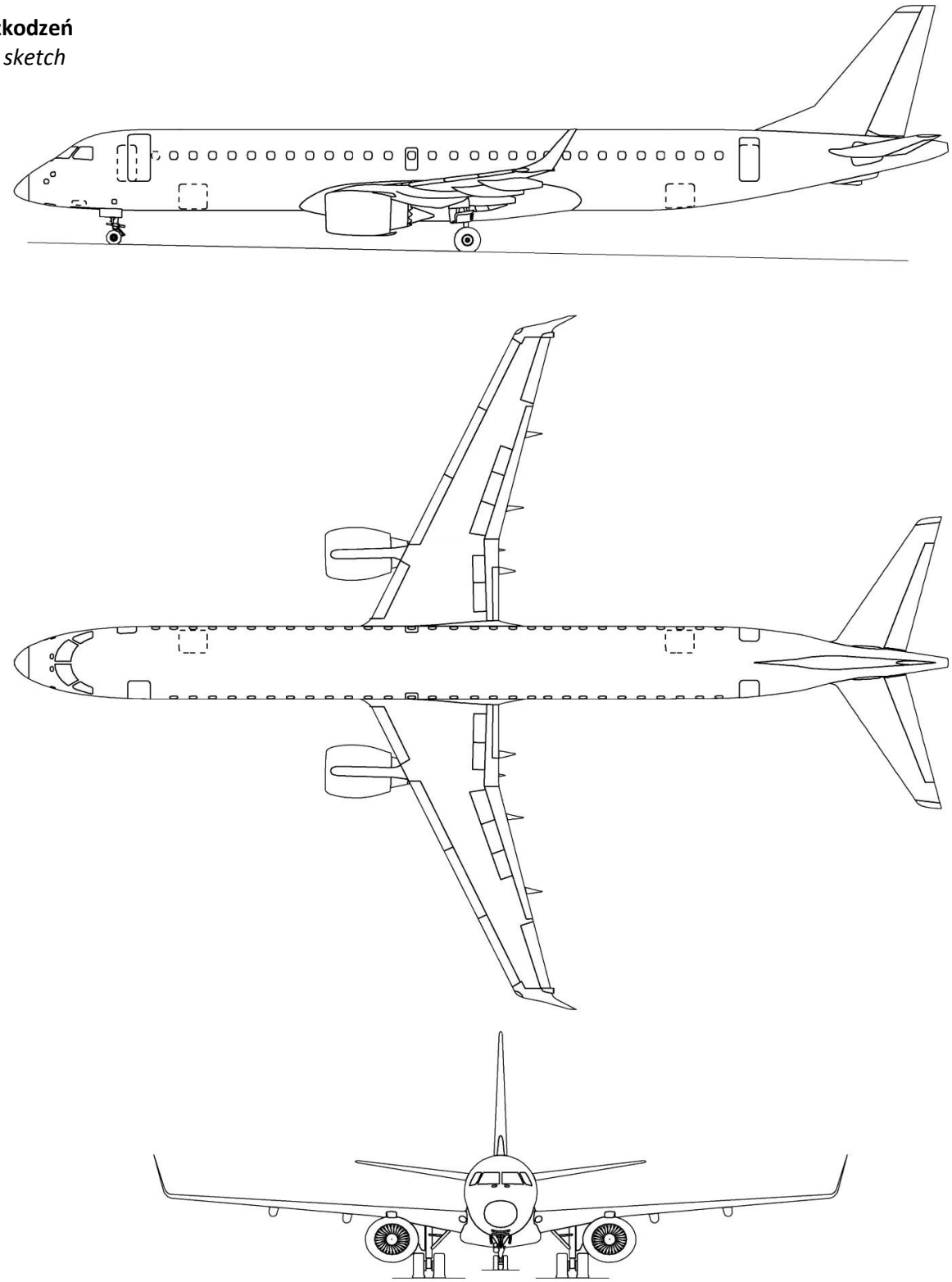






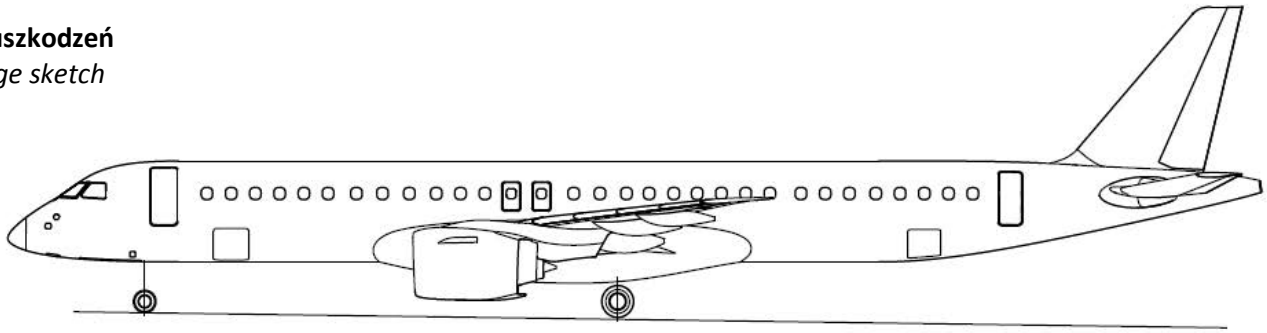
Embraer 190-100/200

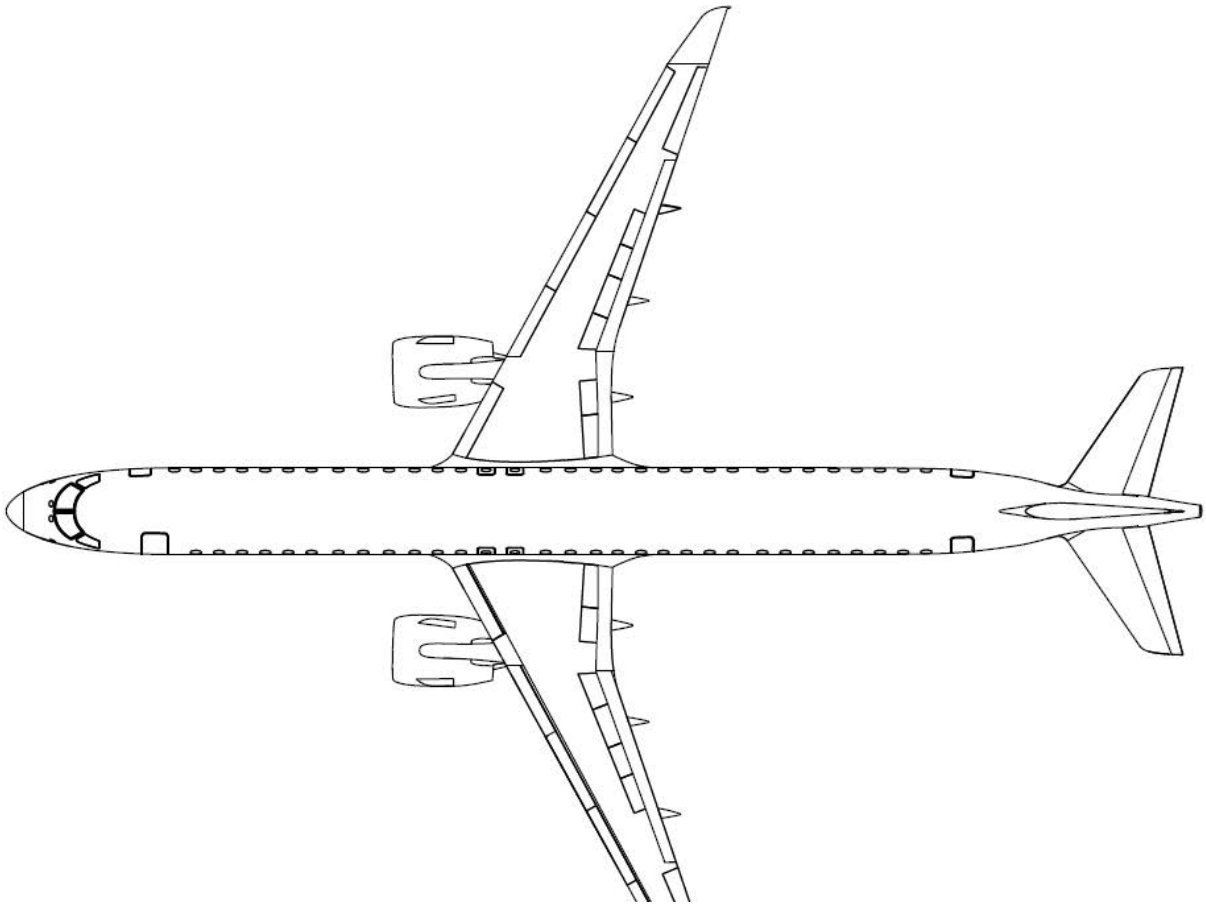
Szkic uszkodzeń
Damage sketch

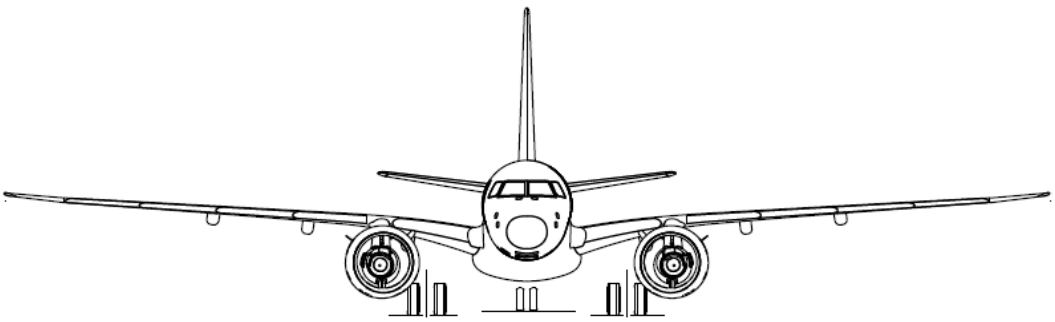


Embraer 190-400

Szkic uszkodzeń
Damage sketch







Appendix 3
WALK AROUND INSPECTION FORM

WALKAROUND INSPECTION FORM

Airport
Registration

ARRIVAL			**Date:**	**Flight No.:**
EXTERNAL VISUAL CHECK:			Additional information	
No damage on passenger doors and surroundings	YES	NO		
No damage on cargo doors and surroundings	YES	NO		
No damage on fuselage or wings	YES	NO		
No damage on engines or cowls	YES	NO		
Handles, panels, hatches - undamaged, closed, secured and flush with fuselage	YES	NO		
No tire damage	YES	NO		
No leaks (fuel, oil, hydraulic, water, etc.)	YES	NO		

*Inspection performed on **arrival** by **HANDLING AGENT** (name and signature):* .....

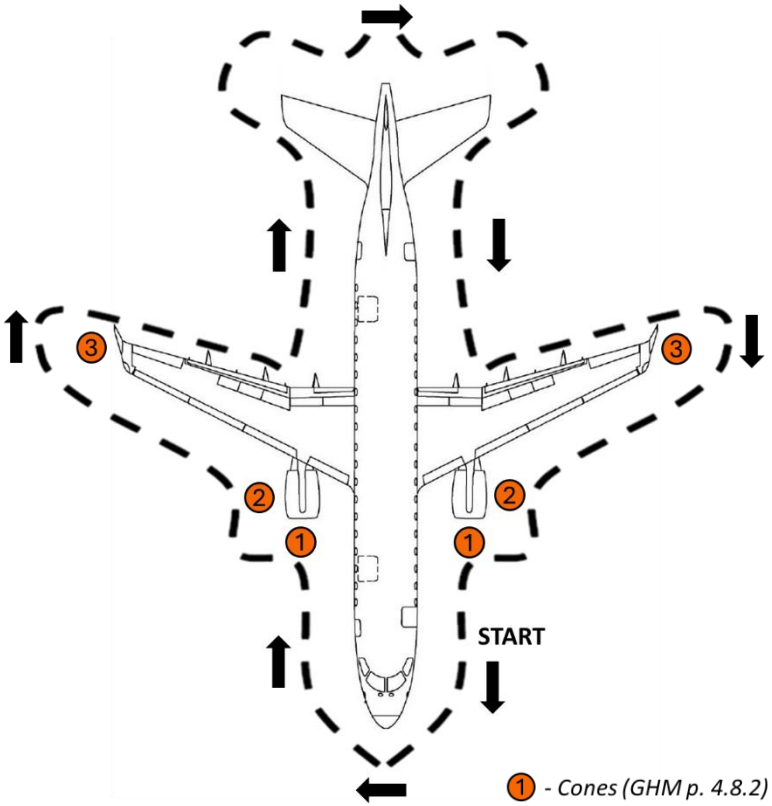
*The **PIC** declares that the agent performed a walkaround inspection upon arrival.*
The crew may refuse to sign if the walkaround was not performed.
***PILOT IN COMMAND** (signature and company ID no.):* .....

CARGO HOLD CHECK:			Additional information
Cargo hold light serviceable	YES	NO	
Nets secured and undamaged	YES	NO	
Cargo door seals and cargo hold undamaged	YES	NO	
All cargo holds checked and confirmed empty	YES	NO	
All offloaded ULDs in serviceable condition	YES	NO	

*Inspection performed on **arrival** by **HANDLING AGENT** (name and signature):* .....

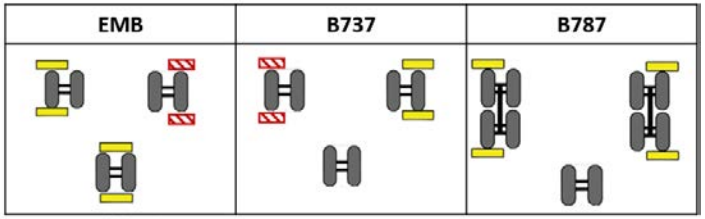
DEPARTURE			**Date:**	**Flight No.:**
EXTERNAL VISUAL CHECK:			Additional Information	
All loaded ULDs serviceable and matching LIR	YES	NO		
Loading lines not exceeded	YES	NO		
Passenger doors closed and secured	YES	NO		
Cargo doors closed and secured	YES	NO		
Handles, panels, hatches - undamaged, closed, secured and flush with fuselage	YES	NO		
No damage on fuselage, door areas, wings, engines, etc.	YES	NO		
No leaks (fuel, oil, hydraulic, water etc.)	YES	NO		

*Inspection performed on **departure** by **HANDLING AGENT** (name and signature):* .....
Report to the PIC before departure: 'All doors and hatches are closed. No visible damage found.'



1 - *Cones (GHM p. 4.8.2)*

***Chocking** (GHM p. 4.8.1):*



over 90 minutes
**in case of high wind all wheels must be chocked (nose and main gear)*

Any damage discovered during inspection:
1. Immediately report it to the PIC and LOT Ground Operations Control (onn@lot.pl) and take a mandatory picture of the damage.
2. A copy of this form with pictures must be sent to ground.safety@lot.pl.
Do not approach the aircraft with any GSE in the area where the damage has been found without the Captain's authorization.

This form must be collected and stored in the station file for a minimum of 3 months.

Version: 9
Valid from: DEC 2024

Appendix 4
MEDIF

Polskie Linie Lotnicze LOT S.A.
ul. KOR 43
02-146 Warszawa
kontakt@lot.pl

Answer ALL questions. Mark the respective boxes with cross (X) on YES or NO. Please use BLOCK LETTERS on grey fields.

Information Sheet for Passengers Requiring Special Assistance

Attachment A (Handling advice for Airline Staff)

IATA Resolution 700 Attachment A

1 Passenger's full name | Title | Age | Gender

2 Passenger Name Record (PNR)

3 Flight No. | from | to | Date | Class

Flight No. | from | to | Date | Class

4 Diagnosis or other reason for assistance required (e.g.: woman over 32 week of pregnancy; infant up to 7 days of age; passenger requiring additional oxygen etc.)

5 Stretcher needed onboard? ☐ NO ☐ YES

Note: A special service charge applies. Not all types of aircraft can be adapt to stretcher.

6 Escort for the journey required ☐ NO ☐ YES Medical qualification ☐ none ☐ nurse ☐ physician

Full name PNR if different

7 Wheelchair needed ☐ NO ☐ YES

☐ WCHR - passenger with walking disability (able to walk up/down stairs)
☐ WCHS - passenger with severe walking disability (unable to walk up/down stairs)
☐ WCHC - passenger who is unable to walk (completely immobile)

Passenger-owned wheelchair: ☐ NO ☐ YES
with non spillable batteries WCBD ☐ NO ☐ YES
with spillable cell batteries WCBW ☐ NO ☐ YES
with lithium-ion batteries WCLB ☐ NO ☐ YES
a manually powered wheelchair WCMP ☐ NO ☐ YES
on-board WCOB (on B787 only) ☐ NO ☐ YES
fully collapsible MEQT ☐ NO ☐ YES

Please provide technical specifications of wheelchair

size (L/W/H cm): _____ **weight** (kg): _____ **other:** _____

In case of battery powered wheelchair, please provide

number of batteries: ____ **battery parameters** in watt-hours (Wh) or,: _____

in volt (V) and ampere-hour (Ah): _____

Note:

1) MEQT - fully collapsible passenger-owned wheelchair possible to accommodate on board B787 on routes to/from USA.
2) In case of battery powered wheelchairs, electrical cabling must be protected and isolated by the owner against accidental short circuits.

8 Ambulance needed ☐ NO ☐ YES

Specify ambulance company contact

Note: Designated Ambulance to be organized by passenger, insurance or assistance.

9 Oxygen needed during flight? ☐ NO ☐ YES

If YES, specify: ☐ 2 LPM ☐ 4 LPM

Other:

Passenger's own Portable Oxygen Concentrator (POC) ☐ NO ☐ YES

Brand and model of POC: _____

Technical specifications of POC

size (L/W/H cm): _____ **weight** (kg): _____ **other:** _____

number of batteries: ____ **battery parameters** in watt-hours (Wh) or,: _____

in volt (V) and ampere-hour (Ah): _____

10 Other ground arrangements needed ☐ NO ☐ YES

If YES, specify:
Departure airport
Transit airport
Arrival airport

11 Special inflight arrangements ☐ NO ☐ YES

If YES, specify type of arrangements
(special meal, extra seat, leg rest, special seating etc.)

Specify equipment (e.g. respirator, incubator, oxygen etc.)
and its technical specification (size, weight, battery parameters etc.)

Specify arranging company and at whose expense

12 Date of last medical examination (Conducted not later than two weeks prior to date of planned departure)

Polskie Linie Lotnicze LOT S.A.
ul. KOR 43
02-146 Warszawa
kontakt@lot.pl

Answer ALL questions. Mark the respective boxes with cross (X) on YES or NO. Please use BLOCK LETTERS on grey fields.

Information Sheet for Passengers Requiring Medical Clearance

Attachment B Part One (to be completed or obtained from the attending physician)

IATA Resolution 700 Attachment B

This form is intended to provide **CONFIDENTAL** information to assess the health of the passenger to travel as indicated. If the passenger is acceptable, this information will permit issuance of the necessary directives designed to provide for the passenger's need and comfort. The incapacitated passenger's ATTENDING PHYSICIAN is requested to answer all questions.

13 **Patient's name** | Date of birth | Sex | Height | Weight

14 **Attending physician** e-mail

Address Telephone, indicate country and area code

15 **Diagnosis** (including date of onset of current illness, episodes or accident and treatment, specify if contagious)

Nature and date of any recent and/or relevant surgery

16 **Current symptoms and severity**

17 Will a 25% to 30% reduction in the ambient partial pressure of oxygen (relative hypoxia) affect the passenger's medical condition? (Cabin pressure to be the equivalent of a fast trip to a mountain elevation of 2400 meters (8000 feet) above sea level)
YES ☐ NO ☐ Not sure ☐

18 **Additional clinical information**

a.	Anemia	YES ☐	NO ☐	If YES, give recent result in grams of hemoglobin
b.	Psychiatric and seizure disorder	YES ☐	NO ☐	If YES, see Part Two
c.	Cardiac condition	YES ☐	NO ☐	If YES, see Part Two
d.	Bladder control problem	YES ☐	NO ☐	If YES, give mode of control
e.	Bowel control problem	YES ☐	NO ☐	
f.	Respiratory condition	YES ☐	NO ☐	If YES, see Part Two
g.	Does the patient use oxygen at home?	YES ☐	NO ☐	If YES, specify how much

19 **Escort**

a.	Is the patient fit to travel unaccompanied?		YES ☐ NO ☐
b.	If NO, would meet-and-assist (provided by the airline to embark and disembark) be sufficient?		YES ☐ NO ☐
c.	If NO, will the patient have a private escort to take care of his/her needs onboard?		YES ☐ NO ☐
d.	If YES, who should escort the passenger?	Doctor ☐	Nurse ☐ Other ☐
e.	If other, is the escort fully capable to attend to all the above needs?		YES ☐ NO ☐

20 **Mobility**
a. Able to walk without assistance YES ☐ NO ☐ b. Wheelchair required for boarding ☐ to aircraft ☐ to seat

21 **Sitting position**
a. The patient can use an aircraft seat with the seatback in the upright position when so required YES ☐ NO ☐

22 **Medication list**

23 **Other medical information**

Polskie Linie Lotnicze LOT S.A.
ul. KOR 43
02-146 Warszawa
kontakt@lot.pl

Answer ALL questions. Mark the respective boxes with cross (X) on YES or NO. Please use BLOCK LETTERS on grey fields.

Information Sheet for Passengers Requiring Medical Clearance

Attachment B Part Two (to be completed or obtained from the attending physician)

IATA Resolution 700 Attachment B

24 Cardiac condition

a. Angina YES ☐ NO ☐ When was last episode?
- Is the condition stable? YES ☐ NO ☐
- Functional class of the patient? YES ☐ NO ☐

☐ No symptoms ☐ Angina with important efforts ☐ Angina with light efforts ☐ Angina at rest

Can the patient walk 100 meters at a normal pace or climb 10 - 12 stairs without symptoms? ☐ YES ☐ NO

b. Myocardial infraction YES ☐ NO ☐ Date
- Complications? YES ☐ NO ☐ If YES, give details
- Stress EKG done? YES ☐ NO ☐ If YES, what was the result? Metz
- If angioplasty bypass,
- can the patient walk 100 meters at normal place or climb 10 - 12 stairs without symptoms? YES ☐ NO ☐

c. Cardiac failure YES ☐ NO ☐ When was the last episode?
- Functional class of the patient?

☐ No symptoms ☐ Shortness of breath with important efforts ☐ Shortness of breath with light efforts ☐ Shortness of breath at rest

d. Syncope YES ☐ NO ☐ If YES, state results

e. Investigations? YES ☐ NO ☐

25 Chronic pulmonary condition YES ☐ NO ☐

a. Has the patient had recent arterial blood gases? YES ☐ NO ☐

b. Blood gases were taken on: ☐ Room air ☐ Oxygen Liters per minute (LPM)

If yes, what were the results? pCO2(kPa/mm Hg) pO2(kPa/mm Hg)
% Saturation Date of test

c. Does the patient retain CO_2? YES ☐ NO ☐

d. Has his/her condition deteriorated recently? YES ☐ NO ☐

e. Can the patient walk 100 meters at a normal pace or climb 10 - 12 stairs without symptoms? YES ☐ NO ☐

f. Has the patient ever taken a commercial aircraft in the same health conditions? YES ☐ NO ☐

If YES, when?
Did the patient have any problems?

26 Psychiatric Conditions

a. Is there a possibility that the patient will become agitated during flight? YES ☐ NO ☐

b. Has He/she taken a commercial aircraft before? YES ☐ NO ☐

If YES, date of travel? Did the patient travel ☐ alone ☐ escorted?

27 Seizure YES ☐ NO ☐

a. What type of seizures?

b. Frequency of the seizures?

c. When was last seizures?

d. Are the seizures controlled by medication? YES ☐ NO ☐

28 Prognosis for trip **GOOD** ☐ **POOR** ☐

Physician signature Date

Note: Cabin attendants are not authorized to give special assistance (e.g. lifting) to particular passengers, to the detriment of their service to other passengers. Additionally, they are trained only in **first aid** and are not permitted to administrate any injection, or to give medication.
Important: Fees, if any, relevant to the provision of above information and for carrier-provided special equipment are to be paid by the passenger concerned.

Appendix 5
SAFETY TRAINING SPECIFICATIONS

Table 6.1—Safety Training Specifications		
This table supplements the guidance associated with GRH 2.1.2 and defines typical functional groups and safety training curricula for personnel that perform duties or have responsibilities in ground handling operations.		
Functional Groups		
In determining the applicability of airside safety training subject areas, ground handling personnel are typically grouped according to operational function as follows. See Note 1.		
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 1: Functional definitions may vary as determined by local requirements or considerations.		
Training Subject Areas		
Safety training *should* address the following subject areas as appropriate to assigned operational function(s).		
1.1.1 Safety Philosophy		
(a)	Company safety policy and program	All Functions
(b)	Employer/employee responsibilities	All Functions
1.1.2 Safety Regulations		
(a)	International aviation regulations	All Functions
(b)	State aviation regulations	All Functions
(c)	Airport airside regulations	All Functions
(d)	Safe working and operating practices	All Functions
1.1.3 Hazards. See Note 2		
(a)	Vehicle movements	All Functions
(b)	Pedestrian movements	All Functions
(c)	Aircraft movements	All Functions
(d)	Jet engines	All Functions
(e)	Propeller-driven aircraft	All Functions
(f)	Aircraft antennae and other protrusions	All Functions
(g)	GSE	Functions 2-5
(h)	Aircraft fueling and fuel spills	All Functions
(i)	Adverse and seasonal weather conditions	All Functions
(j)	Night operations	All Functions
(k)	Working at height	All Functions
(l)	Slips, trips and falls	All Functions
(m)	Noise	All Functions
(n)	Manual handling	All Functions
(o)	Confined Spaces	Functions 2-5
(p)	Office Equipment	All Functions

Table 6.1—Safety Training Specifications		
(q)	Display Screen Equipment (DSE)	All Functions
(r)	Violence (physical & verbal attack and public disorder)	All Functions
(s)	Lone working	All Functions
Note 2: Subject areas (a) through (s) would be applicable to personnel as appropriate to specific function and types of operations conducted.		
1.1.4 Human Factors		
(a)	Motivation and attitude	All Functions
(b)	Human behavior	Functions 4, 5
(c)	Communication skills	All Functions
(d)	Stress	All Functions
(e)	Ergonomics	All Functions
(f)	Effects of psychoactive substances (drugs and alcohol)	All Functions
(g)	Fatigue	All Functions
(h)	Time pressure	All Functions
(i)	Peer management pressure	All Functions
(j)	Situational awareness	All Functions
(k)	Teamwork	All Functions
1.1.5 Airside Markings and Signage		Functions 1 to 5
1.1.6 Emergency Situations. See Note 3		
(a)	Reporting	All Functions
(b)	Injuries	All Functions
(c)	Security threats	All Functions
(d)	Spillage	Functions 1 to 5
(e)	Alarms and emergency stops	All Functions
(f)	Fuel shut-offs	Functions 1 to 5
(g)	Ground-to-flight deck emergency hand signals	Functions 1 to 5
(h)	Fire	All Functions
(i)	Severe weather	All Functions
(j)	Aircraft stand emergency procedures	All Functions
Note 3: Subject areas (a) through (j) would be applicable to personnel as appropriate to specific function and types of operations conducted.		
1.1.7 FOD prevention		Functions 1 to 5
1.1.8 Personal protection. See Note 4		
(a)	Personal protective equipment	All Functions
(b)	Occupational health and safety	All Functions
(c)	Musculoskeletal injury prevention	All Functions
(d)	Weather exposure	Functions 1 to 5
Note 4: Subject areas (a) through (d) would be applicable to personnel as appropriate to specific function and types of operations conducted.		
1.1.9 Accidents, Incidents, Near Misses. See Note 5		
(a)	Personnel injuries	All Functions
(b)	Damage to aircraft, GSE, facilities	Functions 1 to 5
(c)	Reporting	All Functions
(d)	Investigation	Functions 4, 5

Table 6.1—Safety Training Specifications		
(e)	Prevention	All Functions
(f)	Cost of accidents, incidents	All Functions
(g)	Risk assessment	Functions 4, 5
Note 5: Subject areas (a) through (g) would be applicable to personnel as appropriate to specific function and types of operations conducted.		
1.1.10 Airside Safety Supervision		
(a)	Creating an open reporting culture	Functions 4, 5
(b)	Performance monitoring	Functions 4, 5
(c)	Coordination of airside activities	Functions 4, 5
(d)	Workload management	Functions 4, 5
(e)	Decision making	Functions 4, 5
(f)	Planning	Functions 4, 5

Table 6.2—Airside Driver Training Specifications

This table supplements GRH 2.2.4 (recommended practice) and provides specifications that define a typical curriculum for airside driver training.

Airside driver training for ground handling personnel typically addresses the following subject areas:

1.2.1 General

(a) Role and responsibilities of vehicle Operators
(b) Vehicle equipment standards
(c) Hazards of airside driving
(d) Reduced visibility procedures
(e) Accident and incident reporting procedures

1.2.2 Ramps (aprons), stands and airside roads

(a) Familiarization with ramp layout, operational stands, vehicle corridors, airside roads, aircraft taxi lanes
(b) Airport rules, regulations and/or procedures pertaining to airside vehicle operations
(c) Procedures for crossing aircraft movement areas
(d) Pedestrian crosswalk rules

1.2.3 Maneuvering area [Note 1]

(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

Note 1: Applicable to vehicle operators that require operational access to maneuvering areas.

Table 6.3—Load Control Functional Training Specifications

This table supplements GRH 2.2.4 (recommended practice) and provides specifications that define a typical curriculum for load control functional training.

Training for personnel with duties and/or responsibilities in operational load control functions typically addresses the following operational subject areas, as applicable to assigned function(s):

(i) General weight and balance proficiency and awareness:
- (a) terminology, definitions of terms, operational codes, abbreviations;
- (b) aircraft balance principles, consequences of improper aircraft loading.

(ii) Aircraft structural load limitations:
- (a) linear (running load) limitation, area limitation (spreader floors);
- (b) limitation per compartment/section/ULD position;
- (c) monocoque (combined) limitation, cumulative limitation;
- (d) missing restraints limitation.

(iii) Unit load devices (ULDs):
- (a) IATA identification codes;
- (b) gross weight limitations, hold restraint requirements;
- (c) container/pallets build-up and tie-down limitations/rules;
- (d) tagging.

(iv) Bulk hold loading:
- (a) load spreading rules;
- (b) load restraint rules: nets, tie-down, volume restraint.

(v) Load Sheet:
- (a) computation, issuance, checking (electronic and manual modes);
- (b) last minute change procedures.

(vi) Balance tables/charts:
- (a) computation, issuance, checking (all conventional methods).

(vii) Balance tables/charts:
- (a) designation and numbering of aircraft holds;
- (b) issuance and checking (electronic and manual modes).

(viii) Loading messages:
- (a) reading and sending standard loading messages.

Table 6.4—Passenger Handling Functional Training Specifications

This table supplements GRH 2.2.4 (recommended practice) and provides specifications that define a typical curriculum for passenger handling functional training.

Training for personnel with duties and/or responsibilities in operational passenger handling functions typically addresses the following subject areas, as applicable operational function(s):

(i) Passenger check-in policies and procedures;
(ii) Baggage check-in policies and procedures;
(iii) Manual check-in procedures;
(iv) Cabin seating considerations, to include exit row, special category passengers;
(v) Passenger boarding policies and procedures;
(vi) Cabin access door operation, if applicable;
(vii) Boarding bridge operation, if applicable;
(viii) Dangerous goods regulations, considerations and procedures;
(ix) Security regulations, considerations and procedures;
(x) Load control consequences, coordination and procedures;
(xi) Handling and boarding of weapons and authorized persons carrying weapons;
(xii) Passengers requiring special handling;
(xiii) Communication procedures (customer airlines, load control, authorities, others);
(xiv) Data protection and security;
(xv) Document protection and security;
(xvi) Abnormal and emergency procedures (fire, dangerous goods, security, other);
(xvii) Health and safety;
(xviii) Emergency response procedures.

Table 6.5—Baggage Handling Functional Training Specifications

This table supplements GRH 2.2.4 (recommended practice) and provides specifications that define a typical curriculum for baggage handling functional training.

Training for personnel with duties and/or responsibilities in operational baggage handling functions typically addresses the following subject areas, as applicable operational function(s):

(i) Baggage handling procedures (identification, sorting, loading in ULDs);
(ii) Manual baggage handling procedures;
(iii) ULDs (designation codes, inspecting, loading, tagging, removal from service);
(iv) Dangerous goods (regulations, considerations, procedures);
(v) Security (regulations, considerations, procedures);
(vi) Load control (consequences, coordination, procedures);
(vii) Communication procedures (customer airlines, load control, authorities, others);
(viii) Data protection and security;
(ix) Document protection and security;
(x) Abnormal and emergency procedures (fire, dangerous goods, security, other);
(xi) Health and safety;
(xii) Emergency response procedures.

Table 6.6—Aircraft Handling and Loading Functional Training Specifications
This table supplements GRH 2.2.4 (recommended practice) and provides specifications that define a typical curriculum for aircraft handling and loading functional training. Training for personnel with aircraft handling duties and/or responsibilities typically addresses the following subject areas, as appropriate to assigned operational function(s): (i) Irregularity/incident/accident reporting procedures; (ii) Manual handling of load; (iii) Safety during aircraft fueling; (iv) Principles of aircraft loading; (v) Handling of loads that require special attention; (vi) Loading incompatibilities; (vii) Handling of ULDs; (viii) Operation of aircraft loading systems/securing of ULDs; (ix) Identification/consequences of malfunctions of in-plane loading systems; (x) Consequences of load damage and spillage; (xi) Positioning and operation of loading and servicing equipment; (xii) Load notification to pilot-in-command; (xiii) Passenger embarkation/disembarkation procedures; (xiv) Standards of aircraft cleaning, lavatory and potable water servicing; (xv) Aircraft movement operations.

Table 6.7—Passenger Boarding Bridge Training Specifications

This table supplements GRH 2.2.4 (recommended practice) and provides specifications that define a typical curriculum for passenger boarding bridge training.

Training for personnel with duties that include passenger boarding bridge operations typically addresses the following subject areas:

(i) Standard operating procedures;

(ii) Bridge control system, including emergency switches, cut-offs and buttons;

(iii) Out-of-limits procedures (for returning bridge to normal working limits);

(iv) Back-off procedures and application;

(v) Manual wind-off procedures;

(vi) Accident and incident response procedures;

(vii) Accident and incident reporting procedures (airport, provider);

(viii) Fire procedures (bridge or aircraft).

Table 6.8—Aircraft Loading Supervisor Training Specifications

This table supplements GRH 2.2.4 (recommended practice) and provides specifications that define a typical curriculum for aircraft loading supervisors.

Training for personnel assigned to supervise aircraft loading operations typically addresses the following subject areas:

(i) General weight and balance proficiency and awareness:
- (a) Terminology, operational codes, abbreviations;
- (b) Aircraft balance principles, consequences of improper aircraft loading.

(ii) Aircraft structural load limitations:
- (a) Basic knowledge of containerized holds resistance (relationship between missing or damaged restraints and ULD gross weight limitations);
- (b) Area limitation (spreader floors);
- (c) Limitation per compartment/section/ULD position;
- (d) Monocoque (combined) limitation;
- (e) Cumulative limitation;
- (f) Missing restraints limitation.

(iii) Unit load devices (ULDs):
- (a) Tie-down limitations and rules;
- (b) Rejection criteria for damaged ULD and tie-down accessories;
- (c) Tagging.

(iv) Bulk hold loading:
- (a) Physical loading rules concerning baggage, cargo and mail;
- (b) Tie-down and spreader floor procedures;
- (c) Utilization of nets.

(v) Loading Instructions/Report (LIR):
- (a) Designation and numbering of aircraft holds;
- (b) Utilization of the LIR document.

(vi) Loading messages:
- (a) Reading standard loading messages for off-loading of holds.

(vii) Dangerous goods:
- (a) Cargo IMP codes;
- (b) ULD and parcels labelling and marking;
- (c) Loading compatibilities;
- (d) Onboard accessibility;
- (e) Rejection criteria;
- (f) Emergency procedures.

(viii) Other special loads (e.g. perishables, EAT AVI WET OBX, LHO):
- (a) Cargo IMP codes;
- (b) Marking and labelling;
- (c) Loading compatibilities.

(ix) 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.

Table 6.8—Aircraft Loading Supervisor Training Specifications
(x) Operation of aircraft loading systems: (a) Opening and closing of aircraft hold doors; (b) In-plane loading systems; (c) ULD automated and hand-operated restraints; (d) Operator's hold configurations and layouts.

Table 6.9—Aircraft Ground Movement Functional Training Specifications

This table supplements GRH 2.2.4 (recommended practice) and provides specifications that define a typical curriculum for aircraft ground movement functional training.

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.

(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.

Table 6.10—Fueling Operations Functional Training Specifications

This table supplements GRH 2.2.4 (recommended practice) and provides specifications that define a typical curriculum for fueling operations functional training.

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):

(i) Safe operation of equipment:
- (a) 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.

(ii) Emergency Procedures:
- (a) Fuel emergency shutoff;
- (b) Deadman operations and lanyards;
- (c) Firefighting;
- (d) Aircraft emergency evacuation.

(iii) Fuel spillage avoidance response.

(iv) Aircraft fueling and defueling procedures:
- (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.

(v) Aircraft specific training:
- (a) Fuel panel operations;
- (b) Communications.

Table 6.11—De/Anti-Icing Operations Functional Training Specifications

This table supplements GRH 2.2.4 (recommended practice) and provides specifications that define operational functions and typical curricula for de/anti-icing functional training.

Training for personnel with assigned duties and/or responsibilities in de/anti-Icing operations typically addresses the following subject areas, as applicable to assigned operational function(s):

Functions:

- L10 Deicing vehicle driver
- L20 Deicing operator
- L30 Supervision of deicing/anti-icing
- L30B Pre-/post deicing/anti-icing inspector

Subjects		Functions			
		L10	**L20**	**L30**	**L30B**
(i)	Common standards, regulations and recommendations	X	X	X	X
(ii)	Basic knowledge of aircraft performance		X	X	X
(iii)	Effects of frost, ice, snow, slush and fluids on aircraft performance		X	X	X
(iv)	Meteorological considerations on ice formation		X	X	X
(v)	Basic characteristics of aircraft deicing/anti-icing fluids, including causes and consequences of fluid degradation and residues		X	X	
(vi)	General techniques for removing deposits of frost, ice, slush and snow from aircraft surfaces and for anti-icing		X	X	
(vii)	Deicing/anti-icing procedures in general and specific measures to be performed on different aircraft types and deicing using hot air	X	X	X	X
(viii)	Aircraft in general and common critical areas	X	X	X	X
(ix)	Types of checks required		X	X	X
(x)	Deicing/anti-icing equipment and facilities operating procedures including actual operation	X	X		
(xi)	Fluid application and limitations of holdover time tables		X	X	
(xii)	Deicing/anti-icing codes and communication procedures	X	X	X	X
(xiii)	Conditions which can lead to the formation of ice on the aircraft		X	X	X
(xiv)	Local rules and restrictions	X	X	X	X
(xv)	Airport operational procedures and ATC	X	X	X	X
(xvi)	Company and customer procedures	X	X	X	X
(xvii)	Deicing coordination procedures			X	

Note: The above training syllabus specifications are derived from SAE AS 6286 as applicable to four functions that are directly involved in aircraft de-/anti-icing operations. To avoid duplication, syllabus specifications that are included in other tables in this section have been omitted from this table.

Appendix 6
ACCEPTANCE CHECKLIST FOR LITHIUM BATTERIES (ELI/ELM) SHIPMENTS

Acceptance Checklist for Lithium Batteries (ELI/ELM) Shipments

Subject to Section II Packing Instruction 966, 967, 969, 970

2024

Air Waybill No:..... **Origin**:..... **Destination**:.....

UN 3091	☐	IMP Code:	**ELI**	☐
UN 3481	☐		**ELM**	☐

Notes:

1. Answer "not applicable" only where an N/A box is provided.

2. If any questions is answered "NO", the appropriate internal escalation procedure should be followed.

3. If an exception to PI967/PI970 point II (4 cells or 2 batteries) is used, the label and statement on the AWB is not required

	YES	NO	NA
1. Is the shipment declared for a passenger aircraft ?	☐	☐	
A. Airwaybill			
2. Lithium ion batteries in compliance with Section II PI966 or PI967 or Lithium metal batteries in compliance with Section II PI969 or PI970 shown	☐	☐	☐
3. There is no statements „CAO" or „Cargo Aircraft Only" in handling information box	☐	☐	☐
4. Number of package ELI/ELM added in the „Nature and quantity of goods" Ref. LO-03	☐	☐	
B: Package			
5. Strong rigid outer packaging is undamaged and conforms to Packing Instruction and chapter 5.0.2 IATA DGR (General packing Requirements)	☐	☐	
6. Same numer of packages as shown on AWB	☐	☐	
C. Labeling			
7. Completed lithium battery label affixed (IATA DGR Figure 7.1.C)	☐	☐	☐
8. There is no CAO label affixed on package	☐	☐	☐
9. Irrelevant markings and labels removed	☐	☐	☐
D. For OVERPACKS			
10. Lithium battery label (Figure 7.1.C), as required, clear visible or reproduced on the outside of overpack	☐	☐	☐
11. There is no CAO label affixed outside of the overpack	☐	☐	☐
12. The word „OVERPACK" marked	☐	☐	☐
E. General			
13. State and operator variations with IATA DGR 2.8	☐	☐	

F: Comments / Remarks

.....

.....

Checked by:

Name:..... **Place:**.....

Date / Time:..... **Signature:**.....

Appendix 7
ULD'S ACCEPTANCE EXPORT/IMPORT CHECKLIST

<table>
<tr><td colspan="4">ULD’S ACCEPTANCE EXPORT/IMPORT CHECKLIST</td></tr>
<tr><td rowspan="2">ULD NUMBER:

……</td><td colspan="3">Point of prepare check by GHA<table><tr><td>EXPORT SECTION</td><td></td></tr><tr><td>IMPORT SECTION</td><td></td></tr></table></td></tr>
<tr><td></td><td>ULD is servicable</td><td>ULD is un-servicable</td><td>REMARKS</td></tr>
<tr><td>ULD checked as per GHM LOT and ODLN attached to ULD</td><td></td><td></td><td></td></tr>
<tr><td>NUMBER OF STRAPS USED FOR ULD</td><td></td><td></td><td></td></tr>
</table>

Prepared by, DATE:

……..

Station, NAME (BOLD),SIGNATURE AND DATE

Appendix 8
ACCEPTANCE CHECKLIST FOR TIME & TEMPERATURE SENSITIVE HEALTHCARE SHIPMENTS

Acceptance Checklist for Time & Temperature Sensitive Healthcare Shipments

2023

Air Waybill No:..... **Origin:**..... **Destination**:.....

SOP No (where applicable):.....

Notes:
1. Answer "not applicable" only where an N/A box is provided.
2. If any questions is answered "NO", the appropriate internal escalation procedure should be followed.

A. Air Waybill

	YES	NO	N/A
1. Have advanced booking been made with the carrier?.....	☐	☐	
2. Single temperature range indicated.....	☐	☐	
3. 24h hours emergency contact number(s).....	☐	☐	

B: Temperature Checks

1. Shipment delivered on temperature-controlled truck set at the correct temperature within as per the Air Waybill.....	☐	☐	
2. Temperature of consignment in declared temperature range.....	☐	☐	

C. Shipment / Labeling

1. IATA Time & Temperature Sensitive Label affixed or pre-printed on the shipment.....	☐	☐	
2. Temperature range in Celsius on the label matching the temperature range stated on the Air Waybill.....	☐	☐	

D. Active Temperature Controlled Container (ACT)

1. ACT container check sheet completed & placed in container pouch.....	☐	☐	☐
2. Container(s) have no visable damages.....	☐	☐	☐

E: Comments / Remarks

.....

.....

.....

Checked by:

Name:..... **Place:**.....

Date / Time:..... **Signature:**.....

Appendix 9
PLL LOT S.A. ACCEPTANCE CHECKLIST FOR ACTIVE CONTAINERS

CARGO AND MAIL BUREAU
LOT POLISH AIRLINES S.A.

PLL LOT S.A. ACCEPTANCE CHECKLIST FOR ACTIVE CONTAINERS

ACT Type:…… No:……..

Seal No (if applicable):…….…… Date:……..

		YES	NO	N/A
1.	ACT container checks sheet completed & placed in container pouch.			
2.	Are there any damages?			
3.	Is the seal with the container?			
4.	Is the container inside clean and there are no irritating odors?			
5.	Is the current date on the display of the container?			

6.	Comments / Remarks

Checked by:
Name:…….. Place:……

Date/Time:…… Signature:……

* Optional – customer sign/approval: ……

** If the answer is NO please contact to LOT Cargo Team personally or via e-mail: pharmaops@lot.pl

Appendix 10
EXCESS VALUE DECLARATION

POLSKIE LINIE LOTNICZE

A STAR ALLIANCE MEMBER

EXCESS VALUE DECLARATION

To be completed by the passenger submitting the Excess Value Declaration

First name	
Last name	
Address	
City, post code	
Phone number	
E-mail address	
Flight number	
Flight date	
Baggage value	

1. Baggage value declaration applies to checked baggage only. If the declared value exceeds the amount of 2566 SDR please contact an insurance company.
2. The Excess Value Declaration should be submitted at the latest at baggage check-in or at the PLL LOT ticket office at the airport before the check-in.
3. Declared value shall not exceed the maximum amount of 2566 SDR (around 3095 EUR) per passenger.
4. For each Excess Value Declaration a supplementary fee of 200 USD (or equivalent in other currencies) will be levied prior to travel.
5. PLL LOT reserves the right to check the declared items prior to departure.
6. The PLL LOT General Conditions of Carriage for Passengers and Baggage apply.
7. Baggage value declaration only applies on flights operated by PLL LOT.

.....

Date, Passenger's signature

.....

Employee/Agent signature

Appendix 11
MEDICAL ASSESSMENT CHECKLIST

LOT POLISH AIRLINES

Medical Assessment Checklist
Lista Kontrolna Oceny Medycznej

CONFIDENTIAL IF FILLED
POUFNE PO WYPEŁNIENIU

MedLink INITIAL CALL

CASE ID:

This is LOT Polish Airlines flight
- **From:** _____
- **To:** _____
- **ETA** (Estimated Time of Arrival)**:** _____**ZULU**
- **Translator/Interpreter needed?** ☐ **YES** ☐ **NO**

PATIENT INFORMATION:
- **Age:**_____
- **Gender:**_____
- **Patient is a:** ☐ **PASSENGER** ☐ **CREW MEMBER**
- **Medical professional on board?** ☐ **YES** ☐ **NO**
  - ☐ Physician/Lekarz ☐ Nurse/Pielęgniarka
  - ☐ Paramedic/Ratownik medyczny ☐ Medical student
- **Telemedicine device on board?** - **NO**
- **Transmitting medical data?** - **NO**
- **Medical Alert Tag on passenger?** ☐ **YES** ☐ **NO**

Vital signs / Parametry życiowe				
	Time / Godzina pomiaru	:	:	:
NIBP mmHg	**Blood pressure/ Ciśnienie krwi**			
PR /min	**Puls Rate/ Tętno**			
RR /min	**Respiratory rate/ Oddechy**			
SaO2 %	**Oxygenation/ Saturacja**			
	Oxygen/Tlen	☐ No ☐ 2l ☐ 4 l	☐ No ☐ 2l ☐ 4 l	☐ No ☐ 2l ☐ 4 l
GLU g/dl	**Blood sugar / Cukier we krwi**			
TEMP C	**Temperature/ Temperatura**			

Symptoms/Objawy
☐ **Bleeding/Krwawienie** ➡ **STOP BLEEDING**

☐ **A**wake / Przytomny
☐ **V**erbal / Reaguje na głos
☐ **P**ain / Reaguje na ból
☐ **U**nconscious/ Nieprzytomny ➡ **AIRWAYS** ➡ **CHECK BREATHING**

☐ **not breathing normally / nie oddycha normalnie** ➡ **CPR AED**
☐ normally/ normalnie ➡ **RECOVERY POSITION**
☐ dyspnea/ duszność ➡ **OXYGEN**

FAST: ☐ **F**ace/ asymetria twarzy ☐ **A**rms/Niedowład ☐ **S**peech/ Zaburzenia mowy **T - Time! /Czas! STROKE**
☐ Headache/Ból głowy ☐ Seizures/Drgawki ☐ Disoriented/Zdezorientowany(a) ☐ Agitated/Pobudzony(a)

☐ Chest pain/Ból w klatce piersiowej ☐ Wymioty/Vomits ☐ Nausea/Nudności
☐ Skin/Skóra: >> ☐ sweat/ spocona ➡ **GLUCOSE?** >> ☐ gray, blue/ szara, sina ➡ **OXYGEN** >> ☐ redness/ zaczerwieniona
☐ Fear/Lęk

Other symptoms/Inne objawy:_____

Allergies/Uczulenia ☐ No, unknown/Nie, nieznane
☐ Yes/Tak, Items/Czynniki: _____

Medicines/Leki:
Name/Nazwa leku:_____ Last taken/ Godzina przyjęcia ostatniej dawki: _____
Name/Nazwa leku:_____ Last taken/ Godzina przyjęcia ostatniej dawki: _____
Name/Nazwa leku:_____ Last taken/ Godzina przyjęcia ostatniej dawki: _____

Past medical story/Historia medyczna
☐ Heart failure/Choroby serca ☐ Hypertension/Nadciśnienie ☐ Diabetes/Cukrzyca
☐ Asthma/Astma ☐ COPD/POChP ☐ Epilepsy/Padaczka
☐ Stroke/Udar mózgu ☐ Pregnancy, week/Ciąża, tydz.___ ☐ Inne/Other_____

Last meal, beverages/Ostatnio przyjmowane pokarmy, płyny
When & what/Kiedy i co?_____ ☐ Alcohol/Alkohol _____

Events/Okoliczności zdarzenia ☐ Sudden illness/ Nagłe zachorowanie
☐ Trauma/Uraz ☐ Chronic disease exacerbation/Zaostrzenie choroby przewlekłej
Other/Inne: _____

BRIEF MEDICAL CONCERN / KRÓTKI OPIS PROBLEMU MEDYCZNEGO

CARE INITIATED BY CREW / DZIAŁANIA PODJĘTE PRZEZ ZAŁOGĘ:
☐ CPT informed/Powiadomienie CPT ☐ CPR + AED ☐ Cooling/Chłodzenie ☐ Water proposed/Woda
☐ Medic paged/Wezwanie medyka ☐ Oxygen/Tlen ☐ Dressing/Opatrunek ☐ Sugar/cukier
☐ MedLink / Hotline LOT SAT ☐ Position/Ułożenie ☐ Immobilization/Unieruchomienie
☐ Other/Inne:`_____

CASE SUMMARY / PODSUMOWANIE

PATIENT DETAILS / DANE PACJENTA:
Name and surname/Imię i nazwisko: _____Seat/Miejsce_____

MedLink RECCOMENDATIONS / REKOMENDACJE MedlLink:
At the Airport: □ patient not fit to fly □ patient fit to fly
In flight: □ continue flight □ divertion >> Airport/Lotnisko _____
Other recommendations:
_____

RE-ASSESMENT / PONOWNA OCENA
□ Recovery/Poprawa □ No improvement/Brak poprawy □ Deterioration/Pogorszenie □ Death/Zgon

RESOURCE USED / ZUŻYCIE ZASOBÓW:
□ Tlen/Oxygen □ AED □ FAK Nr_____ □ AME Nr _____ □ EMK Nr _____
_____
_____

GROUND SERVICE / POMOC NAZIEMNA
□ Ambulance/Karetka □ Airport physician's consultation/Konsultacja lekarza lotniskowego □ PRM

MEDICAL PROFESSIONAL VOLUNTEER / WOLONTARIUSZ - PERSONEL MEDYCZNY NA POKŁADZIE
Name & surname/Imię i nazwisko:_____
□ Physician/Lekarz □ Nurse/Pielęgniarka □ Paramedic/Ratownik medyczny □ Medical student □ First responder (non-medic rescuer)/Ratownik KPP
License number/PWZ nr _____Tel./Mail:_____ Signature/Podpis:_____
_____

Describe more details below, if necessary. / Więcej informacji - wpisz poniżej, jeśli konieczne:

CABIN CREW / ZAŁOGA POKŁADOWA (drawing up/sporządzająca/y):
Name and surname/Imię i nazwisko: _____ Signature/Podpis:_____

Appendix 12
MEDAIRE PASSENGER FIT-TO-FLY ASSESSMENT FORM

Appendix No.1 to OB 01/06/2022 *Passenger Fit-to-Fly Assessment*

MedAire
An International SOS Company

Passenger Fit-to-Fly Assessment

For MedAire Passenger Fit-to-Fly, call: +1 602 282 6652

If an interpreter is needed, please make the request at the beginning of the call.

A traveler may not be fit-to-fly when exhibiting one or more of the following signs or symptoms:

- Appearing obviously unwell
- Persistent coughing
- Impaired breathing
- Persistent diarrhea
- Persistent vomiting
- Skin rash
- Bruising or bleeding without previous injury
- Confusion of recent onset
- Fever (38°C/100°F or greater)
- Appears unconscious or lethargic

Also watch and listen for:

- Statements made by passenger or family members concerning terminal illness, use of oxygen, complaining of chest pain or pressure, has "Do Not Resuscitate" paperwork, requesting any upgrade due to "medical reasons.
- Anyone who reported a medical problem on previous flight today and now making connections
- Anyone who was evaluated by emergency medical personnel at the airport
- Anyone who arrived by stretcher or ambulance who is not prescheduled through normal clearance channels
- Anyone who requires assistance of companions to walk because they appear to be too ill to walk themselves.

Passenger Fit-to-Fly Process Flow

Agent/Crew contacts MedAire's MedLink ▶ MedLink makes medical recommendation ▶ MedLink will recommend for/against travel. ▶ Agent/Crew will make final decision and follow airline's internal protocol.

▶ EXPERT CARE, EVERYWHERE.™

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