



## Ground Handling Manual Part 1



## Revision History

| Revision Number | Revision Date | Effective Date |
|-----------------|---------------|----------------|
| 00              | 01.07.2020    |                |
| 01              | 18.01.2021    |                |
| 02              | 01.04.2021    |                |
| 03              | 01.06.2022    |                |
| 04              | 01.04.2024    |                |
| 05              | 15.07.2024    |                |
| 06              | 31.01.2025    |                |
| 6.1             | 01.04.2025    |                |



## **Applicability**

### **Applicable to TUI AOC**

TUIfly GmbH  
Flughafenstr. 10  
D-30855 Langenhagen  
D-010 AOC



## Transmittal Letter

| Reference  | PAI | RR  | Description of Change   | Reason for Change            |
|--|-----|-----|---|------------------------------|
| Revision History   | N/A | N/A | Issue 0, Revision 6.1 added                                     | New revision                 |
| 4.4.1.1 General  | N/A | N/A | Added content regarding silent airport concept                  | Update                       |
| 5.3.3.7.3 EMA Tag  | N/A | N/A | Added reference to German and English                           | Tags now available in German |
| 6.1.2 Planning of cargo onload                               | N/A | N/A | Added content regarding weight of cargo                         | Update                       |
| 6.2.1.4 Cargo in Cabin                                       | N/A | N/A | Title amended from Mail Flights                                 | Update                       |
| 6.2.1.4 Cargo in Cabin                                       | N/A | N/A | Added new content   | Update                       |
| 6.2.3.6 Others   | N/A | N/A | Removed 'pharmaceuticals'                                       | Duplicated content           |
| 7.1.2.2 Lithium battery or Sodium Ion battery                | N/A | N/A | Title amended from lithium-Ion / Metal and Sodium ion Batteries | IATA DGR Edition 66          |
| 7.5.4 Weight & Balance Staff                                 | N/A | N/A | Added new bullet point  | Update                       |
| 9.1.6 Carriage of oversized cabin baggage                    | N/A | N/A | New content regarding lashing material                          | Update                       |
| 9.2.4.1.2 Departure Procedure                                | N/A | N/A | Amended content regarding departure procedures                  | IOSA ISM Wording             |
| 9.4.1.3 Weight & Balance                                     | N/A | N/A | Amended content regarding contractual agreement                 | Update                       |
| 14 Appendix I18 - Cabin Presentation and Cleaning Guidelines | N/A | N/A | Replaced with updated content                                   | Update                       |





## Table of Contents

|  |      |
|--|------|
| Revision History. ....   | R-1  |
| Applicability. ....  | A-1  |
| Transmittal Letter. ....                                       | T-1  |
| Preface. ....  | P-1  |
| 0 Administration and control. ....                             | 0-1  |
| 0.1 Introduction. ....   | 0-1  |
| 0.1.1 General. ....  | 0-1  |
| 0.1.2 TUfly documentation structure and contents. ....         | 0-1  |
| 0.1.2.1 Station Emergency Response Plan (SERP). ....           | 0-1  |
| 0.1.2.2 Ground Handling Manual (GHM). ....                     | 0-1  |
| 0.1.2.3 CPH (Commercial Product Handbook). ....                | 0-2  |
| 0.1.3 Electronic Documentation. ....                           | 0-2  |
| 0.2 Definitions and Abbreviations. ....                        | 0-3  |
| 0.2.1 Definitions applicable for this manual. ....             | 0-3  |
| 0.2.2 Abbreviations applicable for this manual. ....           | 0-3  |
| 0.3 Distribution. ....   | 0-11 |
| 0.4 Amendment. ....  | 0-11 |
| 0.4.1 General. ....  | 0-11 |
| 0.4.2 Responsibilities. ....                                   | 0-12 |
| 0.4.3 Amendment proposal. ....                                 | 0-12 |
| 0.4.4 Approval by the Authority. ....                          | 0-12 |
| 0.4.5 Compliance Check. ....                                   | 0-13 |
| 0.5 List of Manuals available on Station. ....                 | 0-14 |
| 1 Organisation and Responsibilities. ....                      | 1-1  |
| 1.1 Organizational structure. ....                             | 1-1  |
| 1.1.1 Air Operator Certificate (AOC). ....                     | 1-1  |
| 1.1.2 Operational Management (DO). ....                        | 1-2  |
| 1.1.3 Ground Operations (OG/TAGO). ....                        | 1-3  |
| 1.2 Nominated Persons. ....                                    | 1-3  |
| 1.2.1 Nominated Persons. ....                                  | 1-3  |
| 1.2.2 Responsibility and authority. ....                       | 1-4  |
| 1.2.2.1 Accountable Manager and Managing Director. ....        | 1-4  |
| 1.2.2.2 Compliance Monitoring Manager. ....                    | 1-4  |
| 1.2.2.3 Nominated Person Flight Operations. ....               | 1-4  |
| 1.2.2.4 Nominated Person CAMO. ....                            | 1-4  |
| 1.2.2.5 Nominated Person Ground Operations. ....               | 1-4  |
| 1.2.2.6 Nominated Person Crew Training. ....                   | 1-4  |
| 1.2.2.7 Safety Manager. ....                                   | 1-5  |
| 1.2.2.8 Security Manager. ....                                 | 1-5  |
| 1.3 Responsibilities and Duties of Ground Handling Staff. .... | 1-5  |
| 1.3.1 General. ....  | 1-5  |
| 1.3.2 Qualification of Handling Staff. ....                    | 1-6  |
| 1.3.3 Checking programs. ....                                  | 1-6  |



## Ground Handling Manual Part 1

### Table of Contents

---

|         |  |      |
|---------|--|------|
| 1.3.4   | Training Records. . . . .  | 1-7  |
| 1.3.5   | Responsibilities and Duties of Passenger Handling Staff. . . . .                       | 1-7  |
| 1.3.6   | Responsibilities and Duties of Aircraft Handling Staff. . . . .                        | 1-8  |
| 1.3.7   | Responsibilities and Duties of Cargo Handling Staff. . . . .                           | 1-9  |
| 1.3.8   | Responsibilities and Duties of De- and Anti-Icing Staff. . . . .                       | 1-9  |
| 1.3.9   | Responsibilities and Duties of Fueling Staff. . . . .                                  | 1-9  |
| 1.4     | Training contents/syllabi for ground operations personnel. . . . .                     | 1-9  |
| 1.4.1   | General. . . . .   | 1-9  |
| 1.4.2   | Security Training. . . . .   | 1-9  |
| 1.4.3   | Safety Training. . . . .   | 1-10 |
| 1.4.4   | Passenger services as specified. . . . .   | 1-10 |
| 1.4.5   | Ramp services as specified. . . . .  | 1-10 |
| 1.4.6   | Load control as specified. . . . .   | 1-11 |
| 1.4.7   | Aircraft fueling as specified. . . . .   | 1-11 |
| 1.4.8   | Aircraft ground de-/anti-icing as specified. . . . .                                   | 1-11 |
| 2       | Operational Control and Supervision. . . . .   | 2-1  |
| 2.1     | Supervision of the Operation by the Operator. . . . .                                  | 2-1  |
| 2.1.1   | Purpose of operational control and supervision. . . . .                                | 2-1  |
| 2.1.2   | Operational control and supervision - General. . . . .                                 | 2-1  |
| 2.1.3   | Quality Control and Reporting. . . . .   | 2-1  |
| 2.1.3.1 | Occurrence Reporting. . . . .  | 2-2  |
| 2.1.3.2 | Occurrence report follow-up. . . . .   | 2-2  |
| 2.1.3.3 | Station Inspection. . . . .  | 2-2  |
| 2.1.3.4 | Compliance Monitoring. . . . .   | 2-2  |
| 2.1.3.5 | Occurrence Closure. . . . .  | 2-3  |
| 2.1.3.6 | Back-up procedure for occurrence reporting. . . . .                                    | 2-6  |
| 2.2     | Accident prevention. . . . .   | 2-9  |
| 2.3     | System of promulgation of additional operational instructions and information. . . . . | 2-9  |
| 2.3.1   | Daily Program. . . . .   | 2-9  |
| 2.3.2   | Daily crew disposition. . . . .  | 2-9  |
| 2.3.3   | 14-days Flight program. . . . .  | 2-10 |
| 2.3.4   | Service Info. . . . .  | 2-10 |
| 2.3.5   | VIP Information. . . . .   | 2-10 |
| 2.3.6   | Estimated Load Information. . . . .  | 2-10 |
| 2.3.7   | Destination Information - Arrival Message. . . . .                                     | 2-10 |
| 2.3.8   | Instruction Notices, Safety Alert, Temporary Revisions. . . . .                        | 2-11 |
| 2.3.9   | SMS-Reporting and Risk Assessment. . . . .   | 2-11 |
| 2.3.10  | Means of communication. . . . .  | 2-11 |
| 2.4     | Powers of the Authority. . . . .   | 2-12 |
| 3       | Station Handling Material. . . . .   | 3-1  |
| 3.1     | General. . . . .   | 3-1  |
| 4       | Transport of Passengers. . . . .   | 4-1  |
| 4.1     | Preflight Duties. . . . .  | 4-1  |
| 4.1.1   | General. . . . .   | 4-1  |
| 4.1.2   | Check of registration. . . . .   | 4-1  |
| 4.1.3   | Service Information. . . . .   | 4-1  |
| 4.1.4   | Presom. . . . .  | 4-1  |



## Ground Handling Manual Part 1

### Table of Contents

|           |  |      |
|-----------|--|------|
| 4.1.5     | Check of PNLs for other DCS than Go-Now. ....                      | 4-1  |
| 4.1.6     | Estimated Load Information. ....                                   | 4-1  |
| 4.2       | Ticket Acceptance. ....  | 4-2  |
| 4.2.1     | General Acceptance for Transport. ....                             | 4-2  |
| 4.2.1.1   | General. ....  | 4-2  |
| 4.2.1.2   | Travel Documents. ....   | 4-2  |
| 4.2.1.3   | Admission of passengers to aircraft. ....                          | 4-3  |
| 4.3       | Passenger Check-in. ....   | 4-3  |
| 4.3.1     | General Passenger Check-in. ....                                   | 4-3  |
| 4.3.1.1   | Check-in and boarding times. ....                                  | 4-3  |
| 4.3.1.2   | Passenger Information EC 261/2004. ....                            | 4-3  |
| 4.3.1.3   | Check-in Principles. ....  | 4-4  |
| 4.3.1.4   | General check-in procedure. ....                                   | 4-4  |
| 4.3.1.5   | PIL. ....  | 4-5  |
| 4.3.1.6   | Next of kin data. ....   | 4-5  |
| 4.3.2     | EDP Check-in. ....   | 4-5  |
| 4.3.2.1   | General. ....  | 4-5  |
| 4.3.2.2   | Emergency Procedure. ....  | 4-5  |
| 4.3.2.3   | Procedure for Check-in after system break-down. ....               | 4-6  |
| 4.3.3     | Special Check-in Procedures. ....                                  | 4-6  |
| 4.3.3.1   | Stand-by Procedure. ....   | 4-6  |
| 4.3.3.2   | Passenger holding EXST booking. ....                               | 4-6  |
| 4.3.3.3   | Cross connection flights. ....                                     | 4-7  |
| 4.3.3.4   | Off-airport Check-in. ....   | 4-7  |
| 4.3.3.5   | Web Check-in. ....   | 4-7  |
| 4.3.4     | Acceptance of Animals. ....  | 4-7  |
| 4.3.4.1   | General. ....  | 4-7  |
| 4.3.4.2   | Pets in Cabin. ....  | 4-9  |
| 4.3.5     | Irregularities. ....   | 4-10 |
| 4.3.5.1   | Delays. ....   | 4-10 |
| 4.3.5.2   | Passenger Welfare. ....  | 4-10 |
| 4.3.5.3   | Report. ....   | 4-11 |
| 4.4       | Passenger Handling Procedures related to Safety and Security. .... | 4-11 |
| 4.4.1     | Embarking and Disembarking of Passengers. ....                     | 4-11 |
| 4.4.1.1   | General. ....  | 4-11 |
| 4.4.1.2   | Embarking and disembarking during fueling / refueling. ....        | 4-12 |
| 4.4.2     | Seat Allocation. ....  | 4-12 |
| 4.4.2.1   | General. ....  | 4-12 |
| 4.4.2.2   | Exit row seating assignment. ....                                  | 4-12 |
| 4.4.2.3   | Foremost row seating assignment. ....                              | 4-14 |
| 4.4.2.3.1 | For B737-800 and B737-8 189Y aircraft. ....                        | 4-14 |
| 4.4.2.3.2 | For B737-800 186Y aircraft. ....                                   | 4-15 |
| 4.4.2.4   | Infants/ Children seating assignment. ....                         | 4-16 |
| 4.4.2.5   | Child Restraint Device - (CRD) Car Seat. ....                      | 4-16 |
| 4.4.2.6   | Severely handicapped children seating assignment. ....             | 4-18 |
| 4.4.2.7   | Wheelchair passenger seat assignment. ....                         | 4-18 |
| 4.4.2.8   | Multiple occupancy of aircraft seats. ....                         | 4-18 |
| 4.4.2.9   | Passenger with pets in cabin. ....                                 | 4-18 |
| 4.4.3     | Restrictions for Carriage. ....                                    | 4-18 |
| 4.4.3.1   | Expectant mothers. ....  | 4-18 |



## Ground Handling Manual Part 1

### Table of Contents

|             |  |      |
|-------------|--|------|
| 4.4.3.2     | Unaccompanied minors and carriage of children escorted by minors             | 4-19 |
| 4.4.3.2.1   | Unaccompanied minors.  | 4-19 |
| 4.4.3.2.2   | Carriage of children / infants escorted by minors.                           | 4-20 |
| 4.4.3.2.3   | Youngsters traveling alone / YPTA.   | 4-20 |
| 4.4.3.3     | Infant limit.  | 4-21 |
| 4.4.3.4     | Sick passengers and persons with disabilities.                               | 4-21 |
| 4.4.3.4.1   | General.   | 4-21 |
| 4.4.3.4.2   | Sick passengers.   | 4-22 |
| 4.4.3.4.3   | Refusal of Carriage.   | 4-22 |
| 4.4.3.4.4   | Passengers with plaster.   | 4-22 |
| 4.4.3.4.5   | Blind, deaf, mute passengers.  | 4-23 |
| 4.4.3.4.6   | Guide / Assistance / Service Dogs - SVAN.                                    | 4-23 |
| 4.4.3.4.7   | Wheelchairs.   | 4-23 |
| 4.4.3.5     | Inadmissible passengers, deportees or persons in custody.                    | 4-24 |
| 4.4.3.5.1   | INAD.  | 4-24 |
| 4.4.3.5.1.1 | Necessary permit for transport of INADs ex Germany.                          | 4-24 |
| 4.4.3.5.2   | DEPO/DEPA/DEPU.  | 4-25 |
| 4.4.3.5.3   | Persons in lawful custody.   | 4-25 |
| 4.4.3.5.4   | Other persons in custody.  | 4-25 |
| 4.4.3.6     | Cockpit / jumpseat travel.   | 4-25 |
| 4.4.3.7     | Non-revenue flights.   | 4-25 |
| 4.4.4       | Behavior Detection.  | 4-26 |
| 4.4.5       | Procedures for Refusal of Embarkation.                                       | 4-26 |
| 4.4.5.1     | Refusal of Carriage.   | 4-26 |
| 4.4.5.2     | Medical Clearance.   | 4-27 |
| 4.4.6       | Handbaggage.   | 4-27 |
| 4.5         | Establishing of Final Figures for Loadcontrol.                               | 4-29 |
| 4.6         | After Flight Duties.   | 4-29 |
| 4.6.1       | SITA Messages.   | 4-29 |
| 4.6.1.1     | Final SOM.   | 4-30 |
| 4.6.1.2     | Passenger Transfer Message / PTM.  | 4-30 |
| 4.6.1.3     | Passenger Service Message / PSM.   | 4-30 |
| 4.6.1.4     | Passenger Final Sales / PFS.   | 4-30 |
| 4.6.2       | Flight Trip File (Check-in Report).  | 4-31 |
| 4.6.3       | Occurrence Reporting.  | 4-31 |
| 4.7         | Arrival Services.  | 4-32 |
| 4.7.1       | Care of inbound passengers.  | 4-32 |
| 4.7.2       | Lost & Found.  | 4-32 |
| 4.8         | Multi Sector Flights Abroad.   | 4-32 |
| 4.8.1       | General.   | 4-32 |
| 4.8.2       | Flight preparation within just one DCS or different DCS.                     | 4-32 |
| 4.8.3       | Multi Sector Flights with only one continuous flight number for all sectors. | 4-33 |
| 4.8.4       | Multi Sector Flights with changing flight numbers.                           | 4-34 |
| 4.9         | Wet lease.   | 4-35 |
| 4.9.1       | Ad hoc Wet lease.  | 4-35 |
| 4.9.1.1     | General.   | 4-35 |
| 4.9.1.2     | Passenger Check-in.  | 4-35 |
| 4.9.1.3     | Weight and Balance.  | 4-35 |



## Ground Handling Manual Part 1

### Table of Contents

|           |  |      |
|-----------|--|------|
| 4.9.2     | Long-term Wet lease. . . . .                                       | 4-35 |
| 4.9.3     | Passenger Information. . . . .                                     | 4-35 |
| 5         | Transport of Baggage. . . . .                                      | 5-1  |
| 5.1       | General regulations. . . . .                                       | 5-1  |
| 5.1.1     | Forbidden articles in or as baggage. . . . .                       | 5-1  |
| 5.1.2     | Screening of baggage. . . . .                                      | 5-1  |
| 5.1.3     | Baggage reconciliation. . . . .                                    | 5-1  |
| 5.2       | Procedures for baggage acceptance. . . . .                         | 5-1  |
| 5.2.1     | Baggage allowance. . . . .   | 5-1  |
| 5.2.1.1   | General. . . . .   | 5-1  |
| 5.2.1.2   | Normal baggage. . . . .  | 5-2  |
| 5.2.1.3   | Baggage - special allowances. . . . .                              | 5-2  |
| 5.2.2     | Excess baggage. . . . .  | 5-2  |
| 5.2.2.1   | General. . . . .   | 5-2  |
| 5.2.2.2   | Sporting Equipment. . . . .  | 5-2  |
| 5.2.2.3   | Pets / Animals. . . . .  | 5-2  |
| 5.2.2.3.1 | AVIH / Animal in hold. . . . .                                     | 5-2  |
| 5.2.2.3.2 | PETC / Pet in cabin. . . . .                                       | 5-3  |
| 5.2.2.4   | Sporting weapons. . . . .  | 5-3  |
| 5.2.2.5   | Medical equipment and supplies. . . . .                            | 5-3  |
| 5.2.3     | Dangerous Goods as / in baggage. . . . .                           | 5-3  |
| 5.3       | Baggage Handling. . . . .  | 5-4  |
| 5.3.1     | General Baggage Handling. . . . .                                  | 5-4  |
| 5.3.1.1   | Labeling. . . . .  | 5-4  |
| 5.3.1.2   | Off-Airport Checked-in baggage. . . . .                            | 5-4  |
| 5.3.1.3   | Acceptance of damaged baggage / unsuitable packed baggage. . . . . | 5-4  |
| 5.3.2     | Special declaration of higher value of baggage. . . . .            | 5-4  |
| 5.3.2.1   | General. . . . .   | 5-4  |
| 5.3.2.2   | At departure station. . . . .                                      | 5-4  |
| 5.3.2.3   | At destination. . . . .  | 5-5  |
| 5.3.3     | Special Baggage Handling. . . . .                                  | 5-5  |
| 5.3.3.1   | General. . . . .   | 5-5  |
| 5.3.3.2   | Arms. . . . .  | 5-6  |
| 5.3.3.3   | Bicycles. . . . .  | 5-7  |
| 5.3.3.4   | Buggies / Prams. . . . .   | 5-7  |
| 5.3.3.5   | Diving equipment. . . . .  | 5-7  |
| 5.3.3.6   | Television set. . . . .  | 5-7  |
| 5.3.3.7   | Wheelchairs. . . . .   | 5-7  |
| 5.3.3.7.1 | Acceptance Procedure at Check-in. . . . .                          | 5-8  |
| 5.3.3.7.2 | Departure Gate. . . . .  | 5-9  |
| 5.3.3.7.3 | EMA Tag. . . . .   | 5-10 |
| 5.3.3.8   | Freight-type goods. . . . .  | 5-11 |
| 5.3.3.9   | Comail. . . . .  | 5-11 |
| 5.3.3.9.1 | TUfly Comail. . . . .  | 5-11 |
| 5.3.3.9.2 | Charterer's comail. . . . .  | 5-11 |
| 5.3.3.9.3 | Security Controls. . . . .   | 5-11 |
| 5.3.4     | Acceptance of animals in hold. . . . .                             | 5-11 |
| 5.3.4.1   | General. . . . .   | 5-11 |
| 5.3.4.2   | AVIH. . . . .  | 5-12 |



## Ground Handling Manual Part 1

### Table of Contents

|           |   |      |
|-----------|---|------|
| 5.3.4.3   | Loading of AVIH. ....   | 5-12 |
| 5.4       | Baggage Tracing / Lost and Found. ....  | 5-12 |
| 5.4.1     | General. ....   | 5-12 |
| 5.4.2     | Protection of mishandled baggage. ....  | 5-12 |
| 5.4.3     | Shipment of rush baggage. ....  | 5-12 |
| 5.4.4     | Tracing of rush baggage. ....   | 5-13 |
| 6         | Transport of Cargo, including any non-revenue load. ....                            | 6-1  |
| 6.1       | Acquisition and planning of cargo, including any non-revenue load. ....             | 6-1  |
| 6.1.1     | Acquisition of cargo, including any nonrevenue load. ....                           | 6-1  |
| 6.1.2     | Planning of cargo onload. ....  | 6-2  |
| 6.2       | Handling of Cargo and Mail. ....  | 6-2  |
| 6.2.1     | General regulations. ....   | 6-4  |
| 6.2.1.1   | Regulation. ....  | 6-4  |
| 6.2.1.2   | Cargo Handling Manuals. ....  | 6-4  |
| 6.2.1.3   | Dangerous Goods in / as cargo. ....   | 6-4  |
| 6.2.1.4   | Cargo in Cabin. ....  | 6-4  |
| 6.2.2     | Acceptance, storage and delivery of cargo. ....                                     | 6-4  |
| 6.2.3     | Special Cargo Items. ....   | 6-4  |
| 6.2.3.1   | Human Remains (HUM). ....   | 6-4  |
| 6.2.3.2   | Transportation of Dry Ice. ....   | 6-5  |
| 6.2.3.3   | Service cargo. ....   | 6-9  |
| 6.2.3.4   | Animals / AVIH. ....  | 6-9  |
| 6.2.3.5   | Perishables / PER. ....   | 6-10 |
| 6.2.3.6   | Others. ....  | 6-10 |
| 6.2.4     | Acceptance, storage and delivery of mail on behalf of Deutsche Post AG (DPAG). .... | 6-10 |
| 6.2.4.1   | Acceptance. ....  | 6-10 |
| 6.2.4.2   | Storage of mail. ....   | 6-11 |
| 6.2.4.3   | Delivery of mail. ....  | 6-11 |
| 6.3       | Documentation of cargo, including any nonrevenue load. ....                         | 6-11 |
| 6.3.1     | Cargo Documents. ....   | 6-11 |
| 6.3.1.1   | General. ....   | 6-11 |
| 6.3.1.2   | Air Waybill / AWB. ....   | 6-11 |
| 6.3.1.3   | Cargo Manifest. ....  | 6-12 |
| 6.3.1.3.1 | Special for shipments to Canary Islands:. ....                                      | 6-12 |
| 6.3.1.4   | Transport of Cargo Paper Envelope. ....   | 6-12 |
| 6.3.2     | Additional documents for Dangerous Goods as / in cargo. ....                        | 6-12 |
| 6.3.2.1   | General. ....   | 6-12 |
| 6.3.2.2   | Shipper's Declaration. ....   | 6-12 |
| 6.3.2.3   | Dangerous Goods Acceptance Check Sheet. ....  | 6-13 |
| 6.3.2.4   | Special Load - Information to flight deck crew. ....                                | 6-13 |
| 6.3.2.5   | Special Load - Notification to Captain (NOTOC). ....                                | 6-13 |
| 6.3.2.6   | Sample: Shipper's Declaration. ....   | 6-15 |
| 6.3.2.7   | Sample: Notification to Captain / NOTOC. ....                                       | 6-16 |
| 6.3.3     | Way of documentation. ....  | 6-16 |
| 6.3.4     | Storage of Records. ....  | 6-17 |
| 6.3.5     | SITA Messages. ....   | 6-17 |
| 6.3.5.1   | General. ....   | 6-17 |
| 6.4       | Cargo Agents Contact Details. ....  | 6-17 |



## Ground Handling Manual Part 1

### Table of Contents

|            |   |      |
|------------|---|------|
| 6.5        | Irregularities with cargo, including any nonrevenue load. ....    | 6-17 |
| 6.5.1      | Cargo Damage. ....  | 6-17 |
| 6.5.2      | Cargo left behind. ....   | 6-18 |
| 6.5.3      | Irregularities with Dangerous Goods as / in cargo. ....           | 6-18 |
| 7          | Transport of Dangerous Goods. ....                                | 7-1  |
| 7.1        | General Regulations. ....   | 7-1  |
| 7.1.1      | Definition and Principles. ....                                   | 7-1  |
| 7.1.1.1    | Definition of Dangerous Goods. ....                               | 7-1  |
| 7.1.1.2    | Principles. ....  | 7-1  |
| 7.1.1.3    | Definition of Terms (according to EASA AIR OPS). ....             | 7-3  |
| 7.1.1.3.1  | Acceptance Check List. ....                                       | 7-3  |
| 7.1.1.3.2  | Approval. ....  | 7-3  |
| 7.1.1.3.3  | Cargo Aircraft. ....  | 7-3  |
| 7.1.1.3.4  | Dangerous Goods Accident. ....                                    | 7-3  |
| 7.1.1.3.5  | Dangerous Goods Incident. ....                                    | 7-3  |
| 7.1.1.3.6  | Dangerous Goods Transport Document. ....                          | 7-3  |
| 7.1.1.3.7  | Exemption. ....   | 7-3  |
| 7.1.1.3.8  | Handling Agent. ....  | 7-4  |
| 7.1.1.3.9  | Overpack. ....  | 7-4  |
| 7.1.1.3.10 | Package. ....   | 7-4  |
| 7.1.1.3.11 | Packaging. ....   | 7-4  |
| 7.1.1.3.12 | Proper Shipping Name. ....  | 7-4  |
| 7.1.1.3.13 | Serious Injury. ....  | 7-5  |
| 7.1.1.3.14 | Technical Instructions. ....                                      | 7-5  |
| 7.1.1.3.15 | Unit Load Device. ....  | 7-5  |
| 7.1.2      | Dangerous Goods Classification. ....                              | 7-6  |
| 7.1.2.1    | Dangerous Goods Classes. ....                                     | 7-6  |
| 7.1.2.2    | Lithium battery or Sodium Ion Battery. ....                       | 7-12 |
| 7.1.2.3    | Separation Passenger Aircraft OK - Cargo Aircraft Only. ....      | 7-14 |
| 7.2        | Transport Restrictions and Limitations. ....                      | 7-15 |
| 7.2.1      | Dangerous Goods forbidden in aircraft. ....                       | 7-15 |
| 7.2.1.1    | General. ....   | 7-15 |
| 7.2.1.2    | Forbidden articles as / in baggage. ....                          | 7-15 |
| 7.2.2      | Hidden Dangerous Goods. ....                                      | 7-15 |
| 7.2.3      | Dangerous Goods Carried as Aircraft Spare Parts / AOG Parts. .... | 7-17 |
| 7.2.4      | Dangerous Goods carried by Passengers or Crew. ....               | 7-18 |
| 7.2.4.1    | General. ....   | 7-18 |
| 7.2.4.2    | Articles permitted in / as baggage. ....                          | 7-18 |
| 7.2.4.3    | Portable electronic devices (PED) on board TUfly aircrafts. ....  | 7-30 |
| 7.2.5      | Dangerous Goods in Excepted and in Limited Quantities. ....       | 7-30 |
| 7.2.5.1    | Dangerous Goods in Excepted Quantities. ....                      | 7-30 |
| 7.2.5.2    | Dangerous Goods in Limited Quantities. ....                       | 7-32 |
| 7.3        | Packing, Labeling, Marking and Handling of Dangerous Goods. ....  | 7-33 |
| 7.3.1      | Packing, Labeling and Marking of Dangerous Goods. ....            | 7-33 |
| 7.3.2      | Handling of Dangerous Goods. ....                                 | 7-33 |
| 7.3.2.1    | General. ....   | 7-33 |
| 7.3.2.2    | Acceptance of Dangerous Goods. ....                               | 7-33 |
| 7.3.2.3    | Loading of Dangerous Goods. ....                                  | 7-33 |
| 7.3.2.4    | Inspection for Damage, Leakage or Contamination. ....             | 7-34 |



## Ground Handling Manual Part 1

### Table of Contents

---

|           |  |      |
|-----------|--|------|
| 7.4       | Documentation of Dangerous Goods. ....   | 7-35 |
| 7.4.1     | General. ....  | 7-35 |
| 7.4.2     | SITA Messages. ....  | 7-35 |
| 7.5       | Provision of Information. ....   | 7-35 |
| 7.5.1     | Information to Passengers. ....  | 7-35 |
| 7.5.2     | Information to Cargo Shippers. ....  | 7-35 |
| 7.5.3     | Information to Handling Staff. ....  | 7-36 |
| 7.5.4     | Weight & Balance Staff. ....   | 7-36 |
| 7.5.5     | Information to Cockpit. ....   | 7-37 |
| 7.6       | Irregularities with Dangerous Goods. ....  | 7-37 |
| 7.6.1     | Action in Case of Dangerous Goods Occurrences. ....                                | 7-37 |
| 7.6.1.1   | Inspection for evidence of leakage or damage. ....                                 | 7-37 |
| 7.6.1.2   | Decontamination. ....  | 7-38 |
| 7.6.1.3   | Safekeeping of Items. ....   | 7-38 |
| 7.6.2     | Reporting of Dangerous Goods Occurrences. ....                                     | 7-38 |
| 7.6.2.1   | General. ....  | 7-38 |
| 7.6.2.2   | Definitions. ....  | 7-39 |
| 7.6.2.3   | Report Addresses. ....   | 7-39 |
| 7.6.2.4   | Report Details. ....   | 7-39 |
| 7.6.2.5   | Report Format. ....  | 7-40 |
| 8         | Transport of Weapons and Ammunition. ....  | 8-1  |
| 8.1       | Transport of Weapons of War and Munition of War. ....                              | 8-1  |
| 8.2       | Transport of Firearms and other Weapons and Small Calibre Munitions. ...           | 8-1  |
| 8.2.1     | Weapons and Firearms. ....   | 8-1  |
| 8.2.2     | Ammunition. ....   | 8-2  |
| 8.3       | Transport of Weapons and Munitions by Authorized Personal Security<br>Guards. .... | 8-2  |
| 9         | Aircraft Loading and Handling on the Ramp. ....                                    | 9-1  |
| 9.1       | Aircraft Loading. ....   | 9-1  |
| 9.1.1     | General. ....  | 9-1  |
| 9.1.1.1   | Aircraft Security. ....  | 9-1  |
| 9.1.1.1.1 | Aircraft Handover. ....  | 9-1  |
| 9.1.1.1.2 | Aircraft Access Control. ....  | 9-1  |
| 9.1.1.1.3 | Compartment Security Search. ....  | 9-1  |
| 9.1.1.2   | Security and Safety on the Ramp. ....  | 9-3  |
| 9.1.1.3   | Baggage and Cargo Security. ....   | 9-3  |
| 9.1.1.4   | Serviceability of Equipment. ....  | 9-4  |
| 9.1.1.5   | Limitations. ....  | 9-4  |
| 9.1.1.6   | Compatibility of Load. ....  | 9-4  |
| 9.1.1.7   | Loading Accessories. ....  | 9-4  |
| 9.1.1.8   | Pallet / Container Loading. ....   | 9-5  |
| 9.1.1.9   | Tagging of Unit Load Devices. ....   | 9-5  |
| 9.1.1.10  | Incompatibility Chart Abbreviations. ....  | 9-6  |
| 9.1.2     | Loading Instruction / LIR. ....  | 9-8  |
| 9.1.2.1   | General. ....  | 9-8  |
| 9.1.2.2   | B737-800 (NG). ....  | 9-9  |
| 9.1.2.3   | B737-8 (MAX). ....   | 9-11 |
| 9.1.2.4   | Double Destination Flight. ....  | 9-12 |





## Ground Handling Manual Part 1

### Table of Contents

|           |   |      |
|-----------|---|------|
| 9.1.2.5   | Loading Instructions. ....  | 9-12 |
| 9.1.2.5.1 | LOADING INSTRUCTION B737-800(NG) /B737-8 (MAX). ....  | 9-13 |
| 9.1.2.5.2 | LOADING INSTRUCTION CARGO and MAIL FLIGHTS B737-800<br>(NG)- 189Y. ....   | 9-14 |
| 9.1.2.5.3 | LOADING INSTRUCTION CARGO and MAIL FLIGHTS B737-800<br>(NG)- 186Y. ....   | 9-16 |
| 9.1.2.5.4 | LOADING INSTRUCTION CARGO and MAIL FLIGHTS B737-8 (MAX)<br>.....  | 9-18 |
| 9.1.3     | Special Loads. ....   | 9-20 |
| 9.1.3.1   | Human Remains (HUM). ....   | 9-20 |
| 9.1.3.2   | Alive Animal in Hold (AVIH). ....   | 9-20 |
| 9.1.3.3   | Dangerous Goods. ....   | 9-21 |
| 9.1.3.4   | Handling of wheelchair with batteries and battery powered<br>equipment. ....  | 9-21 |
| 9.1.3.4.1 | Manual wheelchair with battery powered wheels (battery is<br>mounted in the wheel hub). ....  | 9-22 |
| 9.1.3.4.2 | (Portable) medical mobility aids as wheelchair accessory (that<br>help manual wheelchair to climb steps or curbs, or similar). .... | 9-22 |
| 9.1.3.4.3 | Manual wheelchair with removable lithium battery. ....  | 9-22 |
| 9.1.3.4.4 | Manual wheelchair with removable non-spillable battery. ....  | 9-23 |
| 9.1.3.4.5 | Loading Supervisor. ....  | 9-23 |
| 9.1.3.5   | Heavy Items - HEA. ....   | 9-23 |
| 9.1.3.6   | Perishable Cargo - PER. ....  | 9-25 |
| 9.1.3.7   | Emergency Medical Supplies and Live Human Organs. ....  | 9-25 |
| 9.1.3.8   | Additional Catering Supplies as Belly Load. ....  | 9-25 |
| 9.1.4     | Loading and Securing of Items. ....   | 9-25 |
| 9.1.4.1   | General. ....   | 9-25 |
| 9.1.4.2   | Maximum Dimensions of packages. ....  | 9-26 |
| 9.1.4.3   | AVIH. ....  | 9-26 |
| 9.1.4.4   | Dangerous Goods. ....   | 9-26 |
| 9.1.4.5   | Tie-down of cargo and/or special loads. ....  | 9-26 |
| 9.1.5     | Handling of Mail Flights on behalf of Deutsche Post AG (DPAG). ....   | 9-30 |
| 9.1.5.1   | General. ....   | 9-30 |
| 9.1.5.2   | Empty Hold check / Compartment Security Search. ....  | 9-30 |
| 9.1.5.3   | Installation and Loading of Cabin Seat Containers. ....   | 9-30 |
| 9.1.5.3.1 | Instruction on installation of Seat Containers. ....  | 9-30 |
| 9.1.5.3.2 | Installation of Seat Containers. ....   | 9-30 |
| 9.1.5.4   | Carriage of Cargo in the Passenger Compartment. ....  | 9-30 |
| 9.1.5.4.1 | Loading of the seat container. ....   | 9-30 |
| 9.1.5.5   | Loading of Cabin Compartments. ....   | 9-30 |
| 9.1.5.6   | Loading of Overhead Compartments. ....  | 9-30 |
| 9.1.5.7   | Loading of Galleys and Lavatories. ....   | 9-30 |
| 9.1.5.8   | Loading Specials for Stations. ....   | 9-30 |
| 9.1.6     | Carriage of oversized cabin baggage. ....   | 9-30 |
| 9.2       | Handling on the Ramp. ....  | 9-32 |
| 9.2.1     | Operation of aircraft doors. ....   | 9-32 |
| 9.2.1.1   | Cabin Doors. ....   | 9-32 |
| 9.2.1.1.1 | General. ....   | 9-32 |
| 9.2.1.1.2 | Responsibility. ....  | 9-32 |
| 9.2.1.1.3 | Opening Cabin Access Doors with Crew and/or staff on board. ...   | 9-32 |



## Ground Handling Manual Part 1

### Table of Contents

|           |  |       |
|-----------|--|-------|
| 9.2.1.1.4 | Opening Cabin Access Doors with no Crew and/or staff on board.   | 9-32  |
| 9.2.1.1.5 | Closing Cabin Access Doors. . . . .  | 9-33  |
| 9.2.1.2   | Cargo doors and lower compartment doors. . . . .   | 9-33  |
| 9.2.1.2.1 | Responsibility. . . . .  | 9-33  |
| 9.2.2     | Operation of ground support equipment. . . . .   | 9-33  |
| 9.2.2.1   | General. . . . .   | 9-33  |
| 9.2.2.2   | Responsibility. . . . .  | 9-33  |
| 9.2.2.3   | Aircraft parking during turn-around, day-stop, night stop, during high winds, parking aircraft out of service. . . . . | 9-34  |
| 9.2.2.4   | Operating practices and procedures. . . . .  | 9-38  |
| 9.2.2.5   | Safety Cones. . . . .  | 9-40  |
| 9.2.2.5.1 | Safety Cone Placement and Removal. . . . .   | 9-40  |
| 9.2.3     | Servicing of Aircrafts and Positioning of Ground Equipment. . . . .  | 9-45  |
| 9.2.3.1   | Ground Servicing Points. . . . .   | 9-45  |
| 9.2.3.1.1 | B737-800 / B737-8. . . . .   | 9-45  |
| 9.2.3.2   | Ground Support Equipment Positioning. . . . .  | 9-46  |
| 9.2.3.2.1 | General. . . . .   | 9-46  |
| 9.2.3.2.2 | B737-800 / B737-8. . . . .   | 9-47  |
| 9.2.3.2.3 | Cooling/Heating Units and Preconditioned Air. . . . .  | 9-48  |
| 9.2.4     | Arrival and departure procedures. . . . .  | 9-51  |
| 9.2.4.1   | General. . . . .   | 9-51  |
| 9.2.4.1.1 | Arrival Procedures. . . . .  | 9-51  |
| 9.2.4.1.2 | Departure Procedures. . . . .  | 9-52  |
| 9.2.4.2   | Communication via Hand Signals. . . . .  | 9-54  |
| 9.2.4.2.1 | Introduction. . . . .  | 9-54  |
| 9.2.4.2.2 | Conditions for Using Hand Signals. . . . .   | 9-54  |
| 9.2.4.2.3 | Guide Person Hand Signals (for GSE). . . . .   | 9-55  |
| 9.2.4.2.4 | Pushback Hand Signals – Headset Operator to Tug Driver. . . . .  | 9-69  |
| 9.2.4.2.5 | Pushback Hand Signals – Wingwalker to Headset Operator/Tug Driver. . . . .   | 9-75  |
| 9.2.4.2.6 | Marshalling Hand Signals (for aircraft). . . . .   | 9-77  |
| 9.2.4.2.7 | Technical/Servicing Hand Signals-Ground Staff to Flight Crew. . . . .  | 9-94  |
| 9.2.4.2.8 | Technical/Servicing Hand Signals-Flight Crew to Ground Staff. . . . .  | 9-104 |
| 9.2.4.3   | Communication via interphone. . . . .  | 9-108 |
| 9.2.5     | Safety on the ramp. . . . .  | 9-109 |
| 9.2.5.1   | Fire Prevention and Suction Areas. . . . .   | 9-109 |
| 9.2.5.2   | Adverse Weather Conditions. . . . .  | 9-111 |
| 9.2.5.2.1 | General. . . . .   | 9-111 |
| 9.2.5.2.2 | Winter or Slippery Apron Conditions. . . . .   | 9-111 |
| 9.2.5.3   | Storms–Lightning Work Instructions. . . . .  | 9-111 |
| 9.2.5.4   | Lightning Alert Callout. . . . .   | 9-112 |
| 9.2.5.5   | High Wind Conditions Work Instructions. . . . .  | 9-114 |
| 9.2.5.6   | Sandstorms and Low Visibility. . . . .   | 9-115 |
| 9.2.6     | Fueling procedures. . . . .  | 9-116 |
| 9.2.6.1   | General. . . . .   | 9-116 |
| 9.2.6.2   | Safety precautions during de-/ refueling. . . . .  | 9-117 |
| 9.2.6.3   | Intentionally blank. . . . .   | 9-118 |
| 9.2.6.4   | De-/ refueling with passengers. . . . .  | 9-118 |
| 9.2.6.4.1 | Appendix 1. . . . .  | 9-119 |
| 9.2.6.4.2 | Appendix 2. . . . .  | 9-120 |



## Ground Handling Manual Part 1

### Table of Contents

|           |  |       |
|-----------|--|-------|
| 9.2.6.5   | Pre-Fueling. ....  | 9-120 |
| 9.2.7     | Aircraft Cabin Servicing. ....   | 9-121 |
| 9.2.7.1   | General. ....  | 9-121 |
| 9.2.7.2   | Cleaning Equipment. ....   | 9-121 |
| 9.2.7.3   | Health and Safety Instructions. ....   | 9-122 |
| 9.2.8     | Potable Water Service. ....  | 9-122 |
| 9.2.8.1   | General. ....  | 9-122 |
| 9.2.8.2   | General Hygiene Precautions. ....  | 9-122 |
| 9.2.8.3   | Potable Water Units Servicing Procedure. ....                                  | 9-122 |
| 9.2.8.3.1 | Filling Aircraft Water Tanks. ....   | 9-122 |
| 9.2.8.3.2 | Water Servicing During Freezing Conditions. ....                               | 9-123 |
| 9.2.8.4   | Quality checks. ....   | 9-123 |
| 9.2.9     | Toilet Service. ....   | 9-123 |
| 9.2.9.1   | General. ....  | 9-123 |
| 9.2.9.2   | General Hygiene Precautions. ....  | 9-123 |
| 9.2.9.3   | Toilet Servicing Procedure. ....   | 9-123 |
| 9.2.9.4   | Toilet Servicing During Freezing Conditions. ....                              | 9-124 |
| 9.2.10    | De- and Anti-icing of aircraft on the ground. ....                             | 9-124 |
| 9.2.10.1  | The Clean Aircraft Concept ( ISO 11076). ....                                  | 9-124 |
| 9.2.10.2  | De-icing pre-flight check. ....  | 9-125 |
| 9.2.10.3  | Coordination of de-/anti-icing process. ....                                   | 9-125 |
| 9.2.10.4  | Performance of de-/anti-icing. ....  | 9-125 |
| 9.2.10.5  | Critical Areas. ....   | 9-126 |
| 9.2.10.6  | De-icing final check. ....   | 9-127 |
| 9.2.10.7  | Flight Crew Information. ....  | 9-127 |
| 9.2.10.8  | "All clear" signal. ....   | 9-128 |
| 9.2.11    | Start up Procedure and Towing. ....  | 9-128 |
| 9.2.11.1  | Start Up Procedure on remote parking stand. ....                               | 9-128 |
| 9.2.11.2  | Start Up Procedure including pushback and walkout assistance /<br>Towing. .... | 9-128 |
| 9.2.11.3  | Turn-around time. ....   | 9-129 |
| 9.3       | Incidents. ....  | 9-131 |
| 9.3.1     | Incidents related to Security. ....  | 9-131 |
| 9.3.2     | Incidents with Dangerous Goods. ....   | 9-131 |
| 9.3.3     | Damage to aircraft. ....   | 9-131 |
| 9.3.3.1   | Damage caused by ground equipment. ....  | 9-131 |
| 9.3.3.2   | Emergency situation. ....  | 9-131 |
| 9.4       | Operational Handling Wetlease. ....  | 9-132 |
| 9.4.1     | Ad hoc Wetlease. ....  | 9-132 |
| 9.4.1.1   | General. ....  | 9-132 |
| 9.4.1.2   | Passenger Check-in. ....   | 9-132 |
| 9.4.1.3   | Weight & Balance. ....   | 9-132 |
| 9.4.2     | Long-term Subcharter. ....   | 9-132 |
| 10        | Weight and Balance. ....   | 10-1  |
| 10.1      | Pre-flight Duties. ....  | 10-1  |
| 10.1.1    | Documents. ....  | 10-1  |
| 10.1.1.1  | General. ....  | 10-1  |
| 10.1.1.2  | Selfbriefing. ....   | 10-2  |
| 10.1.1.3  | Crew Briefing Documents. ....  | 10-2  |



## Ground Handling Manual Part 1

### Table of Contents

|          |   |       |
|----------|---|-------|
| 10.1.1.4 | Flight documents. . . . .   | 10-3  |
| 10.2     | Limitations. . . . .  | 10-3  |
| 10.2.1   | Aircraft Weights. . . . .   | 10-3  |
| 10.2.1.1 | Applicable weights for mass and balance calculation. . . . .        | 10-3  |
| 10.2.2   | Cargo & Cabin Compartments. . . . .                                 | 10-3  |
| 10.3     | Applicable Weights. . . . .   | 10-4  |
| 10.3.1   | Passenger & Baggage Weights. . . . .                                | 10-4  |
| 10.3.1.1 | Passenger Weights. . . . .  | 10-4  |
| 10.3.1.2 | Baggage Weights. . . . .  | 10-5  |
| 10.3.2   | ULD - Weights. . . . .  | 10-6  |
| 10.3.2.1 | General. . . . .  | 10-6  |
| 10.3.2.2 | Seat Container. . . . .   | 10-6  |
| 10.4     | Final figures for Loadcontrol. . . . .                              | 10-7  |
| 10.4.1   | Establishing of Final Figures for Loadcontrol. . . . .              | 10-7  |
| 10.4.1.1 | General. . . . .  | 10-7  |
| 10.4.1.2 | Local and transfer passenger finals. . . . .                        | 10-8  |
| 10.4.1.3 | Local and transfer baggage finals. . . . .                          | 10-8  |
| 10.4.1.4 | Cargo Finals. . . . .   | 10-8  |
| 10.4.1.5 | Final Load Data. . . . .  | 10-9  |
| 10.4.2   | LMC Information. . . . .  | 10-9  |
| 10.5     | Load & Trimsheet. . . . .   | 10-10 |
| 10.5.1   | General. . . . .  | 10-10 |
| 10.5.1.1 | Basic Rules. . . . .  | 10-10 |
| 10.5.1.2 | Continuous Training. . . . .  | 10-10 |
| 10.5.1.3 | Operational Procedure. . . . .                                      | 10-11 |
| 10.5.2   | EDP - Loadsheets. . . . .   | 10-12 |
| 10.5.2.1 | Sample EDP Loadsheets. . . . .                                      | 10-12 |
| 10.5.2.2 | Explanation EDP-Loadsheets. . . . .                                 | 10-13 |
| 10.5.3   | Manual Loadsheets - Mass and Balance Tool (PMP Loadsheets). . . . . | 10-17 |
| 10.5.3.1 | General. . . . .  | 10-17 |
| 10.5.3.2 | Mass and balance calculation. . . . .                               | 10-17 |
| 10.5.3.3 | Usage. . . . .  | 10-17 |
| 10.5.3.4 | PMP-Loadsheets. . . . .   | 10-17 |
| 10.5.4   | ACARS Loadsheets. . . . .   | 10-19 |
| 10.5.4.1 | Introduction. . . . .   | 10-19 |
| 10.5.4.2 | System description. . . . .   | 10-20 |
| 10.5.5   | Trip File. . . . .  | 10-24 |
| 10.5.5.1 | General. . . . .  | 10-24 |
| 10.6     | Load Control Process. . . . .                                       | 10-25 |
| 10.6.1   | Information. . . . .  | 10-25 |
| 10.6.2   | Load. . . . .   | 10-25 |
| 11       | Aircraft information and dimensions. . . . .                        | 11-1  |
| 11.1     | Aircraft Quick Reference for Seating and Special Loads. . . . .     | 11-1  |
| 11.1.1   | B737-800 189 Y Seats. . . . .                                       | 11-1  |
| 11.1.2   | B737-8 189 Y Seats. . . . .   | 11-3  |
| 11.1.3   | B737-800 186 Y Seats. . . . .                                       | 11-5  |
| 11.2     | Aircraft Dimensions. . . . .  | 11-7  |
| 11.2.1   | B737-800 with blended Winglets. . . . .                             | 11-7  |
| 11.2.2   | B737-800 with split scimitar Winglets. . . . .                      | 11-9  |



## Ground Handling Manual Part 1

### Table of Contents

|          |  |       |
|----------|--|-------|
| 11.2.3   | B737-8. ....   | 11-11 |
| 11.2.4   | Ground Support Equipment. ....   | 11-14 |
| 11.3     | Cargo Compartments. ....   | 11-15 |
| 11.3.1   | Maximum weights per Compartment. ....  | 11-15 |
| 11.3.1.1 | Applicable for Boeing 737-800: DAHLK, DATUA, DATUF, DATUJ,<br>DATUK, DATUN, DATUO, DATUR, DATUZ, DATYL. .... | 11-15 |
| 11.3.1.2 | Applicable for Boeing 737-800: DABKI, DABKJ, DABKM, DABKN,<br>DABMQ, DABMV. ....                             | 11-16 |
| 11.3.1.3 | Applicable for Boeing 737-8: DAMAA, DAMAB, DAMAD, DAMAH,<br>DAMAX, DAMAY, DAMAZ. ....                        | 11-16 |
| 11.3.2   | Cabin Compartments. ....   | 11-17 |
| 11.3.2.1 | B737-800 / all registrations 189Y config. ....   | 11-17 |
| 11.3.2.2 | B737-800 / all registrations 186Y config. ....   | 11-17 |
| 11.3.2.3 | B737-8 / all registrations. ....   | 11-17 |
| 11.4     | Maximum dimensions of packages. ....   | 11-18 |
| 11.4.1   | Maximum dimensions of packages B737-800/B737-8. ....   | 11-18 |
| 11.4.1.1 | FWD Hold - Package size illustration. ....   | 11-18 |
| 11.4.1.2 | Heavy Lift assisted - B737-800/B737-8 - FWD Hold. ....   | 11-19 |
| 11.4.1.3 | Light Hand Maneuvered - B737-800/B737-8 - FWD Hold. ....   | 11-19 |
| 11.4.1.4 | AFT Hold - Package size illustration. ....   | 11-20 |
| 11.4.1.5 | Heavy Lift assisted - B737-800/B737-8 - AFT Hold. ....   | 11-21 |
| 11.4.1.6 | Light Hand Maneuvered - B737-800/B737-8 - AFT Hold. ....   | 11-22 |
| 12       | Station Operations - Communication. ....   | 12-1  |
| 12.1     | Flight Movement Messages. ....   | 12-1  |
| 12.1.1   | Addressing. ....   | 12-1  |
| 12.1.1.1 | General. ....  | 12-1  |
| 12.1.1.2 | Coding of delays. ....   | 12-1  |
| 12.1.1.3 | DPAG - Mail Flights. ....  | 12-1  |
| 12.1.1.4 | Double Destination Flights. ....   | 12-1  |
| 12.1.2   | Definition of Times. ....  | 12-2  |
| 12.1.3   | Delay Messages. ....   | 12-2  |
| 12.1.4   | Delay Reason Codes. ....   | 12-2  |
| 12.1.4.1 | Delay Reason Codes for TUfly. ....   | 12-3  |
| 12.1.5   | Examples for Movement Messages. ....   | 12-9  |
| 12.1.5.1 | Departure Message. ....  | 12-9  |
| 12.1.5.2 | Departure Message for Delayed Flight. ....   | 12-9  |
| 12.1.5.3 | Arrival Message. ....  | 12-10 |
| 12.1.5.4 | Delay Message. ....  | 12-10 |
| 12.1.5.5 | Delay Message including Next Information. ....   | 12-10 |
| 12.1.5.6 | Return to Ramp Message. ....   | 12-10 |
| 12.1.5.7 | Return from Airborne Message. ....   | 12-10 |
| 12.1.5.8 | Diversion Message. ....  | 12-11 |
| 12.1.5.9 | Request Movement Message. ....   | 12-11 |
| 12.2     | Messages for Load Control. ....  | 12-12 |
| 12.2.1   | Loadmessage / LDM. ....  | 12-12 |
| 12.2.1.1 | General. ....  | 12-12 |
| 12.2.1.2 | Example for LDM. ....  | 12-12 |
| 12.2.1.3 | DPAG - Mail Flights. ....  | 12-12 |
| 12.2.2   | Estimated Load Information Message / ELI. ....   | 12-13 |



## Ground Handling Manual Part 1

### Table of Contents

---

|          |   |       |
|----------|---|-------|
| 12.2.2.1 | General. ....   | 12-13 |
| 12.2.2.2 | Example for ELI. ....   | 12-13 |
| 12.2.3   | TUIfly Destination Info. ....                                   | 12-14 |
| 12.2.3.1 | General. ....   | 12-14 |
| 12.2.3.2 | Example for Destination Info. ....                              | 12-14 |
| 12.2.4   | Takeoff Fuel Report. ....                                       | 12-16 |
| 12.2.4.1 | General. ....   | 12-16 |
| 12.2.4.2 | Example for Takeoff Fuel Report. ....                           | 12-16 |
| 12.3     | Passenger Handling Messages. ....                               | 12-17 |
| 12.3.1   | Passenger Transfer Message / PTM. ....                          | 12-17 |
| 12.3.1.1 | General. ....   | 12-17 |
| 12.3.1.2 | Example for PTM. ....   | 12-17 |
| 12.3.2   | Passenger Service Message / PSM. ....                           | 12-18 |
| 12.3.2.1 | General. ....   | 12-18 |
| 12.3.2.2 | Example for PSM. ....   | 12-18 |
| 12.3.3   | Seats Occupied Message / SOM. ....                              | 12-18 |
| 12.3.3.1 | General. ....   | 12-18 |
| 12.3.3.2 | Example for SOM. ....   | 12-19 |
| 12.3.4   | Courtesy Message Delay. ....                                    | 12-20 |
| 12.3.4.1 | General. ....   | 12-20 |
| 12.3.4.2 | Example for Courtesy Message. ....                              | 12-20 |
| 12.3.5   | Passenger Final Sales Message / PFS. ....                       | 12-20 |
| 12.3.5.1 | General. ....   | 12-20 |
| 12.3.5.2 | Example for Passenger Final Sales Message. ....                 | 12-20 |
| 12.4     | Messages for Cargo Handling. ....                               | 12-21 |
| 12.4.1   | Freight Forward Message / FFM. ....                             | 12-21 |
| 12.4.1.1 | General. ....   | 12-21 |
| 12.4.1.2 | Example for FFM. ....   | 12-21 |
| 12.5     | Message Addresses. ....   | 12-23 |
| 12.5.1   | Addresses. ....   | 12-23 |
| 12.5.1.1 | General. ....   | 12-23 |
| 12.5.1.2 | Addresses to be copied. ....                                    | 12-23 |
| 12.5.1.3 | Telex Prefix. ....  | 12-24 |
| 13       | Government Clearance Requirements. ....                         | 13-1  |
| 13.1     | ICAO Annex 9 Clearance Documents. ....                          | 13-1  |
| 13.2     | Entry Requirements from Germany to a Station Abroad. ....       | 13-1  |
| 14       | Appendix I18 - Cabin Presentation and Cleaning Guidelines. .... | 14-1  |
| 14.1     | TUI Germany. ....   | 14-1  |
| 14.1.1   | Night Stop Cleaning. ....                                       | 14-1  |
| 14.1.2   | Turnaround Cleaning. ....                                       | 14-2  |
| 14.1.3   | Deep Cleaning. ....   | 14-3  |
| 14.1.4   | Literature Dressing. ....                                       | 14-5  |
| 14.2     | Contacts / Communication. ....                                  | 14-10 |
| 14.2.1   | Ground Operations Contacts. ....                                | 14-10 |
| 14.2.2   | TOCC Contacts. ....   | 14-11 |



## Preface

Postal Address: TUIfly GmbH  
Flughafenstraße 10  
30855 Langenhagen Germany

Telephone: +49 - 511 - 9727 - Extension

IATA code X3

ICAO code TUI

Callsign TUI Jet

### **Operations Control – 24/7**

E-mail: ODM@tui.co.uk

Telephone: +44 203 4512874

Telephone: +49 511 9727 333

### **Flight Operations – 24/7**

E-mail: operationsflightwatch@tui.co.uk

Telephone: +44 203 4512874

Telefax: +49 511 9727 770

### **Customer Liaison Officer**

E-mail: csoffice@tui.co.uk

Telephone: +44 204 451 2874

### **Traffic Control – Office Hours**

E-mail: trafficcontrol@tuifly.com

Telephone: +49 511 9727 334

Telefax: +49 511 9727 269

### **TUI OPS – 24/7**

E-mail: tui-ops@tui.de

Telephone: +49 511 567 2505

### **Ground Operations - Business Days: 08:30 - 16:30 It Regional Management Germany**

E-mail: areamanagement@tuifly.com



Telephone: -8273 / -8315 / -628

Telefax: -737

**Regional Management Outstations**

E-mail: resort.airports@tui.co.uk

**TAGO Network Operations**

E-mail: gomsupport@tuifly.com

**Cargo & Mail Handling / Special transport requests**

SITA: HAJCEX3

E-mail: passsonder@tuifly.com

Telephone: -360

Telefax: -671

**Dangerous Goods Advisor**

E-mail: dangerousgoods@tuifly.com

Telephone: -360

Telefax: -737

**Safety Officer**

E-mail: andrea.kowalik@tuifly.com safety@tuifly.com

Telephone: - 509

Telefax: - 737

**Station Handling Material**

via TAGO Portal: <https://tago.tuigroup.com>

Login support: gomsupport@tuifly.com

**Lost and Found**

E-mail: lostandfound@tuifly.com

Telephone: - 364

Telefax: - 606

SITA: HAJLZX3

**Security**

E-mail: security@tuifly.com





## 0 Administration and control

### 0.1 Introduction

#### 0.1.1 General

The TUIfly documentation is established in accordance with

- TUIfly's Air Operator's Certificate (AOC);
- TUIfly requirements; and complies with all applicable legal regulations.

All relevant personnel must comply with the principles, procedures and instructions laid down in this management system documentation and exercise their own best judgement where no provisions are given.

Any deviation, including the reason for such deviation, must be reported.

**Note:** For brevity the pronoun "he" is used throughout the documentation. Where appropriate the pronoun "she" should be inferred or assumed.

#### 0.1.2 TUIfly documentation structure and contents

For description and contents of each Manual see TUI Airline Ground Operations Portal/ Documents.

##### 0.1.2.1 Station Emergency Response Plan (SERP)

This manual contains the description of planning, realization and monitoring of processes required to manage a crisis affecting TUIfly. It is issued by the Head of Corporate Security and Crisis Management.

##### 0.1.2.2 Ground Handling Manual (GHM)

This manual is issued by the Nominated Person Ground Operations.

The Ground Handling Manual (GHM) contains regulations, guidelines and data for aircraft handling and servicing on the ramp, loading, load planning and load control, handling of passengers, handling of baggage and cargo, communications, security and emergency procedures. The GHM is the binding authority for all information and procedures in the field of passenger and aircraft handling for all staff performing such duties in the field of Ground Operations. This manual is based on the procedures described in IATA AHM (Airport Handling Manual), IATA IGOM, IOSA Requirements, TUIfly OM-A, EASA publications and operational procedures of TUIfly.

If a procedure is missing, the respective procedure of the AHM is binding and shall be followed.

The main purpose of the GHM is the safe ground handling of all TUIfly Germany aircraft. For product related information the TUIfly Germany Commercial Handbook (CPH) is the reference document and binding in its current version.

The legal basis of this GHM are the approved operating manuals of TUIfly Germany in their current revisions:



Operations Manual (OM-A) – Part A

Operations Manual (OM-B) – Part B

The GHM contents are created, edited and produced by using the content management system Yonder.

X3 internal publication is made by uploading the manual to DocBrowser. Each X3 employee has access to this system.

All locally contracted service providers and other stakeholders are provided with access to the GHM via the TUI Airline Ground Operations Portal.

The GHM must not be given or lent or its content disclosed to persons or companies not associated with.

Exposure of any part of the manual to nonemployees is not allowed.

The GHM consists of:

- **Part 1** contains general, safety and security related information to be followed when handling aircraft under the AOC of TUIfly.
- **Part 2** contains internal setup information which are for TUIfly internal use only. This part is not published to TUIfly external manual holders.

**Note:** A headline in the OM, part A followed by GHM (e. g. 'Pets in Cabin' (GHM)) will indicate that the leading document is the GHM. In case of discrepancy refer to the actual version of the GHM.

### 0.1.2.3 CPH (Commercial Product Handbook)

It contains commercial information to be followed when handling TUIfly flights.

### 0.1.3 Electronic Documentation

| Module Fleet   |   | Effectiveness |
|--|---|---------------|
| Mass and Balance, Takeoff and Landing Performance                          | C | all           |
| OM-A - OM Part A   | D | all           |
| OM-B - Operations Manual   | D | all           |
| OM-B - Quick Reference Handbook <sup>a)</sup> will be kept in paper format | D | all           |
| OM-D - Trainings Manual  | D | all           |
| iJourney - Crew Briefing Package   | D | all           |
| AFM - Airplane Flight Manual   | D | all           |
| GHM  | D | --            |
| CPH  | D | --            |



All electronic documents needed are available via the TUI Airline Ground Operations Portal. A document as well as the revisions of this document will become valid upon publication.

Access to the TUI Airline Ground Operations Portal is also available within the TUIfly office structure.

Downloaded or printed versions of electronic documents and manuals are considered uncontrolled.

## **0.2 Definitions and Abbreviations**

### **0.2.1 Definitions applicable for this manual**

Definitions are given at the respective point of the manual.

### **0.2.2 Abbreviations applicable for this manual**

| <b>A</b> |                                 |
|----------|---------------------------------|
| AA/ATA   | actual time of arrival          |
| ABP      | able bodied person              |
| A/C      | aircraft                        |
| ACSE     | air carrier security exposition |
| ACSP     | air carrier security programme  |
| AD/ATD   | actual time of departure        |
| ADD      | additional                      |
| ADL      | additional list                 |
| AHM      | airport handling manual         |
| AOC      | aircraft operator certificate   |
| AOG      | aircraft on ground              |
| A/P      | airport                         |
| APU      | auxiliary power unit            |
| ASR      | advanced seat reservation       |
| ASU      | air starter unit                |
| AVIH     | alive animal in hold            |
| AWB      | air waybill                     |
| <b>C</b> |                                 |
| CAM      | cabin attendant manual          |



|          |  |
|----------|--|
| CAO      | cargo aircraft only                                    |
| CC       | customer care department                               |
| CFI      | 'clofi' = close file message (baggage tracing)         |
| CG       | center of gravity                                      |
| CH       | head of cabin crew members                             |
| CHG      | change   |
| CI       | inflight services department                           |
| c/i      | check-in   |
| CIM      | catering instruction manual                            |
| CPH      | Commercial Product Handbook                            |
| CRS      | computer reservation system                            |
| CRD      | Child Restraint Device                                 |
| <b>D</b> |  |
| DC       | director customer experience and cabin crew            |
| DCS      | departure control system                               |
| DEL      | delay  |
| DEL      | delete list (for computer check-in)                    |
| DEPA     | deportee accompanied                                   |
| DEPO     | deportee   |
| DEPU     | deportee unaccompanied                                 |
| DG       | dangerous goods  |
| DGR      | dangerous goods regulations                            |
| DLY      | delay  |
| DN       | director flight operations / NP flight operations      |
| DO       | director operational management / NP ground operations |
| DPAG     | Deutsche Post AG                                       |
| DT       | director technical services / technical director       |
| <b>E</b> |  |
| EA/ETA   | estimated time of arrival                              |



|          |  |
|----------|--|
| EASA     | European Aviation Safety Agency                  |
| EAT      | Foodstuff – Food for human or animal consumption |
| ECS      | ECS Group (European Cargo Services)              |
| ED/ETD   | estimated time of departure                      |
| EDP      | electronic data processing                       |
| EIC      | equipment in compartment                         |
| ELI      | estimated load information message               |
| ERG      | emergency response code for DG incidents         |
| ET       | electronic ticket                                |
| ETL      | electronic ticket list                           |
| EXP      | expedite   |
| <b>F</b> |  |
| FBL      | freight booking list                             |
| FCO      | flight close out                                 |
| FFM      | freight forwarding message                       |
| FOD      | Foreign Object Debris                            |
| FPC      | forward part cabin                               |
| FR       | return from airborne message                     |
| FRC      | flight report cockpit                            |
| FS       | safety pilot                                     |
| FWD      | forward  |
| <b>G</b> |  |
| GHM      | ground handling manual                           |
| GOC      | Group Operation Centre / Group Dispatch          |
| GW       | managing director/ NP accountable manager        |
| GO       | managing director                                |
| GoNow    | computerized departure control = c/i system      |
| GSE      | Ground support equipment                         |
| <b>H</b> |  |



|          |  |
|----------|--|
| HA       | handling agent                                     |
| HEG      | Hatching eggs                                      |
| HUM      | human remains                                      |
| <b>I</b> |  |
| IATA     | International air transport association            |
| IATCI    | Inter airline through check-in                     |
| IAW      | In accordance with                                 |
| ICAO     | International civil aviation organization          |
| ICE      | Carbon dioxide, solid dry ice                      |
| IMP      | interline message processing                       |
| iPort    | computerized departure control = c/i system        |
| ISO      | International standard organisation                |
| <b>J</b> |  |
| JIG      | Joint inspection group (for aviation fuel)         |
| <b>K</b> |  |
| kg       | kilogram   |
| <b>L</b> |  |
| LBA      | Luftfahrtbundesamt (german authority)              |
| LDM      | load message                                       |
| LHO      | Vaccines, medical supplies and live human organ(s) |
| LIS      | load information system                            |
| LL       | lost & found / arrival service                     |
| LMC      | last minute change / check-in                      |
| LT       | local time   |
| LW       | landing weight                                     |
| LZ       | central baggage tracing / lost & found             |
| <b>M</b> |  |
| M&B      | Mass and balance                                   |
| MLW      | maximum landing weight                             |



|          |  |
|----------|--|
| MOC      | maintenance organisation control                 |
| MOE      | maintenance organisation exposition              |
| MPM      | Management Procedure Manual                      |
| MSM      | Management System Manual                         |
| MTOW     | maximum takeoff weight                           |
| MVT      | movement message                                 |
| MZFW     | maximum zero fuel weight                         |
| <b>N</b> |  |
| N/A      | not applicable                                   |
| NI       | next information                                 |
| NIL      | no item listed                                   |
| NLP      | Nachtluftpost                                    |
| NOREC    | no record passenger/ valid ticket but not on PNL |
| NOSH(OW) | no show passenger/ listed on PNL but no check-in |
| NOTOC    | notification to captain                          |
| NP       | Nominated person                                 |
| NT       | chief pilot training / NP crew training          |
| NY       | senior manager crew planning                     |
| <b>O</b> |  |
| OG       | head ground operations                           |
| OHD      | on-hand baggage                                  |
| OM       | operations manual                                |
| OMTAXIW  | operational maximum taxi weight                  |
| OMTOW    | operational maximum takeoff weight               |
| OW       | Flight dispatch                                  |
| <b>P</b> |  |
| PAD      | passenger available for disembarkation           |
| PAP/PAX  | passenger  |
| PBWS     | passenger, baggage and weight sheet              |



|          |   |
|----------|---|
| PDA      | Personal digital assistant  |
| PED      | portable electronic device  |
| PEF      | Perishable: flowers and plants  |
| PEM      | Perishable: Fresh/Frozen Meat   |
| PEP      | Perishable: Fresh fruit and vegetables  |
| PER      | Perishable  |
| PES      | Perishable: Fresh/Frozen Fish and Seafood   |
| PFS      | passenger final sales message   |
| PIC      | pilot in command  |
| PIL      | passenger information list  |
| PIR      | passenger irregularity report   |
| PIS      | passenger information sheet   |
| PNL      | passenger name list   |
| POC      | portable oxygen concentrator  |
| POXY     | passenger own oxygen  |
| PRM      | passenger with reduced mobility   |
| PSM      | passenger service message   |
| PSU      | passenger service unit  |
| PTM      | passenger transfer message  |
| PW       | pieces & weight   |
| PWD      | Person with disabilities  |
| PX       | head security   |
| <b>Q</b> |   |
| QA       | quality and compliance monitoring   |
| <b>R</b> |   |
| RCL      | restricted cryogenic liquid   |
| RCM      | restricted corrosive material   |
| RCX      | restricted explosives 1.3C  |
| REX      | reserved for normally forbidden explosives in division 1.1, 1.2, 1.3, 1.4F, 1.5 and 1.6 |





|          |  |
|----------|--|
| RFG      | restricted flammable gas                                       |
| RFL      | restricted flammable liquid                                    |
| RFS      | restricted flammable solid                                     |
| RFW      | restricted flammable when wet                                  |
| RGX      | restricted explosives 1.3G                                     |
| RIS      | restricted infectious substance                                |
| RMD      | restricted miscellaneous dangerous goods                       |
| RNG      | restricted non-flammable, non-toxic gas                        |
| ROP      | restricted organic peroxide                                    |
| ROX      | restricted oxidizer  |
| RPB      | restricted toxic substance                                     |
| RPG      | restricted toxic (poisonous) gas                               |
| RR       | return to ramp message   |
| RRW      | restricted radioactive material- white- category I             |
| RRY      | restricted radioactive material - yellow - categories II + III |
| RSB      | restricted polymeric beads                                     |
| RSC      | restricted spontaneously combustible                           |
| RXB      | restricted explosives 1.4B                                     |
| RXC      | restricted explosives 1.4C                                     |
| RXD      | restricted explosives 1.4D                                     |
| RXE      | restricted explosives 1.4E                                     |
| RXG      | restricted explosives 1.4G                                     |
| RXS      | restricted explosives 1.4S                                     |
| <b>S</b> |  |
| SA       | space available / stand-by                                     |
| SAE      | SAE Global Aircraft De-icing Standards                         |
| SCCM     | senior cabin crew member                                       |
| SEP      | safety and emergency procedures                                |
| SERP     | station emergency response plan                                |



|          |  |
|----------|--|
| SI       | supplementary info   |
| SITA     | société internationale de télécommunications aéronautiques |
| SHR      | Station Handling Report                                    |
| SLA      | service level agreement                                    |
| SOM      | seats occupied message                                     |
| SSR      | special service request                                    |
| STA      | scheduled time of arrival                                  |
| STD      | scheduled time of departure                                |
| SVAN     | Service Animal   |
| <b>T</b> |  |
| T/A      | turn-around  |
| TAGO     | TUI Airline Ground Operations                              |
| TOCC     | TUI Operations Control Centre                              |
| TAL      | technical acceptance log                                   |
| t.b.a.   | to be advised  |
| TBD      | to be delivered  |
| TC       | traffic control  |
| TIL      | technical item log   |
| TIM      | IATA travel information manual (Timatic)                   |
| TKNE     | electronic ticket number                                   |
| TLX      | telex  |
| T/O      | touroperator   |
| TOW      | takeoff weight   |
| TRC      | Turnaround coordinator (ramp agent)                        |
| TTL      | total  |
| TUI      | Touristik Union International D                            |
| <b>U</b> |  |
| ULD      | unit load device   |
| UM/UMNR  | unaccompanied minor  |



|          |                                 |
|----------|---------------------------------|
| UTC      | universal time coordinated      |
| <b>V</b> |                                 |
| VAL      | valuable (cargo)                |
| VIP      | very important person           |
| <b>W</b> |                                 |
| WCBD     | wheelchair with dry battery     |
| WCHR     | wheelchair                      |
| WCLB     | wheelchair with lithium battery |
| W/K/P    | weight/kilo/piece               |
| <b>Z</b> |                                 |
| ZFW      | zero fuel weight                |

## **0.3 Distribution**

The master copy of this Ground Handling Manual, Part 1 is held by the Operations library and NP Ground Operations.

Hard copies of this manual are no longer issued. Therefore all contracted ground handling agents and all stations equipped with TUIfly staff are required to review the manual from the TUI Airline Ground Operations Portal.

TAGO will inform all stakeholders about the publication and the upload of a Revision or Temporary Revision of the GHM via email. The email will include a link for the purpose of confirmation of receipt which will automatically be generated once the link is used/clicked. Such way a list of manual holders is held at TAGO for proof of receipt of latest valid edition.

The list can be retrieved there on request.

Handling Agents and stations are responsible to spread information to all staff involved in ground operations functions of TUIfly flights.

## **0.4 Amendment**

### **0.4.1 General**

An amendment and revision service is provided for this manual.

Amendments necessary to cover corrections and to add new data are promulgated by means of revisions. Revisions are accompanied by a list of actual changes. They provide a detailed description and a link to the respective chapter.

Any amendment is highlighted in the text.

Amendments necessary to cover urgent matters are promulgated by means of Temporary Revisions sent via Email and published in the TUI Airline Ground Operations Portal.



The Temporary Revision published in the TAGO Portal indicates the revision status of the manual and enables each manual holder to check whether the revision status of his manual is correct.

#### **0.4.2 Responsibilities**

NP Ground Operations is responsible for:

- the establishment and maintenance of this manual;
- authorization of amendments
- correctness of amendments
- approval of amendments

Network Operations is responsible for:

- the editing of the contents of this manual and revisions to this manual
- for retention of the master manual and outdated instructions.
- duplication, distribution and retention of this manual and revisions to this manual.

Each holder of this manual is responsible for:

- it's security and safe guarding,
- maintaining the manual in a current status.

#### **0.4.3 Amendment proposal**

Proposed amendments to this manual must be submitted to [gomsupport@tuifly.com](mailto:gomsupport@tuifly.com). The final decision on amendments rests with the NP Ground Operations.

#### **0.4.4 Approval by the Authority**

If the approval or the acceptance of the authority is necessary for parts of or the entire manual, NP Ground Operations is responsible to obtain it.



#### 0.4.5 Compliance Check

| COMPLIANCE CHECK  |   |                     |   |
|---|---|---------------------|---|
| Acc. to MSM 3.1.5 Compliance check for <u>TUfly</u> manuals   |   |                     |   |
| <b>Tracking Number:</b>   | 2022-043-01   |                     |   |
| <b>Manual</b>   | GHM Part 1  |                     |   |
| <b>Revision</b>   | 3   |                     |   |
| <b>Reference</b>  | IATA-AHM(42), IGOM(11), IOSA(15), OM-A (20.1)   |                     |   |
| <b>Manual Owner</b>   | Nominated Person Ground Operations (DO)   |                     |   |
| <b>COMPLIANCE CHECK PERFORMED</b>   |   |                     |   |
| Prior Approval required? AMC1 ORO.GEN.130(b) Yes <input type="checkbox"/> No <input checked="" type="checkbox"/><br>(If "YES", add tracking number of risk assessment under <u>1. Remarks</u> )                     |   |                     |   |
| Change of SPA content? Annex V (Part SPA) Yes <input type="checkbox"/> No <input checked="" type="checkbox"/><br>(If "YES", add tracking number of risk assessment under <u>1. Remarks</u> and see 3. Notification) |   |                     |   |
|   | <b>Date</b>   | <b>Name</b>         | <b>Signature</b>  |
| <b>Compliance Auditor</b>   | 17.10.2022  | Ansgar Müller       |  |
| <b>Compliance Manager / Deputy</b>  | 18.10.2022  | Beatrix v.d. Brelie |  |
| <b>1. Remarks:</b>  | • For information only MOC 037-2021 / SRA 037-2021  |                     |   |
| <b>2. Result:</b>   | Manual: In Compliance <input checked="" type="checkbox"/><br>NOT in Compliance <input type="checkbox"/><br>( <u>returned</u> to Manual owner for corrective action) |                     |   |
| <b>3. Notification</b>  | Submission to SPA LBA-Principal <input type="checkbox"/> (via E-Mail)   |                     |   |

Distribution:

Original QA Folder  
Scanned Copy -> LBA



## **0.5 List of Manuals available on Station**

The following handbooks have to be available at least in one copy at each station performing handling or supervision services for TUIfly flights and NP Ground Operations.

All staff must have access to the manuals either in complete form or at least in the parts needed for proper performance of ground operations functions:

- TUIfly Ground Handling Manual in electronic version
- IATA Passenger Services Conference Resolutions Manual
- IATA Timatic Manual
- IATA Airport Handling Manual
- IATA Dangerous Goods Regulations

A current edition of the IATA Dangerous Goods Regulations or equivalent documentation shall be accessible at locations where passenger check-in and/ or boarding operations are conducted.

- A complete list of all actual valid Instruction Notices, Safety Alerts and Temporary Revisions received including contents
- If station is involved in cargo operations following manuals have to be available at ECS Group contracted cargo agents
  - ECS Group Operations Manual
  - IATA Perishable Cargo Regulations
  - IATA Live Animal Regulations
  - IATA Dangerous Goods Regulations

If station is staffed with TUI fly employees

- MPM and MSM/SMM

All handbooks have to be available in the latest effective edition, have to be kept safe and as far as revision service is provided, revisions have to be inserted.

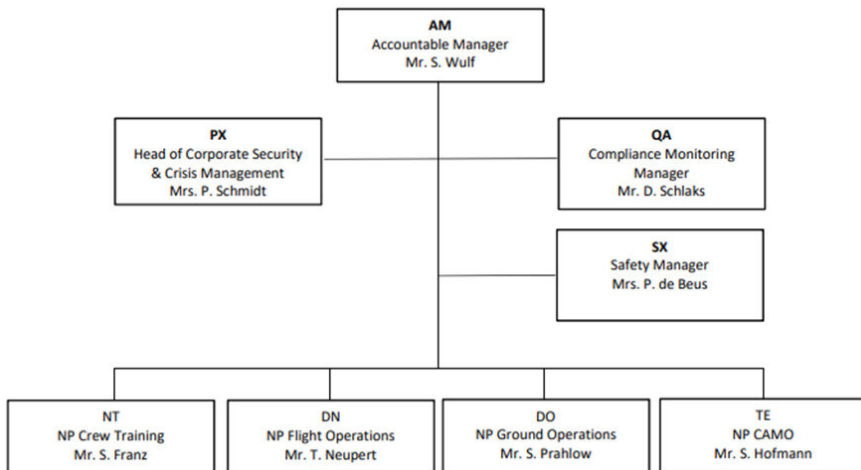
All other publications not authorized for handling of X3-TUIfly flights by NP Ground Operations are not to be used.



# 1 Organisation and Responsibilities

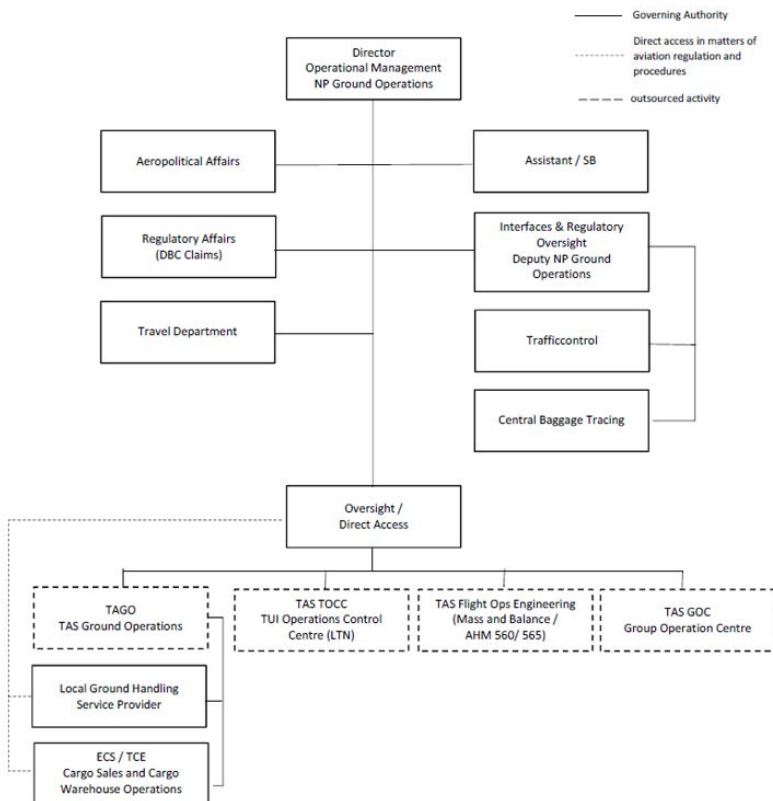
## 1.1 Organizational structure

### 1.1.1 Air Operator Certificate (AOC)





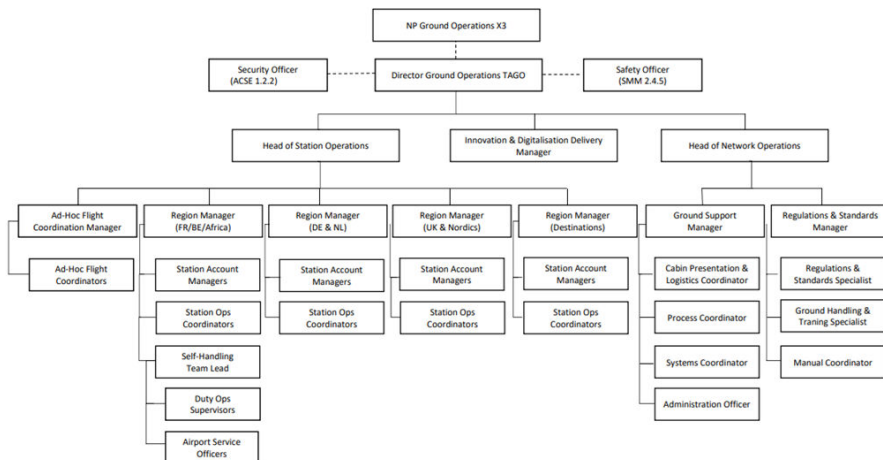
### 1.1.2 Operational Management (DO)







### 1.1.3 Ground Operations (OG/TAGO)



## 1.2 Nominated Persons

### 1.2.1 Nominated Persons

Accountable Manager:

S. Wulf

Compliance Monitoring Manager:

D. Schlaks

Nominated Person Flight Operations:

T. Neupert

Nominated Person CAMO:

S. Hofmann

Nominated Person Ground Operations:

S. Prahlow

Nominated Person Crew Training:

S. Franz

Safety Manager:

P. de Beus

Security Manager:

P. Schmidt



## **1.2.2 Responsibility and authority**

### **1.2.2.1 Accountable Manager and Managing Director**

The accountable manager must ensure that all flight operations, maintenance, ground operations and crew training activities can be financed and carried out to an approved standard such that the terms and conditions of TUfly's AOC and additional TUfly requirements are satisfied.

### **1.2.2.2 Compliance Monitoring Manager**

The compliance monitoring manager must monitor adequacy and compliance of all continuing airworthiness activities, flight operations, ground operations and crew training activities with approved standards required by TUfly's AOC and additional TUfly requirements. Compliance monitoring must include a feed-back system to the Accountable Manager and the nominated persons to ensure corrective action as necessary.

### **1.2.2.3 Nominated Person Flight Operations**

The nominated person flight operations must ensure that all flight operations activities are carried out to an approved standard such that the terms and conditions of TUfly's AOC and additional TUfly requirements are satisfied. He

must initiate any corrective action resulting from compliance monitoring of flight operations.

### **1.2.2.4 Nominated Person CAMO**

The nominated person CAMO must ensure that all maintenance activities are carried to an approved standard such that the terms and conditions of TUfly's AOC and additional TUfly requirements are satisfied.

He must initiate any corrective action resulting from compliance monitoring of maintenance management.

### **1.2.2.5 Nominated Person Ground Operations**

The nominated person ground operations must ensure that all ground operations activities are carried out to an approved standard such that the terms and conditions of TUfly's AOC and additional TUfly requirements are satisfied.

He must initiate any corrective action resulting from compliance monitoring of ground operations.

### **1.2.2.6 Nominated Person Crew Training**

The nominated person crew training must ensure that all crew training activities are carried out to an approved standard such that the terms and conditions of TUfly's AOC and additional TUfly requirements are satisfied.

He must initiate any corrective action resulting from compliance monitoring of crew training.



### **1.2.2.7 Safety Manager**

The Safety Manager derives his authority from the Accountable Manager and reports to him. He is responsible for the development, day-to-day administration and oversight, as well as the continued improvement of the SMS throughout the entire organization. The Safety Manager must be acceptable to the authority.

The functions of the safety manager are:

- facilitate hazard identification, risk analysis and management;
- monitor the implementation of actions taken to mitigate risks, as listed in the safety action plan;
- provide periodic reports on safety performance;
- ensure maintenance of safety management documentation;
- ensure that there is safety management training available and that it meets acceptable standards;
- provide advice on safety matters; and
- ensure initiation and follow-up of internal occurrence/accident investigations.

### **1.2.2.8 Security Manager**

The Security Manager is responsible for all security matters at TUfly and for the preparation of the Air Carrier Security Programme (Luftsicherheitsplan).

## **1.3 Responsibilities and Duties of Ground Handling Staff**

### **1.3.1 General**

TUfly as the operator is responsible for the maintenance of proper standards during handling of TUfly flights irrespective of being performed by handling partners or own staff. Therefore the procedures published in this and other TUfly manuals, as well as in IATA publications (e.g. Airport Handling Manual, Passenger Services Conference Resolutions Manual, Dangerous Goods Regulations etc.) are mandatory regulations.

Nevertheless, whenever there is a difference between TUfly policy or procedure and the regulations of competent authorities, the more conservative and safest operational policy shall be the overriding factor.

All Ground Handling staff and other persons concerned shall be thoroughly familiar with the contents of this manual.

TUfly Ground Operations personnel shall be trained according to their respective duties.

TUfly has contractual agreements in place to ensure initial and recurrent training and assessment completed by applicable ground handling personnel which addresses the following areas of operations, as applicable to ground handling duties or function(s) performed:

- Passenger services
- Ramp services
- Load control
- Aircraft fueling
- Aircraft ground de-/anti-icing



In addition to that TUfly has contractual agreements in place to ensure specific training for ground handling personnel in operational areas which includes elements that address specific ground handling functions as listed above.

### **1.3.2 Qualification of Handling Staff**

All personnel involved in handling of TUfly flights has to be properly prepared and trained in order to provide safe and punctual services according to IATA/ ICAO rules, national and international regulations, EASA AIR OPS requirements and handling procedures as well as to TUfly instructions.

Irrespective of being executed by TUfly staff or within the companies of contracted handling partners all training has, in dependence of duties to be performed to provide the knowledge necessary to perform duties, execute procedures and operate equipment associated with specific ground handling functions and responsibilities, to include:

- familiarization training on general provisions and applicable regulations
- in-depth training on requirements, including policies, procedures and operating practices;
- training in human factors principles;
- safety training on associated operational hazards;
- security training;
- dangerous goods training (according to IATA DGR 1.5)

Each staff member performing operational duties for flights under the AOC of TUfly has to complete as applicable

- initial training prior to being assigned to perform such operational duties,
- recurrent training and/or assessment on a frequency in accordance with the requirements of the authority but not less than once during every 36-month period,
- recurrent training and assessment for Dangerous Goods on a frequency of 24 months
- recurrent training for security on a frequency of 60 months,
- recurrent training for de-/anti-icing on a frequency of 12 months,
- recurrent training for aircraft fueling dependent on procedure changes.
- re-qualification training applicable to personnel that become unqualified for any reason, prior to being reassigned to perform operational duties.

The specific training requirements for ground handling staff are referenced to in GHM Part 1 chapter 1.3. and 1.4.

Training contents are subject to regular review and update to remain relevant.

Training always has to be conducted by personnel who has demonstrated sufficient competence in the subjects to be instructed and who has the skills to deliver the training effectively.

### **1.3.3 Checking programs**

Each initial and recurrent training will be finished with the verification of knowledge by an assessment. This is done by oral questioning and/or a written test and after initial training will be followed by practical training in the field under supervision of a qualified person.

The passmark for Aircraft Handling training and Dangerous Goods training is 80% The testing has to be made in written form.



The success of de-/anti-icing training shall be proven by an examination/ assessment covering all training subjects shown in GHM Part 1 chapter 1.3. and 1.4. for this category of personnel. The theoretical examination shall be in accordance with EASA Part-66 or equivalent requirements.

The passmark is 75% and only persons passing the examination can be qualified.

Successful training will always result in the issue or respectively revalidation of the proof of qualification.

### **1.3.4 Training Records**

All training and qualification is documented and retained in accordance with the requirements of the authority and provide for the management and control of records:

- identification
- legibility
- maintenance
- retrieval
- protection, integrity and security, and
- disposal and deletion (electronic records), archiving.

All training records for any category of personnel have to be kept for evidence, and must be stored according to legal requirements. This includes a storage period of 36 months minimum for DG training records.

### **1.3.5 Responsibilities and Duties of Passenger Handling Staff**

Check-in and Boarding staff is responsible for:

- pre flight duties
- passenger check-in including LMC check-in, either manually or by DCS: acceptance of baggage against booking confirmation
- issue of boarding pass and baggage tag including passenger information
- check of passenger's identity and validity of documents for border crossing
- boarding control
- issue and transmission of all relevant data for loadcontrol
- issue and transmission of all relevant passenger data for cabin crew
- after flight duties

Arrival service staff is responsible for:

- care of inbound passengers, especially handicapped and UM
- care of left behind baggage including AVIH
- organization of transportation or hotac in case of diversion or misrouting in coordination with TOCC and possible local representative
- issue of PIR for passenger in case of missing or damaged baggage
- search of missing baggage via worldtracer system
- delivery of found baggage to passenger
- handling of paperwork in connection with lost bags
- keeping close contact to central lost & found (HAJLZ).



### **1.3.6 Responsibilities and Duties of Aircraft Handling Staff**

Local operations staff is responsible for:

- keeping close contact to all departments involved in handling of TUfly flights;
- coordination between airport ground services, technique, catering, fueling, cleaning, other contract partners involved and ramp handling in order to ensure safe, secure, smooth and quick turn-around;
- keeping close contact to TOCC and/or possible station supervision especially in case of irregularities;
- pre-flight duties in coordination with ramp handling;
- receipt of incoming papers for further action (e.g. transmission to cargo agent, records, delivery to HAJ head office for records);
- registration of flight data for statistical purpose;
- handling of SITA messages before and after flight;
- issue of papers needed for flight except Load & Trim sheet (e.g. GenDec, Cargo Manifest etc.);
- issue of trip file;
- check of proper cargo documents according the Commission Implementing Regulation (EU) 2015/1998 of 5 November 2015.

Weight and balance staff (Table 10.3 according to IATA AHM 1110):

- correct load planning according to TUfly, manufacturer and EASA AIR OPS and other legal regulations;
- issue of loading instruction;
- where applicable, issue of Load & Trim sheet with all relevant data, eventual LMC information.

Ramp handling staff (Table 10.2 according to IATA AHM 1110) especially is responsible for:

- pre-flight duties in cooperation with local operations staff;
- coordination of all services provided at aircraft with local operations staff and crew;
- check of cabin appearance;
- supervision of loading;
- and where applicable handling, sorting of baggage and loading and unloading of aircraft;
- coordination of passenger boarding between gate and cabin crew;
- supervision of boarding / debarking of passengers, including fueling with passengers on board, embarking or disembarking;
- keeping close contact to all departments involved in handling;
- contact person for special requests of crew, gate etc.;
- delivery of all outgoing papers needed to flight crew and cabin crew;
- receipt of all incoming papers and transfer to local operations for further action;
- coordination of de- and anti-icing process between all parties concerned;
- start-up assistance where agreed;
- application and supervision of required security measures.

Airside driver personnel is responsible for:

- safe movement of vehicles needed during turnaround process on ground



### **1.3.7 Responsibilities and Duties of Cargo Handling Staff**

Cargo Handling Staff is responsible for

- physical acceptance, handling and storage of cargo shipments, including Service cargo, COMAT and Dangerous Goods shipments
- check of correctness and completion of documentation for cargo shipments, including Dangerous Goods
- application of required security measures

### **1.3.8 Responsibilities and Duties of De- and Anti-Icing Staff**

De- and Anti-Icing staff is responsible for:

- performance of de-/anti-icing of aircraft in accordance with valid SAE Global Aircraft De-icing Standards which consist of the following documents: SAE AS6285 'Aircraft Ground Deicing/Anti-Icing Processes' SAE ARP6257 'Aircraft Ground De/Anti-Icing Communication Phraseology for Flight and Ground Crews' SAE AS6332 'Aircraft Ground Deicing/Anti-icing Quality Management'
- performance and report of post de-icing/anti-icing check to commander

### **1.3.9 Responsibilities and Duties of Fueling Staff**

Fueling staff is responsible for:

- refueling/defueling of aircraft according to TUfly OM, Part A, GHM and aircraft manufacturer (TUfly OM, Part B) regulations in coordination with crew, maintenance or other authorized supervision
- execution of quality check of fuel

## **1.4 Training contents/syllabi for ground operations personnel**

### **1.4.1 General**

The operations personnel of the ground operations division is divided in the following groups to be trained with own training syllabus each irrespective of being employed with TUfly or contracted companies:

- A. Passenger services
- B. Ramp services
- C. Load control
- D. Aircraft fueling
- E. Aircraft ground de-/anti-icing

Realization and suitability of training are subject to first contractual negotiations and will be checked permanently by audits and station inspections.

### **1.4.2 Security Training**

All staff involved in ground operations functions has to be trained on a regular basis in the following aspects concerning security and security awareness before being issued with an authorization granting unescorted access to security restricted areas.

Security awareness training shall result in the following competencies:



- knowledge of previous acts of unlawful interference with civil aviation, terrorist acts and current threats;
- awareness of the relevant legal requirements;
- knowledge of the objectives and organization of aviation security, including the obligations and responsibilities of persons implementing security controls;
- understanding of the configuration of the screening checkpoint and the screening process;
- awareness of access control and relevant screening procedures;
- knowledge of airport identification cards used at the airport; knowledge of reporting procedures;
- ability to respond appropriately to security related incidents. For job specific security training see ACSE 03.02.00.

### **1.4.3 Safety Training**

All personnel whose duties require airside access have to be trained as appropriate to the function performed according to IATA AHM1100, AHM462, AHM463 and AHM465 as follows:

- Safety philosophy and safety regulations
- Hazards
- Human Factors
- Airside markings and signage
- Emergency situations
- FOD prevention program
- Aircraft movement operations including marshalling
- Personal protection
- Accidents, incidents and near misses
- Airside safety supervision

### **1.4.4 Passenger services as specified**

Passenger services training for ground handling personnel typically addresses the following subject areas: a. Aviation Basics;

- b. Arrivals/Departures;
- c. Baggage Services;
- d. Check-in;
- e. Passenger Assistance and PRM (passengers with reduced mobility);
- f. Post-Flight Requirements;
- g. Special Category Passengers; (including PWD – persons with disabilities)
- h. Transfer of Load Information;
- i. Transfer, Transit and Connection;
- j. Boarding Bridge Operations;
- k. Aircraft Cabin Access Doors.

### **1.4.5 Ramp services as specified**

Ramp services training for ground handling personnel typically addresses the following subject areas: a. Basic Ramp;

- b. Airside Driving;
- c. Basic Hand Signals;
- d. Aircraft Marshalling;





- e. Boarding Bridge Operations;
- f. Aircraft Cargo Access Doors;
- g. Aircraft Cabin Access Doors;
- h. Aircraft Loading;
- i. Aircraft Arrival;
- j. Aircraft Departure;
- k. Aircraft Pushback;
- l. Aircraft Towing;
- m. GSE Operations;
- n. Ground-to-Flight Deck Headset Communication and Engine Start;
- o. Ramp Baggage Handling;
- p. Aircraft Loading Supervision;
- q. Airside Safety Supervision.

#### **1.4.6 Load control as specified**

Ramp services training for ground handling personnel typically addresses the following subject areas:

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

#### **1.4.7 Aircraft fueling as specified**

Aircraft fueling training for ground handling personnel typically addresses the following subject areas:

- a. Safe operation of equipment;
- b. Emergency procedures;
- c. Fuel spillage avoidance response;
- d. Aircraft fueling and defueling procedures;
- e. Aircraft-specific training.

#### **1.4.8 Aircraft ground de-/anti-icing as specified**

Aircraft ground de-/anti-icing training for ground handling personnel typically addresses the following subject areas:

- a. Common standard, regulation and recommendation including local rule and restriction;
- b. Hazard of snow, ice and frost;
- c. Safe operation of equipment and de-/anti-icing operation including aircraft critical area;
- d. Fluid characteristics and application, and limitation of holdover time;
- e. Deicing/anti-icing codes, communication and coordination.



## 2 Operational Control and Supervision

### 2.1 Supervision of the Operation by the Operator

#### 2.1.1 Purpose of operational control and supervision

The primary purpose of operational control and supervision of flight operation is to:

- operate the planned flight program strictly to the company objectives:
  - safety and security,
  - customer service and comfort,
  - profitability,
  - punctuality and regularity;
- provide control ahead of departure until completion of the flights and its statistical storage;
- coordinate with all concerned;
- decide and spread information about any measures taken in case of irregularities.

#### 2.1.2 Operational control and supervision - General

TUfly operates aircrafts for commercial purposes strictly in accordance with the terms and conditions of the Air Operator Certificate and complies with the laws, regulations and procedures of those states in which operations are conducted and which are pertinent to the performance of their duties and all crew members and ground handling members are familiar with the laws, regulations and procedures pertinent of their duties.

The Accountable Manager and the nominated persons are obliged to allocate responsibilities and instructions to individuals, sufficient for implementation and maintenance of the company policy and the safety and security standards.

To ensure compliance with these principles by all employees the nominated persons are responsible that control and supervision are appropriately implemented and performed in accordance with ORO.GEN.110 (c).

Special attention is paid to qualifications and competencies of operations personnel.

#### 2.1.3 Quality Control and Reporting

A quality system has been established and is maintained by the TUfly Operational Management Division.

The quality within Ground Operations is monitored systematically by permanent operations supervision.



#### **2.1.3.1 Occurrence Reporting**

A Report is to be filed in IQSMS by the Handling Agent whenever a non- normal situation has occurred. See also chapter 4.6.3

Specified details of irregularities and actions taken regarding e.g.: Refused passengers (giving full reason for denied check-in / boarding), Booking errors, any incident concerning flight safety, passengers showing up at check-in after deadline (giving full passengers details and times), PRM booking figures discrepancies, DCS issues.

#### **2.1.3.2 Occurrence report follow-up**

Safety, security and operational issues must be reported by the handling agents in IQSMS.

These reports might be sent for further investigation and corrective action to the handling agent at the occurrence location.

The Handling Agent will be approached for investigation, root cause analysis, corrective action plan and mitigation result by X3 Safety Department either directly or by TAGO.

In order to facilitate the follow-up of such safety issues the form "Occurrence Closure Response Form" has been developed and is to be used. See chapter 2.1.3.5 below.

#### **2.1.3.3 Station Inspection**

Each station performing ground handling functions for TUIfly operated flights is to be inspected on a regular basis (24 months interval).

A dedicated checklist has been developed for station inspection including all security aspects and is used when performing an inspection.

If non-conformities are noted during station inspection corrective action is taken immediately wherever possible in order to remedy the conditions.

Where immediate measures cannot be taken or are not appropriate, the root cause for deviation has to be identified in order to being able to develop suitable measures. For this purpose again the "Occurrence Closure Response Form" has to be used.

The effectiveness of corrective or preventive action will be reviewed by a recheck.

#### **2.1.3.4 Compliance Monitoring**

A compliance monitoring system has been established within TUIfly and is maintained to compare actual quality standards with quality objectives.

Compliance monitoring is performed by appropriate inspections and systematic audits and must be carried out by authorized personnel. Compliance monitoring acts independently from the operational management division and is part of the SGHA concluded with each Handling Agent.

Each audit is documented by an audit report including any observation or finding which has been raised and requires further action. Again the "Occurrence Closure Response Form" is to be used for the follow-up and closure of shortcomings.



#### **2.1.3.5 Occurrence Closure**

In order to facilitate the follow-up and closure of any operational shortcoming, the “Occurrence Closure Response Form” has been developed and includes guidance for all information to be delivered and steps to be taken in order to close either SMS reports or audit observations / findings.

The form will be sent together with the report to be worked on but can also be found in the TAGO Portal.



## Occurrence Closure Response Form

| Section 1<br>Occurrence Information   |            |               |                     |
|---------------------------------------|------------|---------------|---------------------|
| Internal Reference                    | Occ Number | Subject       | Safety Report Title |
| External Reference<br>(if applicable) |            | Incident Date | Date of the Event   |
| Aircraft Registration                 |            | Aircraft Type |                     |
| Routing (To/From)                     |            | Flight Number |                     |

| Section 2<br>Executive Summary |             |
|--------------------------------|-------------|
| Questions                      | Description |
| What happened?                 |             |
| When did it happen?            |             |
| Where did it happen?           |             |
| Who found it?                  |             |
| How was it found?              |             |

| Section 3<br>Regulatory References, Internal References & Acronyms  |
|---|
| Include any references that were consulted as part of the investigation. This includes Task cards, WOs, QM-A/SEP/GOM references.<br>Provide acronym details |

| Section 4<br>Investigation Summary   |             |                         |
|--|-------------|-------------------------|
| This doesn't need to include every single detail but should summarise the steps taken to investigate the event. This is to record what data has been reviewed in order to draw conclusions.<br>Only state facts and not opinions.<br>This section should NOT include any conclusions, consequences, root cause or actions taken. |             |                         |
| Immediate Action(s)  | Description | Implemented<br>dd/mm/yy |
|  |             |                         |

V3.0 May 2022



## Ground Handling Manual Part 1 Operational Control and Supervision



### Occurrence Closure Response Form

|  |  |  |
|--|--|--|
|  |  |  |
|--|--|--|

| Section 5<br>Root Cause Analysis (5 Why)  |   |
|---|---|
| Insert the event into box 1 and work backwards to identify contributing factors and root cause(s)<br><small>Add lines (3, 4, 5 etc. or additional 1 through 5) where required</small> |   |
| Why 1?  | EVENT eg the landing gear was late in being delivered, which resulted in a delay to the maintenance schedule. The event can be documented as: The landing gear was dispatched late.       |
| Why 2?  | Why did 1 happen? Eg Long wait time for transport stands  |
| Why 3?  | Why did 2 happen? Eg There is low availability of stands  |
| Why 4?  | Why did 3 happen? Eg Stands are not returned in a timely manner   |
| Why 5<br>Root Cause   | Why did 4 happen? Eg There is no procedure for the return of used stands.<br>You know this is a valid 5 Why analysis as you can read it backwards: 5, which led to 4, which led to 3 etc. |

| Section 6<br>Contributing Factors (CF)                                |   |
|---|---|
| Description<br><small>Add lines (6, 7, 8 etc.) where required</small> |   |
| 1.  | Record any additional factors on individual rows. These are conditions that contributed to the causal factors or system failures. These can be thought of as extra holes in the Swiss cheese, which did not line up but that have been discovered as part of the investigation. |
| 2.  |   |
| 3.  |   |
| 4.  |   |
| 5.  |   |

| Section 7<br>Actions Taken          |  |                         |
|-------------------------------------|--|-------------------------|
|                                     | Description  | Implemented<br>dd/mm/yy |
| Corrective and Preventive Action(s) |  |                         |
| Corrective                          | Actions to deal with the reasons for the event including the direct cause or error(s) and contributing factors (reactive). |                         |
| Preventive                          | Actions to stop similar events occurring within the organisation (proactive).  |                         |
|                                     |  |                         |
|                                     |  |                         |
|                                     |  |                         |

|                  |  |      |  |
|------------------|--|------|--|
| RCA Completed by |  | Date |  |
|------------------|--|------|--|

V3.0 May 2022



#### **2.1.3.6 Back-up procedure for occurrence reporting**

In case of unavailability of IQSMS, there is a back-up procedure that must be followed.

Firstly, the outage itself must be reported. The email address of the IQSMS helpdesk is provided on the TAGO portal. Then fill in the IQSMS backup form below and send by email to [groundoperations@tuifly.com](mailto:groundoperations@tuifly.com) and [safety@tuifly.com](mailto:safety@tuifly.com) / [security@tuifly.com](mailto:security@tuifly.com). DG reports must additionally be sent to [dangerousgoods@tuifly.com](mailto:dangerousgoods@tuifly.com) and aircraft damage reports to [ground.damage@tuifly.com](mailto:ground.damage@tuifly.com).



| Backup Reporting Form  |  |
|--|--|
| <b>General Information</b>   |  |
| Title :  |  |
| Please define your name  |  |
| Reporter :   |  |
| In case of an anonymous report please enter 'Anonymous'                                |  |
| <b>General Flight Information:</b>   |  |
| Date & Time of Event (UTC) :   |  |
| Aircraft Registration :  |  |
| Aircraft type :  |  |
| Manufacturer :   |  |
| Airport of Occurrence :  |  |
| Airport Reporting the Event :  |  |
| GHA organisation :   |  |
| Departure :  |  |
| Destination :  |  |
| Diversion :  |  |
| Flight Number :  |  |
| <b>Aircraft Damage</b>   |  |
| Aircraft Damage  |  |
| Was the Aircraft damaged? :  |  |
| Commander Informed :   |  |
| <b>Passenger / Other Person involved</b>   |  |
| Please fill in the name(s) of passenger(s) / other person(s) involved in this incident |  |
| Passenger / Other Person data :  |  |





## Report Text

Please provide all relevant information to the event. Do not write any personally identifiable information (use objective terms instead of names, i.e. "the passenger", "the person", "the ground handler" etc.). For personal data, please fill in the fields under "Passenger / Other Person involved".

**Report Text :**

Explain what happened, why and how. Include effect on A/C, People etc

As a general instruction, please inform our Back-office what happened, give details why it happened and in case you have any recommendations, please provide

**Would you like to receive additional feedback? :**

For follow-up questions from Reporting Management please enter your e-mail address. This e-mail address is kept confidential and cannot be viewed by other users at any time.

Inform Authority

Submit to Regulator

**Would you like this report to be submitted to the Authority? (please note that if this is a Mandatory Occurrence Report, it will be submitted regardless) :**



## 2.2 Accident prevention

Accidents and serious incidents always have a strong impact on the company in any possible way. Most obvious is the public reputation which will deteriorate immediately, followed by loss of resources, both human and hardware. Most serious and long-lasting is the effect on staff morale. Public, customers and employees will ask: 'Did TUfly do everything possible to avoid this accident from happening?'

TUfly implemented a program to prevent accidents and incidents from happening in the first place. Safety is primary corporate objective of TUfly and should be delivered as such to all employees, company suppliers and customers.

Safety is not the responsibility of pilots only, or of the people working in flight operations, but every single person working in or for TUfly should strive to produce the highest possible quality of work. This will lead to the highest quality product delivered by TUfly, hence highest degree of safety.

The permanent goal should be: zero accidents and zero incidents. Anything less than this would eventually lead to a disaster.

**Always remember: Safety is everybody's business!**

This means for daily practice:

- compliance with all regulations and instructions for work
- awareness for situations which can lead to safety hazards
- awareness for safety weaknesses
- reporting of above mentioned situations to superiors and/or authorities.

## 2.3 System of promulgation of additional operational instructions and information

### 2.3.1 Daily Program

The daily program shows all flights being operated by TUfly, structured according to aircraft registrations and contains details of:

- type of aircraft
- aircraft registration
- flight number
- station of departure
- STD in UTC
- station of arrival
- STA in UTC
- number of booked pax
- name of captain (3-letter-code)
- number of accompanying crew

Revisions to daily program are forwarded via SITA or e-mail by TOCC.

### 2.3.2 Daily crew disposition

self explanatory



### **2.3.3 14-days Flight program**

The 14-days program shows all flights being operated by TUfly during a period of 2 weeks, structured according to aircraft types, and is issued twice a month:

- 1<sup>st</sup> to 15<sup>th</sup> of month
- 16<sup>th</sup> to last day of month

Revisions to the programs are forwarded to the stations concerned via SITA or email by HAJSP.

### **2.3.4 Service Info**

Only in special cases the Service Info is issued for purpose of informing stations of special handling requirement. Any information published in Service Info means that a permission for transport has been given in advance by TAGO.

The Service Info is issued using IATA Special Service Request / SSR codes, free text is also possible.

### **2.3.5 VIP Information**

The VIP Information contains names of persons, flight data details and service requests for VIPs being transported on TUfly flights.

TAGO provides stations concerned with information, CH informs cabin crew.

### **2.3.6 Estimated Load Information**

One day before departure of flight an e-mail will be generated by the Load Information System used by TUfly.

Each departure station will be provided with all available dead load information per flight, such as estimated weights for:

- passenger baggage,
- COMAIL and COMAT,
- CATMAT,
- cargo,
- special passenger baggage,
- loading equipment (as far as applicable).

This message is sent one day before departure in order to enable each departure station to timely prepare check-in and turn-around process.

### **2.3.7 Destination Information - Arrival Message**

The destination Info generated by the aircraft communication system ACARS contains all information for the arrival station such as:

- transit passengers,
- passengers requiring special assistance,
- fuel service required - eventually fuel quantity is delivered at this point of time,
- special services required for landing / turn-around - e.g. GPU needed, police at aircraft required etc.



### 2.3.8 Instruction Notices, Safety Alert, Temporary Revisions

Additional instructions, sometimes concerning only dedicated stations, safety alerts and temporary revisions to this manual are published via email by Ground Operations and are numbered consecutively. Contents of these notices and amendments have to be communicated to all staff concerned.

Types of Notices:

General Instruction Notice as message usually to all Stations:



Alert notice to highlight trending topics / issues from GORs / NC:



Change of operating Procedures in between formal revisions. Temporary Revisions will be published for a limited period of time only. If changes are valid for an indefinite period of time a subrevision or full revision of the GHM Part 1 will be published of the GHM:



All Instruction Notices, Safety Alert, Temporary Revisions will be sent from email address [dhad@groundhandlingportal.com](mailto:dhad@groundhandlingportal.com).

For feedback and questions [gomsupport@tuifly.com](mailto:gomsupport@tuifly.com) is to be contacted.

All Instruction Notices, Safety Alert, Temporary Revisions shall be followed when handling Tuifly flights and are displayed in the TAGO Portal.

### 2.3.9 SMS-Reporting and Risk Assessment

Incidents and occurrences noticed during ground operations activities are reported reactively and pro-actively in IQSMS and risk assessed towards the Safety Department in a dedicated format for further evaluation and action (Form see SMM).

### 2.3.10 Means of communication

All information described above is communicated to the stations and staff concerned via:

- E-mail
- SITA telex
- TAGO Portal



## **2.4 Powers of the Authority**

Any person authorized by the Luftfahrtbundesamt (LBA) is permitted at any time to board and fly in any aircraft operated by TUfly and to enter and remain on the flight deck except that the Commander may refuse access to the flight deck, if, in his opinion, the safety of the aircraft would thereby be endangered.

Discussions on ground, whether or not a person is authorized by the LBA should be avoided.



## 3 Station Handling Material

### 3.1 General

Principally TUifly station handling material is to be used when handling TUifly flights.

Exceptions are subject of special agreements between handling agent and TUifly.

All stations will be supplied with sufficient material for handling.

Nevertheless stocks are to be checked frequently for purpose of ordering additional material in time.

If station handling material provided by TUifly is needed, it has to be requested via the TAGO Portal – “Order Stationaries” – “Create new order”.

Delivery period is about 6 weeks from receipt of order.

With receipt of new material showing the new brand logo all other (old) material is to be destroyed.

Instruction on how to order material via the TAGO Portal:

- Login to the TAGO Portal – <https://tago.tuigroup.com>
- Click “Order Stationaries” in the left handside menu
- Click “Create new order” in the top right handside corner
- Fill in the form and click on “save”
- Only one item can be ordered at a time. Multiple orders are possible, make sure to follow again the steps given above.

If no login details are available, request them via [gomsupport@tuifly.com](mailto:gomsupport@tuifly.com).



## 4 Transport of Passengers

### 4.1 Preflight Duties

#### 4.1.1 General

Principally all handling material has to be protected from unauthorized access at any time.

#### 4.1.2 Check of registration

Before start of flight preparation for check-in and before start of check-in a crosscheck with the TUfly daily program has to be made in order to state an aircraft change and in consequence the correct preparation or reworking of already effected flight preparations.

#### 4.1.3 Service Information

All relevant / booked service information is available in the PNL as IATA SSR codes.

#### 4.1.4 Presom

When check-in is performed manually or with different departure control systems, a presom has to be written until 1700 LT one day before departure of flight by the first checking station in order to guarantee correct flight preparation in time for late night check-in at both stations.

Refer also to [GHM Part 1 chapter 4.4.2. \(Seat Allocation\)](#).

#### 4.1.5 Check of PNLs for other DCS than Go-Now

PNLs for all flights are sent 5 hours before STD. If PNLs are not available 5 hours before STD, TOCC has to be contacted by telephone (+49-511-9727-333).

Refer also to [GHM Part 1 chapter 4.3.2.](#)

Furthermore the PNL/ADL processing has to be checked via "error list" at the latest before start of check-in. It has to be considered, that ADLs will be provided up to 30min prior STD.

#### 4.1.6 Estimated Load Information

The ELI sent one day before departure should be used for preparation of flight due to the fact that it shows all available information about estimated kind and weight of special baggage and other dead load information.

Load planning and loading may be prepared on time.



## 4.2 Ticket Acceptance

### 4.2.1 General Acceptance for Transport

#### 4.2.1.1 General

Each passenger - adult, child or infant - must be in possession of a valid reservation for the respective flight and normally should be listed in the PNL for the respective flight.

adult - passengers as from 12 years old

child - passengers between 2 and 11 years of age

infant - passengers under 2 years of age

#### 4.2.1.2 Travel Documents

Although in the General Conditions of Carriage the passenger is held responsible to present all exit, entry, health and other documents required by law, regulation, order, demand or other requirements.

Acceptable for intra-Schengen passengers:

- Passport
- ID card
- Temporary ID card

All Identification documents listed above must contain an actual photograph of the passenger.

Acceptable for non-Schengen countries:

- Valid passport when necessary (refer to TIM and/or Traveldoc)
- Valid ID card when necessary (refer to TIM and/or Traveldoc)
- No other documents are acceptable except for those clearly described in the TIM and/or Traveldoc

For clarification of Travel Documents always contact 24/7 TUI Ops: [tuiops@tui.de](mailto:tuiops@tui.de).

The authorities at the airport of destination will hold the transporting carrier liable for return to country of origin if the passenger's documents are not sufficient.

Due to this reason the check-in staff has to check whether the passenger is holding valid documents. Refer to TIM and/or Traveldoc.

For each and every passenger a passport and /or ID card cross check verification must be performed. In the case that a passenger cannot present a passport / ID card it is **not** allowed to check him in.

If the passenger does not fulfill the respective requirements, he has to be turned over to the authorities of the country or, as far as available, to the charterer's representative in order to get substitute documents.

For details see also chapter 10.1, CPH (Travel Documents).





If a passenger has to be returned to country of origin, an e-mail has to be sent to [Groundoperations@tuifly.com](mailto:Groundoperations@tuifly.com), [trafficcontrol@tuifly.com](mailto:trafficcontrol@tuifly.com), [tui-ops@tui.de](mailto:tui-ops@tui.de) and [csoffice@tui.co.uk](mailto:csoffice@tui.co.uk) containing the following information:

- name of passenger and home address
- flight number, routing, date
- reason for inadmission
- inbound ticket of pap, number, date and issuing office
- any fees, charges and fines to be borne by TUfly.

The passenger has to be notified in PSM with full name and the crew has to be informed. See also [GHM Part 1 chapter 4.4.3. \(Restrictions for carriage\)](#)

#### **4.2.1.3 Admission of passengers to aircraft**

Principally all passengers and hand baggage have to be screened according to ICAO Annex 17/EU-regulation 300/2008.

In the case that transit passengers coming from a 'Third Country airport' not complying with these standards can mix-up with already searched passengers, all passengers have to be screened again before being allowed to continue on a TUfly flight.

See also TUfly ACSE or German LSP.

### **4.3 Passenger Check-in**

#### **4.3.1 General Passenger Check-in**

##### **4.3.1.1 Check-in and boarding times**

Agreed setup shown in CPH:

Check-in: CPH chapter 10.2.

Boarding times: CPH chapter 10.4.

For common check-in and selected airports differing agreements have been met by contract (service level agreements / SLA).

##### **4.3.1.2 Passenger Information EC 261/2004**

During check-in and boarding gate opening times the following advice always (irrespective of operating on time or with delay) has to be displayed clearly visible in the language of departure country and in English:

"Wenn Ihnen die Beförderung verweigert wird oder wenn Ihr Flug annulliert wird oder um mindestens zwei Stunden verspätet ist, verlangen Sie am

Abfertigungsschalter oder am Flugsteig schriftliche Auskunft über ihre Rechte, insbesondere über Ausgleichs- und Unterstützungsleistungen."

"En caso de denegación de embarque, cancelación o retraso de su vuelo superior a dos horas, solicite en el mostrador de facturación o en la puerta de embarque el texto en el que figuran sus derechos, especialmente en material de compensación y asistencia."



"If you are denied boarding or if your flight is cancelled or delayed for at least two hours, ask at the check-in counter or boarding gate for the text stating your rights, particularly with regard to compensation and assistance." See also CPH, chapter 8.

#### 4.3.1.3 Check-in Principles

The handling of TUfly flights normally is performed by DCS.

All stations receive the PNL (Passenger Name List) 5 hours before STD of flights.

All passengers are listed with full name and surname, this enables the handling agent to distinguish passengers with the same surname. Passengers always have to present an ID for identification.

In addition to the passenger names, the PNL includes seat reservations booked in advance and other special service requests (SSR).

As far as available, the Service Info generated by [groundoperations@tuifly.com](mailto:groundoperations@tuifly.com) has to be compared to the PNL and, if necessary, the PNRs have to be updated manually.

The PNL does not claim to be complete. Each passenger presenting a ticket with booking status OK not listed on the PNL has to be checked in for the flight as a no record passenger (NOREC). Nevertheless a travel document check (ID-card) has to be performed at any station when a passenger not listed on PNL presents himself for check-in and authorization for check-in has to be got of TUI-Ops [tuiops@tui.de](mailto:tuiops@tui.de)

ADLs will be frequently issued and sent to the respective DCS address. ADLs will be provided 2 and 1 hour prior STD and has to be checked via "error list" at the latest before start of check-in.

A PFS (Passenger Final Sales Message) which indicates no-show, go-show and no-rec passengers has to be sent manually after departure of flight to HDQKMX3 or to email [pdm@tuifly.com](mailto:pdm@tuifly.com) if not sent automatically out of the DCS.

#### 4.3.1.4 General check-in procedure

Principally the check-in performed for TUfly flights has to be carried out in accordance with internationally agreed baggage reconciliation procedures.

This means that **at any time** during check-in performance and during flight the enregistered baggage can be attributed to the passenger who checked the luggage in.

For performance refer to IATA Passenger Services Conference Resolutions Manual, current edition, Recommended Practice 1739.

Pooling of baggage for more persons is only allowed, when:

- passengers know each other (e.g. families), and
- passengers check in together, and
- passengers have the same destination.

The taking over of baggage of another passenger to protect him from being charged excess baggage fee is **not permitted**.



#### **4.3.1.5 PIL**

A PIL (Passenger Information List) is always to be produced (two copies) for each flight in order to hand over to SCCM.

The PIL gives information to the crew - SCCM and commander - about all boarded passengers requiring special attention, total passengers on board and any other special.

In case of delay, information about action taken and information given to passengers has to be indicated additionally (see also Passenger Welfare Report), described in CPH chapter 8.

All stations using SITA DCS have to add a legible remark about paxfigures on every PIL before handing over to the crew (Example: 'TTL 189+5').

#### **4.3.1.6 Next of kin data**

The EU Regulation 996/2010 on the investigation and prevention of accidents and incidents in civil aviation regulation requires that passengers are given the opportunity to leave next of kin data of persons to be notified in case of an incident or accident at their airport of departure.

TUfly developed a form for the purpose of collection of passenger and next of kin data. Passengers requiring to leave their data may be offered to use this form. The form is available via the TUI Airline Ground Operations Portal. Availability of some printed forms at check-in is required.

In the case that passengers fill in the form before departure, all records have to be stored safely with the trip file for the legally required duration. The forms will then be destroyed with the elimination of the trip file.

#### **4.3.2 EDP Check-in**

##### **4.3.2.1 General**

The handling agent is responsible for safe and punctual handling of flights. The handling agent is also responsible for the decision to switch to manual check-in in case of computer failure, as he is the one who is able to judge all attendant circumstances and to estimate the situation. Close contact with the helpdesk must be held.

##### **4.3.2.2 Emergency Procedure**

In case of an accident of a TUfly flight the corresponding DCS helpdesk has to be informed immediately in order to close the flight.

Only TUfly headoffice will then be able to re-open the flight.

All stations have to act analogously according to their emergency procedures and alarmplans.

In any case the local access to flight must be impossible, all data and records concerning the flight have to be secured and kept safe tightly closed.

The TUfly Emergency Response Plan and the corresponding local airport alarmplan are to be observed!



#### 4.3.2.3 Procedure for Check-in after system break-down

In general after system break-down no physical baggage identification is mandatory. However, if boarding discrepancies have to be discovered at the gate, a physical baggage identification has to be carried out.

Principally a maximum period of time has to be defined before decision for switch to manual check-in is taken. During this defined period the following action has to be taken:

##### A. Local System break-down

- Re-establishment of data by another station or DCS helpdesk or headquarter
- Re-establishment of seat map
- Re-establishment of list of checked-in passengers (Adults/CHD/INF) including security number, baggage tag numbers or pieces attributed to passengers
- Re-establishment of baggage tag identification related to passenger
- Issued seats have to be copied to manual sticker sheet
- Manual check-in with seat allocation to be continued

##### B. General System break-down

- Re-establishment of number of checked-in passengers (Adults/CHD/INF) by gathering passengers at a dedicated meeting point for collecting relevant information
- Re-establishment of baggage details with help of ticket coupon entries, baggage claim stubbs, baggage count
- Manual check-in with free seating to be continued
- Passenger headcount and crosscheck with pax figure given on daily

Once having switched to manual check-in, the manual procedure should be continued until end of flight irrespective of system coming up later on.

If the problem with the DCS seems to be a bigger one, all further TUfly flights have to be checked in manually.

#### 4.3.3 Special Check-in Procedures

##### 4.3.3.1 Stand-by Procedure

With respect to the booking figures stand-by passengers can be checked in immediately on point-to-point-flights only.

For multi-sector flights and for point-to-point-flights with 'critical' booking situation the following procedure is applicable:

- Acceptance of passenger according to procedure and priorities published in CPH, chapter 11.
- Baggage has to be labeled, but is additionally marked with a stand-by label.
- The baggage has to be put in front of aircraft and only will be loaded when passenger is accepted.
- Loading of baggage after 'OK' into hold 4.

##### 4.3.3.2 Passenger holding EXST booking

In case that **one** passenger shows up at check-in with a paid extra seat booking **or** the following procedure is to be followed:



- EXST may be used for fixing of bulky cabin baggage. For a detailed description refer to GHM Part 1 chapter 9.1.6 .
- pap gets **one** boardingpass only
- second seat is to be blocked in EDP-system or stickered additionally on boardingpass
- additional seat shall never be issued to standby-pax if aircraft is fully booked or to revenue pap in case of overbooking information to crew has to be given on PIL / PIS

#### **4.3.3.3 Cross connection flights**

As far as agreed through check-in is performed for passenger and baggage on cross connection flights. (see chapter 05.00.00 Transport of baggage).

#### **4.3.3.4 Off-airport Check-in**

Where special agreements have been made and have been approved at

dedicated stations off-airport check-in is possible, if the following criteria is fulfilled:

- Passenger identity is verified at check-in.
- Prepared boarding pass and baggage tag stubbs are handed out to passenger during check-in.
- A passenger list showing corresponding baggage tag numbers is filled in.
- Baggage is labeled to final destination marked as off-airport checked in baggage.
- Baggage is stored in secured locker or under permanent supervision.
- Baggage is transported in sealed trucks directly into the security restricted area of the airport.
- Baggage is screened completely at the airport.

#### **4.3.3.5 Web Check-in**

TUfly has got the official permission by the German authority for passengers to perform web check-in.

- Passenger performs personal check-in with booking code via internet • without baggage

Passenger shows up with boarding pass print-out at boarding gate. Identification of passenger during boarding with ID-card or an electronic boarding pass via smart phone

- with baggage

Baggage has to be checked in at dedicated drop-off points at airport against baggage claim stubb up to 45min prior STD at the latest.

### **4.3.4 Acceptance of Animals**

#### **4.3.4.1 General**

Animals presented for air transportation in kennels have to comply with the regulations laid down in the 'IATA Live Animals Regulations' which are described in parts below.

According to European law animals have to be marked with a microchip and the owner has to hold a special pet passport.

Acceptance of live animals is subject to prior authorization which has to be obtained when transport is booked via service center.



Dogs and cats are the only animal species accepted on TUIfly flights.

The kennels for transportation are to be provided by the passenger.

Only kennels in good condition with strong locks are to be accepted.

The transport box must be marked clearly with name and address of owner/ consignee plus name and species of animal.

Principally the passenger is responsible and held liable for the observation of local quarantine regulations.

UM's are not permitted to transport live animals, neither in cabin nor in hold.

Transport of live animals by PADs is subject to space available.

For transport of animals in hold refer to GHM Part 1 chapter 5.3.4. (Acceptance of animals in hold).

To assist passengers, agents, and operators in preparing pets for air carriage in compliance with IATA Live Animals Regulations, a Live Animal Acceptance Checklist must be completed for each SVAN, PETC, and AVIH travelling as passenger baggage. The handling agent checking the animal must verify all requirements from the checklist have been met and the passenger needs to sign in acknowledgement. If not all fields of the checklist are complied with then the animal must not be accepted for transport. One copy of the fully completed checklist will be provided to the passenger and another is to be retained at the station. The TUI Live Animal Acceptance Checklist can be found on the TAGO Portal.



## Live Animal Acceptance Checklist



Please print twice: 1 copy > Passenger & 1 copy > Station

### Flight information

Name of Passenger

Booking Number

24 hr Contact

Flight n°

Date

From/To

### Pet information

Breed

Identification number

Age

Type of Transport

☐

Pet in Cabin

☐

Pet in Cargo Hold

☐

Service Dog

### General Conditions of Carriage

All required documentation (e.g., pet passport, vaccination certificates, entry permits) is available and will be presented at check-in.

#### Requirements for a Pet in the Cabin

The container:

- is leak and escape-proof
- has ventilation on all 4 sides
- is max. 55 x 40 x 20 cm (L x W x H)

My Pet:

- can sit, stand, turn around and lie down in a natural position
- weighs a maximum of 8kg (including container)
- remains in its closed container under the seat in front of me for the entire flight

#### Requirements for a Pet in the Cargo Hold

The container:

- is stable, clean and escape-proof
- has a waterproof base and is lined with absorbent material
- has suitable feeding/watering facilities
- has ventilation on all 4 sides

My Pet:

- can sit, stand, turn around and lie down in a natural position

#### Requirements for a Service Dog

My Service dog:

- displays no aggressive behaviour in the presence of other passengers and animals
- obeys instructions and signals
- will remain in front of my seat throughout the flight and will not block any aisle or emergency exit.

I hereby confirm the above requirements for the transportation of my pet

Place and date

Signature Passenger

### 4.3.4.2 Pets in Cabin

Dogs and cats (no other animal species) may be transported in the passenger cabin of an aircraft on the assumption that

- the pet is placed in a waterproof flexible transport bag and
- the weight of the pet incl. bag does not exceed 8kg - and the size of 55 x 40 x 20cm



Prior authorization for transport has to be got by the passenger when booking via the service center.

If the permissible weight is exceeded, the pet may be transported in hold only with suitable kennel.

The maximum permitted number of pets in cabin is:

- B737-800/B737-8: 3 pets

In exceptional cases of a maximum of 2 additional PETC may be accepted per flight.

For seating of passengers transporting pets in cabin refer also to GHM Part 1 chapter 4.4.2 .

Exception: Guide / Assistance /Service Dog

Transportation of Guide / Assistance /Service dogs is limited to one per flight and has to be counted as SVAN free of charge beyond of number of pets indicated above.

For details see GHM Part 1 chapter 4.4.3.4.6

### 4.3.5 Irregularities

#### 4.3.5.1 Delays

Lack of information about any irregularity and the feeling to be 'abandoned' by the airline are generally the main reasons for passenger complaints.

Consequently an announcement has to be made as soon as the occurrence of an irregularity is known.

If the extent is not yet known, the term: '**Next information will be given at .... LT**!' should be used.

The expression '**Indefinitely delayed**' should never be used.

Further announcements at regular intervals and personal contacts between handling agent and passengers should keep our guests up-to-date of all arrangements made for them, the estimated time of departure and, in general, the progress of the irregularity.

If the delay is already known before or during check-in, the passengers have to be informed accordingly at check-in desk.

The information given in the delay message ETD, which has to be prepared as soon as possible, especially the estimated time of departure, must be updated.

#### 4.3.5.2 Passenger Welfare

Details for handling of passengers in case of

- delay
- meals and refreshments, HOTAC
- cancellation
- diversion
- overbooking
- exceptional circumstances is given in CPH chapter 9.2.





#### 4.3.5.3 Report

A Report is to be filed in IQSMS by the Handling Agent whenever a non- normal situation has occurred.

### 4.4 Passenger Handling Procedures related to Safety and Security

#### 4.4.1 Embarking and Disembarking of Passengers

##### 4.4.1.1 General

Principally boarding of TUfly flights has to be performed as automatic boarding described in CPH chapter 10.04. and OM-A chapter 8.2.2.1.

For safety and security reasons, the handling agent shall cross-check if crew is on board at boarding time or if crew reports "not-ok" for automatic boarding.

WCH-passengers have to be preboarded first.

Furthermore, special passengers, such as passengers with disabilities, unattended minors should be preboarded after WCH- guests.

However reconfirmation with crew, especially for UM-boarding, always is required.

TUfly regulations forbid the consumption of private stock alcoholic drinks on board and during boarding. Gate staff shall crosscheck passengers during boarding and instruct passengers accordingly.

When passengers are embarking required cabin crew must be on board able to give instructions about seat availability or allocation and hand baggage storage.

Cabin crew has to be informed by ground crew about hazardous situations and must be able to manage emergency evacuation of passengers.

As far as two passenger stairs are positioned, passengers have to be informed to use also rear entrance as from row 15 upwards.

Clear announcements are to be made where possible.

If a silent airport concept has to be fulfilled, no general announcements can be made.

In case a passenger is missing, his checked baggage must be unloaded.

If necessary, all checked baggage must be unloaded and all passengers must be disembarked and required to identify their baggage physically (baggage identification). The commander will coordinate with ground staff about setup. Cabin crew will be positioned at the top of each stair at the passenger entry doors and responsible ground staff shall direct passengers to/from hold baggage check.

The commander must request airdrome security assistance should any unidentified baggage remain.

Disembarkation will only be started after the required ground equipment has been positioned correctly.



If the aircraft is parked on a remote and/or walk in / walk out parking stand, please note that it is prohibited for passengers to walk underneath the wings.

The responsible ramp staff must ensure that passengers will not walk underneath the wings.

If unchecked handbaggage items are found on board an aircraft, the crew will handover to handling agent by signature accordingly. For further details see CPH chapter 11.4.2.

#### **4.4.1.2 Embarking and disembarking during fueling / refueling**

For embarkation / disembarkation during fueling / refueling see [GHM Part 1 chapter 9.2.6](#).

### **4.4.2 Seat Allocation**

#### **4.4.2.1 General**

All persons on board aged 2 years or more must occupy a fixed seat fitted with a safety belt (or a berth fitted with a restraining belt).

All passengers are to be seated where, in the event that an emergency evacuation is required, they may best assist and not hinder evacuation from the aircraft.

Irrespective of booking figures, seats are always to be distributed on TUfly flights.

Each passenger, including infants, has to receive a boarding pass with security number against his booking confirmation. All passengers except infants simultaneously get a seat assignment.

In case of multi-sector flights, PRESOM and FINAL SOM are to be written when performing manual check-in or computer guided check-in with different departure control systems.

When performing computer guided check-in with same system at both stations, corresponding preparations are to be made (check of ASR at both stations and blocking of seats for second checking station). FINAL SOM will be dispatched automatically by system.

For manual check-in the combined seating card and boarding pass is available for each aircraft type in block form. The blocks are numbered consecutively according to number of seats per aircraft in order to attribute a security number to each passenger. Seat allocation is performed in connection with sticker sheets which are also available for the various aircraft types.

Remaining boarding passes and rest of sticker sheet are to be destroyed if aircraft is not fully booked.

Eventual Service Info and ASR given on PNL are to be edited manually before start of check-in.

#### **4.4.2.2 Exit row seating assignment**

Designated exit row seats may not be assigned to passengers who are unwilling or unable to assist in the event of an emergency due to any of the following criteria:

- Persons with obvious physical or mental handicaps
- Persons who are frail due to sickness or age
- Persons who seem to be unable to decide about opening the exit and to evacuate the passengers in case of incapacitated cabin crew
- Blind or deaf persons



- Persons who are unable to understand and speak German or English language
- Unaccompanied minors
- Persons who have not reached the age of 14 years
- Infants
- Passengers with animals
- Deportees or persons in custody
- Expectant mothers
- Too obese persons (definition: Persons who need an extension belt are too obese, therefore no extension belt at the overwing exit.)
- Escorts of passengers who need special assistance in emergency situations
- All persons allocated to seats at the overwing exit, who do not feel comfortable with their seating (due to their responsibility in case of an emergency) and request reallocation, will be reallocated.

Only able bodied persons (ABP), i.e. fit and healthy adults are to be seated directly adjacent to the emergency exit hatch. The first able bodied persons showing up at check-in desk should be seated there.

All personal items are to be stowed in the cabin in a way that an unrestricted evacuation is secured.

Passengers seated in an exit row who, prior to boarding, decide they wish to be resealed, will be issued another seat assignment in a non-exit row without question and without being required to disclose the reason for requesting reseating.

Despite the fact that passengers can pre-reserve exit seats against payment when booking the flight, the criteria described above have to be fulfilled for passengers seated in exit rows.

**This absolutely has to be verified during passenger check-in.**

**Persons not fulfilling these conditions are not allowed to be seated there!!**

**Note:** It is mandatory for all handling agents to man the empty window seats of the emergency rows (B737-800/B737-8: rows 15/16) with qualified passengers during the check-in, in case the flight is not fully booked and the pre-seating did not distribute the emergency seats in advance.

It is prohibited to leave the overwing emergency exits empty.

We recommend the following way of proceeding:

- Before check-in start please check the amount of booked passengers and have a look on the passenger seat distribution.
- If you find one or more of the 4 emergency windows (B737-800/B737-8) unoccupied, please instruct the checkin staff to find either one qualified, volunteer single traveler or a couple during the check-in process (please recall the requirements as stated above).
- Inform the selected passenger(s) about the requirements of this special seating and that they were selected randomly – therefore the seating is exceptionally for free.
- If you cannot find suitable passengers during the regular check-in for whatever reason, please inform the operating crew accordingly before boarding.

Please keep in mind that on fully booked flights this measure is not necessary as all passengers are pre-seated automatically by the system.



#### **4.4.2.3 Foremost row seating assignment**

##### **4.4.2.3.1 For B737-800 and B737-8 189Y aircraft**

- Passengers accompanied by a Guide / Assistance / Service dog/ SVAN are allowed to sit in 1st row (due to enough space for Guide / Assistance / Service dog/ SVAN) but at window seats 1A+ 2F only.

If aircraft is not fully booked, re-seating of passenger and SVAN to another row with one free adjacent seat is optional but will be done by cabin crew.

- Passengers transporting a pet in cabin are not allowed to be seated on 1ABC and 2DEF as there is no possibility to stow the transportation bag under the front seat



#### **4.4.2.3.2 For B737-800 186Y aircraft**

- Passengers accompanied by a Guide / Assistance /Service dog/ SVAN are allowed to sit in foremost row (due to enough space for Guide / Assistance / Service dog/ SVAN) but at window seats 2A+ 2F only.

If aircraft is not fully booked, re-seating of passenger and SVAN to another row with one free adjacent seat is optional but will be done by cabin crew.

- Passengers transporting a pet in cabin are not allowed to be seated on 2ABC and 2DEF as there is no possibility to stow the transportation bag under the front seat



#### 4.4.2.4 Infants/ Children seating assignment

Infants (persons who have not reached 2nd birthday) and children (persons who have reached 2nd but not 12th birthday) normally must be accompanied by an adult. For exceptions see GHM Part 1 4.4.3/ Restrictions for carriage.

Each child gets an own seat assignment.

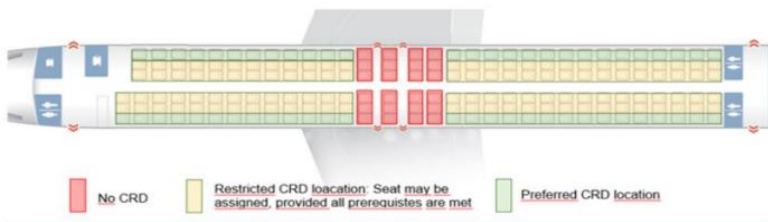
Infants must be secured in a child restraint device which can either be a company provided loop belt connected to the safety belt of the adult's seat or a passenger supplied device approved in accordance with GHM Part 1 4.4.2.5.

##### Seat Allocation:

An infant/child in a CRD should not hinder evacuation of any passenger. Therefore child restraint systems (and their passenger) are preferably to be seated at a window seat. Allocation of an aisle or cross aisle is only to be allowed if the access of the neighbor passenger to the nearest aisle is not obstructed by the CRD.

In general, only one CRD per row segment is recommended. More than one CRD per row segment is allowed if the infants/children are from the same family or travelling group provided the infants/children are accompanied by a responsible adult sitting next to them in the same row segment provided the total number of oxygen masks is not exceeded (Maximum of 7 heads per seat row).

CRDs are neither permitted in an emergency exit row nor in a row directly forward or aft of an emergency exit.



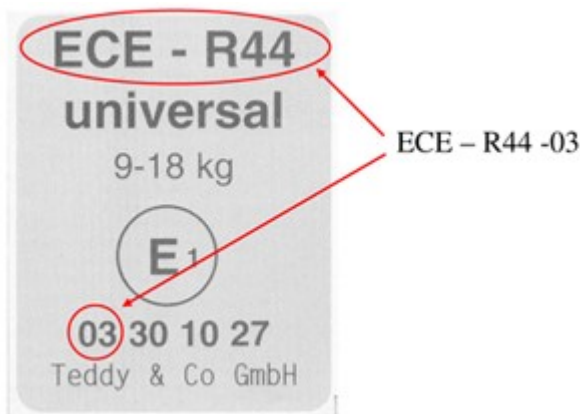
#### 4.4.2.5 Child Restraint Device - (CRD) Car Seat

##### General:

Against payment it is possible to reserve a seat for the installation of a child restraint device (CRD) which may be used during the entire flight.

A CRD can be accepted if it can be installed properly on the respective seat and is approved and labelled as follows:

- EU norm: UN ECE - R44 -04, UN ECE - R44 -03, ECE R129 or later series, TÜV/958-01/2001 or later series and bearing the label "For use in aircraft" Example:



- b. US norm: FMVSS Nr. 213
- c. Canadian Norm: CMVSS 213/213.1
- d. Australian / New Zealand Norm: AS/NZS 1754:2013

Additionally to the standards mentioned above the CRD are only permitted if they can be fixed by a two points seat belt.

The transport of the seat has to be requested in advance via service center and a written permission must be presented upon check-in. Passenger name and seat have to be indicated in PIS/PIL.

If the PAX is not able to show a written permission, the seat is not allowed for transport in cabin but has to be transported as checked baggage.



#### Handling of CRD:

All CRD have to be used according to the instructions of the manufacturer. There are differences in fixing and the restrictions concerning child height and child weight. The certified CRD are allowed for use during the complete flight (takeoff, cruise and landing). The seat belt that fixes the CRD has to be fastened at any time. The CRD's own seatbelt can be opened and fastened according to the fasten seat belt signs.

#### **4.4.2.6 Severely handicapped children seating assignment**

If the handicap of an infant or a child is as severe that it is absolutely mandatory to use a child seat for safe transport, but no seat named in 4.4.2.5 above can be used due to the nature of handicap, it is possible to request the use of other seats.

Passengers have to apply in due time in advance at TAGO Network Operations to get further information for certification of the seat by a 'rush-procedure' of the TÜV Rheinland.

If the seat passes the 'rush-procedure' a written permission for the respective flight will then be issued.

The permission has to be presented at check-in and whilst boarding to enable the crew to match seat appearance with certificate and to judge where the seat has to be installed in the cabin.

Usually a seat reservation is made for these passengers and will be shown in Service Info.

Passenger name and seat have to be indicated in PIS/PIL.

**Non-certified seats cannot be accepted for travel in the passenger cabin but have to be transported in hold.**

#### **4.4.2.7 Wheelchair passenger seat assignment**

Refer to next chapter 4.4.3.4.7.

#### **4.4.2.8 Multiple occupancy of aircraft seats**

No seat may be occupied by more than one person, except infants held in the arms of an adult and fixed with a loop belt which is connected to the adult's safety belt.

#### **4.4.2.9 Passenger with pets in cabin**

Passenger carrying a PETC shall be seated on window seats only.

### **4.4.3 Restrictions for Carriage**

#### **4.4.3.1 Expectant mothers**

Carriage according to international regulations published in IATA Passenger Services Conference Resolutions Manual /Recommended Practice 1700a:

Carriage of expectant mothers will be refused during the last 4 weeks of pregnancy, which means that also date of return flight has to be checked.

For control it is recommended to check the so-named 'Mutterpass'.





A medical certificate during the first 36 weeks is not required.

**Note:** Pregnancy duration usually is 40 weeks.

#### 4.4.3.2 Unaccompanied minors and carriage of children escorted by minors

##### 4.4.3.2.1 Unaccompanied minors

UMs are generally accepted only between the age of 5 years up to 12th birthday and have to be booked with reservation status OK (**NO** acceptance if booked **SA!!!**)

A special service fee has to be paid for transport of UM see CPH chapter 5.

Transport of handicapped UMs is not allowed.

UMs are not entitled to take along PETC or AVIH.

The maximum acceptance for UMs is:

- 10 UMs, but maximum of 02 UM per row

##### Exception:

In the case that brothers and sisters are travelling together the number of UMs may increase. Official permission must be requested at TAGO Network Operations.

Each UM must carry a completely filled in 'UM handling advice' which usually has to be filled during check-in with the aid of handling agent.

Distribution of copies:

|                        |                      |
|------------------------|----------------------|
| 1st: UM                | 2nd: crew            |
| 3rd: departure station | 4th: arrival service |

UMs **always** have to be handed over personally to cabin crew by a member of ground staff before or after boarding the other passengers (depending on situation).

Principally cabin crews prefer preboarding, however reconfirmation with crew always is required.

When handing over the UM to cabin crew, it must be in possession of a UM (plastic) wallet, containing the UM handling advice and all other necessary travel documents.

UMs must be shown on the PIS/PIL handed over to SCCM with name, age and seat number.

UMs must never be seated alone in a row.

At least one briefed adult (this is matter of cabin crew) has to be allocated to the UM to assist in case of an emergency.

At point of destination the UM will be handed over personally by cabin crew to a member of ground staff.

When handing over the UM to receiving party, the station has to ensure that the receiving person is authorized for pick-up and corresponds to the person(s) named in handling advice.

Additional local procedures have to be observed, if applicable.



#### **4.4.3.2.2 Carriage of children / infants escorted by minors**

Children under the age of 5 years will be accepted for transport, if escorted by

- a person of at least 18 years who takes the full responsibility

Children between the age of 5 years up to 12th birthday will be accepted for transport

- as UM, if traveling alone
- if escorted by a person of at least 18 years

Infants will only be accepted for transport, if escorted by

- mother or father,
- an adult of at least 18 years.

A written permission of the parents/legal guardian of the child should be available for the escorting person upon departure.

#### **4.4.3.2.3 Youngsters traveling alone / YPTA**

Youngsters aged 12 - 17 years travelling alone are named YPTA.

If youngsters travelling alone show up at check-in the SSR code YPTA shall be entered into DCS. This is for crew information only as no special additional service is necessary.



#### 4.4.3.3 Infant limit

B737-800: 20 infants

B737-8: 20 infants

Infants must be secured in a child restraint device which can either be a company provided loop belt connected to the safety belt of the adult's seat or a passenger supplied device approved in accordance with GHM Part 1 4.4.2.5.

Seating restrictions in accordance with GHM Part 1 4.4.2.4 apply.

The number of persons, including infants, seated per seat row block must not be higher than the number of oxygen masks provided. Therefore a maximum of 1 infant per 6-seat row block is allowed (Seats A-F).

For aircraft with 189Y seats also a maximum of 1 infant is allowed in row 1 ABC.

**Note:** Despite the fact that there is one additional oxygen mask per seat row block, one oxygen mask per set row must be available for cabin crew.

#### 4.4.3.4 Sick passengers and persons with disabilities

##### 4.4.3.4.1 General

A person with disabilities (PWD) is understood to include but is not limited to the following types of disabilities and temporary or permanent conditions:

- people with reduced mobility (PRM), which could include people using a wheeled mobility device, people with difficulty walking distances and people with agility/dexterity disabilities;
- people who are blind or have low vision;
- people who are deaf or hard of hearing;
- people with speech disabilities;
- people with intellectual disabilities;
- people with cognitive disabilities, including people with mental health conditions;
- seniors and older persons;
- people with an illness and are authorized to travel by medical authorities, but whose mobility is impaired due to pathology in progress; and
- people unable to stand or walk due to injury.

PWDs may require special services and special attention to facilitate their travel experience and the use of transport.

PWDs are to be seated where their presence does not impede the crew in their duties, they do not obstruct access to emergency equipment nor impede the emergency evacuation of the aircraft. Seats should be distributed however in a position which will facilitate boarding and disembarkation and which will contribute to the comfort of the handicapped passenger. Escorts must be seated directly adjacent to the passenger they are escorting. The number of passengers with disabilities must not exceed the number of able-bodied persons capable of assisting with an emergency evacuation.

**All PWDs have to be indicated with seat on PIS/PIL.**



#### 4.4.3.4.2 Sick passengers

As a general rule sick passengers on return flights to Germany are only accepted for transport, if the passenger has contacted TAGO Network Operations via service center in advance for permission.

At check-in, the check-in staff must check again whether the mobile oxygen systems (POXY or PPOC) registered by the passenger may be carried in accordance with the DGR specifications GHM Part 1 chapter 7.2.4.2.

Carriage will be granted only, if a medical certificate is available. If carriage is granted, the 'Indemnity form for sick passengers' has to be filled in and signed before departure. Passengers requiring use of oxygen during flight may also only be accepted with permission from TAGO Network Operations. A medical certificate is required. All booked special service requests are available in the PNL/PIL (POXY/PPOC). The oxygen supply will be provided by TUfly in emergency cases only.

Passengers should be seated in the very front of the aircraft, any sparks have to be avoided.

#### 4.4.3.4.3 Refusal of Carriage

Some medical passengers are not accepted on board a TUfly aircraft.

These are:

- Passengers who require special assistance from TUfly personnel which cannot be provided.
- Expectant mothers whose expected confinement date is less than 4 weeks.
- Passengers with any contagious or infectious disease, e.g.
  - Open tuberculosis
  - Infectious hepatitis
  - Scarlet fever
  - Diphtheria
  - Chicken pox

Anyone who has recovered from an infectious disease, but still shows signs (e.g. spots following chicken pox) must carry a medical certificate confirming that they are no longer infectious.

- Unaccompanied psychotic patients
- Persons in coma.

#### 4.4.3.4.4 Passengers with plaster

A medical certificate is principally not required. However:

During the first 24 hours after fracture **no acceptance for flight**.

After 24 hours and up to 48 hours after fracture, acceptance for flights with a duration of maximum 2 hours flight time is allowed.

During the first 7 days after fracture the plaster must be open (split in full length).

In the case of a closed plaster it has to be proven by the passenger that the plaster is older than 7 days.



If the passenger travels with a leg in full plaster or with a leg that cannot bend he has to purchase two extra seats to enable him to sit sideways in comfort. The number of additional seats for children is depending on length of child.

**Note 1:** After a period of 7 days after the fracture it is strongly recommended that the plaster is opened.

**Note 2:** Refer to passengers declaration to determine the point of time of fracture. A medical certificate is not necessary.

#### 4.4.3.4.5 Blind, deaf, mute passengers

Blind, deaf, mute or both, deaf and mute passengers are not considered as acute sick passengers and can be accepted without prior permission; nevertheless notification should be given via service center to TAGO Network Operations in order to preadvise stations concerned of special handling/service.

These passengers do not have to fill in indemnity forms before transportation.

Information about those passengers is to be given to cabin crew via PIL/PIS with indication of seats, in order to guarantee familiarization with safety instructions.

#### 4.4.3.4.6 Guide / Assistance / Service Dogs - SVAN

If a passenger is escorted by a certified trained dog and the dog is intended to serve the passenger during the journey, it is allowed that the dog accompanies the passenger in cabin.

The passenger will be pre-seated in 1st row or in one of the comfort seat rows due to enough space for the dog, but window seats only. Re-seating in case of not fully booked aircraft is optional but will be done by cabin crew.

The dog must not be transported in a kennel.

The crew may request, but cannot require the dog to be muzzled.

The seat has to be stated on PIL/PIS.

Prior confirmation for transport of dog from TAGO Network Operations is obligatory.

#### 4.4.3.4.7 Wheelchairs

Wheelchairs for purpose of moving incapacitated passengers are available at almost all stations, but mostly are property of third parties and must be hired on expense.

For transport of passengers' own wheelchair refer to GHM Part 1 chapter 5.3.3.7.

Name of passenger and seat must be stated on PIL/PIS as well as information whether passenger uses his own wheelchair or needs one upon arrival. The corresponding abbreviation has to be indicated on PIL/PIS and PSM:

**WCHR:** wheelchair - R for ramp passenger can ascend/descend steps and make own way to/from cabin seat but requires wheelchair for distance to/from aircraft

**WCHS:** wheelchair - S for steps passenger cannot ascend/descend steps, but is able to make own way to/from cabin seat; requires wheelchair for distance to/from aircraft and must be carried up/down steps



**WCHC:** wheelchair - C for cabin pap is completely immobile; requires wheelchair to/from aircraft and must be carried up/ down steps and to/from cabin seat.

The number of accompanied wheelchair passengers is not limited.

The number of unaccompanied WCHC-passengers per aircraft is limited to:

- B737-800/B737-8: 02 Pax

For B737-800 and B737-8 aircraft wheelchair passengers are to be seated as follows:

- WCHC/-R/-S are not permitted to be seated in emergency exit rows. Refer also to GHM Part 1 4.4.2.2.
- WCHC only: For passenger convenience, WCHC passengers should preferably be allocated to a window seat.

#### **4.4.3.5 Inadmissible passengers, deportees or persons in custody**

The commander has always to be informed about presence of any inadmissible passenger, deportee or person in custody and has the right to refuse the transportation of DEPO or to impose any additional restriction if deemed necessary.

**The presence of such passengers must be indicated on the PIS/PIL.**

The station(s) of destination have to be informed via PSM.

Such persons and their cabin and hold baggage are subject to a stringent screening.

Boarding should be performed in coordination with the Commander prior to all other passengers.

Such passengers and guards are to be seated at the rear of the aircraft.

The person in custody may not be seated next to or directly across from any door or exit or in any aisle seat.

##### **4.4.3.5.1 INAD**

Inadmissible passenger (INAD) means a passenger who is refused admission to a country by authorities of such country, or who is refused onward carriage at a point of transfer, e.g. due to lack of visa, expired passport, etc.

Where seats are available the authorities may insist in immediate return to country of origin on the same aircraft of inbound carrier, even if a revenue passenger has to be left behind. The procedure for overbooking shown in CPH chapter 10.2.5. has to be followed.

Usually the inadmissible passenger has to be returned within 24 hours.

The governmental notification immediately has to be sent to HAJ headquarter and [groundoperations@tuifly.com](mailto:groundoperations@tuifly.com), [trafficcontrol@tuifly.com](mailto:trafficcontrol@tuifly.com).

##### **4.4.3.5.1.1 Necessary permit for transport of INADs ex Germany**

For every deportation ex Germany the document 'Mitteilung an das

Luftfahrtunternehmen' **must be filled in by the German federal police** and has to be given to the involved airline. The form is available via the TUifly Intranet.



INADs ex Germany can only be accepted for flights if this document is available! The filled form has to be stored with the trip file of the concerned flight.

#### **4.4.3.5.2 DEPO/DEPA/DEPU**

Deportee (DEPO/DEPA/DEPU) means a person who had legally been admitted to a country by its authorities or who had entered a country illegally, and who at some time later is formally ordered by the authorities to be removed from that country.

The authorities of the country ordering the removal of a deportee are responsible for providing a booking for the deportee's outbound carriage (as well as for accompanying guards) at the applicable fare.

TUfly as the operating carrier has the right of being informed of the reasons for deportation, with due regard to its responsibility and obligation for the safety and security of its passengers.

**TUfly refuses to transport unaccompanied deportees. They always have to be escorted by a representative of the deporting authorities.**

Transport of deportees is always subject to prior written permission of TUfly Head Security.

#### **4.4.3.5.3 Persons in lawful custody**

Persons either under arrest or convicted by a court of law who have to be transported.

#### **4.4.3.5.4 Other persons in custody**

Other persons in custody, such as mentally disturbed persons, should be accompanied by a qualified nurse and one other attendant.

#### **4.4.3.6 Cockpit / jumpseat travel**

Access to the flight deck during flight is limited to operating crew members and representatives of the authority on duty.

Access for any other person is strictly subject to prior written permission (Flight deck permission) from the NP Flight Operations.

Jumpseat travel is solely decision of commander but has to be in accordance with legal safety and security requirements.

Revenue passengers are not permitted as jumpseat travellers.

#### **4.4.3.7 Non-revenue flights**

Revenue passengers are generally not permitted on non revenue flights. PADs may only be accepted if a proper security check is possible. PADs are only allowed to pass the same security control as the crew when on duty (e.g. deadhead proceeding, 'Streckenerfahrungsflug').

PADs may be carried in the cabin provided that the conditions described in OM, Part A are fulfilled (information available via cockpit).



#### 4.4.4 Behavior Detection

Operational personnel of TUfly or contracted by TUfly that have contact with passengers should use behavior detection methods designed to identify persons who may pose a threat to civil aviation and require additional security measures.

Any sign of anomalous behavior, as compared to the behaviors of the legitimate traveling population has to be observed carefully.

This behavior could be:

- Unusual interest in security measures (e.g. questioning, taking photos)
- Unusual mental, physical or medical condition including impairment from alcohol or drugs
- Shows offensive and/or faulty behavior towards other passengers, ground staff or security personnel

The observation shall pinpoint individuals on the sole basis of their behavior and never according to their nationality, ethnicity, race, gender or religion.

Ground staff always must be attentive to notice unusual behavior of ~~er~~ already during check-in and before start of boarding.

In case of any doubts ground staff has to contact the local police department who will decide if:

- Anomalous behaviors are resolved through targeted conversation with persons and/or through additional screening or
- If anomalous behaviors cannot be resolved, persons are referred to enhanced security measure or appropriate authorities.

#### 4.4.5 Procedures for Refusal of Embarkation

##### 4.4.5.1 Refusal of Carriage

Based on IATA Resolution and as laid down in the conditions for carriage, TUfly and its handling partners may refuse to carry or continue to carry any passenger:

- whose carriage because of his mental, physical or medical condition, including intoxication and/or impairment from alcohol or drugs, on the basis of established facts, could pose a threat to the safety of other passengers, their property, the aircraft or crew (unruly passenger policy); and / or
- who refuses to, or does not submit himself to the agreed conditions for carriage; i.e. who does not consent to a search of his person or property in accordance with the security measures implemented; and / or
- who shows offensive and/or faulty behavior towards other passengers, ground staff or security personnel; and/or
- whose conduct, status, mental or physical condition is determined by TUfly and/or its handling partners to be such as to render him incapable of assisting in his evacuation of the aircraft (e.g. person with severe mobility impairment, person with severe hearing and/or vision impairment) unless he is accompanied by an escort who will be responsible for him and his needs on embarkation and disembarkation, during flight and during emergency evacuation; and/or
- whose carriage, even with the implementation of special precautions, might cause unusual hazard or risk to himself or to other persons and property;





Ground staff always must be attentive to notice unusual behavior of passengers already during check-in and before start of boarding. In these cases the ground staff has the right to refuse carriage, it must be reported to the commander who decides whether the passenger can be accepted for transport.

Passengers who have been refused embarkation or who have been disembarked are left with the airport authorities. All arising costs are at the passenger's expense! This must be announced clearly towards the passenger involving at least one witness.

The handling agent has to inform TOCC and to send a detailed report via IQSMS. See CPH Chapter 9.

#### **4.4.5.2 Medical Clearance**

No medical clearance or special forms are required for:

- passengers who only require special assistance in the airdrome, or for embarkation and disembarkation
- expectant mothers during the first 36 weeks of pregnancy

A medical certificate is required whenever TUfly or a person delegated by TUfly has received information that any passenger:

- suffers from any disease which is believed to be actively contagious and communicable; or
- who, because of certain disease or incapacitation may have or develop an unusual behavior or physical condition, which could have an adverse effect on the welfare and comfort of other passengers and/or crew members; or
- can be considered to be a potential hazard to the safety of the flight (including the possibility of a diversion and unscheduled landing); or
- would require medical attention and/or special equipment to maintain his health during the flight; or
- might have his medical condition aggravated during or because of the flight.

Such passengers are subject to prior clearance for air travel by a licensed physician familiar with the condition of the passenger.

#### **4.4.6 Handbaggage**

TUI D Package customers:

- The standard allowance includes a personal item (40x30x20) and a trolley (55x40x20).

Flight Only Passengers:

- Are entitled to the standard allowance of a personal item (40x30x20).

Third-Party Package Customers:

- Baggage allowance for third-party package customers varies by tour operator.
- All third-party package customers are entitled to the standard allowance, which includes one personal item (40x30x20).
- The inclusion of the trolley (55x40x20) in the allowance depends per tour operator.
- To confirm the specific allowance, please check the SSR code in the DCS and/or on the boarding pass.



Flight Only passengers and third-party package customers without the trolley in their allowance have the option to add this to their booking upfront and carry an additional trolley (55x40x20) alongside their personal item. Passengers cannot purchase this at the airport.

The trolley with the maximum dimensions of 55 x 40 x 20 cm has a maximum weight limit of 10kg.

The personal item has no weight limit but may not exceed the maximum dimensions of 40 x 30 x 20 and must be placed underneath the front seat.

The passengers who have the allowance of the trolley will have a SSR (HBAG) code stated in the DCS and marked on their boarding pass.

The trolley has to be checked to comply with the limits at the check-in desk and at the gate and a TUI hand baggage label has to be attached to it by the check-in or gate agent.

**Note:** Although the passenger has paid for the trolley or this is within his standard allowance, it is not guaranteed onboard.  
Space is available at the discretion of the handling Agent and Crew on board.

In addition to the allowed handbaggage the following items will be carried in the cabin as free allowance:

- 1 overcoat, wrap or blanket
- 1 small handbag, wrist bag or bag with shoulder strap
- 1 umbrella or walking stick
- 1 small camera and/or binoculars
- 1 infant carrying basket per infant and infant's food for consumption during flight
- 1 pram / buggy which usually can be used up to entrance of aircraft but then will be loaded in baggage compartment
- a reasonable amount of reading material for the flight
- for carriage of oversized cabin baggage, see [GHM Part 1 chapter 9.1.6](#).

and for an incapacitated passenger

- 1 pair of crutches
- selfoperating dialytic equipment
- other prosthetic device.

All hand baggage has to be screened before being brought into security restricted areas and aboard the aircraft. See also [GHM Part 1 chapter 4.2.1](#).

Bags unsuitable as cabin baggage due to size or weight can be accepted as checked baggage only. At all times it is to be made sure that valuable items (e.g. laptop computer, mobile phones, cameras) have to be sorted out and transported as cabin baggage only.

In certain cases it is necessary to load hand baggage from cabin to hold after boarding process due to size, weight or capacity problems.

Due to different Dangerous Goods regulations for carry on / cabin baggage and checked hold baggage it is mandatory for all handling staff to reconfirm with affected passenger that Dangerous Goods which are accepted for transport in cabin but not for transport in hold are removed from baggage and will be carried by passenger in cabin at all times.



### **Mandatory question to all passengers on TUI flights:**

**"Do you have any powerbanks, external battery packs, spare-loose batteries or e-cigarettes in your checked baggage?. If YES, please remove them now and carry them as cabin baggage."**

Please pay special attention to lithium batteries which are only allowed in cabin baggage.

Any items that are allowed for transport in hold may remain in baggage. For further details of transport of Dangerous Goods see [GHM Part 1 chapter 7.2.4](#).

In order to prevent passengers from carrying on too large or too heavy handbaggage all pieces should be checked at check-in desk and additionally upon boarding the aircraft. Ramp and gate agents have to take along blank labels to the departure gate. In case of confiscating handbaggage at the departure gate, the baggage label is to be filled in (attn. multi-sector-flights), has to be fixed at handbaggage and the pieces are to be loaded in hold.

In each case it has to be communicated by crew/gate agent to the turnaround coordinator in order to be checked in afterwards in the system for preparing a correct loadsheet.

In exceptional cases labels for confiscated handbaggage are also available from cabin crew. These labels differ clearly from normally used baggage labels.

All sharp items such as scissors, knives, tweezers etc. are to be transported as checked baggage only.

The restrictions concerning weight and dimensions of handbaggage and articles not to be carried in either handbaggage or checked baggage are communicated to passengers by means of:

- conditions of contract, included in booking process and
- check-in counter signs at the airports.

Special attention concerning the transport of liquids in cabin baggage is to be given according to EU regulation 1546/2006

## **4.5 Establishing of Final Figures for Loadcontrol**

Refer to [GHM Part 1chapter 10 \(Weight and Balance\)](#).

## **4.6 After Flight Duties**

### **4.6.1 SITA Messages**

In order to inform all following stations of all data important for their performance, SITA messages are to be dispatched after flight.

When performing computer check-in messages will be generated automatically by system, when performing manual check-in messages are to be prepared manually.

All messages are to be written in IATA standard format.

For examples and explanation of messages refer to [GHM Part 1 chapter 12 \(Station Operations - Communication\)](#) or to IATA Passenger Services Conference Resolutions Manual.



As far as passenger handling is concerned the following SITA messages are most important to be dispatched.

#### 4.6.1.1 Final SOM

Via PRESOM (see [GHM Part 1 chapter 4.1 \(Preflight Duties\)](#)) the two checking stations have divided complete seating.

After closure of check-in of passengers at first station a final SOM has to be dispatched as soon as possible, which means possibly before departure of flight, to inform second station about actual seating.

The seats indicated in SOM are the **seats occupied** by first station.

This message is absolutely mandatory to ensure correct seating at both checking stations and to avoid double-seating.

#### 4.6.1.2 Passenger Transfer Message / PTM

In order to give information about number of passengers on interline connecting flights a PTM has to be completed immediately after departure of flight at first station.

All connecting passengers have to be listed with number and weight of checked baggage for corresponding connecting flight.

The PTM has to be written separately from movement message (MVT).

#### 4.6.1.3 Passenger Service Message / PSM

As soon as possible after completion of check-in of passengers a PSM has to be written using IATA standard abbreviations.

This message is for purpose of informing the disembarking / transit station of any passenger carried requiring assistance or special handling upon arrival.

The seat number of passenger requiring special service always is to be indicated.

The PSM shall inform the destination / transit station of:

- handicapped passengers (indicating sort of handicap)
- children travelling alone (UMs with indication of age)
- deportees (country of destination to be stated)
- inadmissible passengers (indicating flight number and date of incoming flight)

Each boarding station must send a PSM to each and every destination / transit station of the respective flight even in case of no specials. In this case a 'NIL' PSM has to be sent.

#### 4.6.1.4 Passenger Final Sales / PFS

Usually the PFS is generated and sent automatically after flight closed. If system is not available the PFS has to be prepared manually and sent via e-mail to [pdm@tuifly.com](mailto:pdm@tuifly.com).

The PFS shows all passenger check-in results such as NOREC, NOSH, GOSH, PAD and others.



#### 4.6.2 Flight Trip File (Check-in Report)

In order to facilitate investigation in case of irregularities each flight has to be documented with a flight trip file.

The flight trip file has to contain all flight, check-in and boarding data and eventual irregularities.

All records concerning the flight are to be filed with the check-in report.

A passenger list of all boarded passengers with seating (and security number) per passenger has to be included in the file.

The Flight trip file has to be stored for 3 months at station of departure and has to be available in due time in case of investigation.

#### 4.6.3 Occurrence Reporting

TUIfly Ground Operations has implemented a standard reporting structure for all handling agents. This includes an IQSMS reporting and a Passenger Welfare Report Excel sheet form.

The Excel sheet forms can be found in the TUI Airline Ground Operations Portal.

A report must be issued whenever a non-normal situation has occurred via IQSMS, latest on departure day, and provide all the necessary details such as action taken and special handling. A report must be raised whenever one or more of the following situations have occurred:

- Any safety or security incidents, accidents or near misses, including those falling under the mandatory reporting criteria under regulation (EU) 376/2014;
- Bookings, passengers and baggage related irregularities;
- Any extraordinary situations related to passengers: Inadmissible Passengers (INADs), Passengers refused for check-in (information regarding the reason for denied check-in/boarding should be included - e.g. no valid identification document, overbooking, unruly passenger etc.) , Passengers showing up at check-in after deadline (information regarding the name, flight number, arrival time at check-in should be included),
- Any significant delays should be reported and further investigated as it relates to the station performance (e.g. system errors) and might have an impact on other areas such as safety, security. For example, for delays over than 2 hours, the passenger welfare process below should be followed.

#### Passenger Welfare Report

In case of delays of more than two hours a Passenger Welfare Report shall be issued.

A copy of that should be handed over to the operating crew (in case this is not possible the information should be shared with crew verbally).

A copy of this form should be attached to a report in IQSMS.

It contains:

- Communication to passengers (next info, estimate departure times, etc.)
- Additional costs (refreshment, lunch, dinner, HOTAC) which will be debited to TUIfly



## 4.7 Arrival Services

### 4.7.1 Care of inbound passengers

The core task of arrival services department is taking care of all inbound passengers, especially in connection with irregularities.

The following services are to be provided:

- organization of transportation e.g. organization of bus transport, tickets for onward flights, HOTAC in coordination with TOCC and TUI-Ops
- passenger information and pick-up information
- taking care of UMs and PWDs
- taking care of animals left behind or stranded

### 4.7.2 Lost & Found

All irregularities in connection with baggage are handled at lost & found.

For details refer to [GHM Part 1 chapter 5 \(Transport of baggage\)](#) and CPH chapter 11.

## 4.8 Multi Sector Flights Abroad

### 4.8.1 General

- First station has to send PRESOM one day before flight, based on PNL.
- The operating crew is advised to always communicate with the handling agent in advance in order to adjust procedure and to guarantee a proper handling.
- Except as otherwise advised below mentioned standard procedure has to be applied.

### 4.8.2 Flight preparation within just one DCS or different DCS

Within triangle flights (e.g. HAJ-FRA-PMI, PMI-MAH-HAJ) – irrespective of the utilized DCS (online or offline) – it is absolutely essential that the PNL transmission to the second station is taking place at the same time as the PNL transmission to the first station (5 hours before STD 1. station).

The web check-in functionality for both stations should be switched off at that time.

Unfortunately this is not an automated process for the time being:

The transmission of PNLs earlier than 5 hours before STD shall be initialized by Trafficcontrol if iPort is in use.

The manually simultaneous deactivation of web check-in functionality is not possible.

This means for the second station that in the time before 5 hours prior STD passengers performing web check-in could be seated outside the allocated allotment.

These passengers shall be re-seated at the check-in/drop-off desk in order to avoid double seating.

#### Stations with DCS online:

Both departing online stations (either in iPort or other DCS) are able to see all seat reservations and all seats blocked by web check-in.



#### **Stations offline:**

If both departing stations are offline the second station shall inform the first station about its seat reservations/web check-in seats and about the number of expected passengers before check-in begin of first station (about 2 h before STD).

After having received this information, the first station shall send the allotments to the second station by PRESOM.

#### **4.8.3 Multi Sector Flights with only one continuous flight number for all sectors**

##### **First Station:**

- Transit passengers stay on board whenever possible However: If required by the local police authority, especially for flights coming from Non-Schengen airports to Germany, all passengers must be disembarked with no handbaggage item left behind - Local arrangements have to be made after query with the authorities in order to enable passengers to keep their duty free goods
- Disembarking passengers leave the aircraft
- A transit search will be performed by cabin crew and all items left behind are to be removed from the cabin
- Disposal of loose waste (newspapers, magazines,...)
- Small catering service might occur (snack bag)
- Fueling if necessary (Fueling with pax on board according to local regulations)
- Crew change **on board** might occur

##### **Second Station:**

- All passengers have to leave the aircraft, first the transit pax and then all others (transit boarding passes are to be distributed where necessary)
- Full handling with full cleaning and full catering is performed
- A full security search is necessary, if the flight comes from a non-EU country.



#### **4.8.4 Multi Sector Flights with changing flight numbers**

On flights with changing flight numbers all passengers leave the aircraft at the station where the flight number changes.

In consequence of this, passengers can stay on board on the other station of this multi sector flight.

Full catering and cleaning is performed at flight number changing station.

A full security search is necessary, if the flight comes from a non-EU country.

In the case that the flight number changes at the first station, it often is possible to leave the passengers on board after consultation of the authorities. This, however, requires that there are no embarking passengers at the first station.

Full handling package will be done on the second station.

##### Exceptions:

Deviations to above procedure may occur due to different local airport regulations and/or requirements.

The operating crew is advised to always communicate with the handling agent in advance in order to adjust procedure and to guarantee a proper handling.





## 4.9 Wet lease

### 4.9.1 Ad hoc Wet lease

#### 4.9.1.1 General

As a general rule all handling responsibilities are with the company bearing the flight number.

#### 4.9.1.2 Passenger Check-in

The contracted handling agent of the company bearing the flight number is responsible for passenger check-in. For this purpose it is recommended to contact the respective local handling agent for information about seating and other details.

#### 4.9.1.3 Weight and Balance

See [GHM Part 1 chapter 9.4 \(Operational Handling Wetlease\)](#)

### 4.9.2 Long-term Wet lease

If TUIfly has to wetlease an aircraft for a longer term, contractual agreements will be met about the execution of the different operational duties.

A separate information to all stations concerned will be sent.

### 4.9.3 Passenger Information

Irrespective of being operated as ad hoc wet lease or as a longterm wet lease, passengers have to be informed about the use of a foreign aircraft in order to reduce possible complaints.

For this purpose all check-in desks and the boarding gate must be equipped with a passenger information letter indicating that the flight is operated by an aircraft wet leased from another carrier. Electronic document is available via TUI Airline Ground Operations Portal and shall be edited with actual data before print-out.

If personal copies of this information letter have to be handed out to the passengers this will be requested separately.

Boarding announcements also have to include the information about the use of a wet leased aircraft.



## 5 Transport of Baggage

### 5.1 General regulations

#### 5.1.1 Forbidden articles in or as baggage

A list of forbidden articles in checked and/or carry-on baggage has been published by the national authorities.

For reference this list is available via the Air carrier security programme of TUfly and included in the conditions for carriage and always has to be observed.

Consignments offered as baggage by courier services are principally not accepted for transport.

#### 5.1.2 Screening of baggage

As a general rule all checked-in and handbaggage has to be screened before being brought into security restricted areas and being loaded onto aircraft.

In the case that baggage (including transfer baggage) has to be loaded onto TUfly aircraft which was not screened according to ICAO Annex 17/ EUregulation 300/2008 at the station of origin, it has to be x-rayed again before being allowed to be loaded on board of TUfly aircraft.

#### 5.1.3 Baggage reconciliation

Baggage will only be transported together with the checked-in passenger to whom the baggage belongs.

Baggage will only be transported if properly marked externally for the purpose of reconciliation to passenger.

Prior to loading all checked baggage is to be held in an area of the airport to which only authorised persons have access or it has to be attended. In any case hold baggage must be protected from unauthorized interference from the point of screening or acceptance by the operator until departure of flight. (See TUfly ACSE).

Unaccompanied checked baggage will only be transported if the conditions prescribed in the TUfly air carrier security programme are fulfilled. (see also [GHM Part 1 chapter 5.4](#))

### 5.2 Procedures for baggage acceptance

#### 5.2.1 Baggage allowance

##### 5.2.1.1 General

Regardless the number of pieces and the total weight of the check-in baggage every single piece is restricted to a maximum of 32kgs. Passengers who don't comply with this regulation will need to arrange extra suitcase(s)/bag(s) at the airport or leave baggage behind.



### 5.2.1.2 Normal baggage

TUIfly has a differential piece and weight concept concerning free baggage allowance. Different allowances are defined according purchased flight or package tariffs.

Allowances are categorized in different booking classes and read as follows:

| Booking class | Free allowance per passenger |
|---------------|------------------------------|
| C             | 1/32                         |
| M             | 1/20                         |
| X             | 1/15                         |
| Y             | 0/0                          |

Please always refer to PNR/SSR information shown in DCS.

The free baggage allowance for infants is equal to the associated adult.

Buggies or prams can be transported additionally without prior permission but only in checked baggage. For detailed information concerning hand baggage refer to GHM Part 1 chapter 4.4.6 (Hand Baggage).

### 5.2.1.3 Baggage - special allowances

Details for increased free baggage allowance and specials in connection with TUI card are described in CPH chapter 5.

## 5.2.2 Excess baggage

### 5.2.2.1 General

Principally transportation of excess baggage is possible against payment.

If no prior authorization has been granted via Service Info or comment included in PNL/PNR, transportation of excess baggage is possible only if weight/ space is available.

Excess baggage charges are collected at all stations.

When collecting excess baggage charges, an excess baggage ticket has to be issued in each case. For details see CPH.

### 5.2.2.2 Sporting Equipment

For details see CPH chapter 5.

### 5.2.2.3 Pets / Animals

#### 5.2.2.3.1 AVIH / Animal in hold

Fees to be collected see CPH chapter 5.

Loading of AVIH is described in [GHM Part 1 chapter 9.1.4](#).



#### 5.2.2.3.2 PETC / Pet in cabin

See [GHM Part 1 chapter 4.3.4](#) and CPH chapter 5.

#### 5.2.2.4 Sporting weapons

Sporting weapons and their munition are subject of special handling (refer to [GHM Part 1 chapter 7 \(Transport of Dangerous Goods\)](#) and [chapter 8 \(Transport of Weapons and Ammunition\)](#) and [chapter 5.3.3 \(Special baggage handling\)](#) ). Due to this reason they are not transported as sporting equipment (free of charge or with the corresponding flat rate) but the respective excess rate is applicable if free baggage allowance is exceeded.

#### 5.2.2.5 Medical equipment and supplies

Medical equipment such as wheelchairs, crutches and any other special equipment to support incapacitated passengers will be transported free of charge.

Apart from technical medical equipment it is also possible to carry on other medical supplies, such as nutrition, medicine etc. free of charge. This should also be approved by TAGO Network Operations in advance.

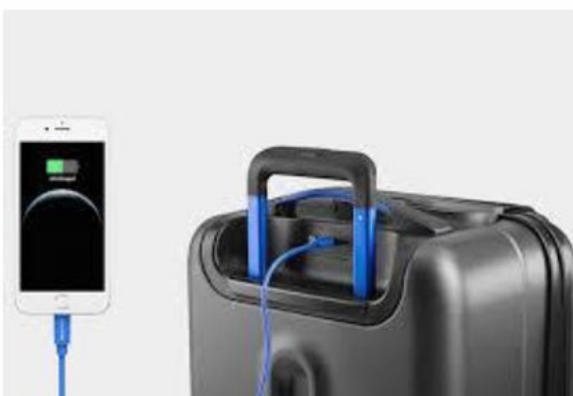
#### 5.2.3 Dangerous Goods as / in baggage

Recent developments of innovative baggage with integrated lithium batteries, commonly known as "smart luggage" are being marketed and sold to the traveling public.

Such luggage can only be accepted when the lithium batteries can be removed from baggage.

If the lithium batteries cannot be removed from baggage, the baggage must not be accepted - neither as checked baggage nor as cabin baggage.

Other regulations for Dangerous Goods as/in baggage: refer to [GHM Part 1 chapter 7 \(Transport of Dangerous Goods\)](#).





## 5.3 Baggage Handling

### 5.3.1 General Baggage Handling

#### 5.3.1.1 Labeling

Handling agents at all stations have to ensure that baggage tags are used, this is also applicable when performing computer check-in with other DCS.

Baggage has to be labelled point-to-point only.

Passengers with onward flights have to pick up their baggage at point of transfer, except hub flights of TUIfly.

#### 5.3.1.2 Off-Airport Checked-in baggage

Baggage checked in during off-airport check-in has to be marked as off-airport checked-in baggage.

Off-airport check-in always is subject to prior approval by the Head of Security.

#### 5.3.1.3 Acceptance of damaged baggage / unsuitable packed baggage

If a passenger presents damaged baggage for check-in the 'Limited Release' tag or the reverse of the DCS tag has to be used for indication of damage.

The 'Limited Release' tag also has to be used when unsuitable packed baggage is presented for check-in.

In both cases the passenger has to be informed that TUIfly won't accept liability for any claim.

### 5.3.2 Special declaration of higher value of baggage

#### 5.3.2.1 General

Due to the 'Montreal Convention' from 28th of May 1999, there exist rules concerning the responsibilities of the carrier in relation with passengers and their baggage for both national and international flights.

Therefore passengers can insure their baggage with a special value declaration. The procedure for this special declaration of higher value applies to all TUIfly flights.

#### 5.3.2.2 At departure station

Passengers, who intend to do a special declaration of value, must be present at the check-in desk with their baggage with a minimum of 2 hours before STD.

Together with the passenger the handling agent has to fill out the form 'Special declaration of higher value'. The form can be downloaded from the TUI Airline Ground Operations Portal.

The passenger must show his ID document (Identity card or passport) and open his baggage personally. The handling agent has to verify, that the items declared as special value match the items contained inside the bag. Once confirmed, the passenger must lock his suitcase with a key, padlock or combination lock. When the baggage is locked, it will remain in custody of the check-in agent.



In the case that the passenger wishes to declare the suitcase itself as a special declaration of value, with or without contents, the original suitcase's invoice must be shown. After verification that the suitcase is without any damage, the passenger must wrap the suitcase by protective plastic.

Bags will be accepted as checked baggage with special declaration of value only point to point. The passenger must recheck the baggage with the other airline at the transfer airport, no through check-in is allowed.

The form for excess baggage charge is to be filled out for the encashment of the special value declaration. The percentage to be charged is 15% of the total declared value.

After payment the passenger receives a "baggage excess payment receipt" and returns to the check-in desk, where baggage is held, documents will be shown to the check-in agent so that the baggage can be checked-in. The baggage must be labeled specially.

The loading position of baggage with higher value has to be marked on LDM under SI by VAL and a copy of the form 'Special declaration of higher value of baggage' has to be sent to the airport of destination (Lost & Found).

### **5.3.2.3 At destination**

The baggage with higher value must be delivered to the passenger personally by staff of the contracted handling agent.

Therefore the passenger has to identify himself with following documents:

- ID document (Identity card or passport),
- Flight booking confirmation and/or boarding pass,
- Baggage receipt,
- Receipt of payment of excess baggage,
- The form 'special declaration of higher value of baggage'.

In presence of the handling agent the passenger has to sign the liability declaration on the form, agreeing he has received all declared items in perfect condition. The passenger has to hand over the relevant baggage receipt to the arrival agent.

In case of any doubts declared higher value items must be shown by passenger physically to handling agent and any deviation must be declared in written form towards TUfly headquarter.

A copy of this signed document has to be sent to the email address [groundoperations@tuifly.com](mailto:groundoperations@tuifly.com).

## **5.3.3 Special Baggage Handling**

### **5.3.3.1 General**

The following items may be carried as / in baggage. Unless specifically said otherwise, these items have to be included in the total weight of checked baggage. If baggage allowance is exceeded, the respective excess baggage rate per kg or flat rate is applicable.

If special baggage (such as AVIH, Wheelchairs, Heavy items, etc.) is accepted, check-in staff shall have a close look at every special item, to ensure that these items match the booking confirmation.



Furthermore all special items shall match handling regulations (not higher than 85cm, no sharp edged extensions, structural changes that might damage the aircraft fuselage or other baggage and/or might be a hazard for loading staff).

#### **5.3.3.2 Arms**

Arms and any items which can be used as weapons may not be taken into passenger cabin.

Passengers may carry hunting or sporting arms as / in checked baggage only. The arms have to be unloaded, the safety catch has to be in active position and the arm has to be packed in a breakproof box (preferably original case).

Passengers have to observe all regulations for the import and transit of weapons and arms, applicable in country of destination and in any country they may transit.

For further details please refer to [GHM Part 1 chapter 8.2](#).

Exception:

Bodyguard / official security, see [GHM Part 1 chapter 8.3](#).

Transport always has to be indicated in PSM or with a special remark on MVT message.

Packages containing fire arms for all flights have to be marked crosswise with a red ZZ adhesive tape as shown below:





#### 5.3.3.3 Bicycles

Acceptable as checked baggage and charged as sporting equipment.

For loading pedals have to be turned inside and handle must be turned in parallel position to frame.

Tires do not have to be deflated.

Bicycles always are to be accepted as "limited release".

#### 5.3.3.4 Buggies / Prams

Acceptable for carriage if folded up and protected against unfolding.

Prams are transported free of charge but always have to be loaded in hold.

Wherever possible, the passenger should have the possibility to keep the pram until boarding the aircraft, where it will be handed over to loading staff.

If possible the prams should be offloaded first immediately after arrival at point of destination, in order to hand them out to the passenger at aircraft.

#### 5.3.3.5 Diving equipment

Bottles for compressed air can only be accepted for carriage as checked baggage if completely deflated.

It is extremely important that this is demonstrated by solely the passenger at check-in desk by opening the valve.

The unpacked bottle has to be in an upright position without any other equipment fixed before the valve is opened. Only the passenger may touch the valve, as he is the only one able to judge whether or not the bottle is empty.

For transport of diving torches refer to [GHM Part 1 chapter 7.2.4](#) ).

#### 5.3.3.6 Television set

TVs may be carried as checked baggage, but due to risk of implosion they have to be packed properly (preferably original trade packing).

#### 5.3.3.7 Wheelchairs

If wheelchair is battery driven, transport principally is permitted with non-spillable or spillable battery. (Refer to [GHM Part 1 chapter 7.2.4](#) ). However, spillable batteries are no longer accepted on TUfly flights.

Wheelchairs are to be handled with utmost care to prevent damage - the handicapped passenger is fully dependent on it and will be completely lost without it!!

Wheelchairs are to be loaded last, in order to be offloaded first at point of destination. Details are to be given on PSM and LDM.

If necessary, passengers with limited mobility can request to use an on-board wheelchair (WCOB) at no cost. It must be requested at the latest by three business days (Monday to Friday) before departure through the Service Center.





The WCOB will be delivered to the aircraft by TUfly service providers. Handling on board will be done by operating crew.

#### **5.3.3.7.1 Acceptance Procedure at Check-in**

On presenting themselves at the check-in desk, the agent must check if the item has been pre-booked as these bookings take priority over non pre-booked EMA's. Pre-booked EMA batteries will need to be verified in person by the check-in agent as well as loading heights.

Any booked item in regards to EMA need to be approved by the check-in agent on behalf of the operator before accepting for transport. The agent must have received dangerous goods training commensurate with this responsibility.

When pre-booked the appropriate SSR code relating to the battery type will be shown on the respective PNR. The agent is responsible for establishing & documenting how the EMA can be made safe for air travel.

Free text corresponding to the SSR code will show Make & Model of the EMA, weight, dimensions and any special instructions (e.g. not designed to be collapsed). The SSR code must also be verified as being correct. These details **MUST** be verified at the check in desk. If an EMA is presented in a hard case the passenger is needed to open the case for the battery type to be verified by the check-in agent.

The method which will be used to inhibit the electrical supply to the EMA must be established at the check in desk and noted on the EMA tag (making it safe for air travel).

Refer also to GHM Part 1 chapter 5.3.3.7.3 EMA Tag

It can be noted on the EMA tag in advance of check-in opening. If this information is not available, the passenger must be asked how to inhibit his device and this is to be documented on the tag. The EMA can either be made safe for carriage at the check-in counter or at the departure gate.

As soon as all above steps are completed, the EMA Tag must be signed by the responsible person (see EMA Tag section to see responsible persons). The agent should ensure that the Load Control department is informed if an EMA has been accepted for the flight, this must include the SSR code, weight & dimensions of the EMA and any special loading instructions e.g. Lithium battery in the cabin or do not collapse etc. On pre-booked EMA's these details are already shown in the DCS under the appropriate SSR code.

If the lithium-ion battery is designed to be removed the passenger has to take it on hand into the cabin. This also applies to any spare lithium-ion batteries. The pilot in command needs to be advised of this.

The dimensions of an EMA are needed in order to be able to pass through the aircraft door and in the hold. Please refer to table GHM Part1, chapter 11.4.1 Maximum dimensions of packages – B737-800/B737-8 (Tab. 11.4.1.1 & 11.4.1.3) Maximum dimensions FWD Hold.

If the dimensions exceed the stated limits the EMA must not be accepted for transport. The dimensions of the EMA should reflect the state it is presented for loading e.g. upright or collapsed.

If the EMA has not been pre-booked, please ensure the appropriate SSR code relating to the battery type is added to the PNR.



#### **5.3.3.7.2 Departure Gate**

If passengers are using the EMA up to the boarding gate, please ensure they arrive at the gate as soon as it opens. This allows enough time to inhibit electrical circuits and load the EMA and finish other preparatory work. Late arrival of the EMA to the boarding gate could cause a flight delay or may endanger safety when doing the acceptance check under time pressure.



### 5.3.3.7.3 EMA Tag

The check-in agent will issue an EMA Tag which must be filled in and attached to the EMA. The EMA Tag serves many purposes and displays the following information:

1. Make, model & weight of EMA, pap & flight details
2. Identification of Battery type SSR, Watt hour rating and spare battery info
3. Which method has been used to inhibit the electrical circuits of the vehicle?
4. Special Loading Instructions for the loading team
5. Signature proof that the EMA has been made safe for air travel
6. Loading supervisor signature proof of de-activation, loading position of the batter(ies) & that TUI procedures have been followed.

The image shows the front and back of the Electric Mobility Aid Tag (EMA Tag) form. The front image is a blue form with white text and fields. It includes a header with the TUI logo and the text 'ELECTRIC MOBILITY AID TAG'. Below this are fields for 'Make/Model', 'Flight Number', 'Weight', 'Date', 'Customer Name', and 'Destination'. There are also checkboxes for 'Battery Type' (WELL-then Hour Rating, BATTERY, BATTERY/AC/DC/POWER). A section titled 'Which one method has been used to inhibit the electrical circuits of the vehicle?' contains checkboxes for 'Power switched off with key removed and given to customer', 'Switched using front battery terminal disconnectors and protected against short circuit', 'Inserted locking ring (e.g. screw) at end', 'Lithium battery removed, placed in its container and protected against short circuit', and 'Other (please state in this box below)'. There is a section for 'Special Loading Instructions (e.g. Do not collapse)'. A section titled 'Person responsible for making the Electric Mobility Aid safe for carriage' contains a signature line. A section titled 'Declare that the following loading instructions have been completed' contains checkboxes for 'Electric mobility aid is marked upright and secured into a separate rubber compartment on ILLI, segregated from any other loose baggage items and correctly secured using appropriate restraints. Resting straps are NOT to be used', 'Electric Mobility Aid loaded in upright position', 'Battery in hold', 'Battery in cabin', 'If Battery is cabin', 'Date number', and 'Loading Supervisor / Team leader / Head loader'. A red banner at the bottom of the front image reads 'DO NOT DISMANTLE EMA WITHOUT PASSENGER AUTHORISATION'. The back image is a blue form with white text and images. It includes a header with the TUI logo and the text 'ELECTRIC MOBILITY AID TAG'. Below this are three sections with images and text: 'ISOLATE ELECTRICAL CIRCUITS FOLLOWING MANUFACTURERS INSTRUCTIONS' (with images of a battery terminal disconnect, a hand holding a key, and a red locking ring), 'BATTERY TERMINALS MUST BE PROTECTED FROM SHORT CIRCUITS' (with images of a battery terminal being covered, a battery terminal being covered with a cap, and a battery terminal being covered with a cap), and 'BATTERY TERMINALS MUST BE PROTECTED FROM DAMAGE' (with images of a battery terminal being protected from damage). A red banner at the bottom of the back image reads 'PLEASE ALWAYS CHECK AND VALIDATE ELECTRIC MOBILITY AID DOES NOT OPERATE BEFORE LOADING'.

The EMA Tag is carbonated please distribute copies to

- a. Flight Deck
- b. Flight File
- c. Attach to EMA

The Person responsible for making the EMA safe for carriage can be:

- a. PRM Service Provider, if instructed by the passenger
- b. The passenger
- c. Another person authorised by the passenger



Supplies of this tag in both German and English can be requested through the TAGO Portal. Refer also to GHM Part 1 chapter 3.1 General

#### **5.3.3.8 Freight-type goods**

Carriage of freight-type goods principally is possible if space is available. Prior notification should be received from TAGO Network Operations.

In order to avoid mix-up of baggage with cargo, freight-type goods transported as checked baggage must be clearly identified as baggage.

#### **5.3.3.9 Comail**

##### **5.3.3.9.1 TUfly Comail**

These shipments are to be sent in TUfly envelopes in care of crew, or, in case of larger shipments, in comail sacks / suitcases loaded in hold clearly marked with comail-/co-freight-sticker.

##### **5.3.3.9.2 Charterer's comail**

On order of aviation authorities in connection with EU-regulation 185/2010 we absolutely do not transport tour operator comail from any foreign companies or company group parts (e.g. tour operators as TUI, TC, 1-2-Fly, ETI, FTI, etc.).

##### **5.3.3.9.3 Security Controls**

Any comail being sent onboard of TUfly aircraft is subject to security controls before being placed onboard the aircraft.

These measures comprise that each shipment:

- is controlled and security screened to ensure that no prohibited article has been introduced into the shipment, and
- it is not left unattended before being loaded onboard the aircraft.

#### **5.3.4 Acceptance of animals in hold**

##### **5.3.4.1 General**

Animals offered for air transportation have to comply with the regulations in the "IATA Live Animals Regulations" which are described in parts below.

On TUfly flights dogs and cats are the only animal species accepted.

TUfly refuses the transport from brachycephalic, snub-nosed or mixed breeds of snub-nosed dogs and cats in hold.

Acceptance of live animals is subject to prior authorization by service center. Information will be included in PNL.

The kennels for transport have to be provided by the passenger. Only kennels in good condition with strong locks will be accepted.

The transportbox **must** be clearly marked with name and address of owner / consignee.



The cockpit crew always has to be informed about transport of live animals on Load & Trimsheet / PIL / PIS and the transport has to be indicated in LDM and PSM.

A live animal check sheet must be completed prior to check in of all live animals booked as baggage (PETC/AVIH/SVAN). Please refer to 4.3.4.1 for more information.

For excess fees for animals in hold refer to CPH chapter 5.

#### **5.3.4.2 AVIH**

The maximum permitted number of AVIH is:

- B737-800/B737-8: 3 kennels with a maximum of 2 AVIH per kennel

Exceptions concerning number of pets or different species are possible upon prior authorization given by TAGO Network Operations via SITA or email. In these cases a copy of the SITA telex or e-mail should be given to the

Commander. Authorization may also be given via phone in exceptional cases.

#### **5.3.4.3 Loading of AVIH**

For loading of AVIH refer to [GHM Part 1 chapter 9.1.4](#).

## **5.4 Baggage Tracing / Lost and Found**

### **5.4.1 General**

TUfly is member of Worldtracer.

All handling agents should use only this system when dealing with Lost & Found cases.

Detailed information concerning handling of

- missing baggage
- found baggage
- damage on checked baggage and pilferage
- unchecked handbaggage
- late claims and correspondence
- PIRs on board of aircraft

is given in CPH chapter 11.

**Important: Without PIR no irregularity can be regulated!!!**

### **5.4.2 Protection of mishandled baggage**

Mishandled baggage has to be kept in a locked and secured area. Access and Key control properly supervised and the baggage subjected to additional screening before being loaded into an aircraft.

### **5.4.3 Shipment of rush baggage**

It is absolutely mandatory that rushbags have been screened before being sent on TUfly flights.



Rushbags shall only be loaded if number of rushbags including tag-number have been pre-advised to local operations by lost & found.

Rushbags shall be categorized as EXP and shipment shall be advised on LDM.

Unauthorized access to rushbags has to be prevented at any time.

#### **5.4.4 Tracing of rush baggage**

Checked baggage which has become rush baggage by operating error is subject to special treatment and has to be authorized for further transport by TUfly and/or its handling partners.

Usually this is effected by the standard communication within worldtracer system.

This standard communication ensures the traceability of rush baggage at any time.



## 6 Transport of Cargo, including any non-revenue load

### 6.1 Acquisition and planning of cargo, including any non-revenue load

All cargo sales, booking, storage and warehouse handling activities are outsourced to ECS Group.

This includes any kind of revenue and non-revenue cargo (e.g. COMAT, spare parts etc.) and the acceptance of interline cargo according IATA interline cargo requirements.

This agreement has been fixed in a contract between TUfly and ECS Group.

A cargo management organization has been established by and within ECS Group.

ECS Group has adopted all requirements of TUfly for transport of cargo and has published a manual including all information concerning contracted cargo handling activities and requirements to be fulfilled which strictly has to be followed by the cargo handling agents engaged by ECS Group.

All staff engaged in cargo handling activities contracted to ECS Group and its subordinated handling partners has to be skilled and trained according to valid requirements (see also [GHM Part 1 chapter 1.3](#) and [1.4](#)) and the regulations laid down in the ECS Group manual.

Training records have to be maintained and kept for evidence.

All cargo handling activities will be monitored and audited by ECS Group on a regular basis.

ECS Group will be monitored and audited by TUfly on a regular basis.

TUfly as the operating carrier has the right to monitor and inspect the activities of cargo agents upon prior notification, to accompany ECS Group during its audits and gets unrequested and automatically audit reports drawn up by ECS Group. In addition ECS Group informs unrequested about measures taken to close findings and findings closed.

All ramp handling, loading and unloading, transportation in aircraft activities are still in the responsibility of TUfly and its contracted handling agents.

The DPAG nightmail flights are still completely in the responsibility of TUfly.

#### 6.1.1 Acquisition of cargo, including any nonrevenue load

Carriage of cargo is generally included in the traffic rights of TUfly.

Uplift is granted after prior notification is received from ECS Group and/or HAJCEX3/[groundoperations@tuifly.com](mailto:groundoperations@tuifly.com).

Revenue cargo will be transported with AWB Prefix 612.

Non-revenue load will be advised by TAGO Network Operations and still will be transported with TUfly AWB Prefix 617.

Principally TUfly operates scheduled flight services with focus on the tourist sector.

The passengers and their baggage are always to be treated with higher priority than cargo, even the baggage of last minute passengers.



The acceptance of cargo load is generally based on the number of passengers booked for each individual flight.

If any weight or loading problems occur in connection with cargo, e.g. passenger baggage has to be left behind or a safe and on-time operation is imperiled, cargo has to be left behind completely or in parts.

If cargo has been left behind, ECS Group and the local cargo agent will coordinate further action.

Groundoperations@tuifly.com has to be informed about cargo left behind.

### **6.1.2 Planning of cargo onboard**

As mentioned in 06.01.01 Acquisition of cargo, including any non-revenue loads acceptance of cargo is dependent on passenger figures.

After cargo has been accepted by ECS Group the stations concerned, the handling and cargo agents will be informed by the FBL (freight booking list) via SITA or E-mail.

The weight of cargo is determined by the use of scales which are checked and calibrated periodically. Records for evidence need to be available.

Weight information for booked cargo is also included in ELI which is sent one day before flight via E-mail to departure stations.

ECS Group is entitled to plan 500kg for B737 flights on dedicated legs (fixed in contract) only.

In the case that a higher weight is planned, the passenger baggage always has to be loaded first.

If, after loading of all baggage, space is left on the aircraft, it may be filled up with a part of the cargo consignment. EZFW has to be adjusted correspondingly.

The planned cargo and non-revenue load (see [GHM Part 1 chapter 6.2.3](#)) weight will be included in the EZFW of the respective TUIfly flight plan.

## **6.2 Handling of Cargo and Mail**

TUIfly and its handling partners are responsible for proper handling on the ramp before and after flight, proper on- and offloading to aircraft and proper handling during transport.

As far as the transport of cargo from warehouse to aircraft is not effected by ECS Group and its agents, local arrangements are made for the proper hand-over of cargo from ECS Group to handling agent at apron side of warehouse and vice versa by each individual station.

In any case unauthorized access to cargo and mail is to be prevented at any time.

ECS Group and its sub-contracted companies have to ensure compliance with all relevant EC regulations, IATA DGR, AHM and IOSA CGO standards and national regulatory requirements. ECS itself is part of TUIfly's audit programme. The management system including the monitoring of their service providers are scope of this audit.





## **Cargo Security**

General Cargo security is the responsibility of all involved parties in cargo transportation. This includes also all involved staff of ground handling companies assigned to these duties, i.e. aircraft handling, apron transports, etc.

### **Protection of the consignments**

General Cargo consignments must be protected from unauthorized interference from the point of security screening or other security controls are applied or from the point of acceptance after screening or security controls have been applied, until loading on the aircraft. Protection can either be applied by the air carrier or on its behalf by an entity covered under the air carrier's security program, e.g. private handling company, government regulated company, government screening facility or body.

Protection can be provided by different means:

- physical (barriers, locked rooms, etc.)
- human (patrols, trained staff, etc.) and
- technological (CCTV, intrusion alarm, etc.)

EU/EAA bound secured air cargo or mail should be separated from air cargo or mail which is not secured.

**EU airports only:** Consignments of cargo and mail that are in a critical part shall be considered as protected from unauthorised interference. Typically, cargo consignments are being loaded onto the aircraft by the carrier's assigned ground handler. In cases where that ground handler is not the same as the assigned cargo handler, the cargo handler must ensure one of the monitoring measures as described above is taking place when providing the consignments for airside transport. The assigned ground handler must ensure the same after taking over responsibility.

### **Staff recruitment and training**

In general all involved entities (cargo and ground/ramp handlers) shall assign responsible and competent staff to work in the field of securing air cargo or air mail. Staff with access to secured air cargo must possess all the competencies required to perform their duties and are appropriately trained.

Any personnel (permanent, temporary, agency staff, drivers, etc.) with direct and unescorted access to air cargo/air mail to which security controls are being or have been applied:

- have been subject to initial and recurrent pre-employment checks and/or background checks, which are at least in accordance with the requirements of the local authorities of the airport validated, and
- have completed initial and recurrent security training to be aware of their security responsibilities in accordance with the requirements of the local authorities of the airport validated.



## **6.2.1 General regulations**

### **6.2.1.1 Regulation**

Transportation of cargo, mail and any non-revenue load has to be performed according to the in each individual case current regulations of the Security Measures for Air Cargo.

### **6.2.1.2 Cargo Handling Manuals**

All cargo and mail handling has to be executed according to the regulations laid down in IATA Airport Handling Manual, current edition.

Additionally all regulations and instructions given in the Cargo Handling Manual published by ECS Group have been adopted by TUfly and are to be followed.

### **6.2.1.3 Dangerous Goods in / as cargo**

When Dangerous Goods are transported in / as cargo or non-revenue load the regulations laid down in IATA Dangerous Goods Regulations, current edition, are always to be observed.

Refer also to [GHM Part 1 chapter 7 \(Transport of Dangerous Goods\)](#) .

### **6.2.1.4 Cargo in Cabin**

Principally cargo onload is only allowed for transportation in cargo hold compartments (below wings).

The transportation of cargo in the cabin and on passenger seats (above wings) is not allowed for TUfly aircraft.

## **6.2.2 Acceptance, storage and delivery of cargo**

ECS Group is responsible for fulfillment of all legal requirements for acceptance, storage and delivery of cargo.

Principally cargo on TUfly aircraft is accepted only when it has been packed in a manner that

- it can be transported safely with ordinary care in handling and
- injury or damage to any person, cargo or property is precluded.

Detailed information is to be found in the ECS Group manual and in IATA handbooks.

## **6.2.3 Special Cargo Items**

### **6.2.3.1 Human Remains (HUM)**

When HUM is to be transported on a TUfly flight the following procedure has to be complied with:

- Under no circumstances human remains are to be accepted without permission from ECS Group and TAGO Network Operations.
- If uplift is granted the handling agents have to ensure that the HUM is contained in a hermetically sealed inner coffin of lead or zinc. The wooden coffin may be protected from damage by an outer packing and be covered by canvas or tarpaulin so that the nature of its contents is not apparent.



- Cremated remains must be shipped in funeral urns which are efficiently cushioned by suitable packaging against breakage.
- The commander has to be informed about carriage of HUM.

#### **6.2.3.2 Transportation of Dry Ice**

Dry ice (Carbon dioxide, solid, UN1845) may be carried onboard an aircraft to keep food (galley or cargo) and medicine or biological materials (as cargo) in a frozen or chilled condition. Carbon dioxide gas produced by the sublimation of dry ice will reduce the amount of available oxygen to breathe.

- Ground staff must be aware and informed if dry ice is being loaded in any cargo hold.
- Loading staff at transit and destination stations must perform following action after aircraft arrival:
  - After arrival the turn-around coordinator shall crosscheck with crew via Headset if any abnormalities during flight  
Prior to entering a compartment where dry ice is present, the compartment door must be opened and allow ventilation.  
If **no abnormalities** were reported by crew, it is important to wait for a minimum of **2 minutes** for ventilated cargo holds  
If **abnormalities** were reported by crew, it is important to wait for a minimum of **10 minutes** for ventilated cargo holds  
The cargo holds shall always be approached, opened and unloaded by two loading staff members
- In accordance with IATA packing instruction 954, the maximum amount of dry ice per single package is limited to 200kgs.
- B737 cargo compartments are not ventilated, therefore AVI and dry ice are prohibited to be loaded in the same compartment.

#### **Maximum quantities of dry ice loading**

The maximum amount of dry ice to be carried depends on the aircraft type, the sublimation rate of the package and the total amount of people on board of the aircraft.

Network Operations is responsible to determine the maximum weight of dry ice to be carried per flight. The calculation can be cross checked.

The aircraft manufacturer provides charts for recommended dry ice loading limits.

- Standard Operations (commercial flight including revenue cargo): aircraft where the total aircraft occupants exceeds 15
- Cargo Operations (commercial flight without revenue passengers): aircraft where the total aircraft occupants do not exceed 15
- The maximum recommended amount is the total amount of dry ice in all compartments.
- The shipper is responsible for supplying the sublimation rate. **This information shall be provided on the NOTOC**



**Note:** Some shippers may use low sublimation rates below 1%.  
If no sublimation rate is provided by the shipper, the following shall be considered:

- The sublimation rate for large amounts (>45kgs) of dry ice per single package (no overpack) is 1% weight/h
- The sublimation rate for small amounts (<45kgs) of dry ice per single package (no overpack) is 2% weight/h (note: max. 200kgs of dry ice per single package allowed)

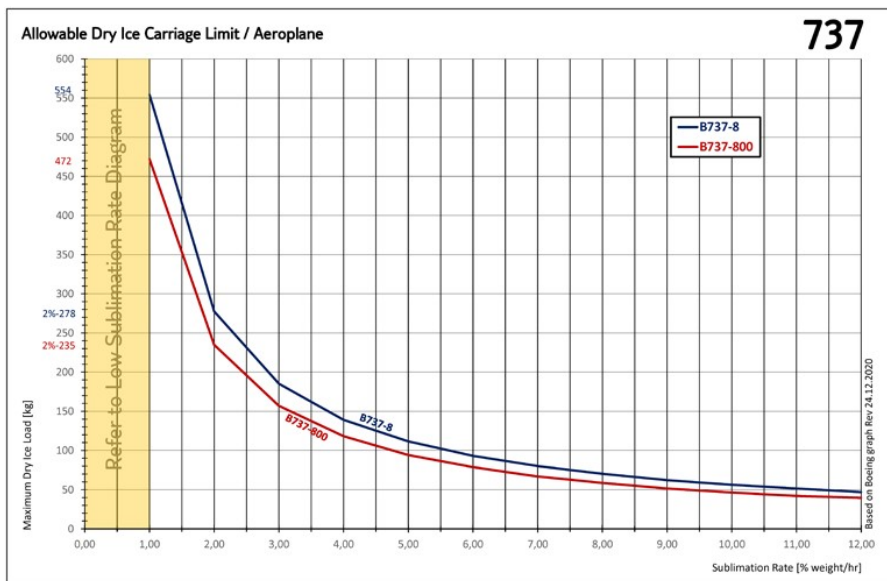
### Allowable Dry Ice Carriage Limit

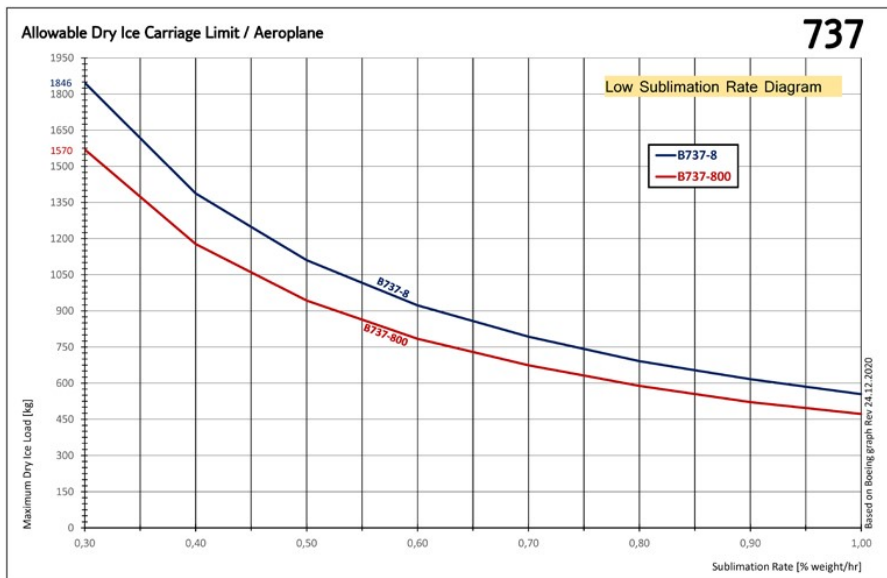
Valid for:

**Standard Operations (commercial flight including revenue cargo): aircraft where the total aircraft occupants exceeds 15.**

To calculate the maximum recommended load of dry ice, refer to the relevant chart below in accordance with the declared sublimation rate.

**Note:** If catering is loaded, subtract 10kgs of the maximum recommended load of dry ice to account for dry ice used to cool catering.





### Maximum Dry Ice Loading for Passenger Aircraft with Minimal Occupants (<15 people)

Valid for:

**Cargo Operations (commercial flight without revenue passengers): aircraft where the main cabin occupants do not exceed 15.**

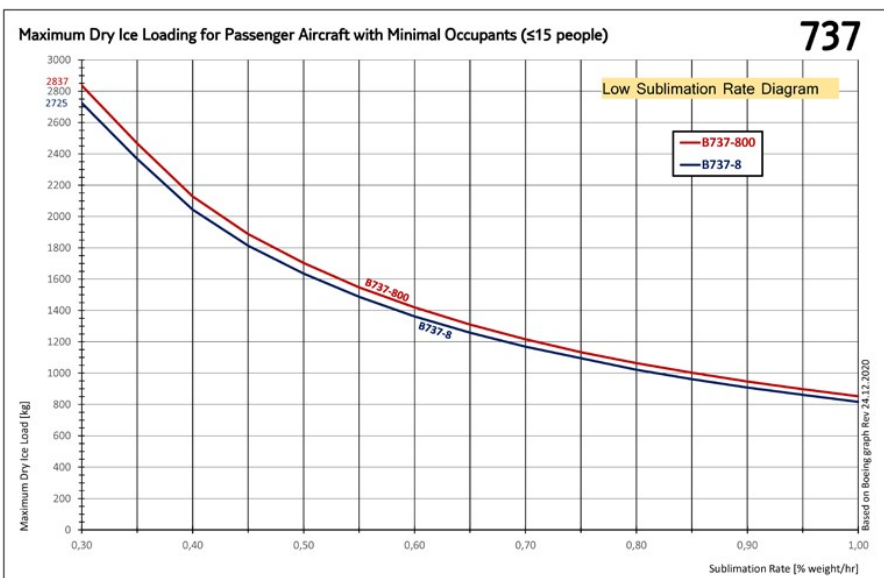
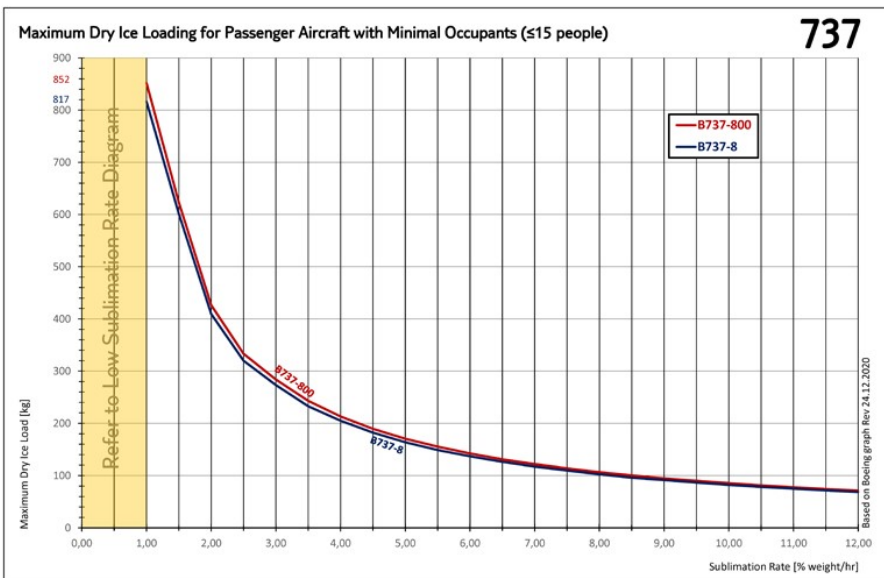
To calculate the maximum recommended load of dry ice, refer to the relevant chart below in accordance with the declared sublimation rate.

**Note:** If catering is loaded, subtract 10kgs of the maximum recommended load of dry ice to account for dry ice used to cool catering.



## Ground Handling Manual Part 1

### Transport of Cargo, including any non-revenue load





#### **6.2.3.3 Service cargo**

Service cargo are items, packages, shipments and loads carried on board of TUfly aircraft in the company's interest for purpose of repairing and/or maintaining TUfly aircrafts, providing aircrafts as well as substations and agencies with equipment and needed material and furthermore catering material and equipment for TUfly passengers.

Service cargo are internal shipments of corporate business only (no HUM, items of charter etc.) and are subject to prior advice/permission from ECS Group and TAGO Network Operations.

Completion of all necessary cargo documents and records for Service cargo shipments is obligatory.

Touroperator co-freight is not handled as Service cargo but has to be handled as cargo via ECS Group.

#### **6.2.3.4 Animals / AVIH**

TUfly does **NOT** hold a permission according to Regulation EC 01/2005 to transport live animals as cargo. Permission grants transport of cats and dogs only when being accompanied by the owner (transport as/in checked baggage).

If animals are to be transported as cargo, transportation is only granted according to IATA Live Animal Regulations and ECS Group manual.



#### 6.2.3.5 Perishables / PER

If perishables such as

- Fresh fruit and vegetables / PEP
  - Flowers / plants / PEF
- are to be transported as cargo, transportation is only granted according to IATA Perishable Cargo Manual and ECS Group manual.

#### 6.2.3.6 Others

As far as other special cargo items such as

- emergency medical supplies
- live human organs / LHO
- valuable cargo / VAL
- diplomatic shipments
  
- fragile cargo
- pharmaceuticals (time- and temperature-sensitive healthcare products (e.g. pharmaceuticals))

have to be transported refer to ECS Group manual instructions and IATA Handbooks.

For loading see [GHM Part 1 chapter 9.1.3](#).

### 6.2.4 Acceptance, storage and delivery of mail on behalf of Deutsche Post AG (DPAG)

#### 6.2.4.1 Acceptance

- The DPAG will provide the mail in boxes or mailbags.
- Boxes and mailbags have to be loaded according indicated destination on trolleys.
- All trolleys are weighed individually - all individual weights will be transmitted to local ops after completion of weighing.
- Trolleys will arrive at the aircraft continuously and there will be distributed to different holds by ramp-agent according to loading instructions.
- Each trolley has to be noted with weight, destination and loading position on specific form sheet for preparation of Load & Trimsheet.

**Note:** All staff involved in handling of DPAG mail flights are obliged to keep the postal secrecy.

This includes the prohibition of opening postal consignments, of taking note of the contents of mail, of notifying someone about the correspondence of certain people or of notifying someone of the contents of correspondence, or of giving someone else opportunity to carry out the above mentioned actions. In the case that the DPAG is held liable by a customer for a damage which has occurred due to a violation of the postal secrecy by staff which has been involved in handling of these flights, TUfly is responsible for regulation of damage and is obliged to name the staff members who have omitted the violation.





#### **6.2.4.2 Storage of mail**

Storage of mail should not be necessary as the DPAG provides the mail just in time and delivery of mail has to be effected immediately after arrival of aircraft.

However, unauthorized access has to be prevented at any time.

#### **6.2.4.3 Delivery of mail**

As a part of contract it has been fixed that mail has to be delivered immediately after on-block time of aircraft.

Exactly defined times for delivery are published in [GHM Part 1 chapter 9.1.5 \(Handling of Mail Flights on behalf of Deutsche Post AG \(DPAG\)\)](#).

### **6.3 Documentation of cargo, including any nonrevenue load**

#### **6.3.1 Cargo Documents**

##### **6.3.1.1 General**

Information about the transport of cargo has to be given by the following documents which have to be established by ECS Group and its handling agents according to legal requirements and regulations laid down in ECS Group manual.

Additional documents needed for transport of dangerous goods are described in [GHM Part 1 chapter 6.3.2 \(Additional documents for Dangerous Goods as / in cargo\)](#).

##### **6.3.1.2 Air Waybill / AWB**

An AWB has to be completed for all type of cargo by the shipper.

The issue of an AWB and delivery of papers to local ramp handling is in the responsibility of ECS Group.

The AWB has to be checked by the turnaround coordinator before loading and shall provide the security status of the consignment by stating:

- 'SPX', meaning secure for passenger, all-cargo and all-mail aircraft, or
- 'SCO', meaning secure for all-cargo and all-mail aircraft only; or
- 'SHR' meaning secure for passenger, all-cargo and all-mail aircraft in accordance with high risk requirements.

In the case a shipment has to be divided in several part shipments with only one accompanying AWB, copies of the original AWB have to be added to part shipment. The copies have to be updated manually, indicating the words 'part shipment', correct weight and correct routing.

For revenue cargo AWB with prefix 612 will be used only.

For service cargo shipments a TUIfly Service Cargo AWB with prefix 617 has to be prepared by the shipper.

One copy of the AWB remains at the issuing station.



### **6.3.1.3 Cargo Manifest**

All shipments transported on one flight have to be listed on the Cargo Manifest. The Cargo Manifest has to be prepared by the cargo agent. For some countries the issue of a NIL cargo manifest is necessary (see [GHM Part 1 chapter 13.1 \(ICAO Annex 9 clearance documents\)](#) ).

One copy remains at the issuing station.

#### **6.3.1.3.1 Special for shipments to Canary Islands:**

The Cargo Manifest (Versandscheinmanifest) has to be stamped by the authorities of German Customs.

The customs status T1 / T2 must be clearly visible on the manifest.

The ECS Group contracted cargo agent is responsible for obtaining the stamp.

### **6.3.1.4 Transport of Cargo Paper Envelope**

ECS Group and TUfly principally prefer transport of cargo papers in care of crew.

Hence, the envelope received from cargo handling agent has to be handed over to the crew by ramp handling agent.

## **6.3.2 Additional documents for Dangerous Goods as / in cargo**

### **6.3.2.1 General**

When Dangerous Goods are transported in / as cargo the following documents must be prepared in addition to the documents mentioned in [GHM Part 1 chapter 6.3.1 \(Cargo Documents\)](#) .

### **6.3.2.2 Shipper's Declaration**

The shipper is responsible for completion of a prescribed declaration form for each and every shipment containing Dangerous Goods as defined in IATA Dangerous Goods Regulations unless it is said that a Shipper's Declaration is not required.

The shipper must

- use the correct form in the correct manner, in addition to the language required by the State of Origin, English is used,
- complete the form accurately and legibly,
- ensure that the form is properly signed when the shipment is presented to ECS Group or its handling agents for shipment,
- ensure that the shipment has been prepared in accordance with the IATA Dangerous Goods Regulations.

A detailed instruction for correct completion of a Shipper's Declaration form is given in IATA Dangerous Goods Regulations, chapter 8.

See sample: Shipper's declaration for Dangerous Goods.



### **6.3.2.3 Dangerous Goods Acceptance Check Sheet**

When accepting Dangerous Goods for shipment a Dangerous Goods Check has to be made by properly trained staff. For this check an acceptance check list covering all items described in IATA Dangerous Goods Regulations, 9.1.3 must be used.

A sample check list is included in IATA Dangerous Goods Regulations.

A copy of the acceptance check list has to be added to the shipment accompanying papers.

### **6.3.2.4 Special Load - Information to flight deck crew**

The flight deck crew must be provided as soon as practicable prior to departure, at the latest with the Load & Trimsheet and/or Loading instruction, with information concerning any special load, such as e.g. PER/AVI/HUM/WCBD. A Notification to Captain (NOTOC) is not needed in these cases!

### **6.3.2.5 Special Load - Notification to Captain (NOTOC)**

A Notification to Captain (NOTOC) shall be issued and handed over to commander when Dangerous Goods in and/or as Cargo are transported on

TUIfly flights.

The NOTOC is to be prepared by the cargo handling agent and handed over to contracted TUIfly loadcontrol in order to include exact loading positions.

The NOTOC has to be signed by staff member who prepared the form, the turnaround coordinator who signs for conformity of information given in the NOTOC with real loading situation. The Commander signs for receipt of paper.

The original NOTOC has to be kept in the cockpit, readily available in case of an incident. One copy remains on the ground and further copies are to be distributed according to ECS Group manual.

A copy of the NOTOC must be sent as early as practicable prior to departure of flight to email [groundoperations@tuifly.com](mailto:groundoperations@tuifly.com) and the TOCC FOO function: [operationsflightwatch@tui.co.uk](mailto:operationsflightwatch@tui.co.uk)

This information shall be presented on a dedicated form but not by AWB or Shipper's Declaration.

The information on NOTOC should contain as much detailed information as possible for DGR but at least:

- date of flight;
- exact loading position on board the aircraft;
- the Air Waybill number (when issued);
- the proper shipping name and UN or ID number. The technical name as shown on the Shipper's Declaration no longer is required;
- the class or division and subsidiary risk(s) corresponding to the label(s) applied and for Class 1, the compatibility group;
- the packing group;



- the number of packages, the net quantity or gross weight, if applicable, of each package except for UN1845: carbon dioxide, solid (dry ice) only the UNnumber, proper shipping name, class, total quantity in each hold on the aircraft and the airport of unloading need to be shown;
- whether the package is restricted to cargo aircraft only;
- the airport at which the package(s) is to be unloaded;
- where applicable, an indication the dangerous goods are being carried under a state exemption;
- an indication from the person responsible for loading the aircraft that there was no evidence of any damage to / or leakage from packages or leakage from ULDs, loaded onto the aircraft.
- for UN 3480 (Lithium ion batteries) and UN 3090 (lithium metal batteries), only the UN number, proper shipping name, class, total quantity at each loading location, and whether the package must be carried on a cargo only aircraft need to be provided. UN 3480 (Lithium ion batteries) and UN 3090 (Lithium metal batteries) carried under a State exemption must meet all of the requirements. For any shipment of lithium (ELI, ELM) batteries, even in small amounts, it is absolutely mandatory to fill out a NOTOC.

If possible additionally indication of

- the ERG code published by ICAO / IATA.

For any other special load:

- exact loading position on board the aircraft;
- the Air Waybill number (when issued);
- the airport at which the package(s) is to be unloaded.



## Ground Handling Manual Part 1

### Transport of Cargo, including any non-revenue load

#### 6.3.2.6 Sample: Shipper's Declaration

| SHIPPER'S DECLARATION FOR DANGEROUS GOODS   |                      |   |   |   |               |               |
|---|----------------------|---|---|---|---------------|---------------|
| Shipper   |                      |   | Air Waybill No.<br>Page 1 of 1 Pages<br>Shipper's Reference Number<br>(optional)  |   |               |               |
| Consignee   |                      |   |   |   |               |               |
| Two completed and signed copies of this Declaration must be handed to the operator.   |                      |   | <b>WARNING</b>  |   |               |               |
| <b>TRANSPORT DETAILS</b>  |                      |   | Failure to comply in all respects with the applicable Dangerous Goods Regulations may be in breach of the applicable law, subject to legal penalties. |   |               |               |
| This shipment is within the limitations prescribed for:<br>(delete non-applicable)  |                      | Airport of Departure:   |   | Shipment type: (delete non-applicable)<br>[NON-RADIOACTIVE] [RADIOACTIVE]     |               |               |
| <input type="checkbox"/> PASSENGER AND CARGO AIRCRAFT   |                      | <input checked="" type="checkbox"/> <del>PASSENGER AND CARGO AIRCRAFT</del> |   |   |               |               |
| Airport of Destination:   |                      |   |   |   |               |               |
| NATURE AND QUANTITY OF DANGEROUS GOODS  |                      |   |   |   |               |               |
| Dangerous Goods Identification  |                      |   |   |   |               |               |
| UN or ID No.  | Proper Shipping Name | Class or Division (Subsidiary risk)   | Packaging 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<br>Place and Date<br>Signature<br>(see warning above) |               |               |



## Ground Handling Manual Part 1

### Transport of Cargo, including any non-revenue load

#### 6.3.2.7 Sample: Notification to Captain / NOTOC

ABSR2020 ABSR2360L V6895  
NOTIFICATION TO CAPTAIN REPORT

TUIFLY

28-MAR-2019 19:56  
Page 1 of 1

Airport: PMI Shad: GFC AID: A11

#### SPECIAL LOAD - NOTIFICATION TO CAPTAIN

|                     |                |       |                        |                  |
|---------------------|----------------|-------|------------------------|------------------|
| Station of Loading: | Flight Number: | Date: | Aircraft Registration: | Prepared By:     |
| PMI                 | X32113         | 29MAR |                        | JAUME VIDAL CLUA |

#### DANGEROUS GOODS:

| Station<br>Of<br>Unloading | Air Waybill<br>Number | UN / ID<br>Number | Proper Shipping Name | ERG<br>Code | Class<br>/ Div | Sub<br>Risk | UN<br>Pkg<br>Gtp | Number of Pkgs and Qty<br>or TL per Pkg | Radac<br>Material<br>Category | HSP<br>IMP<br>Code | C<br>A<br>G | Loading Position<br>ULD ID | CPT/<br>FOS |
|----------------------------|-----------------------|-------------------|----------------------|-------------|----------------|-------------|------------------|---|-------------------------------|--------------------|-------------|----------------------------|-------------|
|                            |                       |                   |                      |             |                |             |                  |   |                               |                    |             |                            |             |

\*\*\* No Dangerous Goods For This Flight \*\*\*

#### OTHER SPECIAL LOAD:

| Station<br>Of<br>Unloading | Air Waybill<br>Number | Contents and Description | Number<br>of<br>Pkgs | Quantity | Supplementary Information    | HSP<br>IMP<br>Code | Loading Position<br>ULD ID | CPT/<br>FOS |
|----------------------------|-----------------------|--------------------------|----------------------|----------|------------------------------|--------------------|----------------------------|-------------|
| DUS                        | 613/43024242          | WOMAN REMAINS            | 1                    | 115      | OF THE LATE MARGA MORTENHAUS | HUM                |                            |             |

|  |                      |                    |
|--|----------------------|--------------------|
| Aircraft loaded by:<br>(To be signed by ramp staff)  | Captain's Signature: | Other Information: |
| There is no evidence that any damaged or leaking packages containing dangerous goods have been loaded. |                      |                    |

Distribution: (1) Aircraft Captain (2) Loadsheets Ship's Satchel (3) Station File

#### 6.3.3 Way of documentation

All cargo records are stored by ECS Group and its contracted handling partners according to legal requirements and are kept for evidence for TUIfly inspection. These records have to be stored even when a dangerous goods shipment does not pass the acceptance check due to errors or omissions by the shipper, for at least three months.

In addition ECS Group will send all cargo papers issued in connection with the transport of Dangerous Goods to the TUIfly Dangerous Goods Advisor (groundoperations@tuifly.com) once per month for checking purposes.



### 6.3.4 Storage of Records

| Document to be stored  | Storage period | Delivered by         | Responsible for storage                       |
|--|----------------|----------------------|---|
| Cargo Manifest   | 3 months       |                      | local handling agent ops                      |
| NOTOC - Special load notification to captain                                   | 3 months       |                      | local handling agent ops + TUIfly headquarter |
| Shipper's Declaration  | 3 months       |                      | cargo handling agent                          |
| DG Acceptance Check Sheet<br>(see <a href="#">GHM Part 1 chapter 6.3.2.3</a> ) | 3 months       |                      | cargo handling agent                          |
| Cargo claim report   | 2 years        | cargo handling agent | ECS Group                                     |
| Unaccepted DGR shipment  | 3 months       | cargo handling agent | ECS Group                                     |
| Tripfile   | 3 months       |                      | local handling agent ops                      |

All cargo records have to be kept for evidence at the issuing and storing station according to legal and additional TUIfly requirements, which means:

AWBs are to be stored by ECS Group and its handling partners according to legal requirements

### 6.3.5 SITA Messages

#### 6.3.5.1 General

Apart from the LDM a FFM is required for correct documentation of cargo.

All messages are described in [GHM Part 1 chapter 12 \(Station Operations Communication\)](#) .

## 6.4 Cargo Agents Contact Details

Due to the fact that the main part of cargo handling is outsourced to ECS Group, no cargo agents are under contract for TUIfly.

Contact details for cargo handling agents engaged by ECS Group are included in the ECS Group manual and are available via the TUI Airline Ground Operations Portal.

## 6.5 Irregularities with cargo, including any nonrevenue load

### 6.5.1 Cargo Damage

If cargo damages are stated which must have happened during transport by air a cargo claim has to be completed by the handling and cargo agent and must be sent to ECS Group.



### **6.5.2 Cargo left behind**

If cargo has to be left behind due to performance reasons, loading difficulties or volume limits the contracted local ECS Group agent and [groundoperations@tuifly.com](mailto:groundoperations@tuifly.com) have to be informed immediately.

### **6.5.3 Irregularities with Dangerous Goods as / in cargo**

As soon as Dangerous Goods are involved in any cargo irregularity a detailed report has to be written to the German authority LBA. As far as the incident happened during ramp handling or flight being detected at arrival airport, all details have to be collected by ramp handling agent and are to be sent via IQSMS to the TUfly Safety department, who will then forward the report to the LBA.

If incidents occur during warehouse cargo handling, the ECS Group contracted handling agent is responsible for reporting to ECS Group.

For details refer to GHM Part 1 chapter 7 (Transport of Dangerous Goods) and TUfly Emergency Response Plan as well as to ECS Group manual.





## 7 Transport of Dangerous Goods

### 7.1 General Regulations

#### 7.1.1 Definition and Principles

##### 7.1.1.1 Definition of Dangerous Goods

Dangerous Goods are articles or substances which are capable of posing a risk to health, safety, property or the environment and which are shown in the list of Dangerous Goods in the IATA DG regulations, chapter 4, or which are classified according to these Regulations.

##### 7.1.1.2 Principles

The permission for uplift of Dangerous Goods onto TUfly aircraft is included in TUfly's AOC.

TUfly principally refuses to transport dangerous goods classified in DG class 7 = radioactive material.

Rules concerning the safe transport of Dangerous Goods (DG) are defined by ICAO (International Civil Aviation Organization) in the Technical Instructions (Doc. 9284 AN/905). Member countries of the ICAO have adopted the Technical Instructions for safe transport of Dangerous Goods.

The IATA Dangerous Goods Regulations are based on these Technical Instructions and define procedures and instructions for the safe transport of Dangerous Goods.

The complete handling of Dangerous Goods on board of TUfly aircrafts, irrespective of whether the flight is wholly or partly within or wholly outside the territory of Germany, has to be carried out by properly trained staff in accordance with the regulations published in the ICAO Technical Instructions and adopted in the IATA Dangerous Goods Regulations which have to be available in the latest effective edition at each station.

#### **Exclusion:**

Articles and substances which would otherwise be classed as Dangerous Goods are excluded from the restrictions for transport of Dangerous Goods to the extent specified in the ICAO Technical Instructions or the IATA Dangerous Goods Regulations provided that:

- when placed on board with the approval of TUfly to provide, during flight, medical aid for a patient, they are:
  - carried for use in flight or
  - are part of the permanent equipment of the aircraft when it has been adapted for specialized use for medical evacuation, or
  - carried on a flight made by the same aircraft to collect a patient or after that patient has been delivered when it is impracticable to load or unload the goods at the time of the flight on which the patient is carried but with the intention that they be off-loaded as soon as practicable; - **and**
- when placed on board with the approval of TUfly to provide, during flight, medical aid for a patient the dangerous goods are restricted to the following and which must be kept in the position in which they are used or stowed securely when not in use and secured properly



during take-off and landing and at all other times when deemed necessary by the Commander in the interest of safety:

- Gas cylinders which must have been manufactured specifically for the purpose of containing and transporting that particular gas;
- Medications and other medical matter which must be under the control of trained personnel during the time when they are in use in the aircraft;
- they are required to be aboard the aircraft and are in accordance with the relevant requirements or for operating reasons, although articles and substances intended as replacements or which have been removed for replacement must be transported on an aircraft as specified in the ICAO T.I. / IATA DGR
- they are in baggage:
  - carried by passengers or crew members (see [GHM Part 1 chapter 7.2.4](#) and current IATA DGR table 2.3A)
  - which has been separated from its owner during transit (e.g. lost baggage or improperly routed baggage - transport in accordance with TUfly ACSE and IATA DGR mandatory.
- they are carried to provide, during flight, veterinary aid or a humane killer for an animal;
- they are carried, to provide, during flight, aid in connection with search and rescue operations;
- they are carried for dropping in connection with agricultural, horticultural, forestry or pollution control activities.
- Data loggers and cargo tracking devices with installed lithium batteries, attached to or placed in packages, overpacks or unit load devices are not subject to any provisions of the IATA Dangerous Goods Regulations provided the following conditions are met:
  - the data loggers/cargo tracking devices must be in use or intended for use during transport;
  - each cell or battery must meet the provisions of IATA DGR 3.9.2.6(a), (e), (f) (if applicable) and (g);
    - for a lithium ion cell or battery, a Watt-hour rating not exceeding 20 Wh;
    - for a lithium metal cell, a lithium content not exceeding 1 g;
    - for a lithium metal battery, an aggregate lithium content not exceeding 1 g;
  - the number of data loggers/cargo tracking devices in or on any package or overpack must be no more than the number required to track or to collect data for the specific consignment;
  - the data loggers/cargo tracking devices must be capable of withstanding the shocks and loadings normally encountered during transport;
  - the devices must not be capable of generating a dangerous evolution of heat;
  - the devices must meet defined standards for electromagnetic radiation to ensure that the operation of the device does not interfere with aircraft systems.

**Note:** This exception does not apply where the data loggers or cargo tracking devices are offered for transport as a consignment in accordance with Packing Instruction 967, 970, 977 or 978.



### **7.1.1.3 Definition of Terms (according to EASA AIR OPS)**

#### **7.1.1.3.1 Acceptance Check List**

A document used to assist in carrying out a check on the external appearance of packages of Dangerous Goods and their associated documents to determine that all appropriate requirements have been met.

#### **7.1.1.3.2 Approval**

For the purpose only of compliance with EASA AIR OPS CAT.GEN.MPA 200, an authorisation referred to in the Technical Instructions and issued by an Authority, for the transport of Dangerous Goods which are normally forbidden for transport or for other reasons, as specified in the ICAO T.I.

#### **7.1.1.3.3 Cargo Aircraft**

Any aircraft which is carrying goods or property but not passengers. In this context the following are not considered to be passengers:

- a crew member,
- an operator's employee permitted by, and carried in accordance with, the instructions contained in the Operations Manual,
- an authorized representative of an authority, or
- a person with duties in respect of a particular shipment on board.

#### **7.1.1.3.4 Dangerous Goods Accident**

An occurrence associated with and related to the transport of Dangerous Goods which results in fatal or serious injury to a person or major property or environmental damage.

#### **7.1.1.3.5 Dangerous Goods Incident**

An occurrence, other than a Dangerous Goods accident, associated with and related to the transport of Dangerous Goods, not necessarily occurring on board an aircraft, which results in injury to a person, property or environmental damage, fire, breakage, spillage, leakage of fluid or radiation or other evidence that the integrity of the packaging has not been maintained. Any occurrence relating to the transport of Dangerous Goods which seriously jeopardizes the aircraft or its occupants is also deemed to constitute a Dangerous Goods incident.

#### **7.1.1.3.6 Dangerous Goods Transport Document**

A document which is specified by the Technical Instructions. It is completed by the person who offers Dangerous Goods for air transport and contains information about those Dangerous Goods.

#### **7.1.1.3.7 Exemption**

For the purpose of compliance with EASA AIR OPS CAT GEN MPA 200 an authorisation referred to in the Technical Instructions and issued by all the authorities concerned, providing relief from the requirements of the Technical Instructions.



#### **7.1.1.3.8 Handling Agent**

An agency which performs on behalf of the operator some or all of the latter's functions including receiving, loading, unloading, transferring or other processing of passengers or cargo.

#### **7.1.1.3.9 Overpack**

An enclosure used by a single shipper to contain one or more packages and to form one handling unit for convenience of handling and stowage.

**Note:** A unit load device is not included in this definition.

#### **7.1.1.3.10 Package**

The complete product of the packing operation consisting of the packaging and its contents prepared for transport.

#### **7.1.1.3.11 Packaging**

Receptacles and any other components or materials necessary for the receptacle to perform its containment function and to ensure compliance with the packing requirements.

#### **7.1.1.3.12 Proper Shipping Name**

The name to be used to describe a particular article or substance in all shipping documents and notifications and, where appropriate, on packagings.



#### **7.1.1.3.13 Serious Injury**

An injury which is sustained by a person in an accident and which:

- requires hospitalisation for more than 48hours, commencing within seven days from the date the injury was received, or
- results in a fracture of any bone (except simple fractures of fingers, toes or nose), or
- involves lacerations which cause severe haemorrhage, nerve, muscle or tendon damage, or
- involves injury to any internal organ, or
- involves second or third degree burns, or any burns affecting more than 5% of the body surface, or
- involves verified exposure to infectious substances or injurious radiation.

#### **7.1.1.3.14 Technical Instructions**

The latest effective edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284-AN/905), including the Supplement and any Addendum, approved and published by decision of the Council of the International Civil Aviation Organization.

#### **7.1.1.3.15 Unit Load Device**

Any type of aircraft container, aircraft pallet with a net, or aircraft pallet with a net over an igloo.

**Note:** An overpack is not included in this definition.




7.1.2 Dangerous Goods Classification

7.1.2.1 Dangerous Goods Classes

IATA Dangerous Goods Regulations distinguish Dangerous Goods in 9 classes.

The 9 classes relate to the type of hazard of goods.






The following table gives a short description of the different categories and the respective hazard labeling.


| Hazard class | Description of goods  | Hazard Label   | IATA IMP 3-Letter-code  |
|--------------|---|--|---|
| Class 1      | Explosives  |  | REX/RCX/RGX RCX and RGX acceptable as cargo on CAO<br>RXB/RXC/RXD/ RXE/RXG acceptable as cargo on CAO<br>RXS is the only division acceptable as cargo on PAX aircraft |
|              | Divisions 1.1, 1.2, 1.3 (with a few exemptions) 1.4F, 1.5 and 1.6 are normally forbidden for carriage by air. |  |   |

| Hazard class | Description of goods  | Hazard Label | IATA IMP 3-Letter-code |
|--------------|---|--------------|------------------------|
| Class 2      | Gases: Compressed, liquefied, dissolved under pressure or deeply refrigerated |              |                        |







## Ground Handling Manual Part 1 Transport of Dangerous Goods

|     |   |  |   |
|-----|---|--|---|
| 2.1 | Flammable Gas e.g. Butane, Propane, Lighters(refills)                 |   | RFG   |
| 2.2 | Nonflammable non toxic Gas e.g. Fire extinguisher, compressed oxygen, |   | RNG   |
| 2.2 | Nonflammable non toxic Gas e.g. refrigerated liquid nitrogen          | <br> | RCL<br>additional<br>marking with<br>handling label |
| 2.3 | Toxic Gas e.g. Insecticide gas, Tear gas devices                      |    | RPG if<br>acceptable by<br>air:<br>CAO              |




| Hazard class   | Description of goods  | Hazard Label  | IATA IMP 3-Letter-code |
|----------------|---|---|------------------------|
| <b>Class 3</b> | <b>Flammable Liquids</b>                                    |   |                        |
|                | e.g. Paint, Kerosene, Solvents, Adhesives, Dilution, Petrol |  | RFL                    |





| Hazard class   | Description of goods  | Hazard Label   | IATA IMP 3-Letter-code   |
|----------------|---|--|--|
| <b>Class 4</b> | <b>Flammable Solids: Substances liable to spontaneous combustion;<br/>Substances which, in contact with water, emit flammable gases</b> |  |  |
| 4.1            | Flammable Solid e.g. Matches, barbecue starter cubes, shisha charcoal, rubber scrap   |   | <p>RFS<br/>For self-reactive substances additional marking</p>  |
| 4.2            | Spontaneously combustible e.g. Oily cotton waste, damp hay, white or yellow phosphorus.   |   | RSC  |
| 4.3            | Dangerous when wet e.g. Lithium, Natrium, Calcium carbide   |  | RFW  |






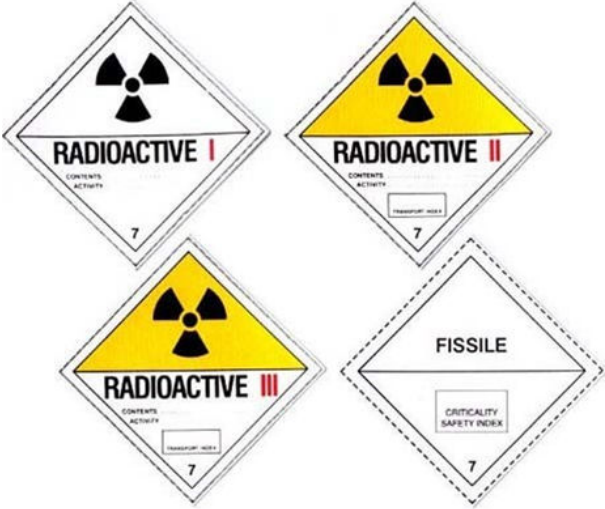
| Hazard class   | Description of goods   | Hazard Label   | IATA IMP 3-Letter-code            |
|----------------|--|--|-----------------------------------|
| <b>Class 5</b> | <b>Oxidizing Substances and Organic Peroxides</b>  |  |                                   |
| 5.1            | Oxidizing Substance e.g. Bleaching powder<br>Swimming pool chemicals, fertilizer<br>containing ammonium nitrate, stain remover |   | ROX                               |
| 5.2            | Organic Peroxide e.g. list of substances in<br>IATA DGR Appendix C   | <br> | ROP<br>additional<br>marking with |

| Hazard class   | Description of goods  | Hazard Label  | IATA IMP 3-Letter-code |
|----------------|---|---|------------------------|
| <b>Class 6</b> | <b>Toxic and Infectious Substance</b>   |   |                        |
| 6.1            | Toxic Substance e.g. pesticides, arsenic,<br>strychnine, mice or rat poison                               |   | RPB                    |
| 6.2            | Category A:<br>Infectious Substance e.g. micro organisms,<br>certain viruses and cultures, clinical waste |  | RIS                    |






## Ground Handling Manual Part 1 Transport of Dangerous Goods

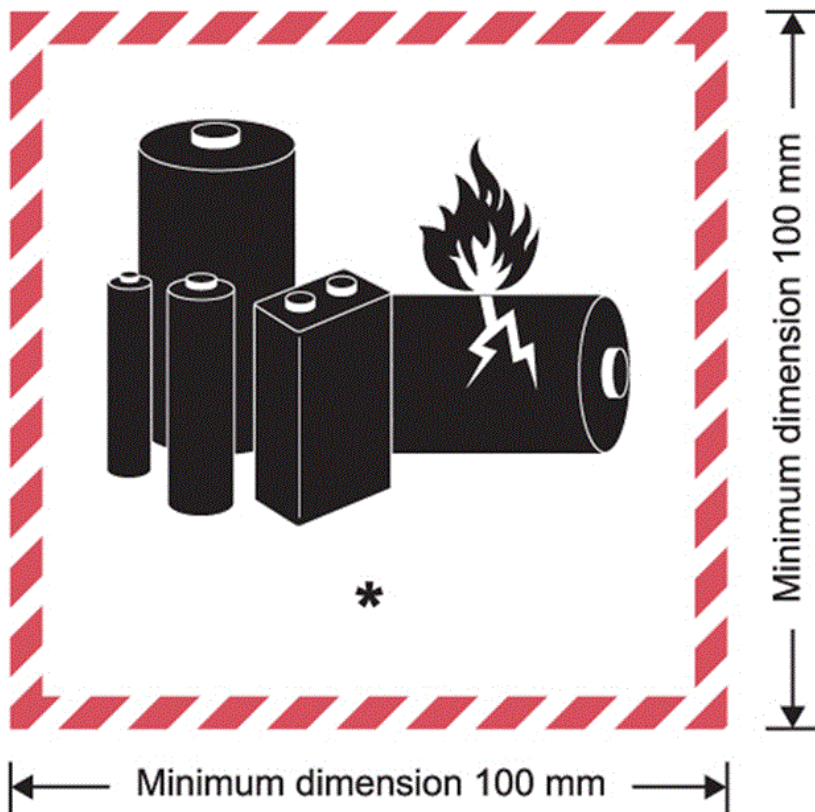
|     |  |   |     |
|-----|--|---|-----|
| 6.2 | Category B:<br>Biological Substance any substance not meeting the criteria for category A but not exempted |  | RIS |
| 6.2 | Exceptions e.g. most patient specimens, food and water samples   | Marked with the words:<br>"Exempt human specimen" or<br>"Exempt animal specimen"  |     |

| Hazard class   | Description of goods   | Hazard Label                                | IATA IMP 3-Letter-code       |
|----------------|--|---|------------------------------|
| <b>Class 7</b> | <b>Radioactive Material</b>  |   |                              |
|                | Radioactive / Cat. I White Label   | Radioactive<br>/<br>Cat. II<br>Yellow Label | RRW<br>RRY<br>RRY<br>FISSILE |
|                |  |   |                              |
|                | Radioactive /<br>Cat. III<br>Yellow Label  | Fissile Material                            |                              |



| Hazard class   | Description of goods   | Hazard Label  | IATA IMP 3-Letter-code |
|----------------|--|---|------------------------|
| <b>Class 8</b> | <b>Corrosives</b>  |   |                        |
|                | e.g. acids (hydrochloric acid, battery acid),<br>lyes (hydraulic liquid), mercury  |  | RCM                    |
| <b>Class 9</b> | <b>Miscellaneous Dangerous Goods</b>   |   |                        |
|                | e.g. vehicles, airbags consumer commodities (perfumes) life-saving appliances, wheelchairs, magnetic material, dry ice (crosscheck GHM Part 1 chapter 6.2.3.2 for additional information regarding transportation of dry ice). |  | RMD<br>RSB<br>ICE      |
|                | e.g. Laptops, cameras, cellphones, powerbanks, watches   |  | RLI<br>RLM             |

### 7.1.2.2 Lithium battery or Sodium Ion Battery



\*Place for UN number(s)

#### Attention:

**Note:** With the removal of the telephone number requirement on the Battery mark label there will be a transition period until 31st December 2026 during which time the existing mark may continue to be used (included 2 \*s to indicate the insertion of the telephone number)

It is mandatory to insert the type of loaded batteries in the above label, the telephone number is no longer required.

Application of the battery mark handling label to a consignment of lithium batteries (of any type) or Sodium Ion batteries indicates that the Shipper has determined specific requirements have been met. Such consignments do not need to be accompanied by a dangerous goods



transport document (Shipper's Declaration). Consignments bearing the battery mark label must be accompanied with a document such as an air waybill with an indication that:

- the package contains Lithium Ion, Lithium Metal or Sodium Ion cells or batteries;
- the package must be handled with care and that a flammability hazard exists if the package is damaged;
- special procedures should be followed in the event the package is damaged, to include inspection and repacking if necessary;
- a telephone number for additional information; and
- when an air waybill is issued the applicable Packing Instruction must be stated together with the words 'not restricted'; and 'lithium ion batteries', 'lithium metal batteries' or 'Sodium ion batteries' as applicable.



### 7.1.2.3 Separation Passenger Aircraft OK - Cargo Aircraft Only

Apart from the 9 classes Dangerous Goods can be divided in

- Passenger Aircraft OK: Dangerous Goods with limited risk OK to onload on passenger aircraft as cargo
- Cargo Aircraft Only / CAO: Dangerous goods which may only be transported as cargo on aircraft without passengers on board.

CAO shipments are identified by following label and are **not permitted** on TUfly flights.





## 7.2 Transport Restrictions and Limitations

### 7.2.1 Dangerous Goods forbidden in aircraft

#### 7.2.1.1 General

Some Dangerous Goods are too dangerous to be carried by aircraft, these goods include a lot of explosives. Others may be carried on cargo aircraft only, e.g. toxic gases.

The IATA Dangerous Goods Regulations provide a reliable definition of such items and must always be referred to whenever Dangerous Goods are offered for transport.

TUfly and its handling partners will take all reasonable measures to ensure that articles and substances that are specifically identified by name or generic description in the ICAO Technical Instructions and IATA DGR as being forbidden for transport under any circumstances are not carried on TUfly aircrafts.

In addition states and operators may impose further restrictions for transport of Dangerous Goods. (CAT.GEN.MPA 200).

State and operator variations are mentioned in IATA Dangerous Goods Regulations and have to be observed for any Dangerous Goods transport. Under any circumstances the items listed as forbidden substances in aircraft which are included in the Dangerous Goods List, IATA DGR, section 4.2, **must not be** carried.

#### 7.2.1.2 Forbidden articles as / in baggage

The following list gives in accordance with the list published by the German Authority LBA a short survey of articles considered as Dangerous Goods which **must never** be accepted for transport **in baggage unless exempted by applicable rules**:

- briefcases and attaché cases with built-in alarm devices
- pressurized containers containing irritant gases, self-defense sprays, camping gas
- corrosive materials such as acids, alkalis and wet cell batteries
- explosives, munitions, fireworks, flares
- containers with flammable liquids such as lighter or heating fuels, paint, varnish, cleaning agents
- items that ignite easily (flammable solids) such as matches or barbecue starter cubes
- substances that emit flammable gases upon contact with water (dangerous when wet) such as lithium
- magnetized material
- oxidizing material such as bleaching powder and peroxides
- toxic and infectious substances, such as mercury, bacteria and virus cultures
- radioactive material

Nevertheless the IATA Dangerous Goods Regulations are the binding document and must be referred to.

#### 7.2.2 Hidden Dangerous Goods

Cargo declared under a general description may contain hazardous articles which are not apparent. Such articles may also be found in baggage.



When it is suspected that the baggage / cargo may contain Dangerous Goods the cargo and passenger baggage acceptance staff should get confirmation from shippers and passengers about the contents of any item of cargo or baggage in order to guarantee correct declaration / classification.

Some typical examples of hidden Dangerous Goods are listed below, a more detailed and extensive list is given in IATA DGR, section 2.2:

- **AIRCRAFT ON GROUND (AOG) SPARES AIRCRAFT SPARE PARTS/ AIRCRAFT EQUIPMENT**  
may contain explosives (flares or other pyrotechnics), chemical oxygen generators, unserviceable tire assemblies, cylinders of compressed gas (oxygen, carbon dioxide, nitrogen or fire extinguishers), paint, adhesives, aerosols, life-saving appliances, first aid kits, fuel in equipment, wet or lithium batteries, matches
- **AUTOMOBILES, AUTOMOBILE PARTS**  
may contain ferro-magnetic material which may be subject to special stowage requirements. May also contain engines, carburettors or fuel tanks which contain or have contained fuel, wet batteries, compressed gases in tire inflation devices, fire extinguishers, shocks/struts with nitrogen, air bag inflators/air bag modules etc.
- **BREATHING APPARATUS**  
may indicate cylinders of compressed air or oxygen, chemical oxygen generators or refrigerated liquefied oxygen
- **CAMPING EQUIPMENT**  
may contain flammable gases (butane, propane, etc.), flammable liquids (kerosene, gasoline, etc.), flammable solids (hexamine, matches) etc.
- **CARS, CAR PARTS**  
- see AUTOMOBILES
- **CHEMICALS**  
may contain items meeting any of the criteria for Dangerous Goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
- **COMAT (COMPANY MATERIALS)**  
such as aircraft parts, may contain DG as an integral part, e.g. chemical oxygen generators in a passenger service unit (PSU), various compressed gases such as oxygen, carbon dioxide and nitrogen, gas lighters, aerosols, fire extinguishers, flammable liquids such as fuels, paints and adhesives, corrosive material such as batteries etc.
- **DIAGNOSTIC SPECIMENS**  
may contain infectious substances
- **DIVING EQUIPMENT**  
may contain cylinders (such as scuba tanks, vest bottles, etc.) of compressed gas (air, oxygen etc.), high intensity diving lamps which can generate extremely high heat when operated in air. In order to be carried safely, the bulb or battery must be disconnected.
- **ELECTRICAL EQUIPMENT**  
may contain magnetized materials or mercury in switch gear and electron tubes or wet batteries
- **ELECTRICALLY POWERED APPARATUS**  
such as wheelchairs, lawn mowers, golf carts etc. may contain wet batteries
- **FILM CREW OR MEDIA EQUIPMENT**  
may contain explosive pyrotechnic devices, generators incorporating internal combustion engines, wet batteries, fuel, heat producing items etc.
- **FROZEN FRUIT, VEGETABLES**  
etc. may be packed in carbon dioxide, solid (dry ice).





- **FUELS**  
may contain flammable liquids, flammable solids or flammable gases
- **HOUSEHOLD GOODS**  
may contain items meeting any of the criteria for Dangerous Goods including flammable liquids such as solvent based paint, adhesives, polishes, aerosols, bleach, corrosive oven or drain cleaners, ammunition, matches etc.
- **INSTRUMENTS**  
may conceal barometers, manometers, mercury switches, rectifier tubes, thermometers, etc. containing mercury
- **MACHINERY PARTS**  
may contain adhesives, paints, sealants, solvents, wet and lithium batteries, mercury, cylinders of compressed or liquefied gas, etc.
- **MEDICAL SUPPLIES**  
may contain items meeting any of the criteria for Dangerous Goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
- **PASSENGERS BAGGAGE**  
may contain items meeting any of the criteria for Dangerous Goods, e.g. fireworks, flammable household liquids, corrosive oven or drain cleaners, flammable gas or liquid lighter refills or camping stove cylinders, matches, ammunition, bleach, aerosols not permitted in IATA DGR, table 2.3. (see also [GHM Part 1 chapter 7.2.4](#))
- **PHARMACEUTICALS**  
may contain items meeting any of the criteria for Dangerous Goods, particularly radioactive material, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
- **PHOTOGRAPHIC SUPPLIES**  
may contain items meeting any of the criteria for Dangerous Goods, particularly heat producing devices, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
- **REFRIGERATOR**  
may contain liquefied gases or an ammonia solution
- **REPAIR KITS**  
may contain organic peroxides and flammable adhesives, solvent based paints, resins, etc.
- **SWIMMING POOL CHEMICALS**  
may contain oxidizing or corrosive substances
- **TOOL BOXES**  
may contain explosives (power rivets), compressed gases or aerosols, flammable gases (butane cylinders or torches), flammable adhesives or paints, corrosive liquids, etc.
- **UNACCOMPANIED PASSENGERS BAGGAGE / PERSONAL EFFECTS**  
see PASSENGERS BAGGAGE

### **7.2.3 Dangerous Goods Carried as Aircraft Spare Parts / AOG Parts**

Aircraft Spare Parts that are carried on TUfly flights and contain dangerous goods, must be transported in accordance with the IATA DGR regulations.



## 7.2.4 Dangerous Goods carried by Passengers or Crew

### 7.2.4.1 General

Principally Dangerous Goods may not be carried by passengers or crew, irrespective of being:

|                          |                      |                 |
|--------------------------|----------------------|-----------------|
| in or as checked baggage | in or as handbaggage | on one's person |
|--------------------------|----------------------|-----------------|

### 7.2.4.2 Articles permitted in / as baggage

For items offered for transport by passengers according to IATA table 2.3A the entry that most appropriately describes the article must be applied. For example, electronic cigarettes must meet the requirements set out in the provisions for table 2.3A and not the provisions for portable electronic devices containing batteries. An item or article that contains more than one item of Dangerous Goods must meet the provisions of all applicable entries. For example, an avalanche rescue backpack containing lithium batteries and gas cartridges must meet the provisions for an avalanche rescue pack as given in table 2.3A and additionally the provisions for PED with lithium batteries.

Baggage intended to be carried in the cabin which has to be placed in the cargo compartment must contain only dangerous goods permitted in checked baggage. When baggage intended as carry-on is taken by the operator and placed into the cargo compartment for carriage, the operator must confirm with the passenger that any Dangerous Goods which are only permitted in carry-on baggage have been removed.

The items listed below are exceptions to the rule which means that they may be carried in / as baggage (checked and handbaggage as indicated) for personal use.

Principally the passenger is responsible to obtain the permission for transport prior flight. Where required a written permission letter will be issued and has to be held ready by the passenger when checking in for flight.

The Commander may verbally grant a missing approval only in unforeseen circumstances for handicapped passengers travelling with their own electrical mobility aid. All requirements and restrictions according OM-A, 9.1.2 and OM-A, 9.1.2 table 2.3a must be fulfilled.



**Table 2.3A according IATA DGR 2025 (66th), including additional information and TUfly restriction.**

| Dangerous Goods carried by Passengers or Crew             |   |   |   |   |
|---|---|---|---|---|
| Approval of operator via TAGO Network Operations required |   |   |   |   |
| Permitted in or as checked baggage                        |   |   |   |   |
| Permitted in or as carry-on baggage                       |   |   |   |   |
| Commander must be informed of the location                |   |   |   |   |
| Forbidden   |   |   |   | <b>Disabling devices</b> such as mace, pepper spray, etc. containing an irritant or incapacitating substance are forbidden on the person, in checked and carry-on baggage.  |
| Forbidden   |   |   |   | <b>Electro shock weapons</b> (e.g. Tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc. are forbidden in any kind of baggage or on the person.  |
| Forbidden   |   |   |   | <b>Security-type attaché cases, cash boxes, cash bags etc.</b> incorporating dangerous goods, such as lithium batteries and/or pyrotechnic material, are forbidden. Some exceptions apply after approval.   |
| Forbidden   |   |   |   | <b>Camping stoves and fuel containers that have contained a flammable liquid fuel.</b>  |
| Forbidden   |   |   |   | <b>Fireworks</b> irrespective of being saluting guns, distress signals, sparklers or flares / rockets.  |
| Forbidden   |   |   |   | <b>Toxic substances</b> such as mouse or rat poison, ant or cockroach poison, greenfly spray (PARAL) etc.   |
| Forbidden   |   |   |   | <b>Lithium-battery powered vehicles</b> regardless of the watt-hour rating of the battery (e.g. E-Bikes, Scooter). Without installed battery transportation is allowed, battery restriction below applies. These devices are not categorized as mobility aid, mobility aids are allowed according restriction listed below. |
| Forbidden   |   |   |   | <b>Fuel lighters</b> and so named "blue flame" lighters.  |
| Forbidden   |   |   |   | <b>Carbonic acid cylinders</b> e.g. for soda makers.  |
| Forbidden   |   |   |   | <b>Self-stabilizing unicycles, Self-stabilizing electronic boards</b> with or without handlebar (e.g. Segway, Hover board, Balance-wheel, Solo-wheel, Air-wheel) are classified as UN3171 and forbidden in baggage  |
| Forbidden   |   |   |   | <b>Baggage with installed lithium batteries</b> , when batteries are non-removable and exceeding 0.3g lithium Metal (button-cell)   |
| N   | Y | Y | N | <b>Alcoholic beverages</b> , when in retail packaging, containing more than 24% but not more than 70% alcohol by volume, in receptacles not exceeding 5L, with a total net quantity per person of 5L.   |



**Table 2.3A according IATA DGR 2025 (66th), including additional information and TUfly restriction.**

**Dangerous Goods carried by Passengers or Crew**

**Approval of operator via TAGO Network Operations required**

| Permitted in or as checked baggage         |   |    |   |   |
|--|---|----|---|---|
| Permitted in or as carry-on baggage        |   |    |   |   |
| Commander must be informed of the location |   |    |   |   |
| Y  | Y | N  | N | <b>Ammunition (cartridges for weapons), securely packed</b> (in division 1.4S, UN0012 or UN0014 only), in quantities not exceeding 5 kg gross weight per person for that person's own use. Allowances for more than one passenger must not be combined into one or more packages.   |
| Y  | Y | N  | N | <b>Ammunition Exception for transport:</b><br><b>Bodyguard / see also GHM Part 1 chapter 8.3</b><br>Transport of weapons and munitions by authorized personal security guards.  |
| Y  | Y | N* | N | <b>Avalanche rescue backpack</b> , 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.<br>N* = NO, X3 refuses transport despite of permission according to IATA DGR table 2.3A  |
| N  | Y | Y  | N | <b>Baggage with installed lithium batteries,</b> <ul style="list-style-type: none"> <li>non-removable batteries. Batteries must contain no more than 0.3 g lithium metal or for lithium ion must not exceed 2.7 Wh (button cell);</li> </ul> <b>(Baggage with non-removable batteries exceeding –0.3 g lithium metal or 2.7 Wh are forbidden)</b> <ul style="list-style-type: none"> <li>removable batteries. Batteries must be removed if baggage is to be checked in. Removed batteries must be carried in the cabin.</li> </ul>  |
| N  | N | Y  | N | <b>Batteries spare/loose, including lithium, non-spillable batteries, nickel metal hydride batteries and dry batteries</b> , for portable electronic devices must be carried in carry-on baggage only. For lithium metal batteries the lithium metal content must not exceed 2g and for lithium ion batteries the Watt-hour rating must not exceed <b>100Wh</b> .<br>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. Each person is limited to a maximum of 20 spare batteries.<br>Y* = The operator may approve the carriage of more than 20 batteries. Non-spillable batteries must be 12V or less and 100Wh or less, battery <b>must</b> be protected from short circuit by insulating the terminals. Each person is limited to a maximum of 2 spare batteries. |
| Y*   |   |    |   |   |



Table 2.3A according IATA DGR 2025 (66th), including additional information and TUfly restriction.

**Dangerous Goods carried by Passengers or Crew**

**Approval of operator via TAGO Network Operations required**

| Permitted in or as checked baggage         |    |   |   |   |
|--|----|---|---|---|
| Permitted in or as carry-on baggage        |    |   |   |   |
| Commander must be informed of the location |    |   |   |   |
| Y  | N* | N | N | <b>Camping stoves and fuel containers that have contained a flammable liquid fuel</b><br>N* = NO, X3 refuses transport despite of permission according to IATA DGR table 2.3A   |
| Y  | Y  | Y | N | <b>Chemical Agent Monitoring Equipment</b> when carried by staff members of the Organization for the Prohibition of Chemical Weapons, OPCW on official travel – securely packed and <b>without</b> lithium batteries only.<br><br><b>Note:</b> X3 refuses transport of equipment containing radioactive material despite of permission according to IATA DGR.   |
| Y  | Y  | Y | N | <b>Dry ice (carbon dioxide, solid)</b> , 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. |
| N  | N  | Y | N | <b>e-cigarettes</b> , (including e-cigars, e-pipes, other personal Vaporizers) containing batteries must be individually protected to prevent accidental activation and must be securely stowed during the entire flight. Use of ecigarettes and charging on board is prohibited.   |



Table 2.3A according IATA DGR 2025 (66th), including additional information and TUfly restriction.

**Dangerous Goods carried by Passengers or Crew**

**Approval of operator via TAGO Network Operations required**

| Permitted in or as checked baggage  |   |   |   |
|---|---|---|---|
| Permitted in or as carry-on baggage   |   |   |   |
| Commander must be informed of the location  |   |   |   |
| N   | N | Y | N |
| <p><b>Fuel cells and spare Fuel cell cartridges</b>, for powering portable electronic devices (e.g. cameras, cellular phones, laptop computers and camcorders) a. Maximum of two (2) per passenger</p> <ul style="list-style-type: none"> <li>a. Refueling of fuel cells on board an aircraft is not permitted, except for insertion of a spare cartridge</li> <li>b. Fuel cells must not recharge batteries when the portable device is not in use.</li> <li>c. Fuel cells refills or fuel cell systems whose only function is to charge a battery in the device are not permitted</li> <li>d. Fuel cells may only contain flammable liquids, corrosive substances, liquefied flammable gas, water- reactive substances or hydrogen in metal hydride.</li> <li>e. the maximum quantity for each fuel cell cartridge: <ul style="list-style-type: none"> <li>◦ for liquids: 200ml</li> <li>◦ for solids: 200g</li> <li>◦ for liquefied gases: 120ml for non-metallic cartridges or 200ml for metallic fuel cells cartridges</li> <li>◦ for hydrogen in metal hydride: water capacity not exceeding 120ml</li> </ul> </li> <li>f. Fuel cell systems must be marked with "APPROVED FOR CARRIAGE IN AIRCRAFT CABIN ONLY". Fuel cell cartridge must be marked with the maximum quantity and type of fuel in the cartridge. System and cartridge must be marked with a manufacturer's certification that the system conforms to <b>IEC PAS 62282-6-1 Ed. 1</b>.</li> </ul> <p>For markings English should be used or the language required by the State of Origin.</p> |   |   |   |
| Y   | Y | Y | N |
| <p><b>Gas cartridges, small, non-flammable</b>, containing carbon dioxide or other suitable gas in Division 2.2.<br/>Up to two (2) small cartridges fitted <b>into a selfinflating personal safety device, intended to be worn by a person</b>, 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 50ml water capacity for other devices (e.g. for inflating tires). Each device must be protected from accidental activation.</p> <p><b>Note:</b> For CO2 a gas cartridge with a water capacity of 50ml is equivalent to a 28g cartridge</p>  |   |   |   |
| N   | Y | Y | N |
| <p><b>Gas cylinders, non-flammable, non-toxic</b> worn for the <b>operation of mechanical limbs</b>. Also, spare cylinders of a similar size if required to ensure an adequate supply for the duration of the journey.</p>  |   |   |   |



**Table 2.3A according IATA DGR 2025 (66th), including additional information and TUfly restriction.**

**Dangerous Goods carried by Passengers or Crew**

**Approval of operator via TAGO Network Operations required**

| Permitted in or as checked baggage  |   |   |   |
|---|---|---|---|
| Permitted in or as carry-on baggage   |   |   |   |
| Commander must be informed of the location  |   |   |   |
| N   | Y | Y | N |
| <b>Hair styling equipment containing a hydrocarbon gas cartridge</b> , up to one (1) per passenger or crewmember, provided that the safety cover is securely fitted over the heating element. This hair styling equipment must not be used on board the aircraft at any time. Spare gas cartridges for such hair styling equipment are not permitted in checked or carry-on baggage!  |   |   |   |
| N   | Y | Y | N |
| <b>Insulated packagings containing refrigerated liquid nitrogen</b> (dry shipper'), fully absorbed in a porous material containing only non-dangerous goods.  |   |   |   |
| N   | Y | N | N |
| <b>Internal combustion or fuel cell engines</b> , engines must be brand new (unused) without fuel. Batteries or other dangerous goods must not be contained and engines must be installed into a device.  |   |   |   |
| N   | Y | Y | N |
| <b>Lithium Batteries: Portable electronic devices (PED) containing lithium metal or lithium ion cells or batteries</b> , including medical devices such as portable oxygen concentrators (POC) and consumer electronics such as cameras, mobile phones, laptops and tablets, when carried by passengers or crew for personal use. For lithium metal batteries the lithium metal content must not exceed 2 g and for lithium ion batteries the Watthour rating must <b>not exceed 100 Wh</b> . 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. Baggage equipped with a lithium battery, other than lithium button cells, the battery must be removable. If offered as checked baggage the battery must be removed and carried in the cabin. |   |   |   |
| Y*  |   |   |   |
| Y* = The operator may approve the carriage of more than 15PED   |   |   |   |
|   |   |   |   |
| <b>Lithium batteries, spare/loose</b> , including power banks, <b>not exceeding 100 Wh</b> see <b>Batteries, spare/loose</b>  |   |   |   |
| Y   | Y | Y | N |
| <b>Lithium battery-powered electronic devices</b><br>Lithium ion batteries for portable (including medical) electronic devices, a Wh rating <b>exceeding 100 Wh</b> but <b>not exceeding 160 Wh</b> . 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.   |   |   |   |



**Table 2.3A according IATA DGR 2025 (66th), including additional information and TUfly restriction.**

**Dangerous Goods carried by Passengers or Crew**

**Approval of operator via TAGO Network Operations required**

| Permitted in or as checked baggage |                 |                                     |  |  |
|------------------------------------|-----------------|-------------------------------------|--|--|
|                                    |                 | Permitted in or as carry-on baggage |  |  |
|                                    |                 |                                     | Commander must be informed of the location |  |
| Y                                  | N               | Y                                   | N  | <b>Lithium batteries, spare/loose</b> with a Watt-hour rating <b>exceeding 100 Wh</b> but not <b>exceeding 160 Wh</b> 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.   |
| N                                  | ON ONE'S PERSON | N                                   |  | <b>Matches, safety (one small packet) or a small cigarette lighter</b> 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.<br>Remark: "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.   |
| Y                                  | Y               | N                                   | Y  | <b>Mobility Aids:</b> Battery-powered wheelchairs or other similar mobility devices with <b>non-spillable batteries, dry batteries, gel batteries, nickel-metal hydride batteries-(WCBBD)</b> <ul style="list-style-type: none"><li>• Batteries must not contain unabsorbed liquid.</li><li>• Circuit must be disconnected in accordance with the manufacturer instructions.</li><li>• Battery remains at the designed position in the mobility device (securely attached) or secured in special battery container.</li><li>• Removed Battery within container must also be securely transported in the hold.</li><li>• Mobility device containing battery or battery container must be securely lashed down with straps or restrain system against unintentional movement.</li><li>• Battery must be protected against short circuit and unintentional activation.</li><li>• Maximum one spare battery per passenger.</li></ul> The airline is responsible to load and secure the mobility device, the batteries or the battery wiring, that they are protected against damage by own movement, the movement of baggage, cargo or other load. <div><b>Note:</b> This exemption is only valid for the mobility of handicapped passenger. Golf caddies, electro scooters, e- bikes etc. do NOT fall under this exemption.</div> |
| Y                                  | N*              | N                                   | Y  | <b>Mobility Aids:</b> Battery-powered wheelchairs or other similar mobility devices with <b>spillable batteries (WCBW)</b><br>N*= NO, X3 refuses transport despite of permission according to IATA DGR table 2.3A (Batteries possible as declared DGR freight)   |





Table 2.3A according IATA DGR 2025 (66th), including additional information and TUIfly restriction.

**Dangerous Goods carried by Passengers or Crew**

**Approval of operator via TAGO Network Operations required**

| Permitted in or as checked baggage   |   |   |   |
|--|---|---|---|
| Permitted in or as carry-on baggage  |   |   |   |
| Commander must be informed of the location   |   |   |   |
| Y  | N | Y | Y |
| <p><b>Mobility Aids:</b> Battery-powered wheelchairs or other similar mobility devices with <b>lithium ion batteries (WCLB)</b> - where the design of the mobility aid does <b>not provide adequate protection</b> for the battery(ies):</p> <ul style="list-style-type: none"> <li>• The battery must be removed and carried in the cabin.</li> <li>• The wheelchair may then be carried as normal checked baggage without restriction.</li> <li>• Battery <b>must</b> be protected from short circuit by insulating the terminals (e.g. by taping over the exposed terminals).</li> <li>• Removed battery <b>must</b> be protected from damage by, e.g. placing each battery in a protective pouch (Battery pack').</li> <li>• Nominal energy of a single battery device must not exceed <b>300Wh</b>, or <b>160Wh each</b> for mobility devices designed for two batteries.</li> <li>• A maximum of <b>one</b> spare battery with <b>300Wh</b> or <b>two</b> with a maximum of <b>160Wh each</b> may be transported.</li> </ul> <p><b>Note:</b> This exemption is only valid for the mobility of handicapped passenger. Golf caddies, electro scooters, e- bikes etc. do NOT fall under this exemption.</p> <p><b>Note:</b> Lithium-ion batteries remaining attached to the electric mobility aid in the hold are subject to a TUI Airline policy that is more restrictive than IATA DGR.</p> |   |   |   |



Table 2.3A according IATA DGR 2025 (66th), including additional information and TUIfly restriction.

| Dangerous Goods carried by Passengers or Crew             |   |   |   |  |
|---|---|---|---|--|
| Approval of operator via TAGO Network Operations required |   |   |   |  |
| Permitted in or as checked baggage                        |   |   |   |  |
| Permitted in or as carry-on baggage                       |   |   |   |  |
| Commander must be informed of the location                |   |   |   |  |
| Y   | Y | N | Y | <p><b>Mobility Aids:</b> Battery-powered wheelchairs or other similar mobility devices with <b>lithium ion batteries (WCLB)</b> – where the design of the mobility device provides <b>adequate protection</b> for the battery(ies):</p> <ul style="list-style-type: none"> <li>• Battery remains at the designed position in the mobility device (securely attached).</li> <li>• Circuit must be disconnected in accordance with the manufacturer instructions.</li> <li>• Battery must be protected against short circuit and unintentional activation.</li> <li>• Mobility aid must be securely lashed down with straps or restrain system against unintentional movement.</li> <li>• Nominal energy of a single battery device must not exceed <b>300Wh</b>, or <b>160Wh</b> each for mobility devices designed for two batteries.</li> <li>• A maximum of one spare battery with <b>300Wh</b> or two with a maximum of <b>160Wh</b> each may be transported.</li> </ul> <p>The airline is responsible to load and secure the mobility device, the batteries or the battery wiring, that they are -protected against damage by own movement, the movement of baggage, cargo or other load.</p> <p><b>Note:</b> This exemption is only valid for the mobility of handicapped passenger. Golf caddies, electro scooters, e-bikes etc. do NOT fall under this exemption.</p> <p><b>Note:</b> Lithium-ion batteries remaining attached to the electric mobility aid in the hold are subject to a TUI Airline policy that is more restrictive than IATA DGR.</p> |



Table 2.3A according IATA DGR 2025 (66th), including additional information and TUfly restriction.

**Dangerous Goods carried by Passengers or Crew**

**Approval of operator via TAGO Network Operations required**

| Permitted in or as checked baggage  |    |   |   |
|---|----|---|---|
| Permitted in or as carry-on baggage   |    |   |   |
| Commander must be informed of the location  |    |   |   |
| Y   | Y  | N | Y |
| <p><b>Mobility Aids:</b> Battery-powered wheelchairs or other similar mobility devices with <b>non-spillable wet batteries, nickel-metal hydride batteries or dry batteries (WCBD)</b></p> <ul style="list-style-type: none"> <li>• Batteries must not contain unabsorbed liquid.</li> <li>• the battery terminals must be protected against short circuit.</li> <li>• Battery must be securely attached to the wheelchair (mobility aid) or</li> <li>• Battery can be removed from the wheelchair and secured in special battery container.</li> <li>• Removed Battery must also be transported in the hold.</li> <li>• Maximum one spare battery per passenger.</li> </ul> <p>The airline is responsible to load and secure the wheelchair in such a way that unintended activation of the battery is avoided and the wheelchair is protected against damage by own movement, the movement of baggage, cargo or other load.</p> <p><b>Note:</b> This exemption is only valid for the mobility of handicapped passenger. Golf caddies, electro scooters, ebikes etc. do NOT fall under this exemption.</p> |    |   |   |
| Y   | N* | N | Y |
| <p><b>Mobility Aids:</b> Battery-powered wheelchairs or other similar mobility devices with <b>spillable batteries (WCBW)</b></p> <p>N*= NO, X3 refuses transport despite of permission according to IATA DGR table 2.3A (Batteries possible as declared DGR freight)</p>   |    |   |   |



Table 2.3A according IATA DGR 2025 (66th), including additional information and TUIfly restriction.

**Dangerous Goods carried by Passengers or Crew**

**Approval of operator via TAGO Network Operations required**

| Permitted in or as checked baggage  |   |   |   |
|---|---|---|---|
| Permitted in or as carry-on baggage   |   |   |   |
| Commander must be informed of the location  |   |   |   |
| Y   | N | Y | Y |
| <p><b>Mobility Aids:</b> Battery-powered wheelchairs or other similar mobility devices with <b>lithium ion batteries (WCLB)</b> - where the battery is specifically designed to be removed:</p> <ul style="list-style-type: none"> <li>the battery must be removed and carried in the cabin</li> <li>the wheelchair may then be carried as normal checked baggage without restriction</li> <li>battery <b>must</b> be protected from short circuit by insulating the terminals (e.g. by taping over the exposed terminals)</li> <li>removed battery <b>must</b> be protected from damage by, e.g. placing each battery in a protective pouch („Battery pack“)</li> <li>Nominal energy of a single battery device must not exceed <b>300Wh</b>, or <b>160Wh each</b> for mobility devices designed for two batteries</li> <li>a maximum of <b>one</b> spare battery with <b>300Wh</b> or two with a maximum of <b>160Wh</b> each may be transported.</li> </ul> <p><b>Note:</b> This exemption is only valid for the mobility of handicapped passenger. Golf caddies, electro scooters, e-bikes etc. do NOT fall under this exemption.</p> <p><b>Note:</b> Lithium-ion batteries remaining attached to the electric mobility aid in the hold are subject to a TUI Airline policy that is more restrictive than IATA DGR.</p> |   |   |   |
| Y   | Y | N | Y |
| <p><b>Mobility Aids:</b> Battery-powered wheelchairs or other similar mobility devices with <b>non-removable lithium ion batteries (WCLB)</b>:</p> <ul style="list-style-type: none"> <li>battery remains at the designed position in the mobility device (securely attached)</li> <li>battery terminals are protected against short circuit, or electrically switched off, secured to avoid unintended reactivation.</li> <li>nominal energy restriction for mobility aids with removable batteries apply.</li> </ul> <p>The airline is responsible to load and secure the wheelchair to be protected against damage by own movement, the movement of baggage, cargo or another load.</p> <p><b>Note:</b> This exemption is only valid for the mobility of handicapped passenger. Golf caddies, electro scooters, ebikes etc. do NOT fall under this exemption.</p>  |   |   |   |



Table 2.3A according IATA DGR 2025 (66th), including additional information and TUfly restriction.

| Dangerous Goods carried by Passengers or Crew             |                                    |                                     |  |   |
|---|------------------------------------|-------------------------------------|--|---|
| Approval of operator via TAGO Network Operations required |                                    |                                     |  |   |
|   | Permitted in or as checked baggage |                                     |  |   |
|   |                                    | Permitted in or as carry-on baggage |  |   |
|   |                                    |                                     | Commander must be informed of the location |   |
| N   | Y                                  | Y                                   | N  | <b>Non-radioactive medicinal or toiletry articles</b> (including aerosols) such as hairsprays, perfumes, colognes and medicines containing alcohol; and <b>Non-flammable, non-toxic (Division 2.2) aerosols</b> , with no subsidiary hazard, for sporting or home use. The total net quantity of <b>non-radioactive</b> medicinal or toiletry articles and <b>non-flammable, non-toxic (Division 2.2) aerosols</b> 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. |
| Y   | Y                                  | Y                                   | Y  | <b>Oxygen or air, gaseous, cylinders</b> required for <b>medical use</b> . The cylinder must not exceed 5 kg gross weight.<br><br><b>Note:</b> Liquid oxygen systems are forbidden for transport.   |
| N   | Y                                  | N                                   | N  | <b>Permeation devices</b> (for calibrating air quality monitoring equipment). Securely packed in a leak-proof and shockproof strong container, which prevent the escape of any liquid from the package. Maximum of 2ml dangerous good per device. Maximum package weight 30kg.  |
| N   | ON ONE'S PERSON                    |                                     | N  | <b>Radioisotopic cardiac pacemakers</b> or other devices, including those powered by lithium batteries, implanted into a person or fitted externally.   |
| N   | Y                                  | Y                                   | N  | <b>Specimens, non-infectious</b> packed with small quantities of flammable liquid (e.g. mammals, birds, amphibians, reptiles, fish, insects). Packed in sealed plastic bags, inside upholstered strong container. Maximum of 30ml non absorbed liquid per specimen.   |
| N   | Y                                  | N                                   | N  | <b>Thermometer, medical or clinical</b> , which contains mercury, one (1) per person for personal use, when in its protective case.   |
| Y   | N                                  | Y                                   | Y  | <b>Thermometer or barometer, mercury filled</b> carried by a representative of a government weather bureau or similar official agency. Packed in a leak-proof and puncture resistant strong container, which prevent the escape of mercury from the package.  |

Y = Yes, permitted

N = No, not permitted = forbidden



#### 7.2.4.3 Portable electronic devices (PED) on board TUfly aircrafts

The following list provides guidelines for the use of PEDs on board of an aircraft.

The following PED may be used on board of an aircraft **without restrictions**:

- Medical electronic devices, required for keeping up, assisting or monitoring of essential physical functions, e. g. hearing aid, heart pacemaker
- Portable electronic devices exclusively powered by integrated solar cells or coin cell batteries which do not provide a transmission function, e. g. wristwatch, pocket calculator
- Portable satellite based navigation receivers (GPS receiver)

**Restricted** use of the following PED without transmission function is permitted during cruise:

- Portable computer
- Electronic information and entertainment devices, e. g. mobile music player, computer games
- Mobile phones when operated in flight mode
- PDA when operated in flight mode, alternatively without telephone function
- Devices for photography and video recording, e. g. video camera, digital camera

These devices must be switched off **completely** during all other phases of flight.

On the ground, while the aircraft is in parking position **and the doors are open**, mobile phones and PDAs may be used with activated telephone function.

The use of devices not mentioned above is **prohibited** at any time on board of an aircraft.

**Note:** In case of interference with aircraft systems the commander is authorized to prohibit the use of any PEDs. According to LuftVG he also may prohibit the use of any PEDs irrespective of interference. PEDs shall be switched off, when not accessible for deactivation during flight. This applies to PEDs contained in baggage or transported as part of the cargo.

#### 7.2.5 Dangerous Goods in Excepted and in Limited Quantities

##### 7.2.5.1 Dangerous Goods in Excepted Quantities

Very small quantities of Dangerous Goods may be transported, as described in IATA DGR 2.6., in such a manner that they may be excepted from the marking, labeling and documentation requirements of the IATA DGR.

When transported under these provisions, such goods are called 'Dangerous Goods in excepted quantities'.

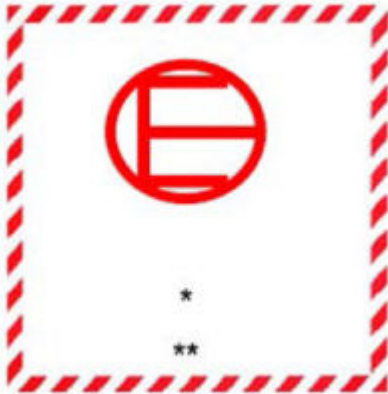
Nevertheless all requirements described in IATA DGR subsection 2.6. have to be met when transporting Dangerous Goods in excepted quantities.

Quantity limits and labeling, documentation and packing requirements are specified also in IATA DGR.

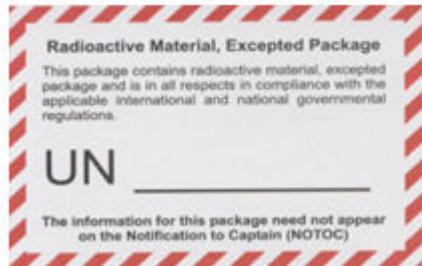
Dangerous Goods in Excepted Quantities are labelled as shown below and need not be shown on the NOTOC!



Label for permitted classes, except class 7



Label for excepted quantities, class 7





#### 7.2.5.2 Dangerous Goods in Limited Quantities

Dangerous Goods may be carried as 'Limited Quantity' only if they comply with the restrictions provided in IATA DGR subsection 2.7., in the List of Dangerous Goods and in IATA DGR section 5 (packing).

**All requirements of these regulations must be met unless otherwise provided.**

This means that all training, documentation, packing, marking and labelling requirements have to be fulfilled.

Limited Quantities have to be shown on the NOTOC and are easily to be recognized by the marking shown below:







## 7.3 Packing, Labeling, Marking and Handling of Dangerous Goods

### 7.3.1 Packing, Labeling and Marking of Dangerous Goods

Packing, labeling and marking of Dangerous Goods are always to be carried out in accordance with the regulations laid down in IATA Dangerous Goods Regulations and IATA Airport Handling manual.

In addition to other language requirements labeling and marking of Dangerous Goods must be in English language. (IATA DGR 7.1.3.3)

### 7.3.2 Handling of Dangerous Goods

#### 7.3.2.1 General

Handling of Dangerous Goods is always to be carried out in accordance with the regulations laid down in IATA DGR and IATA Airport Handling Manual.

TAGO Network Operations will send dedicated additional service information to affected stations, informing passenger services and aircraft handling services about special baggage on board. This includes information about battery driven mobility aids, oxygen supply and any special baggage that needs to be confirmed by TAGO Network Operations in advance.

#### 7.3.2.2 Acceptance of Dangerous Goods

Dangerous Goods are only to be accepted for transport as cargo after an acceptance check according to IATA DGR has been carried out by authorized and properly trained staff. An acceptance check list as described in IATA DGR has to be used. (ORO.GEN.110 (c)).

Dangerous Goods in baggage principally are forbidden, except as laid down in IATA table 2.3A. See also [GHM Part chapter 7.2.4](#).

Dangerous Goods which are not allowed for carriage in cabin baggage must be removed when cabin baggage cannot be accommodated in the passenger cabin and, where possible, be packed in checked baggage of respective passenger.

#### 7.3.2.3 Loading of Dangerous Goods

The Loading restrictions published in IATA DGR are to be observed, which means Dangerous Goods are always to be loaded, segregated, stowed and secured as required by the regulations.

This includes that Dangerous Goods are forbidden to be loaded in the cockpit of an aircraft and forbidden in passenger cabin except as provided for in IATA DGR table 2.3A. CAO shipments must not be loaded onto TUfly aircraft! (SPA.DG.110)

For loading instructions refer to [GHM Part 1 chapter 9 \(Aircraft Loading and Handling on the Ramp\)](#).

The Turnaround Coordinator is responsible for supervision of a proper loading and strict attention to the legal requirements.



#### **7.3.2.4 Inspection for Damage, Leakage or Contamination**

Prior to loading or unloading Dangerous Goods onto/from aircraft or into/from ULD all packages, overpacks, freight containers have to be inspected and shall not be accepted unless all shipment items are properly marked and labeled, there is no leakage and its integrity has not been compromised.

Damaged or leaking packages are not to be loaded. (SPA.DG.110)

The action to be taken in case of damaged or leaking Dangerous Goods packages are described in [GHM part 1 chapter 7.6 \(Irregularities with Dangerous Goods\)](#) .



## 7.4 Documentation of Dangerous Goods

### 7.4.1 General

Except as otherwise specified in the IATA Dangerous Goods Regulations the documents described in [GHM Part 1 chapter 6.3.1](#) and [6.3.2](#) must be completed for each consignment of Dangerous Goods.

Sample documents are also shown in these chapters.

### 7.4.2 SITA Messages

Dangerous Goods shipments also have to be specified in SITA messages.

For sample messages refer to [GHM Part 1 chapter 12](#).

The IMP codes published by IATA have to be included in LDM and FFM in order to properly inform the destination about the nature of goods on board.

## 7.5 Provision of Information

### 7.5.1 Information to Passengers

As far as paper tickets are used a warning to passengers as to the types of goods which they are forbidden to take onboard an aircraft is included.

When passengers are booking via the Internet, information about forbidden items in or as checked or handbaggage including details for Dangerous Goods as/in baggage are displayed with the conditions of contract. Booking only can be finished when having expressly accepted the conditions for carriage.

In addition all check-in desks and passenger baggage drop-off points used for check-in of TUfly flights have to be equipped with warning notices or placards concerning transport of Dangerous Goods. This is also applicable for ticketing and boarding areas and for arrival areas where passengers collect or claim their baggage again.

When using either web check-in or automated self check-in the passenger has to expressly confirm before being able to print the boarding pass that no unallowed dangerous goods are transported in his checked or carry-on baggage.

All passenger information displayed at the airports include pictures and samples of Dangerous Goods forbidden to be carried in passenger's baggage.

### 7.5.2 Information to Cargo Shippers

All cargo acceptance points accepting cargo for TUfly flights have to be equipped with Dangerous Goods warning notices or placards. In addition advice has to be given for proper identification and declaration of Dangerous Goods offered for air transport.

This information is also included in the ECS Group manual.



### 7.5.3 Information to Handling Staff

All personnel handling TUfly flights, irrespective of handling of passengers, baggage or cargo and irrespective of being TUfly staff or handling agent's staff, has to be properly trained according to the needs of the function and the regulations specified in IATA Dangerous Goods Regulations.

Access to information on dangerous goods being acceptable in passenger's baggage must be available at check-in and gate.

This training includes the actions to be taken in case of an incident or accident (see [GHM Part 1 chapter 7.6](#)).

### 7.5.4 Weight & Balance Staff

ECS Group and its contracted cargo handling agent are responsible for timely information of operational handling staff when Dangerous Goods have to be carried on board of TUfly aircraft.

This is effected by the

- FBL, sent out of ECS Group booking system at the latest one day before flight
- cargo onload message sent by local cargo handling staff some hours before flight
- pre-advice by telephone or other means

This information is absolutely mandatory to guarantee proper load planning and distribution, proper weight and balance documentation to cockpit and destination airport and proper notification to Captain about Dangerous Goods on board the aircraft.

The person responsible for weight and balance of a flight has to receive such information including as a minimum (comparable to NOTOC information):

- the date of the flight
- exact loading position on board the aircraft;
- the Air Waybill number (when issued);
- the proper shipping name, supplemented with the technical name(s) where appropriate and UN or ID number;
- the class or division and subsidiary risk(s) corresponding to the label(s) applied and for Class 1, the compatibility group;
- the packing group;
- for non-radioactive material, the number of packages, the net quantity or gross weight, if applicable, of each package except for UN1845: carbon dioxide, solid (dry ice) where only the UN number, proper shipping name, class, total quantity in each hold on the aircraft and the airport of unloading need to be shown;
- for radioactive material, the number and category of packages, overpacks or freight containers and the transport index and dimensions for each, if applicable;
- whether the package is restricted to cargo aircraft only;
- the airport at which the package(s) is to be unloaded;
- where applicable, an indication the dangerous goods are being carried under a state exemption;
- an indication from the person responsible for loading the aircraft, that there was no evidence of any damage / or leakage from packages or leakage ULDs, loaded onto the aircraft.



- For UN 3480 (Lithium ion batteries) and UN 3090 (lithium metal batteries), only the UN number, proper shipping name, class, total quantity at each loading location, and whether the package must be carried on a cargo only aircraft need be provided. UN 3480 (Lithium ion batteries) and UN 3090 (Lithium metal batteries) carried under a State exemption must meet all of the requirements.

### **7.5.5 Information to Cockpit**

All information concerning transport of Dangerous Goods which is available at crew check-in time has to be provided together with all other papers for crew check-in in order to provide proper preparation of and for flight.

The commander has to be provided with all information concerning cargo transport of Dangerous Goods by the written 'Special Load - Notification to Captain'. The receipt of this information is confirmed by signature. For description of information refer to [GHM Part 1 chapter 6.3.2](#).

The NOTOC should be handed over to the commander as soon as possible and practicable but at the latest with the Load & Trimsheet.

(SPA.GEN.110)

## **7.6 Irregularities with Dangerous Goods**

### **7.6.1 Action in Case of Dangerous Goods Occurrences**

#### **7.6.1.1 Inspection for evidence of leakage or damage**

Immediately prior to loading onto an aircraft, packages and baggage have to be inspected for evidence of leakage or damage.

In case a damage or leakage is discovered upon loading / unloading, the following action is to be taken:

- SELF - PROTECTION
- Do not panic!
- Block off the affected area
- Inform the responsible Turnaround Coordinator

The responsible Turnaround Coordinator has to act as follows:

- SELF - PROTECTION
- Information to local OPS and waiting for further instructions
- Check of blocked off area
- If possible segregation of undamaged pieces
- Conduction of an evaluation to identify and prevent from transport, any baggage, cargo, transport devices or other items that may have become contaminated
- If necessary notification of airport fire brigade
- Issue of a Dangerous Goods Occurrence Report in IQSMS



**The local airport regulations are additionally to be observed!**

#### **7.6.1.2 Decontamination**

In case a contamination has been discovered at/in a TUfly aircraft, the following action is to be taken:

- SELF - PROTECTION
- Information to local OPS - local OPS has to inform TOCC and has to follow exactly the instructions given from there
- Notification of airport fire brigade
- Removal of shipment of the aircraft (by fire brigade)
- Removal of hazardous contamination from the aircraft without delay by fire brigade or other qualified personnel.

If a radioactive contamination is discovered at/in a TUfly aircraft, despite of the fact that TUfly refuses the transport of class 7, the following action is to be taken **additionally**:

- Shutdown of aircraft and decontamination by authorized and appropriately qualified personnel before release of aircraft back to service.

This procedure is also applicable for a contamination with an infectious substance, class 6.2.

In any case of leakage an evaluation is to be conducted to identify and prevent from transport any other cargo, baggage or transport devices, that have become contaminated by the leakage.

#### **7.6.1.3 Safekeeping of Items**

All Dangerous Goods, packaging, records, etc. relating to the occurrence must be retained until the TUfly Dangerous Goods Advisor has indicated whether or not the items should be continued to be retained.

For storage the airport fire brigade has to be contacted for professional support and safekeeping

### **7.6.2 Reporting of Dangerous Goods Occurrences**

#### **7.6.2.1 General**

All accidents and incidents occurring with Dangerous Goods, irrespective of being transported in cargo, checked baggage or handbaggage, are to be notified immediately to the appropriate authorities of the state of the operator (= German Authority Luftfahrtbundesamt - LBA) and the state in which the accident or incident occurred.

Dangerous Goods occurrences related to undeclared or misdeclared Dangerous Goods in cargo, baggage or handbaggage as well as DG transported without notification to the pilot in command, have to be reported.

The initial report to the authority may be made by any means, a detailed written report (binding format see next pages) has to follow within 72 hours.

The reporting of any occurrence is absolutely mandatory as contravention will be prosecuted.

As far as occurrences happen during warehouse handling it is the task of ECS Group and its agents to notify the authorities.



Incidents occurring during passenger, ramp handling or flight are to be reported by the handling agent and/ or the operating crew with all available details in IQSMS, with report format as prescribed in 7.6.2.5, as soon as possible. The authorities will be informed by TUfly Safety Department.

### **7.6.2.2 Definitions**

Definitions for

- Dangerous Goods Accident
- Dangerous Goods Incident
- Serious Injury

are given in [GHM Part 1 chapter 7.1.1](#) .

### **7.6.2.3 Report Addresses**

The detailed report has to be entered in IQSMS. The authorities will be informed by TUfly Safety Department.

The competent authority in Germany is:

Luftfahrtbundesamt / Außenstelle Frankfurt/ Fachbereich Gefahrgut

Kelsterbacher Str. 23 / D -65478 Raunheim

Tel. +49 - 531 - 2355 -3350

Fax +49 - 531 - 2355 - 3398

A list with report addresses for competent authorities of other countries is provided in the IATA Dangerous Goods Regulations, Appendix D.

### **7.6.2.4 Report Details**

Information included in the report should be as extensive as possible.

Collect as much details as possible! Especially for incidents in connection with baggage/ handbaggage the collection of passenger details, such as name and address, are extremely important.

The information to be collected includes:

- Date of the incident or accident or the finding of undeclared or misdeclared Dangerous Goods;
- Location, the flight number and flight date;
- Description of the goods and the reference number of the air waybill, pouch, baggage tag, ticket, etc.;
- Proper shipping name (including the technical name, if appropriate) and UN/ID number, when known;
- Class or division and any subsidiary risk;
- Type of packaging, and the packaging specification on it;
- Quantity;
- Name and address of the shipper, passenger, etc.;
- Any other relevant details;
- Suspected cause of the incident or accident;
- Action taken;
- Any other reporting action taken; and



- Name, title, address and telephone number of the person making the report.

Copies of relevant records and photographs taken should be attached to the report.

#### **7.6.2.5 Report Format**

The following format, also published in IATA DGR and in the TUifly Emergency Response Plan **must** always be used when reporting a Dangerous Goods incident or accident. It must be attached to any DG related IQSMS report.



# DANGEROUS GOODS OCCURRENCE REPORT

DGOR No:

See the Notes of this form. The boxes where the heading is in italics need only be completed if applicable.

## Accident

### Serious Incident

## Incident

Other Occurrence

|  |  |  |  |   |  |
|--|--|--|--|---|--|
| 1. Operator:   |  | 2. Date of occurrence:   |  | 3. Local time of occurrence:                            |  |
| 4. Flight date:  |  | 5. Flight no:  |  |   |  |
| 6. Departure airport:  |  | 7. Destination airport:  |  |   |  |
| 8. Aircraft type:  |  | 9. Aircraft registration:  |  |   |  |
| 10. Location of occurrence:  |  | 11. Origin of the goods:   |  |   |  |
| 12. Description of the occurrence, including details of injury, damage, etc.<br>(if necessary continue on the reverse of this form): |  |  |  |   |  |
| 13. Proper shipping name (including the technical name):   |  |  |  | 14. UN/ID no (when known):                              |  |
| 15. Class/division<br>(when known):  |  | 16. Subsidiary risk(s):  |  | 17. Packing group:                                      |  |
| 18. Category (class 7 only):   |  | 19. Type of packaging:   |  | 20. Quantity (or transport index, if applicable):       |  |
| 21. Type of packaging:   |  | 22. Packaging specification marking:                                 |  | 23. No. of packages:                                    |  |
| 24. Reference no of Air Waybill:   |  | 25. Reference no of courier pouch, baggage tag, or passenger ticket: |  | 26. Name and address of shipper, agent, passenger, etc. |  |
| 27. Other relevant information (including suspected cause, any action taken):  |  |  |  |   |  |
| 28. Name and title of person making report:  |  |  |  | 29. Telephone no:                                       |  |
| 30. Company:   |  |  |  | 31. Reporters ref:                                      |  |
| 32. Address:   |  |  |  | 33. Signature:  |  |
|  |  |  |  | 34. Date:   |  |



Description of the occurrence (continuation):

#### NOTES

1. Any type of dangerous goods occurrence must be reported., irrespective of whether the dangerous goods are contained in cargo, mail or baggage.
2. A dangerous goods accident is an occurrence associated with and related to the transport of dangerous goods which results in fatal or serious injury to a person or major property damage. For this purpose serious injury is an injury which is sustained by a person in an accident and which (a) requires hospitalization for more than 48 hours, commencing within 7 days from the date the injury was received; or (b) results in a fracture of any bones (except simple fractures of fingers, toes or nose); or (c) involves lacerations which cause severe haemorrhage, nerve, muscle or tendon damage; or (d) involves injury to any internal organ; or (e) involves 2<sup>nd</sup> or 3<sup>rd</sup> degree burns, or any burns affecting more than 5% of the body surface; or (f) involves verified exposure to infectious substances or injurious radiation. A dangerous goods accident may also be an aircraft accident in which case the normal procedure for reporting of air accidents must be followed.
3. A dangerous goods incident is an occurrence, other than a dangerous goods accident, associated with and related to the transport of dangerous goods, not necessarily occurring on board an aircraft, which results in injury to a person, property damage, fire, breakage, spillage, leakage of fluid or radiation or other evidence that the integrity of the packaging has not been maintained. Any occurrence relating to the transport of dangerous goods which seriously jeopardizes the aircraft or its occupants is also deemed to constitute a dangerous goods incident.
4. This form should also be used to report any occasion when undeclared or mis-declared dangerous goods are discovered in cargo, mail or unaccompanied baggage or when accompanied baggage contains dangerous goods which passengers or crew are not permitted to take on aircraft.
5. An initial report, which may be made by any means, must be dispatched within 72 hours of the occurrence to the Authority of the State (a) in which the aircraft is registered and (b) in which the incident occurred, unless exceptional circumstances prevent this. This occurrence report form, duly completed, must be sent as soon as possible, even if all information is not available.
6. Copies of all relevant documents and any photographs should be attached to this report.
7. Completed reports must be sent to LBA, Außenstelle Frankfurt / Sachbereich Gefahrgut and any other competent authority required by the Technical Instructions.
8. Providing it is safe to do so, all dangerous goods, packaging, documents, etc. relating to the occurrence must be retained until after the initial report has been sent to the Authorities referred to in 5. above and they have indicated whether or not these should continue to be retained.



## 8 Transport of Weapons and Ammunition

### 8.1 Transport of Weapons of War and Munition of War

Principally the carriage of weapons of war and munitions of war is forbidden, except with the express exemption of the national authority and of the overflow country authorities.

As there is no internationally agreed definition of weapons of war and munitions of war, TUfly is responsible to check with the authorities of the state(s) concerned whether or not a particular weapon or munition is regarded as a weapon of war or munition of war.

Where weapons of war and munitions of war are considered to be Dangerous Goods the current IATA conditions for handling of Dangerous Goods are valid.

Refer to [GHM Part 1 chapter 7 \(Transport of Dangerous Goods\)](#).

### 8.2 Transport of Firearms and other Weapons and Small Calibre Munitions

IATA Resolution 745a published in IATA Passenger Services Conference Resolutions Manual has to be observed when accepting firearms and other weapons and munitions for transport.

#### 8.2.1 Weapons and Firearms

##### Guidance

With the approval of the operator, the following procedures are typically implemented for any weapon carried as hold baggage:

- Prior to acceptance, the passenger or other authorized and duly qualified person determines that the weapon is not loaded. A declaration may be used to confirm the status of the weapon;
- The weapon is transported in a sturdy container to prevent any possible damage during the flight;
- Ammunition is securely boxed and carried separately from the weapon, and is handled in accordance with applicable dangerous goods regulations;
- Weapons and ammunition are stowed in an area that inhibits access by any unauthorized person while the aircraft is in flight; such weapons are not to be carried on the flight deck or retained by any crew member;
- If available, a lockable tamper-proof container located in the aircraft hold is used for this purpose;
- The Commander is notified when weapons and ammunition are carried on the aircraft;
- Transit and transfer stations are advised and ensure the integrity of such items;
- At the final destination, when required by the State of Flight Arrival, security procedures are implemented to return the weapons and/or ammunition to the passenger;
- Where the weapon is stowed in a baggage compartment (or hold) that is accessible to persons during flight:
  - The compartment door(s) remain closed and are monitored during the flight;
  - The weapon is packed separately from any ammunition;
  - The weapon is stowed in the compartment in a manner that access is obstructed (or impeded) by other baggage.



- If required by local authorities, additional measures may be put in place at the destination airport prior to passengers being allowed to retrieve checked weapons

In order to enable recognition of weapon at destination airport, the package has to be marked with the red ZZ adhesive tape as shown in [GHM Part 1 chapter 5.3.3 \(Special baggage handling\)](#).

For transport as cargo no special requirements are necessary.

### **8.2.2 Ammunition**

The transport of securely packed ammunition/ cartridges for weapons in passenger's checked baggage is allowed with prior permission.

Ammunition is only to be accepted after prior permission and is limited to small arms ammunition, class 1.4S, UN0012 or UN 0014 only. It must be securely boxed, for personal use only and may not be carried in quantities exceeding 5kg (11 lb) per person.

Explosive or incendiary projectiles are forbidden for transport by air.

The regulations laid down in IATA Dangerous Goods Regulations are always to be observed (see also [GHM Part 1 chapter 7.2.4](#)).

## **8.3 Transport of Weapons and Munitions by Authorized Personal Security Guards**

For exceptional circumstances armed individuals such as law enforcement officers, security staff, or official bodyguards on duty, holding special permission from the German authorities and with express permission from TUfly Security department/ PX, are allowed to keep their weapons and respective munitions prior boarding.

The following procedures have to be observed at all times:

- PX will inform the passenger handling agent and crew, when notification is received that a bodyguard will be on official escort duty
- After a separate check-in, the VIP and the armed personal security guard are to be accompanied on board the aircraft
- The "bodyguard" has to deliver the unloaded and secured weapon(s) upon arrival at the aircraft;
- The weapon(s) will be handed over to cockpit for safe keeping;
- The weapon(s) will be handed over back to bodyguard immediately while debarking
- The bodyguard is allowed to retain custody of the ammunition
- The commander has to be informed in advance by the boarding station
- Transport of VIP, bodyguard, weapon(s) and ammunition has to be communicated to cabin and flight crew via PIL/PIS and to arriving and/or transit station via PSM

**Note:** Only for flights within Spain the following rules are applicable: Armed officials (e.g. Body guards, armed forces, policemen) are allowed to keep their weapons. When entering the aircraft they must hand over their unloaded weapon to be stored at the flight deck together with a written permission ("Orden de servicio"). The police officers/ body guards must carry their ammunition in the passenger cabin. The weapon will be returned after the arrival and before the passengers disembark.



## 9 Aircraft Loading and Handling on the Ramp

### 9.1 Aircraft Loading

onmarker

#### 9.1.1 General

##### 9.1.1.1 Aircraft Security

###### 9.1.1.1.1 Aircraft Handover

Before leaving the aircraft every flight crew will crosscheck if the aircraft can be handed over to authorized staff or will secure the aircraft according [GHM Part 1 chapter 9.1.1.1.2](#).

###### 9.1.1.1.2 Aircraft Access Control

All Aircraft shall, wherever possible, be parked away from perimeter fences or other easily penetrable barriers and in well-illuminated areas.

Aircraft Access Control for EU Airports only (VO (EU)2015/1998 11.2.3.7).

The aircraft must always be protected from any unauthorized access either by closing all aircraft doors during ground time or by performing an access control by trained and authorized staff. For flights performing day/night stops at Non-EU airports operating crew will close and seal all aircraft access doors.

After sealing only operating flight crews are allowed to reopen aircraft access doors!

The completed sealing form will be handed over from inbound crew to handling agent. The Handling Agent is responsible to provide the form to the outbound crew, so that the seals can be properly inspected. The sealing form shall be kept at the departure station at the contracted handling agent and shall be attached to the flight file.

###### 9.1.1.1.3 Compartment Security Search

Prior any TUIfly flight the responsible Turnaround Coordinator and/or Head Loader have to ensure that an Empty Hold Check is performed and confirmed on Load Plan by signature accordingly.

Compartment Security Search for EU Airports only (VO (EU)2015/1998 11.2.3.6.)

For aircraft arriving from Non-EU airports an additional Compartment Security

Search has to be done prior the next flight and confirmed by signature on Security Search Sheet. The signed Security Search Sheet shall be handed over to departing crew.

Please find Security Search Sheet below. All corresponding sections have to be filled out.



## Ground Handling Manual Part 1 Aircraft Loading and Handling on the Ramp



### Sicherheitsdurchsuchung durch externe Dienstleister

Flugnummer: \_\_\_\_\_ Station: \_\_\_\_\_ vorherige Station: \_\_\_\_\_

Eine Luftfahrzeug-Sicherheitsdurchsuchung umfasst die Überprüfung der folgenden Bereiche, sofern diese ohne Benutzung von Werkzeugen, Schlüsseln, Leitern oder anderen Hilfsmitteln und ohne das Brechen von Siegeln zugänglich sind.

|   |                          |
|---|--------------------------|
| Ablagefächer  | <input type="checkbox"/> |
| Schränke und Staufächer, einschließlich Staufächern der Besatzung       | <input type="checkbox"/> |
| Waschräume  | <input type="checkbox"/> |
| Bordküchenbereiche  | <input type="checkbox"/> |
| Sitztaschen   | <input type="checkbox"/> |
| Einklappbare Tische   | <input type="checkbox"/> |
| Bereiche unter den Sitzen, zwischen Sitzen sowie zwischen Sitz und Wand | <input type="checkbox"/> |
| 10% der Schwimmwestentaschen  | <input type="checkbox"/> |
| Frachtraum  | <input type="checkbox"/> |
| Im Frachtraum verstaute Gegenstände                                     | <input type="checkbox"/> |

Hinweis: Dieses Formblatt ist der verantwortlichen Cockpit-Crew zu übergeben.

Hiermit wird bestätigt, dass alle o. g. Bereiche abgesucht und keine unerlaubten und verbotenen Gegenstände gemäß VO (EU) 2015/1998 gefunden wurden.

Firma \_\_\_\_\_

Datum / Zeit (lokal) \_\_\_\_\_

Unterschrift / Name in Druckbuchstaben \_\_\_\_\_

ND Rev.03 / 15.08.2016



#### 9.1.1.2 Security and Safety on the Ramp

As a general rule before start of loading it has to be checked by the responsible

Turnaround Coordinator and or Head Loader whether

- all aircraft holds and compartments,
- all loading accessories (e.g. containers) and
- all loading equipment to be used

are found free from any object or item not belonging there and no visible damage has been found on structure e.g. doors seals, fire proof tape seals and panels etc.

In the case that an item and/or any damage is found the cockpit crew is to be informed and further measures might be initiated.

During loading it has to be ensured that no unauthorized access to

- deadload (cargo and baggage) and
- aircraft is possible.

Sealed aircraft may only be opened by authorized personnel.

#### 9.1.1.3 Baggage and Cargo Security

General Cargo and Baggage security is the responsibility of all involved parties in cargo and baggage transportation. This includes also all involved staff of ground handling companies assigned to these duties, i.e. aircraft handling, apron transports, etc.

##### Protection

General Cargo consignments and baggage must be protected from unauthorised interference from the point security screening or other security controls are applied or from the point of acceptance after screening or security controls have been applied, until arrival at the airport of destination.

Protection can either be applied by the air carrier or on its behalf by an entity covered under the air carrier's security program, e.g. private handling company, government regulated company, government screening facility or body.

Protection can be provided by different means:

- physical (barriers, locked rooms, etc.)
- human (patrols, trained staff, etc.) and
- technological (CCTV, intrusion alarm, etc.)

**EU airports only:** Consignments of cargo and mail and baggage that are in a critical part shall be considered as being protected from unauthorised interference.

Typically, cargo consignments and baggage are loaded onto the aircraft by the carrier's assigned ground handler. In cases where that ground handler is not the same as the assigned cargo handler, the cargo handler must ensure one of the monitoring measures as described above is taking place when providing the consignments for airside transport. The assigned ground handler must ensure the same after taking over responsibility.



### **Staff recruitment and training**

Generally all involved entities (cargo and ground/ramp handlers) shall assign responsible and competent staff to work in the field of securing air cargo or air mail or baggage.

Staff with access to secured air cargo must possess all the competencies required to perform their duties and are appropriately trained.

Any personnel (permanent, temporary, agency staff, drivers, etc.) with direct and unescorted access to air cargo/air mail and/or baggage to which security controls are being or have been applied:

- have been subject to initial and recurrent pre-employment checks and/or background checks, which are at least in accordance with the requirements of the local authorities of the airport validated, and
- have completed initial and recurrent security training to be aware of their security responsibilities in accordance with the requirements of the local authorities of the airport validated.

Typically, these prerequisites are met before an airport operator or the appropriate authority will issue a badge which allows unescorted access to security restricted areas.

#### **9.1.1.4 Serviceability of Equipment**

Only serviceable equipment (e.g. stairs, loading belt) may be used at/for TUfly aircrafts.

This has to be checked prior each handling by the contracted staff and is verified on a regular basis during station inspection and audits conducted by TUfly and equipment owning companies.

#### **9.1.1.5 Limitations**

The aircraft weight limitations indicated in [GHM Part 1 chapter 10.2.1](#) and the compartment maximum capacities indicated in [GHM Part 1 chapter 11.3.1](#) may not be exceeded.

All limitations as well as center of gravity of aircraft are to be considered in load planning.

This includes that Dangerous Goods CAO shipments never are loaded onto a passenger aircraft and that cargo is not loaded into the cabin of a TUfly passenger aircraft.

#### **9.1.1.6 Compatibility of Load**

The table of incompatibility of load including table 9.3A of the IATA Dangerous Goods Regulations published on the next pages always has to be complied with when loading an aircraft and during transport of Dangerous Goods shipments to the aircraft stand.

#### **9.1.1.7 Loading Accessories**

Normally all loading accessories needed are provided by TAGO Network Operations. All loading accessories are permanently marked with a number for purpose of identification and stock check.

All loading accessories used on board of TUfly flights have to meet the needs defined by the aircraft constructor and is purchased from providers certified in accordance with legal requirements to construct, sell and repair such items.





Before loading these items on board of an aircraft it has to be verified that the item is found free from any damage that would endanger the aircraft and/or its safety. This is also applicable for equipment which is sent for repair.

#### **9.1.1.8 Pallet / Container Loading**

It has to be ensured that the total (gross) weight of the container and/or pallet does not exceed the maximum floor load capacity of the compartment.

#### **9.1.1.9 Tagging of Unit Load Devices**

All unit load devices such as containers and pallets are to be tagged according IATA Airport Handling Manual (AHM 420).



### 9.1.1.10 Incompatibility Chart Abbreviations

| IATA<br>IMP<br>Code | Cl./Div. | RFG | RCL | RPG | RFL | RFS | RSC | RFW | ROX | RCM | RBI | RBM | ICE | AVI | PER | HEG | HUM |
|---------------------|----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Cl./Div             |          | 2.1 | 2.2 | 2.3 | 3   | 4.1 | 4.2 | 4.3 | 5.1 | 8   | 9   | 9   | 9   |     |     |     |     |
| RFG                 | 2.1      |     |     |     |     |     |     |     |     |     | 1   | 1   |     |     |     |     |     |
| RCL                 | 2.2      |     |     |     |     |     |     |     |     |     |     |     |     | 1   |     | 1   |     |
| RPG                 | 2.3      |     |     |     |     |     |     |     |     |     |     |     |     | 2   |     |     |     |
| RFL                 | 3        |     |     |     |     |     |     |     | 1   |     | 1   | 1   |     |     |     |     |     |
| RFS                 | 4.1      |     |     |     |     |     |     |     |     |     | 1   | 1   |     |     |     |     |     |
| RSC                 | 4.2      |     |     |     |     |     |     |     | 1   |     |     |     |     |     |     |     |     |
| RFW                 | 4.3      |     |     |     |     |     |     |     |     | 1   |     |     |     |     |     |     |     |
| ROX                 | 5.1      |     |     |     | 1   |     | 1   |     |     |     | 1   | 1   |     |     |     |     |     |
| RCM                 | 8        |     |     |     |     |     |     | 1   |     |     |     |     |     |     |     |     |     |
| RBI                 | 9        | 1   |     |     | 1   | 1   |     |     | 1   |     |     |     |     |     |     |     |     |
| RBM                 | 9        | 1   |     |     | 1   | 1   |     |     | 1   |     |     |     |     |     |     |     |     |
| ICE                 | 9        |     |     |     |     |     |     |     |     |     |     |     |     | 2   |     | 1   |     |
| AVI                 |          |     | 1   | 2   |     |     |     |     |     |     |     |     | 2   | 3   | 3   | 2   | 1   |
| PER                 |          |     |     |     |     |     |     |     |     |     |     |     |     | 3   |     |     | 2   |
| HEG                 |          |     | 1   |     |     |     |     |     |     |     |     |     | 1   | 2   |     |     |     |
| HUM                 |          |     |     |     |     |     |     |     |     |     |     |     |     | 1   | 2   |     |     |

#### Incompatibility Chart Abbreviations:

|            |   |                       |            |   |  |
|------------|---|-----------------------|------------|---|--|
| <b>RFG</b> | - | Flammable gas         | <b>RCL</b> | - | Nontoxic, nonflammable gas                         |
| <b>RPG</b> | - | Toxic gas             | <b>RFL</b> | - | Flammable liquid                                   |
| <b>RFS</b> | - | Flammable solid       | <b>RSC</b> | - | Spontaneously combustible                          |
| <b>RFW</b> | - | Dangerous when wet    | <b>ROX</b> | - | Oxidizing  |
| <b>RCM</b> | - | Corrosives            | <b>RBI</b> | - | Lithium ion battery                                |
| <b>RBM</b> | - | Lithium metal battery | <b>ICE</b> | - | Dry ice  |
| <b>HEG</b> | - | Hatching eggs         | <b>HUM</b> | - | Human remains                                      |
| <b>AVI</b> | - | Live animals          | <b>PER</b> | - | Perishable<br>Products includes<br>PEM/PEP/PES/EAT |



1. Shall not be loaded in close proximity to each other. It is possible in a position that would not allow interaction between them in the event of leakage (not on top of each other, minimum horizontal distance: 0,5 m).
2. Must not be loaded in the same bulk compartment/ULD
3. Animals which are natural enemies shall not be loaded in close proximity of each other. Laboratory animals shall not be loaded in close proximity of other animals. Animals which smell intensively shall not be loaded in the same hold as PER and/or baggage.
4. Handling of Dry Ice (Carbon dioxide, solid; UN1845) may be carried onboard an aircraft to keep food (galley or cargo) and medicine or biological materials (as cargo) in a frozen or chilled condition. Carbon dioxide gas produced by the sublimation of dry ice is an asphyxiant and will reduce the amount of available oxygen to breathe. Ground staff must be informed if dry ice is being loaded in any cargo hold.



## **9.1.2 Loading Instruction / LIR**

### **9.1.2.1 General**

The aircraft weight limitations indicated in GHM Part 1 chapter 10.2.1 and the compartment maximum capacities indicated in [GHM Part 1 chapter 11.3.1](#) may not be exceeded.

All limitations are to be considered in load planning.

Load planning has to be made with help of the forms shown next pages and can be downloaded via the TAGO Portal or are computer based according IATA AHM 514. Load planning always has to satisfy weight and balance requirements of the aircraft.

Principally a cargo hold inspection shall be performed after aircraft unloading is completed or prior to onloading if the inspection does not follow immediately after unloading.

In case the aircraft was unattended between unloading and loading or there was a change of persons responsible for the aircraft loading and supervision task an inspection is to be performed.

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

- No damage of compartment floors, walls, ceiling, door frames, panels, door
- No missing, damaged or malfunctioning floor lock, load restraint or nets
- No spills
- No Loads other than transit loads have been left on-board the aircraft
- Any other items that should not be present in the hold have been unloaded

The person responsible for undertaking the cargo hold inspection shall provide positive confirmation that the inspection has been carried out to the person responsible for the aircraft loading supervision task prior to the commencing of loading the aircraft.

Any damage or discrepancies observed shall be reported to the person responsible for the aircraft loading supervision task or the weight and balance calculation task as a minimum.

A check shall be conducted in a hold even if on arrival the hold was reported as being empty.

Loading has to be executed as shown on Loading Instruction.

If deviations of the planned loading occur, differences have to be shown on the Loading Instruction / Report with signature of chief loader and Turnaround Coordinator.

After completion of loading the separation and door nets have to be installed and secured.

A minimum clearance safety margin (~5cm) must be kept between load and compartment hold ceiling. This safety margin must be kept, wherein no baggage or loose cargo shall be loaded. Noncompliance has a negative effect in case of a cargo compartment fire when discharging the fire extinguisher bottle(s) of the cargo compartment as the flow of the extinguishing agent is distributed and successful firefighting is no more possible. Furthermore decompression panels installed at the ceiling may be damaged or may not function as intended.

Signature of loading supervisor and turnaround coordinator is always mandatory after completion of loading.



Depending on booking figures and hence baggage volume the handling agent is responsible for proper distribution of baggage in hold.

In uncertain cases about correct loading distribution, the crew has to be contacted. Always confirm final loading distribution with flight crew.

For detailed information how to handle cargo shipments cooled down with dry ice please crosscheck GHM Part 1 chapter 6.2.3. Special cargo items Shipments cooled down with dry ice (such as vaccine transport) will be preadvised by [groundoperations@tuifly.com](mailto:groundoperations@tuifly.com).

**Note:** Special instruction for Stations using iPort DCS:

iPort DCS is using a mix of standard IATA and non standard IATA codes for special load items which can be entered.

Therefore a manual comment always must be entered explaining what actually is loaded using the correct IATA code and/or additional comment.

The manual comment shall be entered on Loading Instruction and LDM message.

For example iPort is using WBL for wheelchair with lithium battery. Here the responsible agent shall manually enter WCLB to clarify the load item.

#### **9.1.2.2 B737-800 (NG)**

Simultaneous loading or unloading of FWD and AFT compartment is not allowed!

As a standard baggage shall be distributed as follows:

- First load 35 pcs in Hold 2
- Before starting to load the AFT compartment, keep 15 pieces aside and start to load Hold 3
- When Hold 3 is loaded, put those 15 remaining pieces into Hold 4 (or transfer 15 pieces from Hold 3 to Hold 4)
- In case of volume issues, any overflow to be loaded in FWD compartment (Hold 2)
- For the offload it is imperative to start offloading Hold 4 first, then Hold 3 and finally Hold 2

Loading shall start with the FWD compartment (**35 pcs**) only, to be followed by loading the AFT compartment.

In Case of not fully booked flights (e.g. start/end of season) and to prevent trim issues more than 35 pcs should be loaded in Hold 2.

To prevent tail tipping risk unloading shall start with the AFT compartment.

The absolute tail tipping limit for the 737-800 aircraft is at 50.8% MAC.

Unloading of the FWD compartment only may start after the unloading process of AFT compartment has been finished.

**Note:** Additional instructions for loading & unloading of double destination flights see chapter 9.1.2.4

Please note load distribution:

Hold 1 + 2:



- Special Load: Surfboards, Kiteboards, Cargo, Mail, Newspapers, Bicycles, Medical Equipment, Catering Material, Wheelchairs with own battery (WCBD/ WCLB), Dangerous Goods, AVIH, HUM, Heavy Items
- Foldable wheelchairs must be loaded separately in H1B, alternatively in H1A provided no crew baggage is loaded, in order to avoid damage to the wheelchairs by moving baggage
- Passenger Baggage

Hold 3 + 4:

- Passenger Baggage

**Exemption:** Priority Baggage, wheelchairs and other service baggage may be offloaded first as well from the FWD compartment.

Positioning of ground equipment (see 09.02.03) must also be strictly followed to minimize risk of damage.

**Note:** Deviations of the loading distribution always are possible on request of crew and due to weight & balance or other reasons.



### 9.1.2.3 B737-8 (MAX)

Simultaneous loading or unloading of FWD and AFT compartment is not allowed!

As a standard baggage shall be distributed as follows:•

- First load 35 pcs in Hold 2
- Before starting to load the AFT compartment, keep 15 pieces aside and start to load Hold 3
- When Hold 3 is loaded, put those 15 remaining pieces into Hold 4 (or transfer 15 pieces from Hold 3 to Hold 4)
- In case of volume issues, any overflow to be loaded in FWD compartment (Hold 2)
- For the offload it is imperative to start offloading Hold 4 first, then Hold 3 and finally Hold 2

Loading shall start with the FWD compartment (**35 pcs**) only, to be followed by loading the AFT compartment.

In Case of not fully booked flights (e.g. start/end of season) and to prevent trim issues more than 35 pcs should be loaded in Hold 2.

To prevent tail tipping risk unloading shall start with the AFT compartment.

Unloading of the FWD compartment only may start after the unloading process of AFT compartment has been finished.

**Note:** Additional instructions for loading & unloading of double destination flights see chapter 9.1.2.4

Please note load distribution:

Hold 1 + 2:

Special Load:

- Special Load: Surfboards, Kiteboards, Cargo, Mail, Newspapers, Bicycles, Medical Equipment, Catering Material, Wheelchairs with own battery (WCBD/ WCLB), Dangerous Goods, AVIH, HUM, Heavy Items
- Whenever possible foldable wheelchairs should be loaded separately in H1B, alternatively in H1A provided no crew baggage is loaded, in order to avoid damage to the wheelchairs by moving baggage.
- Passenger Baggage

Hold 3 + 4:

- Passenger Baggage

**Exemption:** Priority Baggage, wheelchairs and other service baggage may be offloaded first as well from the FWD compartment.

Positioning of ground equipment (see 09.02.03) must also be strictly followed to minimize risk of damage.

**Note:** Deviations of the loading distribution always are possible on request of crew and due to weight & balance or other reasons



#### 9.1.2.4 Double Destination Flight

Baggage has to be loaded separately per destination.

Generally load bags of "heaviest leg" in Hold 3 and bags of "lightest leg" in Hold 2.

Unloading of baggage may only be commenced, if the transit passengers continuing to the next destination will stay on board of the aircraft under the supervision of crew.

If the transit passengers have to leave the aircraft due to operational reasons or local requirements, unloading of the baggage may only be started AFTER all passengers are disembarked!

#### 9.1.2.5 Loading Instructions

TUfly provides two different types of loading instructions.

One for general instruction and one for cargo/mail flights including load in the cabin compartment.

**Note:** The maximum weights for all compartments and each TUfly aircraft are available in [GHM Part 1 chapter 11.3.1](#) and [11.3.2](#).





# Ground Handling Manual Part 1 Aircraft Loading and Handling on the Ramp

## 9.1.2.5.1 LOADING INSTRUCTION B737-800(NG) /B737-8 (MAX)

| STATION  |       | FLIGHT NO |     | DATE    |                    | A/C REG<br>D-A |  | PREP BY |  | EST PAX |  |
|--|-------|-----------|-----|---------|--------------------|----------------|--|---------|--|---------|--|
| <div style="display: flex; justify-content: space-around;"> <span>4 COMP 3</span> <span>2 COMP 1</span> </div>   |       |           |     |         |                    |                |  |         |  |         |  |
| COMP   | MAXWT | POS       | OFF | TRANSIT | ON AT THIS STATION | DEVIATION +/-  |  |         |  |         |  |
| FWD  | kg    | 1A        |     |         |                    |                |  |         |  |         |  |
|  |       | 1B        |     |         |                    |                |  |         |  |         |  |
|  |       | 2         |     |         |                    |                |  |         |  |         |  |
|  |       | 3         |     |         |                    |                |  |         |  |         |  |
| AFT  | kg    | 4A        |     |         |                    |                |  |         |  |         |  |
|  |       | 4B        |     |         |                    |                |  |         |  |         |  |
|  |       | 5         |     |         |                    |                |  |         |  |         |  |
|  |       | 6         |     |         |                    |                |  |         |  |         |  |
| <b>SPECIAL INSTRUCTION</b><br>In case of Double Destination, Baggage has to be loaded separate in AFT- and FWD-Compartment<br>a) Always start loading with FWD-Compartment: 35 pieces of total baggage<br>After having completed loading of FWD-compartment, start with AFT-compartment<br>b) After loading, the separation- and door nets must be installed and secured<br><b>SPECIAL INSTRUCTIONS FOR THE NEXT STATION</b> |       |           |     |         |                    |                |  |         |  |         |  |
| This aircraft has been loaded in accordance with these instructions and the deviations shown on this report. The bulk load have been secured in accordance with TUI instructions.  |       |           |     |         |                    |                |  |         |  |         |  |
| SIGNATURE: _____<br>Name of responsible loading Supervisor   |       |           |     |         |                    |                |  |         |  |         |  |
| Empty Hold Check completed prior to any baggage <del>load</del> Hold nets secure, clips closed, locks up and load secured before departure   |       |           |     |         |                    |                |  |         |  |         |  |
| SIGNATURE: _____<br>Name of Ramp Agent   |       |           |     |         |                    |                |  |         |  |         |  |
| <b>PLEASE NOTE:</b><br>CPT1 + 2:<br>Special Load: Surfboards, Kiteboards, Cargo, Mail, Bicycles, Medical Equipment, Catering Material, Wheelchairs with own battery (WCBD/WCLB), Dangerous Goods, AVIH, HUM, Heavy Items<br><del>Passenger</del> Baggage<br>CPT3 + 4:<br><del>Passenger</del> Baggage  |       |           |     |         |                    |                |  |         |  |         |  |



# Ground Handling Manual Part 1 Aircraft Loading and Handling on the Ramp

## 9.1.2.5.2 LOADING INSTRUCTION CARGO and MAIL FLIGHTS B737-800 (NG)- 189Y

| STATION  |                       | FLIGHT NO                             |        | DATE               |  | A/C REG D-A |  | PREP BY  |  | EST PAX |  |
|--|-----------------------|---------------------------------------|--------|--------------------|--|-------------|--|----------|--|---------|--|
| <div style="display: flex; justify-content: space-between;"> <span>4 — COMP — 3</span> <span>2 — COMP — 1</span> </div>                        |                       |                                       |        |                    |  |             |  |          |  |         |  |
| COMP   | MAXWT                 | POS                                   | MAXWT  | ON AT THIS STATION |  |             |  | COMMENTS |  |         |  |
| FWD Hold   | ___ kg                | 1A                                    | ___ kg |                    |  |             |  |          |  |         |  |
|  |                       | 1B                                    | ___ kg |                    |  |             |  |          |  |         |  |
|  |                       | 2                                     | ___ kg |                    |  |             |  |          |  |         |  |
| AFT Hold   | ___ kg                | 3                                     | ___ kg |                    |  |             |  |          |  |         |  |
|  |                       | 4A                                    | ___ kg |                    |  |             |  |          |  |         |  |
|  |                       | 4B                                    | ___ kg |                    |  |             |  |          |  |         |  |
| <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span>Cabin Section A</span> <span>Cabin Section B</span> </div> |                       |                                       |        |                    |  |             |  |          |  |         |  |
| COMP   | MAXWT                 | POS                                   |        | ON THIS STATION    |  |             |  | COMMENTS |  |         |  |
| FWD Cabin Section A  | 3360kg                | ROWS LEFT 3-13<br>RIGHT 4-13          |        |                    |  |             |  |          |  |         |  |
|  | within Seat Container | MAXWT PER SEAT<br>ROW BLOCK 160Kg     |        |                    |  |             |  |          |  |         |  |
|  | 720kg                 | ROWS LEFT 4-16<br>MAXWT PER BIN 72Kg  |        |                    |  |             |  |          |  |         |  |
|  | within Overhead Bins  | ROWS RIGHT 4-16<br>MAXWT PER BIN 72Kg |        |                    |  |             |  |          |  |         |  |



## Ground Handling Manual Part 1 Aircraft Loading and Handling on the Ramp

| COMP  | MAXWT                                | POS                                       | ON THIS STATION | COMMENTS |
|---|--------------------------------------|---|-----------------|----------|
| <b>AFT Cabin<br/>Section B</b>  | <b>4800kg</b>                        | ROWS 17-31                                |                 |          |
|   | <b>Within<br/>Seat<br/>Container</b> | MAXWT PER SEAT<br>ROW BLOCK 160Kg         |                 |          |
|   | <b>864kg</b>                         | ROWS LEFT 17-29<br>MAXWT PER BIN<br>72Kg  |                 |          |
|   | <b>Overhead<br/>Bins</b>             | ROWS RIGHT 17-29<br>MAXWT PER BIN<br>72Kg |                 |          |
| <b>SPECIAL INSTRUCTION</b><br><b>HOLDS</b> <ul style="list-style-type: none"> <li>- Always start loading with FWD-Comp</li> <li>- After having completed loading of FWD-comp, please start with AFT-comp</li> <li>- After loading, the separation- and door nets must be installed and secured</li> </ul> <b>CABIN</b> <ul style="list-style-type: none"> <li>- The loading of the seat containers shall be started at the same time at the front and the rear of the aircraft</li> <li>- The loading staff shall continue to load to the middle of the aircraft.</li> <li>- Furthermore the load shall be distributed to a 50 50 ratio between the cabin compartments (Compartment A Row 1-16 / Compartment B Row 17-32).</li> <li>- Loading of any Cargo is not allowed in washrooms and Galleys</li> </ul> |                                      |   |                 |          |
| <b>SPECIAL INSTRUCTIONS FOR THE NEXT STATION</b>  |                                      |   |                 |          |
| <p>This aircraft has been loaded in accordance with these instructions inclusive deviation recorded.</p> <p>SIGNATURE: _____<br/>Loading Supervisor or Person responsible</p> <p>Empty Hold Check was performed before loading started. No items were found that do not belong there.</p> <p>SIGNATURE: _____<br/>Loading Supervisor or Person responsible</p>  |                                      |   |                 |          |

MAY 22 / 1st-RAMP AGENT / 2nd WITH LOADSHEET / 3rd-STATION-FILE



# Ground Handling Manual Part 1 Aircraft Loading and Handling on the Ramp

## 9.1.2.5.3 LOADING INSTRUCTION CARGO and MAIL FLIGHTS B737-800 (NG)- 186Y

| STATION   |                       | FLIGHT NO                             |                 | DATE               |  | A/C REG<br>D-A |          | PREP BY  |  | EST PAX |  |
|---|-----------------------|---------------------------------------|-----------------|--------------------|--|----------------|----------|----------|--|---------|--|
| <div style="display: flex; justify-content: space-between;"> <div> </div> <div> <b>CARGO/MAIL FLIGHTS LOADING INSTRUCTION</b><br/> <b>B737-800 – 186Y</b> </div> </div> |                       |                                       |                 |                    |  |                |          |          |  |         |  |
| <div style="display: flex; justify-content: space-around; margin-bottom: 10px;"> <span>4 — COMP — 3</span> <span>2 — COMP — 1</span> </div>                             |                       |                                       |                 |                    |  |                |          |          |  |         |  |
| COMP  | MAXWT                 | POS                                   | MAXWT           | ON AT THIS STATION |  |                |          | COMMENTS |  |         |  |
| <b>FWD Hold</b>   | ___ kg                | 1A                                    | ___ kg          |                    |  |                |          |          |  |         |  |
|   |                       | 1B                                    | ___ kg          |                    |  |                |          |          |  |         |  |
|   |                       | 2                                     | ___ kg          |                    |  |                |          |          |  |         |  |
| <b>AFT Hold</b>   | ___ kg                | 3                                     | ___ kg          |                    |  |                |          |          |  |         |  |
|   |                       | 4A                                    | ___ kg          |                    |  |                |          |          |  |         |  |
|   |                       | 4B                                    | ___ kg          |                    |  |                |          |          |  |         |  |
| <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span>Cabin Section A</span> <span>Cabin Section B</span> </div>                          |                       |                                       |                 |                    |  |                |          |          |  |         |  |
| COMP  | MAXWT                 | POS                                   | ON THIS STATION |                    |  |                | COMMENTS |          |  |         |  |
| <b>FWD Cabin Section A</b>  | <b>3200kg</b>         | ROWS 4-13                             |                 |                    |  |                |          |          |  |         |  |
|   | within Seat Container | MAXWT PER SEAT<br>ROW BLOCK 160Kg     |                 |                    |  |                |          |          |  |         |  |
|   | <b>720kg</b>          | ROWS LEFT 4-16<br>MAXWT PER BIN 72Kg  |                 |                    |  |                |          |          |  |         |  |
|   | within Overhead Bins  | ROWS RIGHT 4-16<br>MAXWT PER BIN 72Kg |                 |                    |  |                |          |          |  |         |  |



## Ground Handling Manual Part 1 Aircraft Loading and Handling on the Ramp

| COMP  | MAXWT                                | POS                                       | ON THIS STATION | COMMENTS |
|---|--------------------------------------|---|-----------------|----------|
| <b>AFT Cabin<br/>Section B</b>  | <b>4800kg</b>                        | ROWS 17-31                                |                 |          |
|   | <b>Within<br/>Seat<br/>Container</b> | MAXWT PER SEAT<br>ROW BLOCK 160Kg         |                 |          |
|   | <b>864kg</b>                         | ROWS LEFT 17-29<br>MAXWT PER BIN<br>72Kg  |                 |          |
|   | <b>Overhead<br/>Bins</b>             | ROWS RIGHT 17-29<br>MAXWT PER BIN<br>72Kg |                 |          |
| <b>SPECIAL INSTRUCTION</b><br><b>HOLDS</b> <ul style="list-style-type: none"> <li>- Always start loading with FWD-Comp</li> <li>- After having completed loading of FWD-comp, please start with AFT-comp</li> <li>- After loading, the separation- and door nets must be installed and secured</li> </ul> <b>CABIN</b> <ul style="list-style-type: none"> <li>- The loading of the seat containers shall be started at the same time at the front and the rear of the aircraft</li> <li>- The loading staff shall continue to load to the middle of the aircraft.</li> <li>- Furthermore the load shall be distributed to a 50 50 ratio between the cabin compartments (Compartment A Row 1-16 / Compartment B Row 17-32).</li> <li>- Loading of any Cargo is not allowed in washrooms and Galleys</li> </ul> |                                      |   |                 |          |
| <b>SPECIAL INSTRUCTIONS FOR THE NEXT STATION</b>  |                                      |   |                 |          |
| This aircraft has been loaded in accordance with these instructions inclusive Deviation recorded.<br><br>SIGNATURE: _____<br>Loading Supervisor or Person responsible   |                                      |   |                 |          |
| Empty Hold Check was performed before loading started. No items were found that do not belong there.<br><br>SIGNATURE: _____<br>Loading Supervisor or Person responsible  |                                      |   |                 |          |

MAY 22 / 1st-RAMP AGENT / 2nd WITH LOADSHEET / 3rd-STATION-FILE



# Ground Handling Manual Part 1 Aircraft Loading and Handling on the Ramp

## 9.1.2.5.4 LOADING INSTRUCTION CARGO and MAIL FLIGHTS B737-8 (MAX)

| STATION   |                             | FLIGHT NO                                |        | DATE               |  | A/C REG D-A |  | PREP BY  |  | EST PAX |  |
|---|-----------------------------|--|--------|--------------------|--|-------------|--|----------|--|---------|--|
| <div style="display: flex; justify-content: space-between;"> <div> </div> <div> <b>CARGO/MAIL FLIGHTS LOADING INSTRUCTION<br/>B737-8</b> </div> </div>                                  |                             |  |        |                    |  |             |  |          |  |         |  |
| <div style="display: flex; justify-content: space-around; align-items: center;"> <span>4</span> <span>COMP</span> <span>3</span> <span>2</span> <span>COMP</span> <span>1</span> </div> |                             |  |        |                    |  |             |  |          |  |         |  |
|   |                             |  |        |                    |  |             |  |          |  |         |  |
| COMP  | MAXWT                       | POS                                      | MAXWT  | ON AT THIS STATION |  |             |  | COMMENTS |  |         |  |
| <b>FWD Hold</b>   | ___ kg                      | 1A                                       | ___ kg |                    |  |             |  |          |  |         |  |
|   |                             | 1B                                       | ___ kg |                    |  |             |  |          |  |         |  |
|   |                             | 2  | ___ kg |                    |  |             |  |          |  |         |  |
| <b>AFT Hold</b>   | ___ kg                      | 3  | ___ kg |                    |  |             |  |          |  |         |  |
|   |                             | 4A                                       | ___ kg |                    |  |             |  |          |  |         |  |
|   |                             | 4B                                       | ___ kg |                    |  |             |  |          |  |         |  |
|   |                             |  |        |                    |  |             |  |          |  |         |  |
| COMP  | MAXWT                       | POS                                      |        | ON THIS STATION    |  |             |  | COMMENTS |  |         |  |
| <b>FWD Cabin Section A</b>  | 2720kg                      | ROWS LEFT 3-11<br>RIGHT 4-11             |        |                    |  |             |  |          |  |         |  |
|   | within<br>Seat<br>Container | MAXWT PER SEAT<br>ROW BLOCK 160Kg        |        |                    |  |             |  |          |  |         |  |
|   | 432kg                       | ROWS LEFT 4-11<br>MAXWT PER BIN<br>72Kg  |        |                    |  |             |  |          |  |         |  |
|   | within<br>Overhead<br>Bins  | ROWS RIGHT 4-11<br>MAXWT PER BIN<br>72Kg |        |                    |  |             |  |          |  |         |  |



## Ground Handling Manual Part 1 Aircraft Loading and Handling on the Ramp

| COMP  | MAXWT                       | POS                                       | ON THIS STATION | COMMENTS |
|---|-----------------------------|---|-----------------|----------|
| <b>AFT Cabin<br/>Section B</b>  | <b>2240kg</b>               | ROWS 12-13<br>+ ROWS 17-21                |                 |          |
|   | Within<br>Seat<br>Container | MAXWT PER SEAT<br>ROW BLOCK 160Kg         |                 |          |
|   | <b>576kg</b>                | ROWS LEFT 12-21<br>MAXWT PER BIN<br>72Kg  |                 |          |
|   | Overhead<br>Bins            | ROWS RIGHT 12-21<br>MAXWT PER BIN<br>72Kg |                 |          |
| <b>AFT Cabin<br/>Section C</b>  | <b>3200kg</b>               | ROWS 22-31                                |                 |          |
|   | Within<br>Seat<br>Container | MAXWT PER SEAT<br>ROW BLOCK 160Kg         |                 |          |
|   | <b>576kg</b>                | ROWS LEFT 22-29<br>MAXWT PER BIN<br>72Kg  |                 |          |
|   | Overhead<br>Bins            | ROWS RIGHT 22-29<br>MAXWT PER BIN<br>72Kg |                 |          |
| <b>SPECIAL INSTRUCTION</b><br><b>HOLDS</b> <ul style="list-style-type: none"> <li>- Always start loading with FWD-Comp</li> <li>- After having completed loading of FWD-comp, please start with AFT-comp</li> <li>- After loading, the separation- and door nets must be installed and secured</li> </ul> <b>CABIN</b> <ul style="list-style-type: none"> <li>- The loading of the seat containers shall be started at the same time at the front and the rear of the aircraft</li> <li>- The loading staff shall continue to load to the middle of the aircraft.</li> <li>- Furthermore the load shall be distributed equally over the three cabin sections (Section A Row 1-11 / Section B Row 12-21 / Section C Row 22-31).</li> <li>- Loading of any Cargo is not allowed in washrooms and galleys</li> </ul> |                             |   |                 |          |
| <b>SPECIAL INSTRUCTIONS FOR THE NEXT STATION</b>  |                             |   |                 |          |
| This aircraft has been loaded in accordance with these instructions inclusive Deviation recorded.   |                             |   |                 |          |
| SIGNATURE: _____<br>Loading Supervisor or Person responsible  |                             |   |                 |          |
| Empty Hold Check was performed before loading started. No items were found that do not belong there.  |                             |   |                 |          |
| SIGNATURE: _____<br>Loading Supervisor or Person responsible  |                             |   |                 |          |

MAY 22 / 1st-RAMP AGENT / 2nd WITH LOADSHEET / 3rd-STATION-FILE



### 9.1.3 Special Loads

#### 9.1.3.1 Human Remains (HUM)

Non-cremated Human Remains are to be packed as described in [GHM Part 1 chapter 6.2.3 \(Special Cargo Items\)](#) and are not to be loaded in close proximity of food-stuff.

For cultural reasons HUM and AVIH should also be segregated in aircraft cargo compartments. However, if load can be secured properly this segregation is no must!

Urns (cremated human remains) can be handled and loaded as normal cargo and are as well permitted as checked baggage and/or cabin baggage.

#### 9.1.3.2 Alive Animal in Hold (AVIH)

Principally animals for transportation in hold have to be 'packed' as described in [GHM Part 1 chapter 5.3.4 \(Acceptance of animals in hold\)](#). The IATA Live Animal Regulations are always to be followed.

All live animals are only to be loaded in the prescribed compartments. The kennels have to be lashed or tied down in order to avoid any movement during takeoff, flight or landing.

The kennels are to be stowed in a way that there is enough distance to other cages and other load in order to guarantee enough oxygen supply.

For this purpose the compartments should not be filled by more than 2/3 of their volume.

Whenever possible AVIH should not be loaded together with ICE. However, in ventilated compartments principally 200kg ICE are allowed together with AVIH, if not loaded in close proximity to each other. - In non-ventilated compartments the combination of AVIH and ICE is forbidden.

As a general rule on TUfly aircraft AVIH shall not be loaded together with Dry Ice. Compartment lights generally have to remain switched on.

Compartment doors have to be closed as late as possible and opened immediately after landing at point of destination or transit. This is also applicable for technical landings.

#### Loading Possibilities

| A/C Type                          | FWD compartment |     | AFT compartment |   | TTL       |
|-----------------------------------|-----------------|-----|-----------------|---|-----------|
|                                   | 1               | 2   | 4               | 5 |           |
| B737-800 /<br>B737- 8             | yes             | yes | no              |   | 3 kennels |
| Temperature of cargo compartments |                 |     |                 |   |           |
| B737                              | above 4 °C      |     | above 0 °C      |   |           |

If, for operational reasons an aircraft change is effected, the booked animals and excess baggage have to be transported (see Service Info).





#### **9.1.3.3 Dangerous Goods**

Principally Dangerous Goods are to be loaded as described in IATA Dangerous Goods Regulations and IATA Airport Handling Manual, current editions.

This includes that Dangerous Goods are handled and loaded in a manner that:

- damaged packages or shipments are not loaded or if already loaded, are removed from the aircraft
- prevents damage to packages and containers during aircraft loading and unloading
- provides for separation and segregation of packages during transport of packages to the aircraft stand and on the aircraft to prevent interaction in the event of leakage
- orients packages on the aircraft so the hazard label is visible
- prevents any movement and prevents damage due to movement of other load
- CAO shipments (which are forbidden for passenger aircraft) are never loaded on TUfly aircraft
- prevents Dangerous Goods being loaded in Cabin or Cockpit except as provided for in IATA DGR.

#### **9.1.3.4 Handling of wheelchair with batteries and battery powered equipment**

- Battery-powered wheelchairs or other similar mobility aids are for use by passengers whose mobility is restricted by either a disability, their health or age or a temporary mobility problem (e.g. broken leg).
- TUfly will not accept any lithium-battery powered personal transportation device as carry-on and checked baggage, regardless of the watt-hour rating of the battery. Examples of these transportation devices are e-bikes, segways, hoverboards, balance-wheel, air wheels or luggage scooters.
- Only medical mobility aids powered by lithium batteries, or lithium battery powered equipment that support manual wheelchairs are allowed according [GHM Part 1 chapter 7.2.4.2](#)



#### 9.1.3.4.1 Manual wheelchair with battery powered wheels (battery is mounted in the wheel hub)

- Will be treated like wheelchair with non-removable batteries.
- Wheels and batteries will remain attached at the wheelchair.
- Wheels are operated by controller unit or mobile device applications. They can be de-/activated with a power button close to the wheel hub or by mobile app setting into flight mode.

Once set into "Flight Mode" they can only be reactivated by pressing the power button at the wheel.

##### Handling instruction:

- Electrical power unit must be switched off or be set into flight mode.
- The wheels containing the batteries are securely attached to the wheelchair.
- Power button must be clear of any obstruction to avoid unintended activation.
- Wheelchair is lashed down to be protected against movement in the cargo compartment.
- Wheelchair is protected against damage by the movement of other baggage/ Cargo

**Note:** The maximum allowable capacity per wheel is 160Wh. Batteries with higher capacity than 160Wh each wheel are not allowed on board any TUfly aircraft. (Wheelchairs can be powered by a single battery up to 300Wh, or 2 batteries up to 160 Wh each)

#### 9.1.3.4.2 (Portable) medical mobility aids as wheelchair accessory (that help manual wheelchair to climb steps or curbs, or similar)

- The aid must be removed from the wheelchair and carried in the cabin, if it fits hand luggage size.
- The wheelchair will be treated as manual wheelchair with removed batteries.
- The portable medical mobility aid will be treated as wheelchair spare battery.
- For mobility aid that needs to be transported in the cargo compartment see handling instruction.

##### Handling instruction:

- Electrical power unit must be switched off or be set into flight mode.
- Power button must be clear of any obstruction to avoid unintended activation.
- The mobility aid is lashed down to be protected against movement in the cargo compartment.
- The mobility aid is protected against damage by the movement of other baggage/Cargo

**Note:** Mobility aids are allowed up to the maximum wheelchair capacity of 300Wh instead of the wheelchair battery, as long as the maximum capacity for carriage of wheelchair/ mobility aid batteries is still fulfilled.

#### 9.1.3.4.3 Manual wheelchair with removable lithium battery

##### Handling instruction:

- The battery shall be removed and will be carried as hand baggage
- The mobility aid is to be lashed down to be protected against movement in the cargo compartment



- The mobility aid is to be protected against damage by the movement of other baggage/cargo

#### **9.1.3.4.4 Manual wheelchair with removable non-spillable battery**

##### **Handling instruction:**

- The removed battery must be carried in strong rigid packaging and must be stowed in the aircraft hold
- The mobility aid is to be lashed down to be protected against movement in the cargo compartment
- The mobility aid is to be protected against damage by the movement of other baggage/cargo

#### **9.1.3.4.5 Loading Supervisor**

The Loading Supervisor must ensure that there is an appropriate signature on the tag by the person responsible for making the device safe for transport. The loading supervisor must ensure all measures have been taken to deactivate the EMA or to follow the instructions on the EMA Tag to inhibit the electrical circuits. This involves a test of the EMA prior to loading to check that inadvertent operation of the device has been prevented. This can be achieved by placing the device into drive mode (i.e. not freewheel mode), seeing if the EMA will power up, and if so whether use of the joystick results in the mobility aid moving. Any key used to turn the device to the off position must be removed and handed to the passenger.

A check should also be made that batteries are securely attached to the mobility aid and battery terminals are protected from short circuit.

If there is no signature or it is evident that the EMA has not been made safe, it must not be loaded. The Loading Supervisor must contact the person who was responsible for making the device safe for carriage and induce this person to immobilize the power supply. Once the device is de-activated and deemed safe, the Loading Supervisor must sign the EMA tag to confirm that he/she has tested the device.

2 Copies of the EMA tag must be handed to the Dispatcher for the Flight Crew and the flight file. This will leave 1 copy attached to the EMA.

Refer also to GHM Part 1 chapter 5.3.3.7.3 EMA Tag

#### **9.1.3.5 Heavy Items - HEA**

When heavy items (= items heavier than 100kg) are to be loaded special care must be taken to not exceed the floor load limitations indicated in [GHM Part 1 chapter 11.3.1](#).

All B737 aircraft in use of TUfly are limited to a maximum loading of:

- 731 kg/ m<sup>2</sup> or 68kg/ sq ft

The following graph shows how to check whether spreaders have to be used:

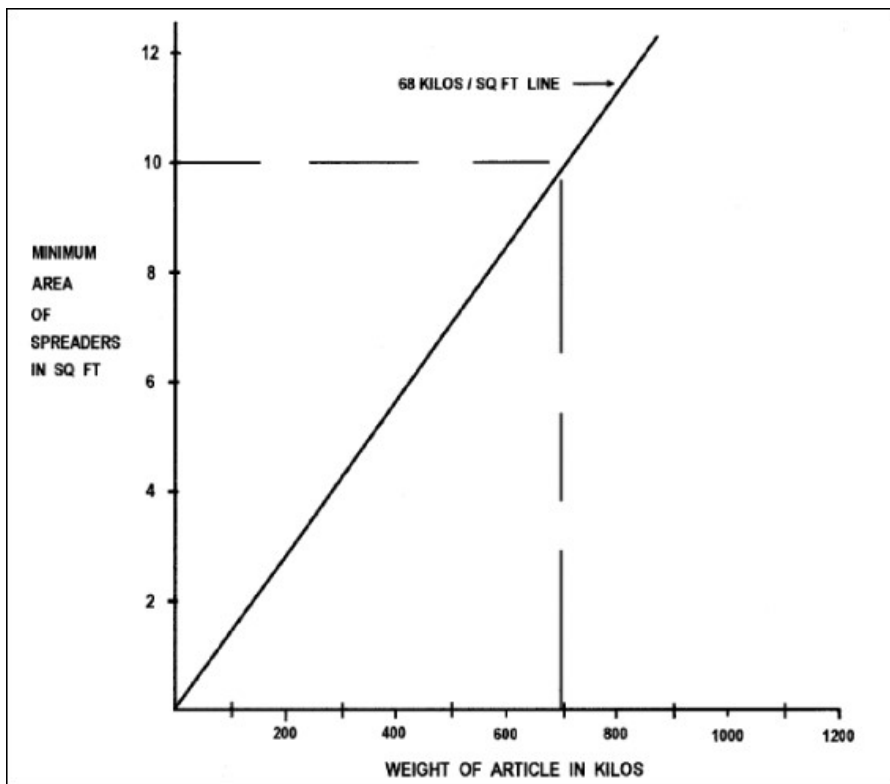


Fig. 9.1.3-1

Calculation for determination of spreader requirement

1. Calculate the area of contact with the floor, for the item in square feet ( $1 \text{ sq ft} = 0.093\text{m}^2$ )
2. Refer to the graph above
3. Draw a vertical line at the appropriate weight on the horizontal scale to join the 68kg/sq ft line
4. Draw a horizontal line from 68kg/sq ft line to the vertical scale on the left
5. The figure arrived at gives the minimum area of floor required for that weight.
6. If the figure arrived at is larger than the figure determined in step 1, spreaders are required of the same area arrived at in step 4.
7. If the figure arrived at in step 5 is less than in step 1, spreaders are not required.

#### Specification of spreader:

Spreaders should be of planks of stout timber of equal lengths and cross sectional area and be placed parallel to one another.

The length of spreaders should not exceed 1.75 x total length of the article to prevent bending and loss of efficiency.



#### **9.1.3.6 Perishable Cargo - PER**

Perishables are goods which's conditions may be deteriorated if exposed to undue changes in temperature and humidity or when delayed in transportation.

All handling advice given on papers or packages is to be followed in addition to the instructions given in IATA Perishable Cargo Manual. Careful handling is selfevident.

#### **9.1.3.7 Emergency Medical Supplies and Live Human Organs**

Live human organs are always to be loaded care of crew in order to be kept safely and be offloaded first at destination airport.

Depending on volume and weight of emergency medical supplies this is applicable as well. Otherwise these items are to be loaded last in order to be offloaded first.

#### **9.1.3.8 Additional Catering Supplies as Belly Load**

Two categories of catering belly load have to be considered:

Return flight catering

Catering supplies which are used for a belly-galley change at the airport of destination.

Standard loading position for return flight catering is Hold 1.

Weight and standard loading position is already included in the corresponding DOW and DOI for this flight!

Catering Equipment Hold Loaded not used on Flight (CSU)

Catering supplies which have a consignee at airport of destination (contracted catering company) and will be offloaded at destination.

This load is not included in DOW/DOI and shall be treated and mentioned as CSU.

### **9.1.4 Loading and Securing of Items**

#### **9.1.4.1 General**

Supervision of loading has to be performed by the responsible Turnaround Coordinator of handling company.

All individual items of load which by their nature, shape or density may constitute a hazard, have to be restrained.

Restraint can be achieved by filling the compartment, net section or ULD volumetrically or by tie-down (see [9.1.4.5](#)).

Compartments, net sections and ULDs which are filled up to three-quarters of their height are considered to be volumetrically full.

Refer also to Airport Handling Manual, AHM 311.



#### 9.1.4.2 Maximum Dimensions of packages

The tables in [GHM Part 1 chapter 11.4](#) show maximum package dimensions which will pass through the cargo door openings per aircraft type.

#### 9.1.4.3 AVIH

Animals loaded in hold always have to be lashed.

In order to provide sufficient oxygen supply compartments may not be filled by more than 2/3 of their volume.

Compartment lights should remain switched on and the doors should be closed as late as possible before start and opened as soon as possible after landing.

Preferably AVIH should not be combined with ICE, even in ventilated compartments. If so, a maximum of 200kg ICE is permissible but should not be loaded in close proximity of AVIH.

AVIH shall not be loaded together with Dry Ice.

#### 9.1.4.4 Dangerous Goods

Particular attention must be given to restraining of Dangerous Goods.

In general, all packages containing dangerous goods must be stowed in an upright position if indicated so and the hazard label must be visible.

When the respective Handling Agents discover that labels or marks have become lost, detached, or illegible, subsequent to the time of acceptance, they must contact the responsible cargo agent.

Inspection for leakage or other damage always has to be made before loading or unloading.

They must be restrained to prevent themselves shifting or any crushing, tipping or damage by other load.

#### 9.1.4.5 Tie-down of cargo and/or special loads

Any special cargo or baggage item, such as AVIH, HUM, HEA, WCB, WCLB, Dangerous Goods etc. have to be lashed down separately.

**Note:** Even if battery is removed from WCLB and WCB, the wheelchair shall be lashed down in the cargo compartment.

The responsible loading supervisor shall crosscheck all lashed down items in regards of correct lashing.

The tie-down rings must be distributed evenly over the length of the load to be secured. If possible, they should be installed prior to loading, to avoid difficulties later on.

Dangerous goods shipments are not allowed to be transported in the cockpit and CAO shipments may never be loaded on board of TUfly aircraft.

Certified fittings and ropes are to be used only:



## Ground Handling Manual Part 1 Aircraft Loading and Handling on the Ramp

|  |  |          |
|--|--|----------|
| Fitting  |  |          |
| Single-Stud-Fitting WfB-<br>Teile Nr. 12730-0100 | F-max 8900N (2000lbs)  | ISO 9788 |
| Ropes  |  |          |
| Lashing rope<br>Polypropylen-Multifil<br>8mm     | 16 x twisted with stiffener<br>Tensile strength<br>525-550daN Hardly ignitable |          |

Ropes must only be attached to rings and must be in a perfect condition.

Lashing shall be tightened but not so taut that the load or the tie-down rings may be damaged.

Sharp edges of an item shall be covered to avoid cutting of the ropes.

Ropes shall be attached to the tie-down rings in such a way that they may be loosened for unloading. The overlapping rope ends must be long enough to withstand a sudden stress. Knotting of ropes shall be avoided.

Upon unloading, used ropes must not be cut. As long as they are in perfect condition they may be used again.

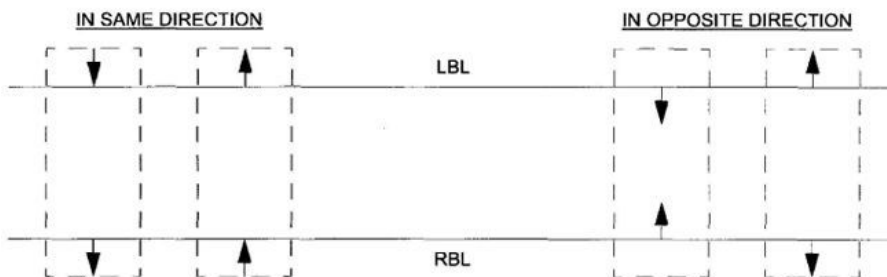
The tie-down limitations for the forward and aft hold, valid for all B737 aircraft under the AOC of TUfly have to be observed:

| Tie-down rings in floor tiedown points |            |                   |                        |
|--|------------|-------------------|------------------------|
| Load direction on tiedown points       |            |                   |                        |
| UP                                     | FWD or AFT | CROSS LOAD (a)    |                        |
|  |            | in same direction | in opposite directions |
| MAXIMUM LOAD PER FITTING in KG (b)     |            |                   |                        |
| 1587                                   | 1814       | 408               | 408                    |
| 1814                                   | 0          | 0                 | 0                      |

**Note 1:** (a) Cross Loads are defined in the figure below

**Note 2:** (b) Values are ultimate loads

The following figure illustrates cross load definitions:



Net tiedown buttons on the cargo compartment sidewalls of the FWD and AFT holds are designed for a maximum load of 362kg in any direction.

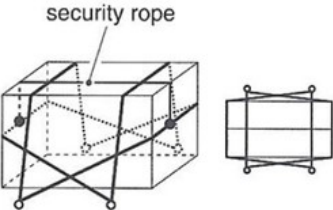
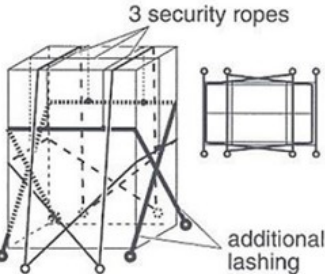
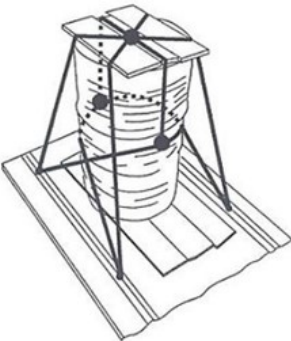
The net stanchion supports are designed for a maximum load of 680kg in any horizontal direction.

These values are ultimate loads.

The following figure shows a typical bulk load fitting:





|  |  |
|--|--|
| <p>For standard lashing use:</p> <ul style="list-style-type: none"> <li>• 4 tie-down rings</li> <li>• 4 tie-down ropes or tie-down straps:</li> <li>• straps: <ul style="list-style-type: none"> <li>• 2 against upward forces</li> <li>• 1 against forward forces</li> <li>• 1 against backward forces</li> </ul> </li> <li>1 security rope</li> </ul>  |   |
| <p>The security rope prevents a gliding down of the tie-down ropes or tie-down straps used against forward and backward forces.</p> <p>Sideward forces are normally covered by the standard lashing. Do not secure the load additionally against sideward forces</p> <p><b>Exception:</b> If a piece is more than twice as high as wide:</p>   |   |
| <ul style="list-style-type: none"> <li>• Tie-down against sideward forces of 1.5 g additionally to the standard lashing</li> <li>• Place this additional lashing between half and two third of the height</li> <li>• Secure this lashing by 2 security ropes to prevent it from gliding down</li> </ul> <p>Barrels are difficult to lash because of their round shape and mostly sharp rims. Supporting planks shall be used for safe lashing.</p> |  |

After completion of loading, the separation and door nets must be installed and secured.



## **9.1.5 Handling of Mail Flights on behalf of Deutsche Post AG (DPAG)**

### **9.1.5.1 General**

Intentionally left blank.

### **9.1.5.2 Empty Hold check / Compartment Security Search**

Intentionally left blank.

### **9.1.5.3 Installation and Loading of Cabin Seat Containers**

Intentionally left blank.

#### **9.1.5.3.1 Instruction on installation of Seat Containers**

Intentionally left blank.

#### **9.1.5.3.2 Installation of Seat Containers**

Intentionally left blank.

### **9.1.5.4 Carriage of Cargo in the Passenger Compartment**

Intentionally left blank.

#### **9.1.5.4.1 Loading of the seat container**

Intentionally left blank.

### **9.1.5.5 Loading of Cabin Compartments**

Intentionally left blank.

### **9.1.5.6 Loading of Overhead Compartments**

Intentionally left blank.

### **9.1.5.7 Loading of Galleys and Lavatories**

Intentionally left blank.

### **9.1.5.8 Loading Specials for Stations**

Intentionally left blank.

## **9.1.6 Carriage of oversized cabin baggage**

For passengers who want to carry large baggage items in the cabin, e.g. musical instruments, courier baggage etc. an extra seat can be reserved and paid for.

All pieces of baggage can be booked if they comply with the following conditions and dimensions:



- instrument on the seat (max. length 100cm, max. width (between the armrests) 43cm, max. depth 58cm)
- instrument in the footwell (max. length 145cm, max. width (between the armrests) 43cm, max. depth 30cm)

The dimensions assure that the height of the bulky baggage does not exceed the upper edge of the seat. All pieces of baggage which exceed the above mentioned dimensions have to be refused for transportation in cabin.

**The maximum weight of the oversized cabin baggage is limited to 50 kg.**

The baggage has to be packed and padded that no sharp edges can cause injuries. The possibility of rigging (straps, handholds) has to be secured.

The reservation has to be done in advance via TUfly service center.

The booking of the extra seat (EXST) and a seat reservation (in the back of the aircraft) is shown in the passenger service info (SVC INFO). If it is not listed in the PNL add seat reservation and SSR element in the DCS during flight preparation. The EXST for carriage of oversized hand baggage is always to be placed on a window seat and the passenger next to it.

**No allocation of an aisle or emergency exit seat!**

**Only the passenger has to be checked-in, not the EXST.**

A weight information of the oversized hand baggage has to be given to the PIC.

After check-in the passenger proceeds to the security check. If the item exceeds the dimension of the x-ray equipment the staff has to take measures which comply with the required local security regulations.

The passenger has to be preboarded.

If necessary, the ramp staff of the handling agent will secure the item on the designated seat against movements. This can be achieved by fixing the passenger seat belt and/or additional lashing material. Needed lashing material has to be arranged in advance to ensure securing the item and departure on time.



## 9.2 Handling on the Ramp

### 9.2.1 Operation of aircraft doors

#### 9.2.1.1 Cabin Doors

##### 9.2.1.1.1 General

Cabin access doors shall only be in open position if there is an appropriate boarding device positioned at the door. Cabin access doors may not be opened without appropriate equipment positioned at the door.

##### 9.2.1.1.2 Responsibility

Principally cabin doors, i.e. passenger entrance and service doors should be opened by cabin staff on respective position or by trained and qualified staff from outside.

##### 9.2.1.1.3 Opening Cabin Access Doors with Crew and/or staff on board

In order to prevent injury to personnel and damage to aircraft and equipment due to misunderstanding, the standard signals must be used to indicate cabin attendants responsible for door operation that:

- ground equipment (passenger steps, passenger loading bridges, galley loading vehicles etc.) are correctly positioned,
- the area for the deployment of integral stairways is free from obstruction.

The standard signals for this purpose are:

- thumb-up signal
- knocking at the door.

If there is no indication from the crew and/or staff to confirm that the door is disarmed, handling staff shall contact the cockpit crew via an open cockpit window and/or interphone. If there is no confirmation that the cabin door is disarmed, DO NOT OPEN THE DOOR. Once it is confirmed that the cabin door is disarmed, open the door slowly and carefully in accordance with the instructions and markings labeled on the door and the specific instructions for B737 aircraft.

##### 9.2.1.1.4 Opening Cabin Access Doors with no Crew and/or staff on board

In order to prevent injury to personnel and damage to aircraft and equipment handling staff shall ensure that:

- ground equipment (passenger steps, passenger loading bridges, galley loading vehicles etc.) are correctly positioned,
- the area for the deployment of integral stairways is free from obstruction.
- with no crew and/or staff on board handling staff shall look for indications that the door is disarmed
- if there is a red/orange streamer visible across the interior of the door window, DO NOT OPEN THE DOOR, instead seek assistance from technical staff



Once it is confirmed that the cabin door is disarmed, open the door slowly and carefully in accordance with the instructions and markings labeled on the door and the specific instructions for B737 aircraft.

#### **9.2.1.1.5 Closing Cabin Access Doors**

Handling staff shall ensure that cabin doors are closed immediately after servicing is completed.

For departure handling staff shall ask for confirmation from the crew that the cabin door(s) may be closed for departure.

For daystop/nightstop handling staff shall ensure that before removing the last boarding device, all ground staff on board is informed that the last cabin access door is being closed and the last boarding device might be removed from the aircraft.

#### **9.2.1.2 Cargo doors and lower compartment doors**

##### **9.2.1.2.1 Responsibility**

Cargo doors and lower compartment doors shall normally be operated by ground staff.

If special training for operation of cargo and lower compartment doors is necessary (e.g. electrically, pneumatically or hydraulically operated doors) the handling agent is responsible for execution after having trained his staff properly.

In any case the operation of aircraft doors has to be demonstrated to the personnel concerned before it is allowed to do so.

#### **9.2.2 Operation of ground support equipment**

##### **9.2.2.1 General**

As pointed out in [GHM part 1 chapter 1.3](#) only properly trained personnel is allowed to operate ground support equipment.

In order to prevent damage to the aircraft and injury to personnel the following operating practices and procedures have to be observed and are subject of permanent control by supervision and station inspection.

##### **9.2.2.2 Responsibility**

Each staff member operating equipment is responsible for correct operation.

The Turnaround Coordinator is responsible for oversight and supervision.

The company bearing the equipment is responsible for the maintenance of the ground support equipment which is subject to permanent control and a preventive maintenance program plan for each type of equipment shall be in place.

Completed maintenance on such equipment shall be recorded.

The company bearing the equipment is responsible to keep such equipment serviceable and in good mechanical condition.



### **9.2.2.3 Aircraft parking during turn-around, day-stop, night stop, during high winds, parking aircraft out of service**

All TUfly aircraft are parked during turn-around and night-stop without having set the parking brake. This means that utmost care has to be taken in order to avoid damages to the aircraft and to ensure safety and physical integrity of ramp personnel.

Staff setting chocks has to be properly instructed about procedure!

Maneuvering of stairs, passenger boarding bridge and other ground equipment towards the aircraft may only be started after the aircraft has fully moved into the chocks after release of the parking brake.

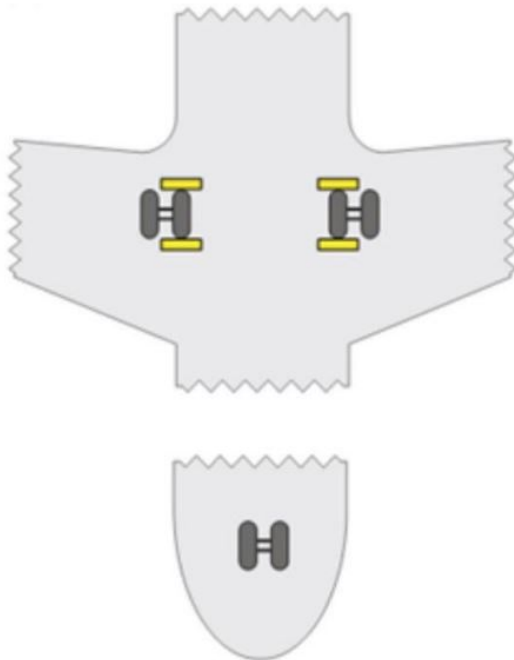
For details see GHM Part 1 chapter 9.2.2.4.

Removal of chocks only with manned cockpit and after having set the parking brake.

#### **Staff setting chocks during turn-around and day-stop**

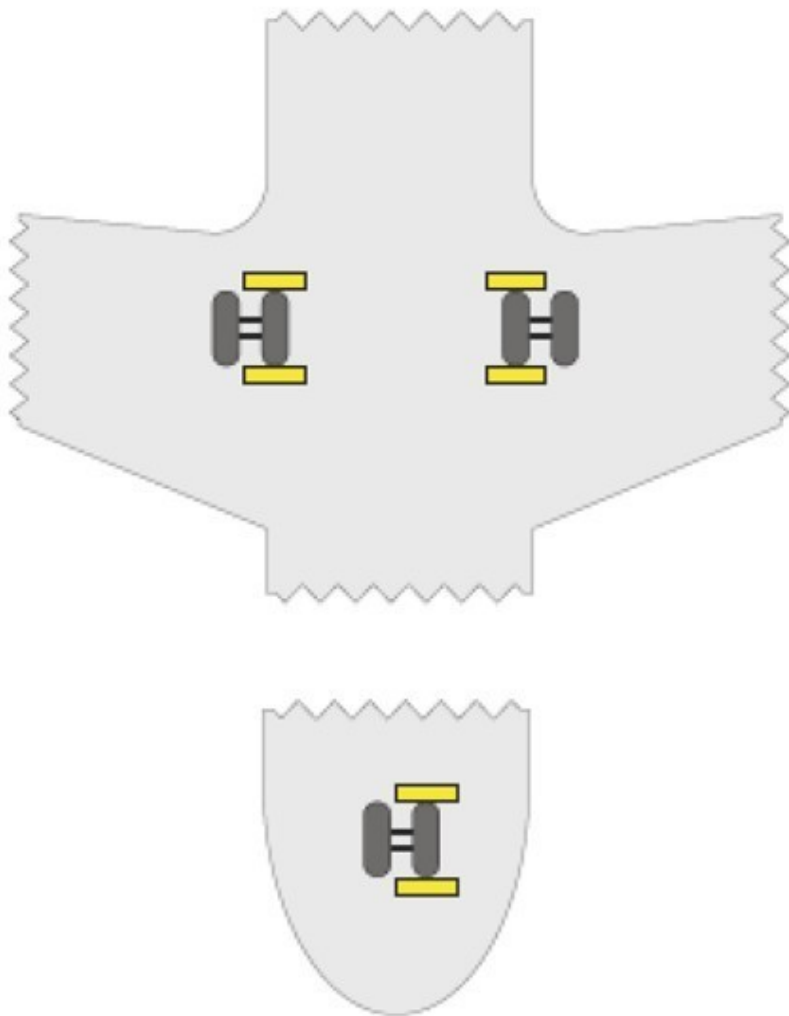
Put chocks forward and aft of the inboard (or outboard) set of tires of each main landing gear (this means that in each case one chock is to be positioned in front and one behind the tire for each main gear side!) after aircraft has reached its parking position. Chocks at nose gear are not needed.

This is the first action to take place around the aircraft and shall be completed before any other activity is started.



**Staff setting chocks during night stop and parking aircraft out of service**

Put chocks forward and aft of the inboard (or outboard) set of tires of **each** main landing gear and additionally at front landing gear at front landing gear.



### **Staff setting chocks during high winds**

Always establish communication with TOCC and local maintenance staff in order to timely initiate additional measures such as tankering and setting of parking brakes.

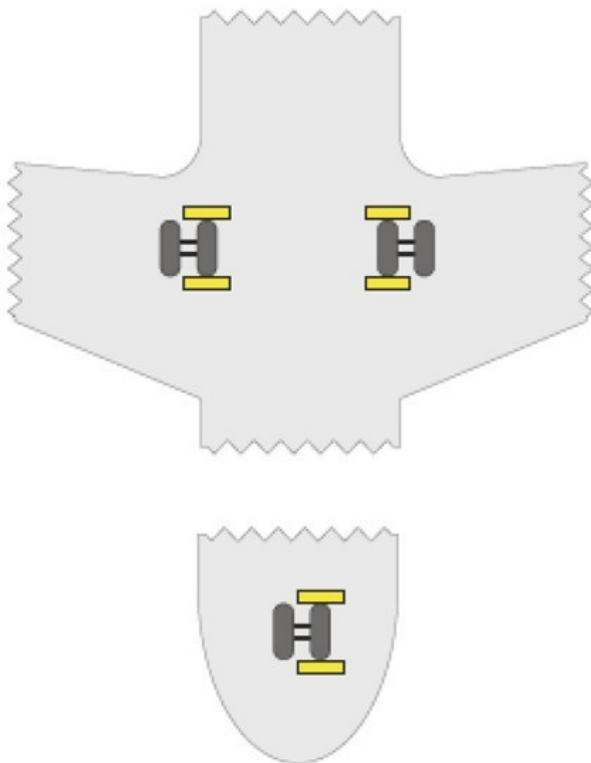
In addition the local airport instructions are to be followed!





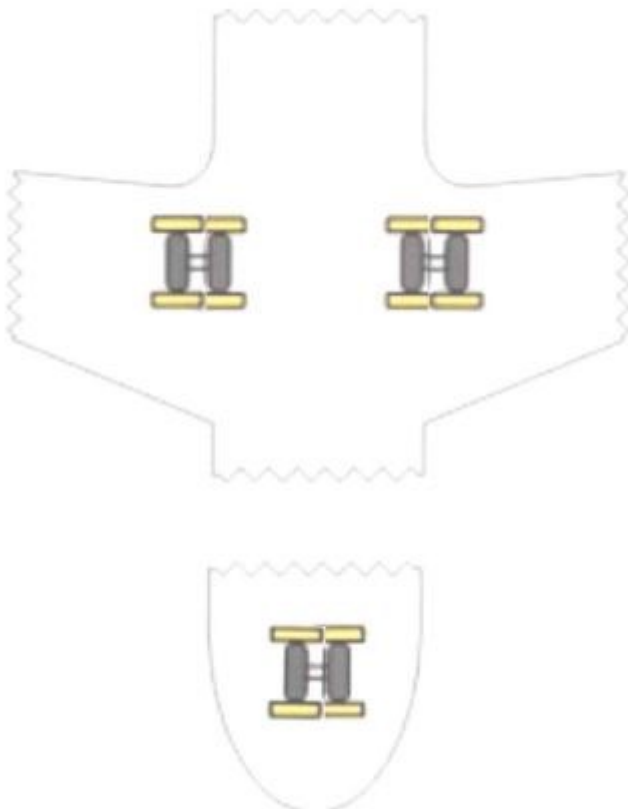
For winds up to a maximum of 35kts:

Put chocks forward and aft of the inboard (or outboard) set of tires of each main landing gear and at front landing gear.



For winds >35kts:

**ALL** tires of each landing gear are to be chocked FWD and AFT



See also 9.2.5.5 for additional information to be followed for handling on the ramp during high wind conditions.

#### 9.2.2.4 Operating practices and procedures

The following practices are to be followed when operating ground support equipment for TUfly flights:

- Only qualified and authorised personnel is permitted to operate equipment
- Standard operating procedures as learnt during training applicable to specific location is to be followed by drivers of each type of ground support equipment
- Operation of vehicles or equipment is not permitted while using hand-held portable electronic devices unless a suitable "hands free" capability exists and is utilized



- equipment may only be used for its intended purpose
- unserviceable equipment is to be clearly identified and to be removed from operations
- prior to use of any ground support equipment it is subject to a walk around safety inspection
- equipment is never moved across the path of taxiing aircraft or of passengers walking between an aircraft and the terminal
- as applicable to equipment type, operated with a load that is securely locked
- safety cones are placed on the apron to mark hazard areas
- an equipment restraint line is marked or displayed on the apron
- equipment is positioned behind the equipment restraint line with parking brakes applied prior to any aircraft movement (departure and arrival on the apron)
- the parking brake is always applied, with gear selector in park or neutral, when equipment is parked away from or positioned at the aircraft
- the passenger loading bridge is fully retracted or parked in the designated parking position prior to aircraft arrival and departure movement
- any equipment (including the loading bridge which shall be moved slowly towards the aircraft cabin doors using the auto levelling safety system when available) is not moved toward an aircraft until it has come to a complete stop, chocks are positioned, engines are shut-down, anti-collision beacons are switched off and, if applicable, ground-to-flight communication has been established (exception: external power may be connected to aircraft, if necessary)
- passenger boarding bridges and/or self-maneuvering passenger stairs shall be secured to prevent movement from non-authorized persons
- prior to equipment movement, a guide person, visible to the driver, is in position to accurately judge clearances and communicate guidance using hand signals
- equipment movement does not commence or is halted, if the driver does not have or loses visual contact with a guide person
- equipment or vehicles are not moved into hazard areas associated with the aircraft type
- a brake check is accomplished prior to entering an equipment restraint area
- any equipment and/or vehicles shall be positioned so as not to obstruct an aircraft evacuation or the free movement of other equipment and/or vehicles
- motorized equipment make a full stop as a brake check before entering the equipment restraint area and again before reaching the aircraft side
- equipment when approaching or leaving an aircraft is not driven faster than walking speed
- maintenance stairs, belt loaders or other GSE used to reach cargo holds must have safety rails to prevent falls
- stabilizers, handrails, attachment fittings, transfer bridges and/or platforms when fitted on equipment, are correctly deployed when equipment is positioned at the aircraft
- equipment is not removed from an aircraft cabin access door unless the driver has advised appropriate persons on the aircraft and on the ramp
- equipment is not removed from a position at an aircraft access door until the door has been closed and secured by an authorized person or a highly visible safety device has been placed across an open door.
- equipment is removed from a cabin access door immediately after such door is closed.
- equipment is securely parked only in designated areas outside of aircraft parking stands.



### **9.2.2.5 Safety Cones**

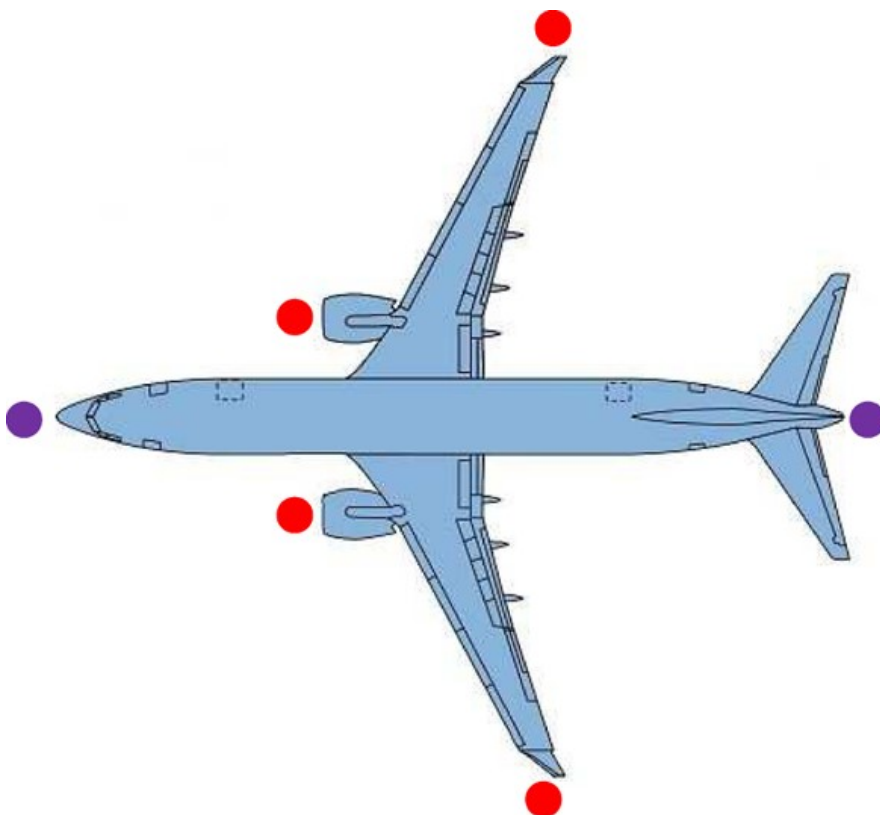
#### **9.2.2.5.1 Safety Cone Placement and Removal**

Safety cones are a caution sign for drivers to maintain required safety clearances. Cones protect parts of the aircraft against collision by GSE.

- a. Prior to arrival of the aircraft, make sure there are sufficient serviceable safety cones to protect the aircraft type to be handled.
- b. Do not approach the aircraft to position cones unless all of 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.
- c. Place safety cones on the ground in accordance with the following diagrams within a maximum of 1 meter outward from the point of the aircraft being protected. Cones must not be placed in high wind conditions.
- d. Additional safety cones may be needed as per operational requirements or local regulations.
- e. GSE must not approach the aircraft until all safety cones have been placed (not applicable for the passenger boarding bridge).
- f. All required safety cones shall remain in place until GSE and vehicle activities around the aircraft have ceased prior to departure of the aircraft.
- g. Ensure all GSE has been removed from the safety zone.
- h. Remove the safety cones from around the aircraft.
  - i. When not in use, place the safety cones in the designated storage area
- j. Additional cones to be placed at the applicable end(s) of the aircraft where immediately adjacent to a service road.

Safety Cones placement for Boeing 737 aircraft fitted with Blended Winglets.



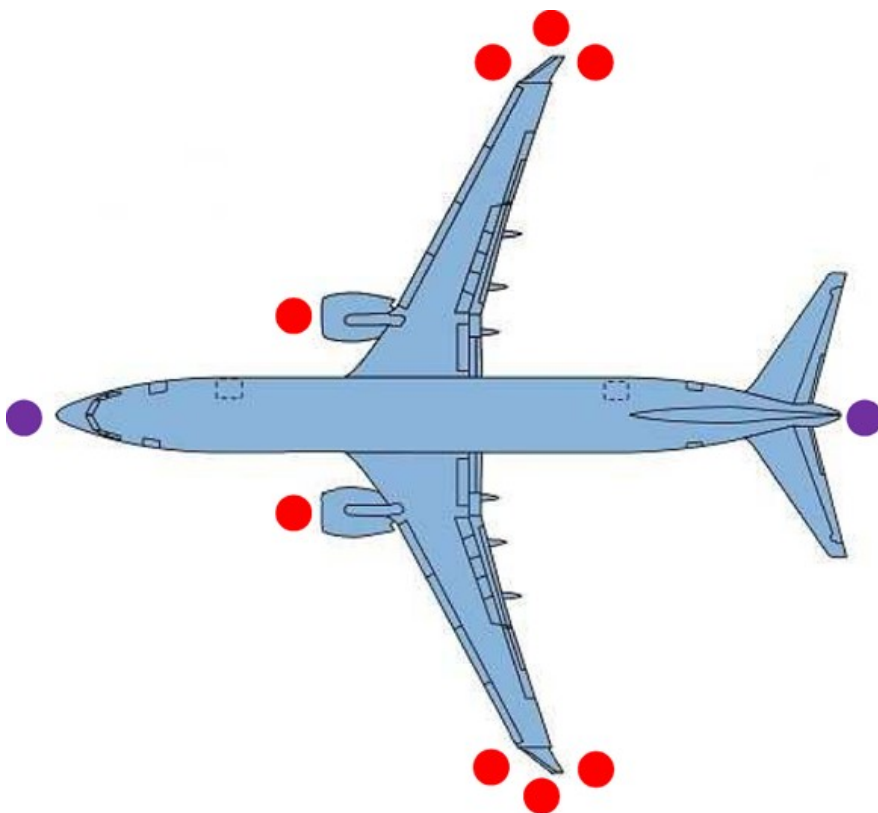


Safety Cones placement for Boeing 737 aircraft fitted with Split Scimitar Winglets and Advanced Technology Winglet.

**Note:** In addition to the IATA Standard procedure, it is mandatory to place additional safety cones underneath wingtips.

The additional safety cones shall be positioned 2 meters outward from both wing tips!





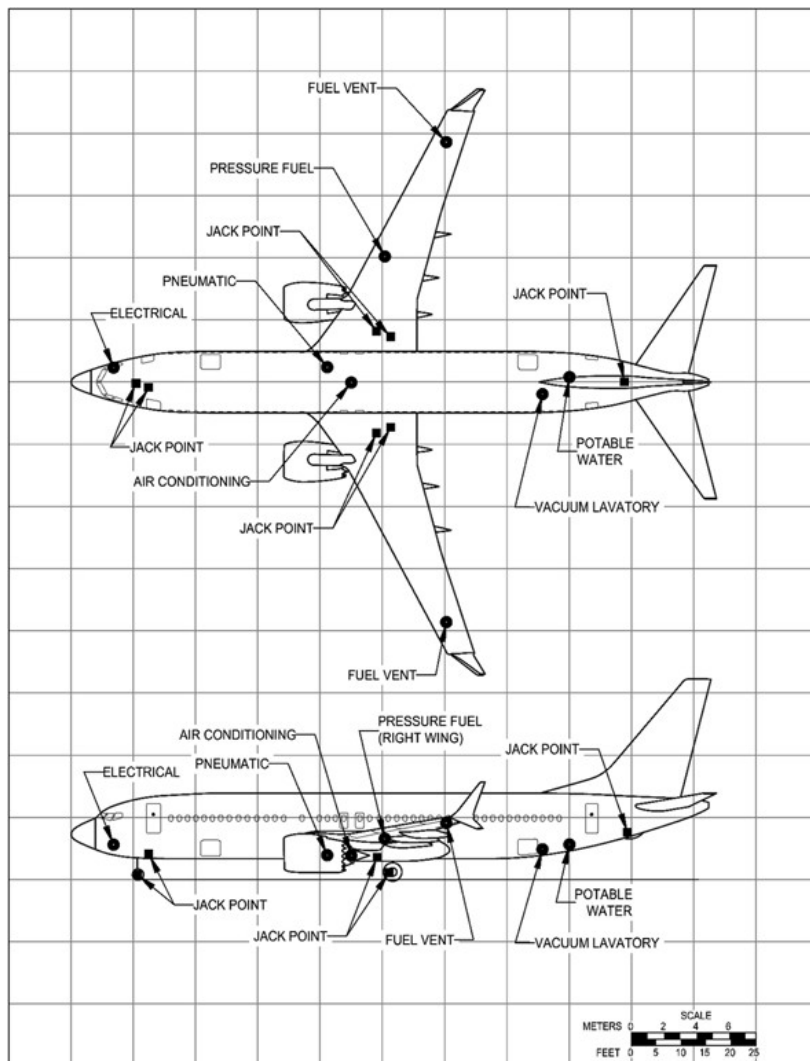




## 9.2.3 Servicing of Aircrafts and Positioning of Ground Equipment

### 9.2.3.1 Ground Servicing Points

#### 9.2.3.1.1 B737-800 / B737-8





### 9.2.3.2 Ground Support Equipment Positioning

#### 9.2.3.2.1 General

Apron equipment is to be used with utmost caution to avoid any situation which might result in damage to aircraft whilst on the ground.

Ground equipment must be positioned with sufficient distance to the aircraft. Settlement due to unloading/loading and boarding/deboarding of the aircraft must be considered.

**The positioning of loading belts into holds of aircraft strictly is forbidden.**

Exception:

Certified loading aids such as e.g. ramp snakes may be used upon prior approval by NP Ground Operations.

Only properly trained and qualified personnel is permitted to operate equipment.

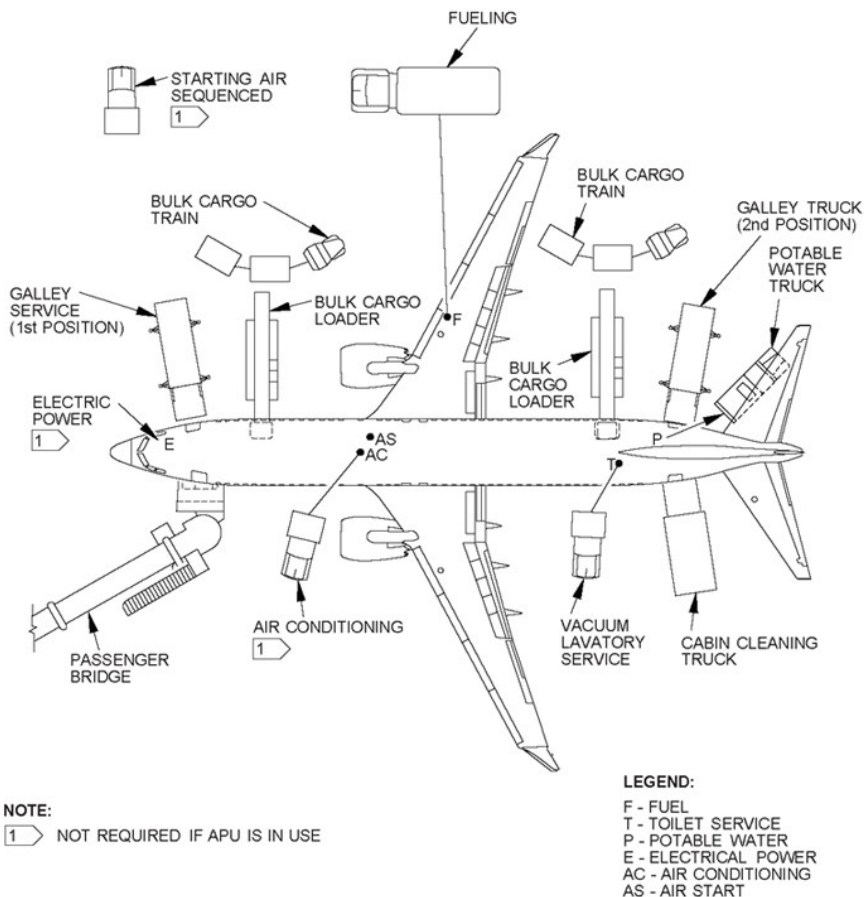
Equipment, including passenger loading bridges must not be moved towards the aircraft until it has come to a complete stop, the parking brakes on, chocks are positioned, engines shut-down, anti-collision beacons switched off, and if possible, flight deck contact established.

In addition all handling recommendations published in IATA Airport Handling Manual, AHM 462 are to be considered and followed.

Servicing of Aircrafts and Positioning of Ground Equipment



### 9.2.3.2.2 B737-800 / B737-8



Due to repeated damages no hook for the purpose of stress relief to the ground power cable may be fixed to aircraft structure of B737-800 and B737-8, however local deviations of procedure may apply upon prior permission.

Proper use of the available steel bar for support of the ground power connector helps to avoid damages. For this purpose the affixed placard 'No hook to aircraft structure' has to be watched.

Turnaround Coordinators are emphasized to supervise proper handling.



#### **9.2.3.2.3 Cooling/Heating Units and Preconditioned Air**

As part of the fuel conservation programs of most airlines, pre-conditioned air is required at all airports that provide on-stand pre-conditioned air.

Refer to chapter 9.2.3.1 Ground Servicing Points for the specific aircraft type for the location of the PCA access panel on the specific aircraft type and 11.2.4 Ground Support Equipment for Ground Support Equipment specification.



**Note:** Make sure there is no blockage of the hose.

## Ways to operate Cooling/Heating Units and Preconditioned Air:

### A Operation WITH operating crew on board

1. To connect PCA:
  - Notify flight deck crew or authorized maintenance personnel as the aircraft needs to be configured for  
Pre-Conditioned Air intake = PACKS off, otherwise damage to aircraft equipment will occur.
  - Make sure that at least one cabin access door is open and remains open during air unit operation
  - Make sure that a motorized ground air supply unit is not near the aircraft. The engine exhaust pipe of the unit must point away from the aircraft. Heat from the unit's exhaust can cause damage to the aircraft structure
  - Open access panel.
  - Connect ground pre-conditioned air unit to aircraft.
  - Start up ground pre-conditioned air unit.
  - On the ground pre-conditioned air unit, select the desired cooling or heating settings (air temperature and flow rate) or position the selector in the appropriate position.
2. To disconnect PCA:
  - Shut down ground pre-conditioned air unit.
  - Disconnect ground pre-conditioned air unit from aircraft.
  - Close the access panel.
  - Retract the PCA hose to the fully stowed and secured position

### B Operation WITHOUT operating crew on board for the first departure of the day

- The packs shall not operate – this will be the case if the aircraft is unattended (no electrical power is provided to the aircraft or aircraft is in ground service mode).
- Without crew onboard, there **MUST** be an opening in the aircraft to allow the air to leave the aircraft again.
- Since the door(s) will be closed for the majority of the cases, this is fulfilled, if the outflow valve is **OPEN**.
- Check and confirm for open valve as shown in attached picture below  
Usually the outflow valve should be fully open on ground during a turnaround/night-stop, however, it could be in closed position.

**For opening the outflow valve the local maintenance provider MUST be contacted!**

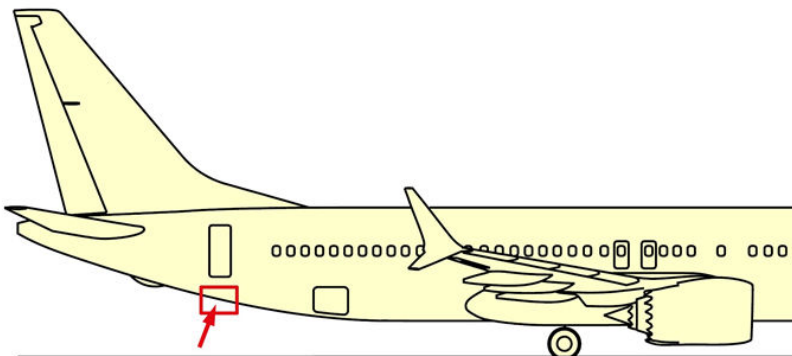
#### **DO NOT PROVIDE PCA IF THE OUTFLOW VALVE IS CLOSED!**

- After successful check of open valve, the PCA unit can be connected to the aircraft, used and disconnected as shown in A above
- The requirement to limit the air pressure (0.54psi gauge pressure) and air temperature (71°C/160°F) has to be fulfilled by the provider of the ground air. It is recommended to verify automatic safeguarding is available since no crew/maintenance would be



noticing if the temperature rises to too high levels to interact.

## B737 OUTFLOW VALVE





## **9.2.4 Arrival and departure procedures**

### **9.2.4.1 General**

Aircraft movement operations must be performed with extreme caution to prevent injuries to personnel as well as to avoid damage to aircraft, equipment and facilities.

Only trained and qualified personnel is allowed to perform aircraft movement operations functions.

As, due to blast and suction, a running engine of an aircraft can produce a hazard to ground personnel and since the visibility from the cockpit is limited all ground handling personnel has to observe the minimum safety distances.

An engine start on the apron normally must be conducted with the aid of ground personnel.

In order to facilitate safe handling on the ramp, ground staff and pilots shall use interphone contact and/or hand signals as indicated in IATA Airport Handling Manual, AHM 462, AHM 463 and AHM 465.

Taxiing aircrafts always have right of way.

Speed limits on apron are strictly to be observed.

Passengers moving between the aircraft and the terminal building where the apron is utilised for embarkation and disembarkation have to be protected.

After arrival of an aircraft, positioning of equipment and ground handling of aircraft will only start when all engines are shut down, the anti-collision light is switched off, the chocks are inserted and the parking brakes are released.

Local airport regulations are to be observed additionally as well as the recommendations published in IATA Airport Handling Manual, AHM463.

#### **9.2.4.1.1 Arrival Procedures**

Following arrival procedures shall be performed by handling staff:

- a. Conduct Foreign Object Debris (FOD) check on entire stand removing all debris just prior to arrival.
- b. Ensure that the stand surface condition is sufficiently free any contamination to ensure safe aircraft movement.
- c. Ensure that all required Ground Support Equipment is available and serviceable and is positioned well clear of the aircraft path, outside the Equipment Restraint Area.
- d. Ensure the aircraft path and ramp area are free of objects and obstacles that the aircraft may strike or endanger others due to jet blast effects.
- e. Ensure that the aircraft docking guidance system is operational and/or marshalling staff is present.
- f. After arrival of the aircraft a walkaround inspection shall be accomplished prior Ground Support Equipment is positioned to the aircraft to identify and record any visible damage or abnormalities to the aircraft. Any damages or abnormalities detected during the walk around inspection shall be reported to the supervisor, the operating crew and/or maintenance staff. No Ground Support Equipment shall be positioned to the aircraft in an area where such damage exists.



#### **9.2.4.1.2 Departure Procedures**

Following departure procedures shall be ensured by handling staff:

- a. The ramp area surface is inspected and free of:
  1. Debris that could cause foreign object damage (FOD);
  2. Contamination that could be hazardous to aircraft movement;
  3. Objects that could be impacted by the aircraft or subjected to jet blast effect.
- b. Personnel not involved in the aircraft departure are positioned outside the ERA;
- c. If applicable, wing walkers and/or other applicable personnel are present;
- d. If applicable, communication with the flight crew is established on air start procedures with air starter unit (ASU);
- e. Use of anti-collision light(s);
- f. Communication is established with the flight crew;
- g. Vehicles and personnel remain clear of aircraft engine intake and/or blast areas during engine start.

A final walk around check shall be made prior engine start.

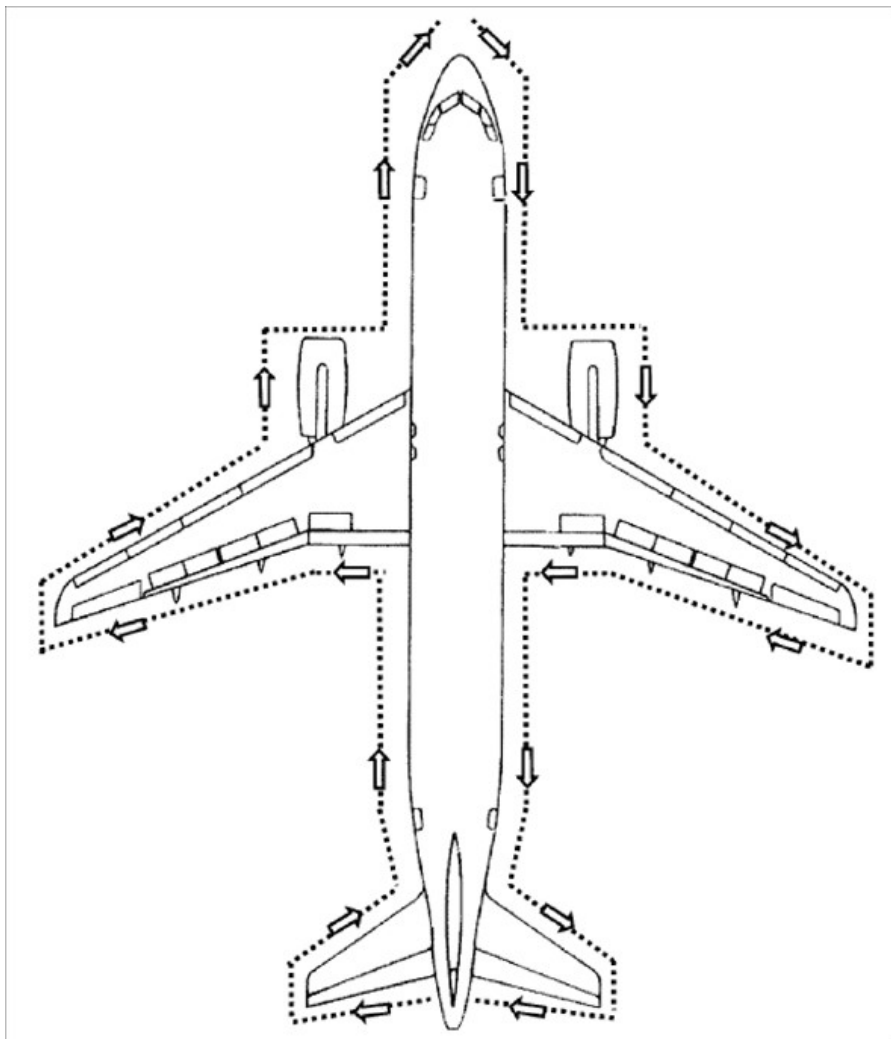
Principally the walk around check has to be performed by the Turnaround Coordinator.

The walk around check has to be made at normal walking speed.

Following items shall be checked:

- all aircraft cabin and cargo doors, all servicing panels and hatches are closed and flush with the fuselage and no visible damages are detected at edges and tips
- all power cables are detached
- equipment and vehicles are positioned clear of the aircraft movement path
- engine intakes and apron are free from foreign objects
- surface condition of the apron is adequate to conduct aircraft movement operations
- passenger bridge or stairs are removed
- aircraft probes and antennas have no visual damage
- no visible leak of hydraulic fluid, fuel or other liquids related to aircraft is detected
- toilet service panels are free from "blue ice" contamination
- aircraft surfaces have no visible damage or abnormalities. Any damage or abnormality detected during the walk around inspection shall be reported to the supervisor, the operating crew and/or maintenance staff
- landing gear has no flat tires or other form of damage
- chocks are removed from all wheels (departure)
- landing gear safety pins are removed from main landing gear
- if the aircraft needs push back – steering pin is inserted at nose gear before push back and removed after push back completed.







#### 9.2.4.2 Communication via Hand Signals

##### 9.2.4.2.1 Introduction

In order to standardize “ground staff” communication and/or “ground staff – flight crew” communication, the following hand signals are defined:

- a. **Guide Person Hand Signals** – to be used by a specific guide person in direct liaison with the equipment operator to facilitate movements of any type of GSE.
- b. **Marshalling Hand Signals** – to be used by ground staff, to assist the flight crew during maneuvering of the aircraft and engine starting.
- c. **Technical/Service Hand Signals** – to be used by ground staff to communicate technical/servicing information to flight crew, and by flight crew to communicate technical/servicing information to ground staff.
- d. **Pushback Hand Signals** – to be used during the tractor/towbar connection/disconnection process, and at the start and end of the pushback operation.

##### 9.2.4.2.2 Conditions for Using Hand Signals

The person giving the hand signals must:

- a. Use only approved hand signals.

- b. Wear a high visibility vest.
- c. Maintain the same role throughout the procedure.
- d. Keep in constant, visual contact with the other ground staff and flight crew throughout the manoeuvre. If visual contact is lost, the operation must stop and not re-commence until visual contact is re-established.
- e. Remain clear of the intended pathway of the vehicle/aircraft where possible.



#### 9.2.4.2.3 Guide Person Hand Signals (for GSE)

**To attract Operator's Attention and Take Command:**



Arms held above head in vertical position with palms, facing forward. Meaning: I am in charge of this manoeuvre. You will take orders only from me.



**Forward Movement (toward person):**



Arms a little aside and repeatedly moving upwards and backwards, beckoning onwards.



**Backward Movement:**



Arms by sides, palms facing forward, swept forward and upwards repeatedly.

**Turn Right:**



Left arm downwards, hand extended, right arm repeatedly moved upwards towards the Guideman's left. Speed of arm movement indicating rate of turn.



**Turn Left:**



Right arm downward, hand extended, left arm repeatedly moved upwards towards the guideman's right. Speed of arm movement indicating rate of turn.

**Lift:**





Stretch both arms toward load or equipment, palm up, hand movement in upward direction.

**Lower:**



Stretch both arms toward load or equipment, palm down, hand movement in downward direction.



**Accompanied Movement:**



Come with load or equipment. Maintain eye to eye contact with operator or driver. Swing down opposite arm.





### Indicate Distance



Distance shown between hands must correspond exactly with existing margin.



Stop:



Arms raised and crossed over head.

Immediate stop: Hands cross over head with clenched fists.



**OK. All is Clear or continue on Your Own or Drive Away:**



Lift stretched right arm, hand closed, thumb raised.



**Chocks Inserted; Stabilizers On:**



Arms down, hand closed facing inward, thumbs extended, move arms inwards.



**Chocks Removed; Stabilizers Off:**



Arms down, hands closed facing outward, thumbs extended, move arms outward.



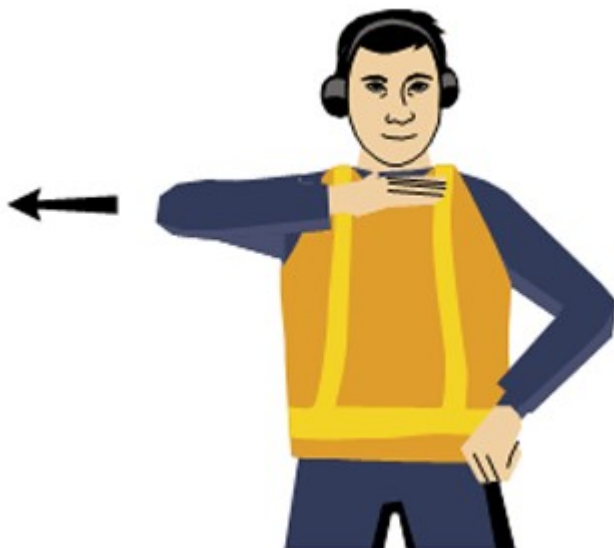
**To Interrupt Power Source (electricity, fuel, air):**



Right arm and hand level with shoulder, palm downward horizontally swinging from extended arm to throat.



**Stop Engine:**



Right arm and hand level with shoulder, palm downward, hand on throat making horizontal move to the right, passing hand across throat.

**to Connect or Disconnect:**



Raise left arm and hand, with fingers extended horizontally



**Connect:** Right hand with clenched fist moving upward to contact left palm

**Disconnect:** right hand with clenched fist leaving left palm downward.

**Brakes On/Off:**



Right arm and raised horizontally in front of body.

**Release brakes:** With fist clenched, then extend fingers, palm inward.

**Engage brakes:** With extended fingers, palm inward, then clench fist.





#### 9.2.4.2.4 Pushback Hand Signals – Headset Operator to Tug Driver

##### Vehicle Brakes Off



Raise hand just above shoulder height with closed fist and **ensure eye contact with tug driver** open palm.



### Clear to Push



Hold arm straight out at a 90° angle from the shoulder and display hand with thumb up. This indicates to the tug driver that all equipment is clear of the aircraft, the chocks have been removed, the aircraft brakes are off and the flight crew has given clearance to commence pushback.



### Negative/Hold



Hold arm straight out at 90° angle from the shoulder and display hand with thumb down. This indicates to the first tug driver that the aircraft is not ready for pushback and to hold position.



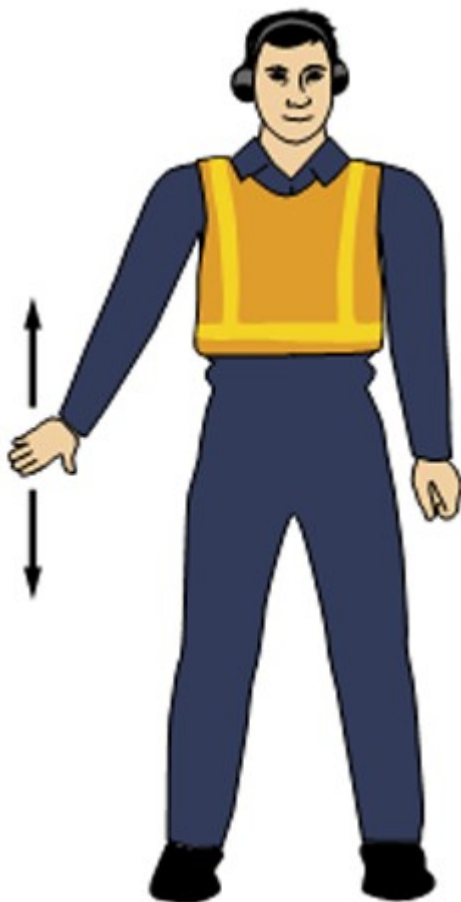
### Vehicle Brakes On/Stop



Raise hand just above shoulder height with open palm and **ensure eye contact with tug driver** close into a fist. At the end of the pushback also indicates to tug driver that aircraft brakes have been set. Tug driver should return the signal to the Headset operator to confirm vehicle brakes set.



## Slow Down



With hand at a 45° angle downward to the side make a “patting” motion.



### Change of Pushback Direction



Touch nose with finger and with arm at a 90° angle to the shoulder, point in the direction that the aircraft need to be turned to.



#### 9.2.4.2.5 Pushback Hand Signals – Wingwalker to Headset Operator/Tug Driver

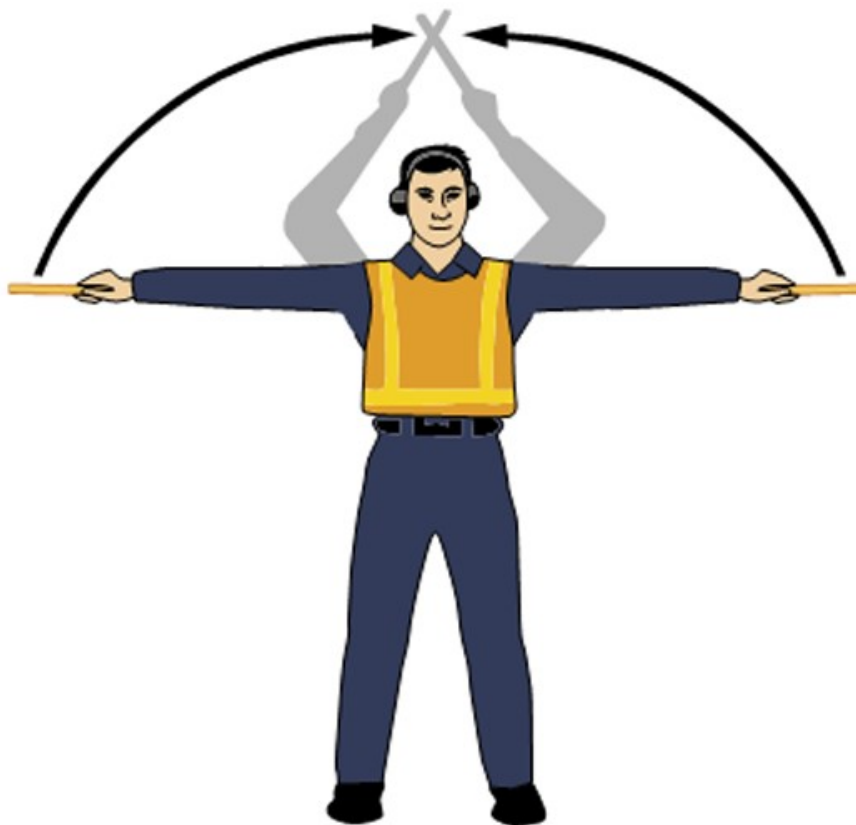
##### Clear to Move Aircraft



Raise one fully extended arm with wand straight above head and with the other arm and wand at a 45° angle downward to the side.



### Stop Movement of Aircraft



Fully extend arms and wands to cross above the head.





## Hold Movement of Aircraft



Fully extend arms and wands downwards at a 45° angle to the sides. Hold this position until it is clear for the aircraft to move.

### 9.2.4.2.6 Marshalling Hand Signals (for aircraft)

- Do not perform aircraft marshalling unless it is permitted by the local airport authority and you have been trained and authorized
- give marshalling hand signals from a position forward of the aircraft while facing and within view of the pilot.
- Wear high visibility vest.
- Use illuminated torch lights/wands to improve the visibility of the hand signals in the following situations:



1. insufficient apron lighting
2. poor visibility
3. night conditions.
4. when required by the local Airport Authorities or regulations.

---

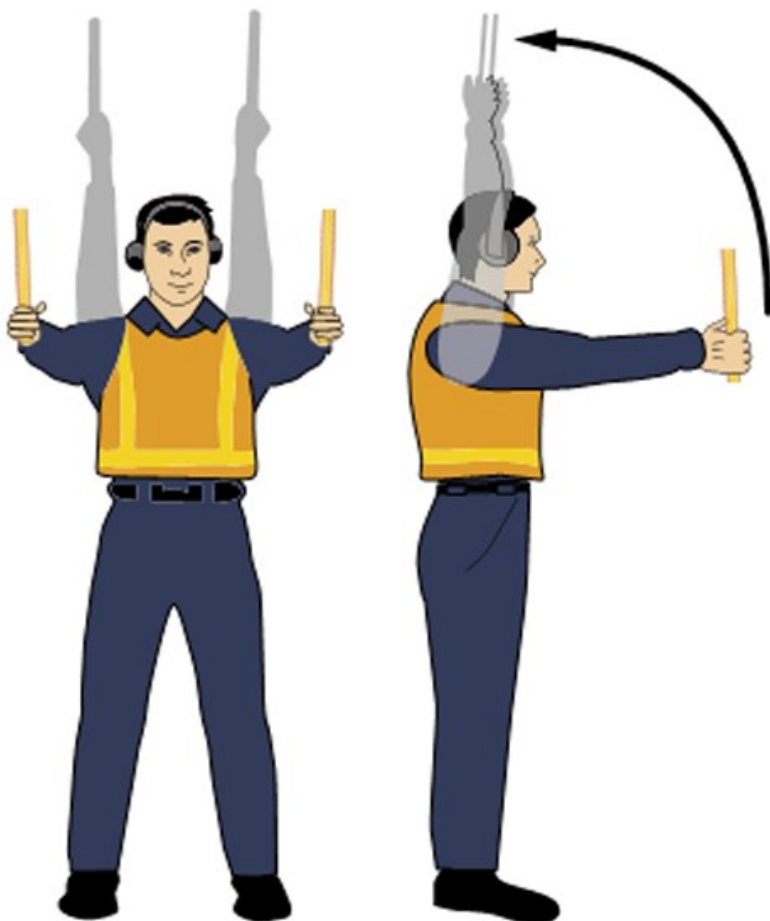
**CAUTION!** To avoid any possible confusion by the Flight Crew, do not use guide man hand signals for equipment until all aircraft marshalling has been completed.

---

- Note:**
- a. The hand signals printed on the following pages are illustrated with the use of wands. The meaning of the signals remains the same when bats, gloves or illuminated torch lights are used.
  - b. It is not possible to give signals for engaging/releasing parking brakes with the use of bats or illuminated torch lights.



**Identify Gate:**



Raise fully extended arms straight above head with wands pointing up, move hands fore and aft to keep from blending into background.



**Continue to Taxi Straight Ahead:**



Bend extended arms at elbows and move wands up and down from waist to head.



**Slow Down:**



Move extended arms downwards in a “patting gesture”, moving wands up and down from waist to knees.



**Turn right (from the pilot's point of view):**



With left arm and wand extended at a 90° angle to the body, right hand makes the come ahead signal. The rate of signal motion indicates to the pilot the rate of aircraft movement desired.



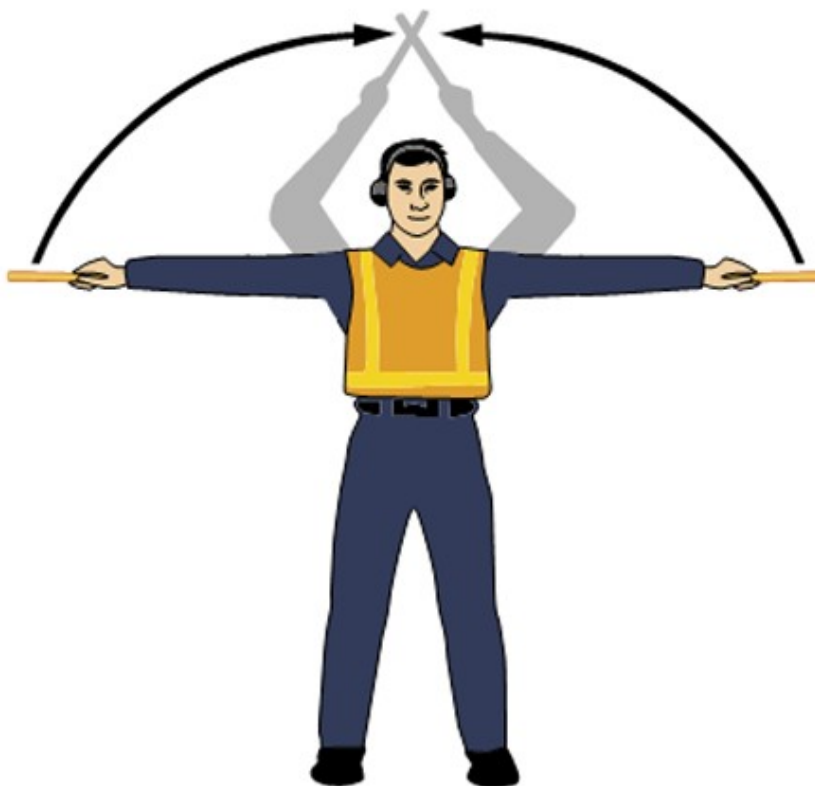
**Turn Left (from the pilot's point of view):**



With right arm and wand extended at a 90° angle to the body, left hand makes to come ahead signal. The rate of signal motion indicates to the pilot the rate of aircraft movement desired.



**Stop/Emergency Stop:**



Fully extend arms and wands to cross above the head.





**Hold Position/Stand-by:**



Fully extend arms and wands downwards at a 45° angle to the sides. Hold the position until the aircraft is clear for the next manoeuvre.



**Proceed to Next Marshall or as Directed by Tower/Ground Control:**



Point both arms upward, move and extend arms outward to side of body and point with wands to direct of next marshaller or taxi area.



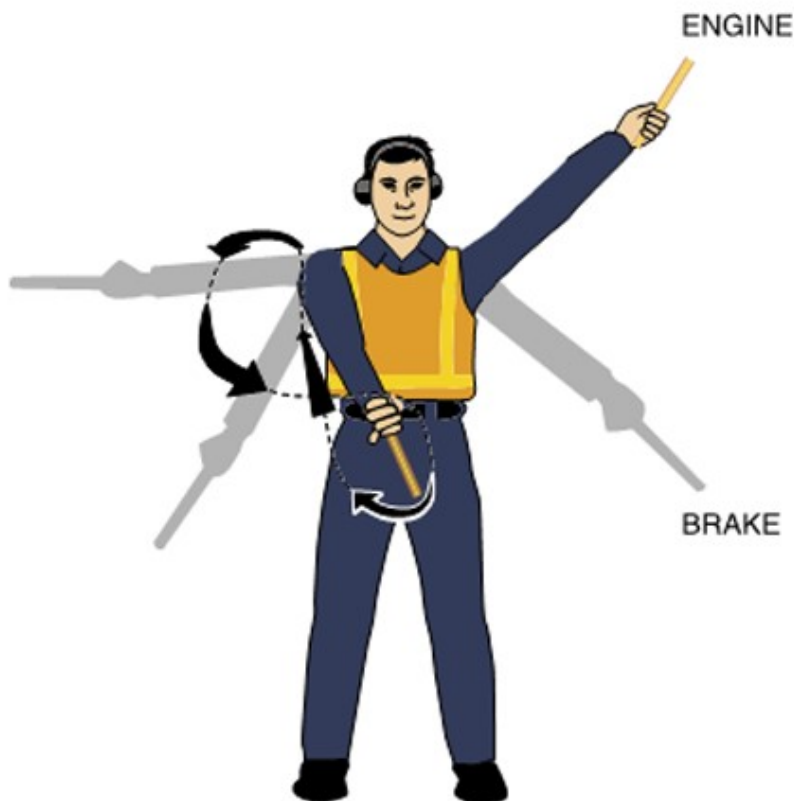
**Dispatch Aircraft:**



Perform a standard military salute with right hand and/or wand to dispatch the aircraft. Maintain eye contact with the flight crew until the aircraft has begun to taxi.



**Fire:**



Fire-Move right hand in an exaggerated figure of eight (8), or a fanning type motion, from the shoulder to the knee, while at the same time pointing with the left-hand wand to the area of the fire.



**Set Brakes:**



Raise hand just above shoulder height with open palm. Ensure eye contact with the flight crew, close hand into a fist. **DO NOT** move until receipt of thumbs up acknowledgment from the flight crew.



**Release Brakes:**



Raise hand just above shoulder height with hand closed in a fist. Ensuring eye contact with the flight crew, open palm. **DO NOT** move until receipt of thumbs up acknowledgment from the flight crew.



**Chocks Inserted:**



With arms and wands fully extended above head, move wands inward in a “jabbing” motion until the wands touch.



**Chocks Removed:**



With arms and wands fully extended above head, move wands outward in a “jabbing” motion.  
**DO NOT** remove chocks until authorised by the flight crew.





**Start Engines:**



Raised right arm to head level with wand pointing up and start a circular motion with hand, at the same time with the left arm raised above head level point to aircraft.



### Emergency Engines Shut Down:



Extend arm with wand forward of body at shoulder level, move hand and wand to top of left shoulder and draw wand to top of right shoulder in a slicing motion across throat.

#### 9.2.4.2.7 Technical/Service Hand Signals-Ground Staff to Flight Crew

- a. Only use manual signals when verbal communication is not possible.
- b. Make sure acknowledgment is received from the flight crew on all occasions.



**Connect Towbar:**



Bring arms above the head and grasp forearm with opposite hand.



**Air Up (supply pressurised air for engine start):**

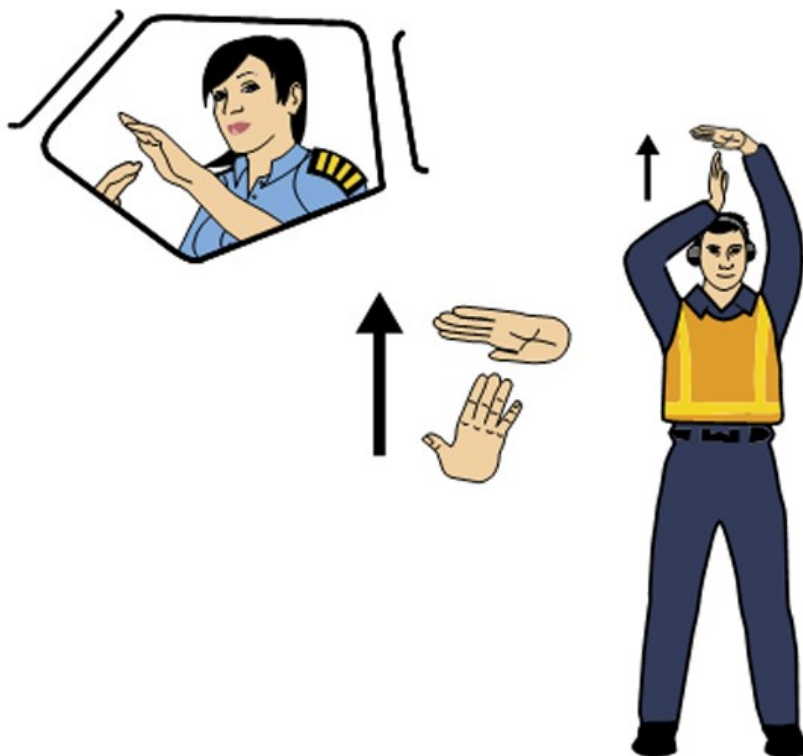


Wave arms up & down from thigh to waist with palms up.



**Connect/Disconnect Ground Power:**

**To connect ground power:**

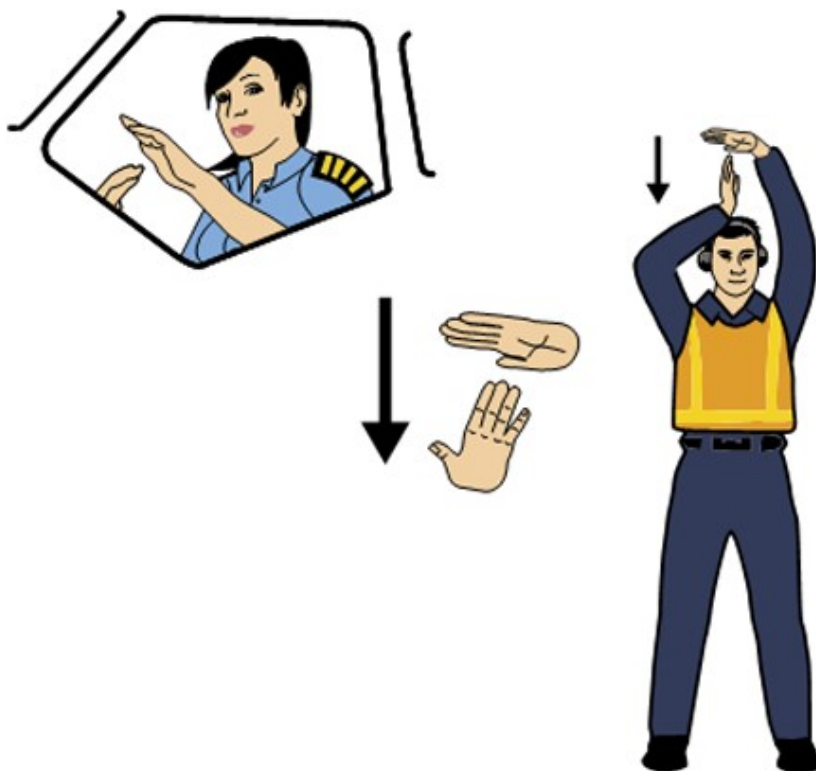


Hold arms fully extended above head, open left hand horizontally and move finger tips of right hand into and touch the open palm of left hand (forming a “T”).

At night, illuminated wands can also be used to form the “T” above the head.



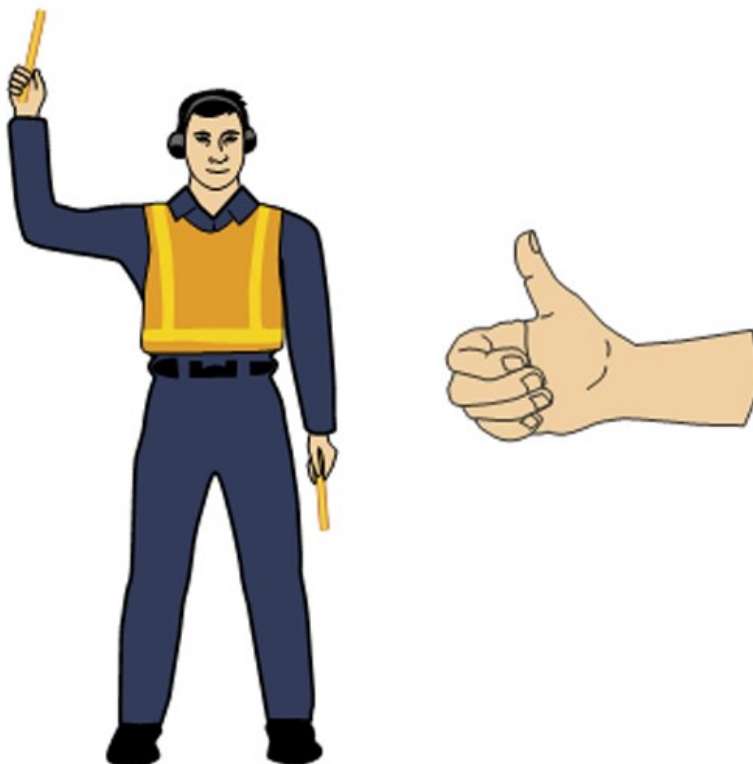
To disconnect power:



Hold arms fully extended above head with finger tips of right hand touching the open horizontal palm of the left hand (forming a "T"), then move right hand away from the left. **DO NOT** disconnect power unit until authorised by the flight crew. At night, illuminated wands can also be used to open the "T" above the head.



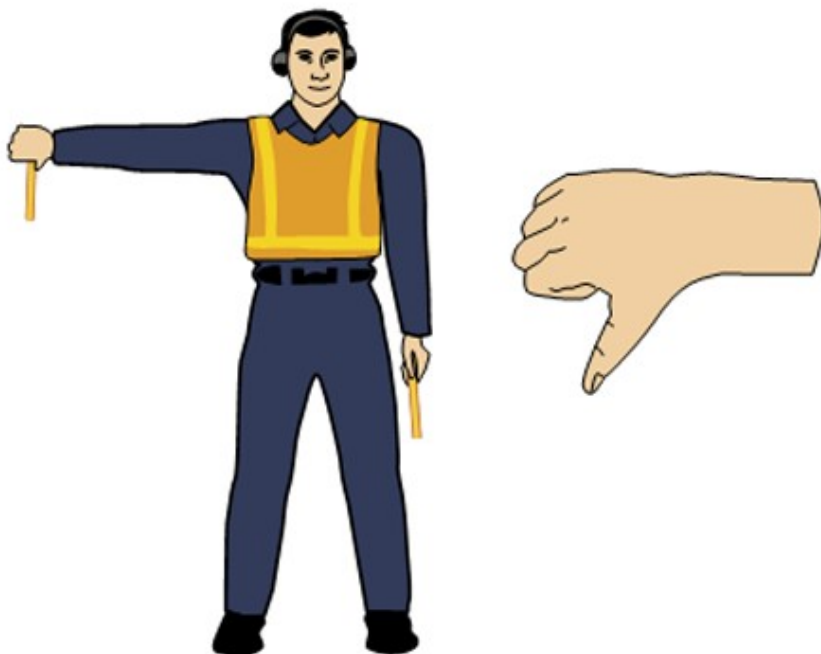
### Affirmative/All Clear



Raise right arm to head level with wand pointing up or display hand with thumbs up, left arm remains at side by knee.



## Negative



Hold right arm straight out at 90° from shoulder and point wand down to ground or display hand with thumbs down, left hand remains at side by knee.





**Interphone:**



Extend both arms at 90° from body and move hands to cup both ears.



**Do not Touch Controls:**



Hold right hand above head level and close fist or hold wand in horizontal position, left arm remains at side by knee.



**Open/Close Stairs Forward/Aft:**

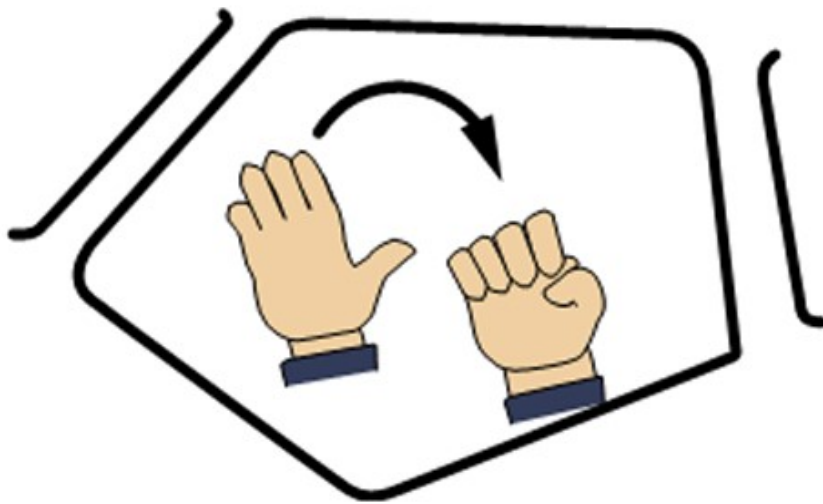


With right arm at side and left arm raised above head at a 45° angle, move right arm in sweeping motion towards top of left shoulder.



#### 9.2.4.2.8 Technical/Service Hand Signals-Flight Crew to Ground Staff

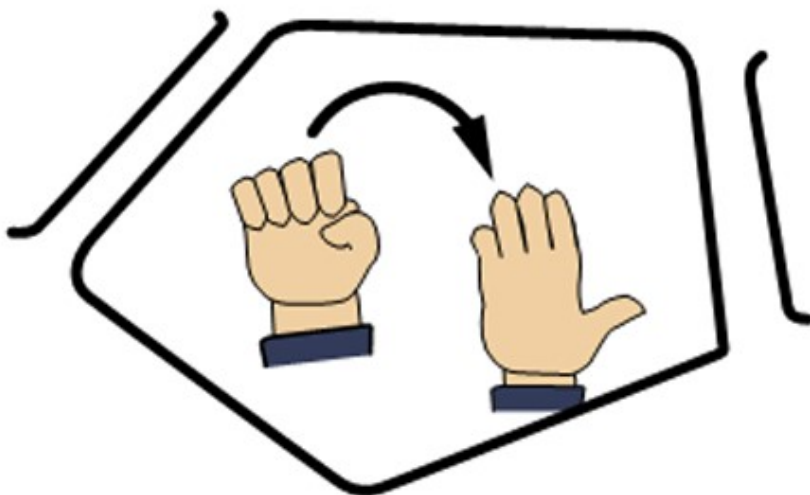
##### Brakes Engaged:



Raised arm and hand, with fingers extended, horizontally in front of face. Hand is then closed to a fist.

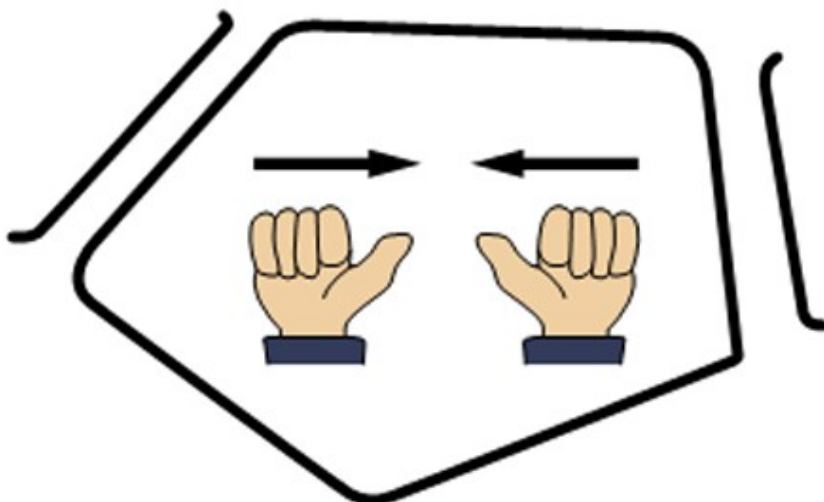


**Brakes Released:**



Raised arm, with fist clenched, horizontally in front of face. Hand is then opened to an open palm.

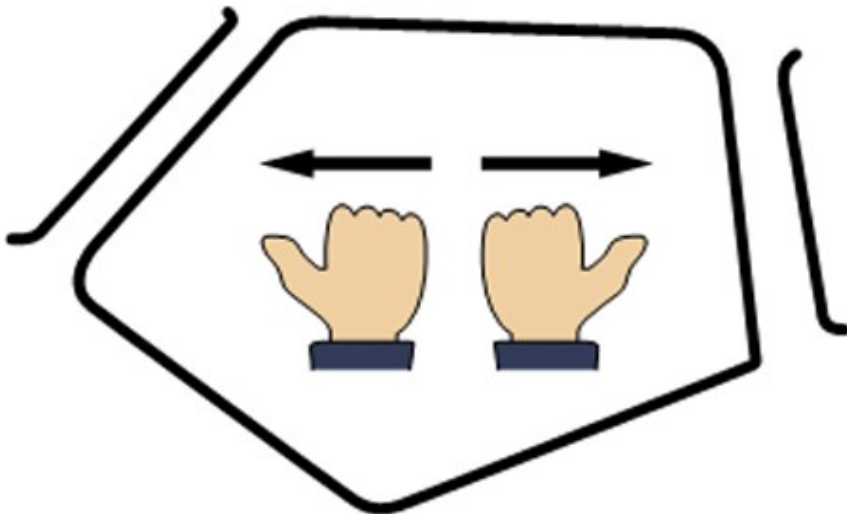
**Insert Wheel Chocks**





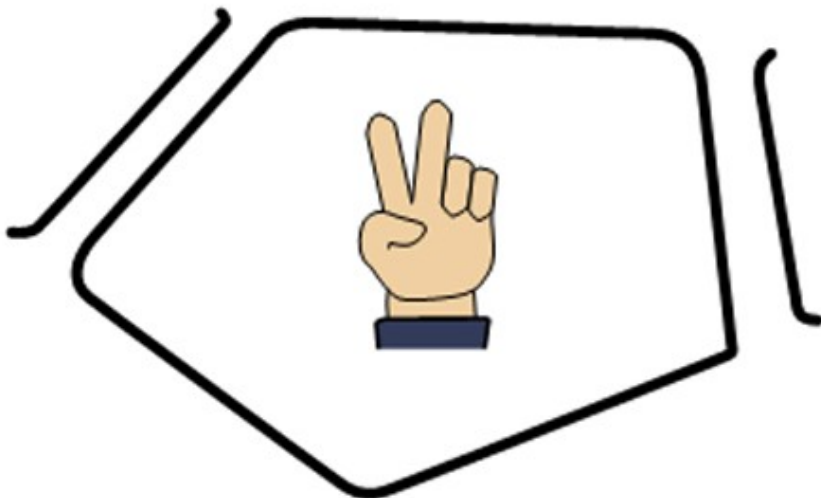
Arms extended, palms outwards, and hands moving inwards.

**Remove Wheel Chocks:**



Hands crossed in front of face, palms inwards, and arms moving outwards.

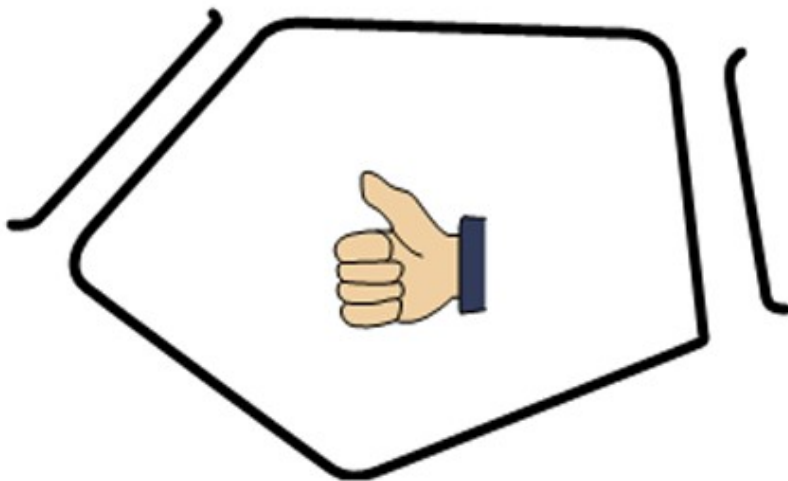
**Ready to Start Engines(s):**





One hand raised with the appropriate number of fingers stretched indicating the number of the engine to be started.

**All Clear:**



Acknowledgment of all ground actions.



#### **9.2.4.3 Communication via interphone**

Starting an aircraft engine may constitute a risk for personnel and equipment around the suction and blast areas. Since the visibility from the cockpit is limited, an engine start on the ramp must normally be assisted by ground personnel. Ground personnel must ensure that no personnel and/or equipment is within the danger zone.

If the interphone is connected to the aircraft, all ground personnel using the interphone shall perform an initial call to the cockpit to confirm that the interphone is now connected. Starting an aircraft engine may constitute a risk for personnel and equipment around the suction and blast areas. Since the visibility from the cockpit is limited, an engine start on the ramp must normally be assisted by ground personnel. Ground personnel must ensure that no personnel and/or equipment is within the danger zone.

#### **Communication cockpit / ground during engine start and pushback**

| <b>Communication procedure for engine start</b> |   |
|---|---|
| <b>COCKPIT (Captain)</b>                        | <b>GROUND</b>   |
| Ground from cockpit                             | Go ahead  |
| Ready for engine start                          | All engines clear or eng. no ___ clear                      |
| Disconnect and give hand signal                 | Disconnecting stand by for visual on your left / right side |

| <b>Communication procedure for engine start (external air / ground power)</b>  |  |
|--|--|
| No. 1 engine must be started first.  |  |
| <b>COCKPIT (Captain)</b>   | <b>GROUND</b>  |
| Ground from cockpit  | Go ahead   |
| Ready for ground air   | Ground air available   |
| Thereafter normal communication procedure to start engine No. 1  |  |
| Remove ground power  | Ground power removed   |
| Remove ground air  | Ground air removed   |
| To minimize the hazard to ground personnel engine No. 2 should be started using the Engine Crossbleed Start procedure. |  |
| Disconnect and give hand signal  | Disconnecting, stand by for visual on your left / right side |





| <b>Communication procedure for engine start during pushback</b> |   |
|---|---|
| <b>COCKPIT (Captain)</b>  | <b>GROUND</b>   |
| Ground from cockpit   | Go ahead  |
| Ready for pushback  | Steering pin inserted; confirm brakes released              |
| Brakes released   | Commencing pushback   |
| Ready for engine start  | All engines clear or eng. no ___ clear                      |
| When pushback completed.  |   |
|   | Pushback completed, set parking brake                       |
| Brakes set  |   |
| Disconnect and show me steering pin                             | Disconnecting stand by for visual on your left / right side |

## **9.2.5 Safety on the ramp**

### **9.2.5.1 Fire Prevention and Suction Areas**

As safety is the prime requirement in aviation utmost care is to be taken in all activities connected with aircraft handling to avoid damage to personnel, aircraft, equipment and facilities.

All ramp safety rules and procedures recommended in IATA Airport Handling Manual are to be observed when handling TUfly flights.

This includes that all ground support equipment is operated in the proper way by trained personnel, aircraft loading and unloading is performed with the respective precautions and ground support equipment is kept in good condition.

The compliance with these requirements is subject to inspections on a regular basis conducted by TUfly airport inspectors.

All personnel engaged in ramp handling has to be properly trained and qualified and has to observe the safety regulations.

According to European law all staff moving outside of a vehicle on the ramp, always has to wear high visibility garment. Outer garments have to contain reflective material and have to be in high visibility colours = safety vests.

Principally fire prevention is more important than fire fighting. This means that the conduct of all staff during handling on the ramp is always in a way that fire is prevented.

The non-smoking rule on any ramp area or in any vehicles on the ramp is strictly to be followed.

As mentioned in [GHM Part 1 chapter 9.2.4 \(Start-up, ramp departure and arrival procedures\)](#) , jet blast and suction can produce a hazard to personnel. All ground staff not directly involved



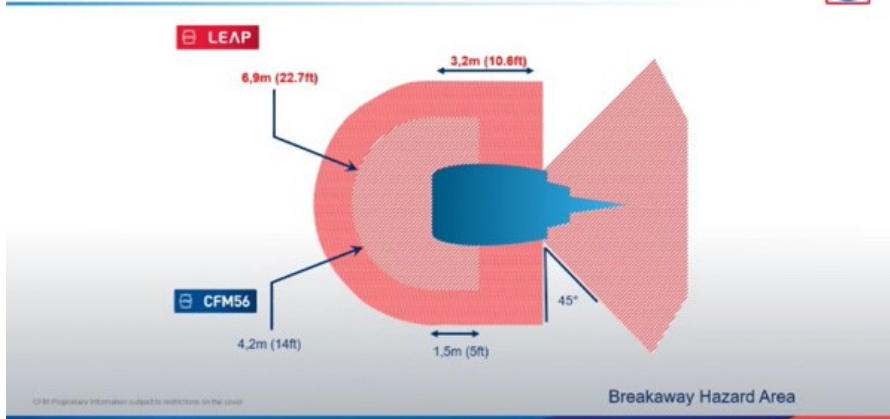
in start-up procedure therefore has to keep clear area of operation and has to observe minimum safety distances to aircraft.

When servicing the aircraft without an operational crew on board, the following applies in the event of an emergency evacuation:

- A minimum of one open door (recommendation: two open doors) shall be available at all times
- Staff servicing the cabin and/or flight deck (e.g. cleaning, catering, etc.) shall be made aware of the location of the nearest open exit
- The person to gain the knowledge about an emergency shall take charge on evacuation and direct staff on board to the nearest exit. If the aircraft will be refueled without an operational crew on board, the fueling staff shall inform service staff o/b when fueling is about to begin and has been completed.
- In the event of an airport terminal evacuation within the vicinity of the aircraft including passenger boarding bridges, the on board evacuation shall be initiated by the person in charge of the aircraft evacuation
- In the event of positioning the aircraft (i.e. towing) no ground staff is permitted on board, except for ground licensed engineers to initiate evacuation, follow the local emergency plan and advise local operator's representative.

Please note different engine keep out zones for TUfly Aircraft B737-800 and B737-8. TUfly Aircraft B737-800 are fitted with CFM56 engines and TUfly Aircraft B737-8 are fitted with LEAP engines.

## Engine Keep Out Zone





### 9.2.5.2 Adverse Weather Conditions

#### 9.2.5.2.1 General

Airside operational staff should follow these procedures during adverse or poor weather conditions which may have a negative impact on aircraft handling activities and ground safety. In the event that additional information is required, refer to supervisory staff.

#### 9.2.5.2.2 Winter or Slippery Apron Conditions

Winter weather brings extra hazards, which require awareness and more care on the part of personnel working on the apron to prevent accidents.

The following precautions to reduce accident risk must be taken:

- a. Plan additional time for all ramp activities and take extra care when walking across apron surfaces, which can be slippery.
- b. Take extra care when driving, especially when approaching the aircraft. Remember that GSE require greater distances to stop safely on slippery surfaces.
- c. Operators of potable water tankers and toilet servicing units must be vigilant that there is no spillage or leakage that can lead to subsequent freezing. Care must be taken to keep spillage and overflow to a minimum.
- d. If apron conditions are hazardous, contact the competent authority to mitigate the hazard. In the event the hazard cannot be mitigated, suspend the affected operations.
- e. Close all entrance and cargo hold doors as soon as possible and keep them closed to avoid precipitation entry into the aircraft.

---

**CAUTION! Reduce speeds on slippery roads in slippery apron conditions. Adjust all activities and operations on the ramp to suit the conditions at the time.**

---

#### 9.2.5.3 Storms–Lightning Work Instructions

For thunderstorms and lightning activity, the notification process may be broken down into three phases:

- a. **Alert**–Lightning activity is detected at a distance in excess of 8 km (5 miles) from your operation.
- b. **Stop/Suspend Activities**–Lightning activity is detected within 5 km (3 miles) of your operation.
- c. **All Clear**–Lightning activity has moved beyond 5 km (3 miles) and is heading away from your operation.

The distances referred to above may vary depending on local climatic parameters. **Notification Levels**



| LEVELS  | ACTION  |
|---|---|
| <b>Amber-ALERT</b><br>Lightning activity is detected at a distance in excess of 8 km (5 miles) from your operation    | Disseminate lightning warning to airside operating staff so they can prepare and plan their activities to be ready in case of a Red Alert in accordance with local regulatory requirements. |
| <b>Red-STOP/SUSPEND</b><br>Lightning activity is detected within 5 km (3 miles) of your operation.                    | Disseminate the order to stop all airside activities and see shelter to all airside operating staff.  |
| <b>Green-ALL CLEAR</b><br>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.   |

**Danger:**

Failure to follow procedures could result in a fatal accident.

*Local Airport regulations must be adhered to. Thunderstorm communication may be implemented in alert phases and the following represents a minimum standard.*

**Danger:**

Do not wear a headset connected to the aircraft during a thunderstorm or if a warning has been issued.

When lightning is present:

- a. do not communicate with the flight deck using a connected communication headset. If necessary, communicate using standard hand signals as shown in this chapter.
- b. do not stay in open areas, under the aircraft loading bridge or near any pole.
- c. stop all ground handling operations.

#### **9.2.5.4 Lightning Alert Callout**

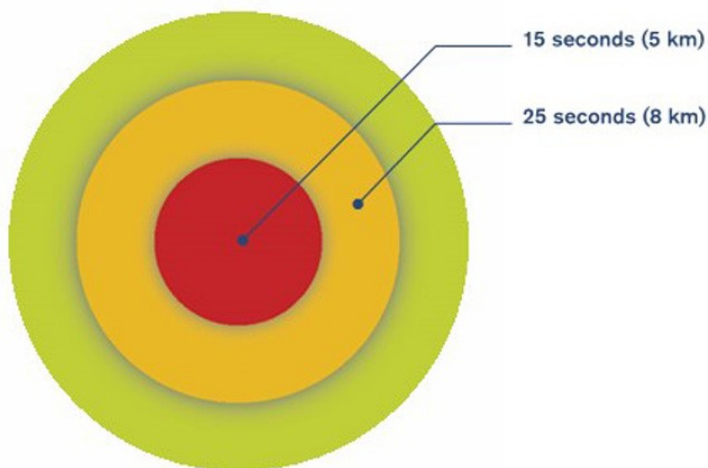
In the absence of an integrated airport notification system, all airside operating staff shall be aware of the following procedures:

- a. Use the counting method to detect/predict lightning activity. Determine the corresponding level based on the counting method diagram.
- b. 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.
- c. In case of a Red Alert, proceed to a designated shelter. The counting method is used when an integrated airport notification system is absent. It is used to estimate the level of lightning activity.

Counting Method Chart:



Counting Method Chart:



**Note:** The time indicated is the time between the lightning and the sound of thunder.

1. If the counted time is less than 15 seconds, the lightning activity is less than 5 km from the airport.
2. If the counted time is between 15 seconds and 25 seconds, the lightning activity is between 5 and 8 km from the airport.



#### 9.2.5.5 High Wind Conditions Work Instructions

High winds pose a great risk of damage and the following minimum precautions should be taken:

- Ensure the safety of the aircraft by installing additional chocks and removing all equipment from around the aircraft.
- Take extreme care when opening or closing any aircraft doors.
- Make sure parking brakes are set on all parked GSE.
- Set parking brakes and secure by additional means, if necessary, all nonmotorized ramp equipment (i.e., baggage carts and ULD dollies).

#### High Winds Activity Table

The following actions must be taken when sustained winds and/or gusts of wind exceeding 25 knots are predicted.

| Staff Actions   | 25 to 39 kt<br>46 to 72 km/h | 40 to 59 kt<br>73 to 110 km/h | Above 60 kt<br>Above 111 km/h |
|---|------------------------------|-------------------------------|-------------------------------|
| Chock aircraft landing gear as per Aircraft Out of Service/Night-Stop/High Wind     | ✓                            | ✓                             | ✓                             |
| Remove safety cones   | ✓                            | ✓                             | ✓                             |
| Secure PCA hoses  | ✓                            | ✓                             | ✓                             |
| Remove FOD  | ✓                            | ✓                             | ✓                             |
| Secure ULDs   | ✓                            | ✓                             | ✓                             |
| Secure rolling stock  | ✓                            | ✓                             | ✓                             |
| Strap all propellers on propeller aircraft  | ✓                            | ✓                             | ✓                             |
| Secure PBB and position to minimize surface exposed to the direct force of the wind |                              | ✓                             | ✓                             |
| Close cargo hold, passenger doors and access panels                                 |                              | ✓                             | ✓                             |
| Do not initiate the elevation of high-lift equipment and stairs                     |                              | ✓                             | ✓                             |
| Park GSE closely together, and adjacent to a building, if possible                  |                              |                               | ✓                             |
| Retract PBB   |                              |                               | ✓                             |

#### Danger:

High winds pose a great risk of damage and injury.



### **Stabilizing fuel uplift:**

TOCC will advise if it's necessary to ensure a minimum amount of fuel is contained in the tanks. The amount of fuel to be tankered will be fixed by local maintenance.

#### **9.2.5.6 Sandstorms and Low Visibility**

The following minimum precautions should be taken:

- a. Issue appropriate Personal Protective Equipment (PPE) such as goggles, masks, covered clothing.
- b. Ensure the provision of shelter, as required.

### **Intense Heat**

The following minimum precautions should be taken:

- a. Issue appropriate PPE (i.e., covered clothing);
- b. Ensure avoidance of dehydration for staff;
- c. Ensure the provision of a temperature-controlled environment during rest breaks.



## **9.2.6 Fueling procedures**

### **9.2.6.1 General**

Fueling may only be started when the aircraft is fully deboarded or Fueling with Passengers on Board expressly has been ordered by and coordinated with the flight crew.

Refueling of aircrafts must be performed under the supervision of TUfly-flight crews, TUfly- or contracted MO personnel or authorized refueling service company personnel (refueling only).

Defueling of aircrafts must be performed under the supervision of TUfly-flight crews or TUfly- or contracted MO personnel.

Aircrafts must be de-/ refueled according to fueling instructions described:

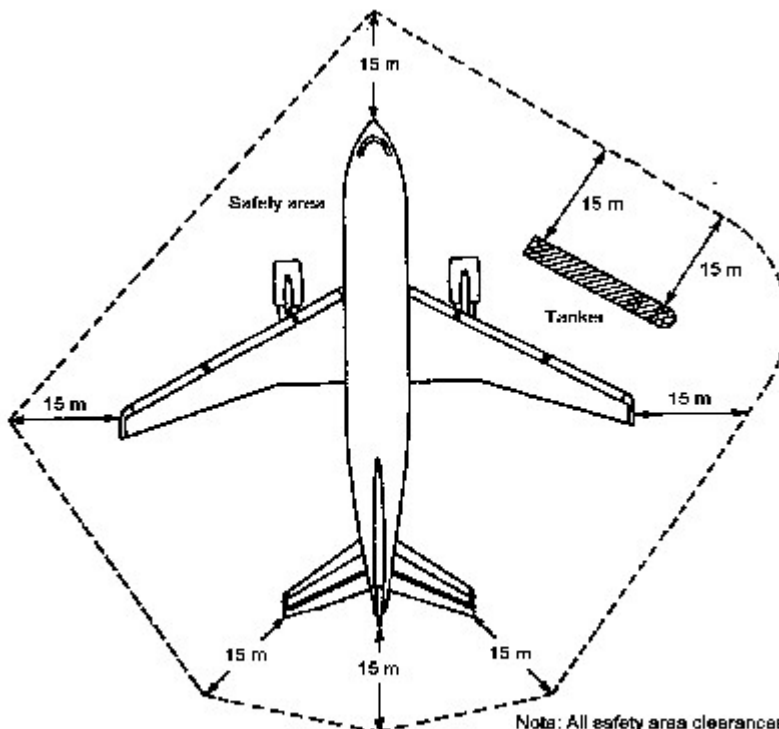
- in the respective OM, part B (instructions are communicated separately to fuel providers, information for ground handling staff is available via cockpit) and
- on placards at the aircraft's fueling station.

For fueling service instructions see Appendix 1.





### 9.2.6.2 Safety precautions during de-/ refueling



The perimeter of the safety area is in form of a polygon with peaks extending approximately 15 meters (50 feet) out from projection of airplane on the ground.

Note: All safety area clearances are subject to change according to local or airport regulations.

1. Within the safety area it is not permitted:
  - to smoke,
  - to use an open flame,
  - to perform work likely to create sparks,
  - to start or restart ground power units.
2. De-/ refueling is not permitted during severe local electrical storms.
3. The tanker must be positioned within the safety area so that the vehicle may be immediately withdrawn in case of danger.
4. "NO SMOKING" signs or symbols must be displayed in prominent positions near tanker and aircraft. These symbols may be painted onto the sides of the tanker.
5. Fire extinguishers must be readily available at tanker and aircraft.
6. Venting areas and the area underneath fuselage and wings must be kept clear of mobile equipment.



7. Before connecting a hose to the aircraft ensure that tanker and aircraft are correctly connected to an approved ground and that electrical bonding between tanker and aircraft are made in the following order:
  - tanker to ground,
  - aircraft to ground,
  - tanker to aircraft,
  - hose/nozzle to aircraft.

**Note:** Bonding is essential, grounding is recommended.

8. Hoses shall be laid by the nearest way from fuel truck or fuel pump vehicle/ dispenser to the refueling inlets, however a sufficient clearance from wheel brakes (at least one meter) and from APU air intakes (4 meter) shall be observed. Hoses shall not be laid underneath the aircraft fuselage.
9. HF system must not be tuned or used for transmission during de-/ refueling.
10. PED must be switched off completely within a radius of 6m from the fueling station.
11. Electrical ground power must not be connected / disconnected or its switches operated during de-/re-fueling. The aircraft electrical system may be operated as required.
12. De-/ refueling must permanently be monitored for possible leakage. If a leakage is detected, de-/ refueling must be stopped immediately. In case of a fuel spillage air-conditioning units must be stopped, if required, and actions must be taken according to airport regulations. If a leakage and/or spillage is detected the operating flight crew must be informed accordingly. Spilled fuel shall be removed or dried up immediately in presence of the fire brigade before passengers are boarded.
13. Dead-man-control must be used, if installed. Any manipulation like wedging, blocking, etc. of dead-man-control is not permitted.
14. General aircraft servicing such as baggage handling and catering services may be carried out during de-/ refueling.
15. Cessation of fueling is required when it is determined that lightning is a threat.
16. In the case of a fire or major fuel spill, rescue and firefighting services are to be alerted immediately.

#### **9.2.6.3 Intentionally blank**

#### **9.2.6.4 De-/ refueling with passengers**

The decision for de-/refueling with passengers on board or embarking / disembarking is strictly to be taken by the commander only in accordance with the local airport regulations.

Ramp personnel has to contact the commander before starting de-/ refueling with passengers and has to inform the flight crew after completion. Start of refueling is only allowed after a positive start signal by the flight crew. Ramp personal has to inform the flight crew after completion.

When de-/ refueling with kerosene type fuel (JET A, JET A 1) passengers on board, embarking or disembarking is permitted, if

- in addition to general safety precautions specified above type-related safety precautions according respective OM, part B are carried out, local airdrome regulations about notification or presence of the fire brigade are observed (see [Appendix 2](#)),
- adequate 2-way communication is established between ground staff supervising the fueling and the flight crew (recommendation via headset),



- notification is given to cockpit when fueling is about to begin and has been completed,
- one pilot remains in the cockpit and monitors the interphone system,
- embarking or disembarking of passengers is performed in small groups,
- inflation range of all exits is clear of obstructions,
- if aircraft is positioned at a boarding bridge, an access path from the aircraft to the terminal has to be kept open and free from foreign objects,
- if aircraft is positioned at a remote position, passenger steps have to be positioned at the aircraft,
- escape route and evacuation areas which have to be shown and explained before start of refueling always have to be kept clear from any objects and vehicles,
- notification is given to cockpit when a hazardous condition or situation (e.g. fuel spill) has been determined,
- for B737-800 and B737-8 catering services are not allowed.

#### **9.2.6.4.1 Appendix 1**

##### **Fueling service instructions**

###### **General**

The uplift will always be ordered in kg to compare the delivered amount with the fuel gage readings.

- The requested block fuel quantity must cover uncertainties due to density and/or temperature differences to avoid additional refueling;
- Under certain conditions (e.g. high ambient temperatures) it might be necessary to check delivered mass (kg) versus volume (ltr., gal.).

The Commander must receive a delivery note after any de-/refueling of the aircraft under his command. The delivery note must be checked for correctness, counter-signed and put into the ships paper envelope.

- In case of any discrepancy resulting from de-/refueling the commander must enter a remark on the delivery note, describing that discrepancy.

###### **Domestic airdromes**

###### **Minimum quantity refueling**

Minimum quantities are defined as refueled quantities being lower than 1.000 liters (including 0 liters!). An extra fee of EUR 30,- is charged for minimum quantities.

**Note:** If for certain no refueling is required at the respective domestic airdrome, the Commander must inform the handling agent in advance to avoid this unnecessary extra fee.

###### **Extended fueling service**

Refueling service companies are authorized to refuel TUIfly aircrafts without supervision of TUIfly flight crews or authorized MO personnel.

TUIfly flight crews must observe the following:

- When an aircraft is refueled without supervision the delivery note does not need to be counter signed. The Commander receives the delivery note, including a copy, directly from



refueling service company personnel or via turnaround coordinator. After checking for correctness the delivery note must be put into the ships paper envelope;

- For fuel critical flights the flight crew must order the refueling service to stay at the aircraft with fuel hose(s) connected until the finally requested block fuel quantity has been delivered

### **Enroute airdromes**

For refueling stops at enroute airdromes the following services will be provided:

- Parking position;
- Stairs; and
- Load sheet.

**Note:** Any other services, like water service, lavatory service, towing, etc. are available for extra fee.

### **9.2.6.4.2 Appendix 2**

#### **Local airdrome regulations for de-/ refueling with passengers**

##### **Definitions**

Notification means that the fire brigade must be informed about start of de-/ refueling and parking position.

Presence means that the fire brigade must be positioned near the aircraft.

##### **Foreign and Domestic airdromes**

At some airdromes notification and presence of the fire brigade is required. The detailed information per airport should be known by respective handling agent .

### **9.2.6.5 Pre-Fueling**

If the aircraft will be Pre-fueled without an operational crew, but servicing staff on board the fueling staff shall inform service staff o/b when fueling is about to begin and has been completed.

For dedicated stations an additional agreement has been met for pre-fueling of aircraft. All instructions given above are to be observed.



## **9.2.7 Aircraft Cabin Servicing**

### **9.2.7.1 General**

Cleaning Service Night Stop:

- clean passenger and crew compartments (other than flight deck)
- dispose of litter
- clear waste from overhead stowage
- wipe tables
- clean and tidy seats, seat belts, seat back pockets with Safety On Board cards visible at front
- hover floors
- empty and clean refuse bins
- clean surfaces in pantries, galleys, toilets
- remove as necessary, any contamination caused by air sickness, spilled food or drink and offensive stains.

Cleaning Service Turn around:

- clean passenger and crew compartments (other than flight deck)
- dispose of litter
- clean and tidy seats
- empty and clean refuse bins
- clean surface in pantries, galleys, toilets
- remove as necessary, any contamination caused by air sickness, spilled food or drink and offensive stains.

### **9.2.7.2 Cleaning Equipment**

- Vacuum cleaners on aircraft power for carpets, air vents, seat arm stowages, and seat rails and behind stowages. Manual carpet cleaners are not an adequate substitute but may be necessary when time is limited or large numbers of passengers remain on board
- Do not unplug a vacuum cleaner by pulling the cord from the socket. Pull from the plug.
- Hand Brushes for use on areas inaccessible to vacuum cleaners
- Mops and Brushes for floor and hard surface washing must be clearly identified or colour coded for toilet cleaning and general cleaning Towel/White Cloth for general purpose cleaning and polishing must be clearly identified or colour coded for toilet cleaning and general cleaning Do not re-use the mops and napkins used for toilet cleaning when cleaning the galley
- Absorbent Wipes for mopping up spillages
- Hand Sprayers for dispensing detergent mix
- Druggets for floor protection
- Soft Rolls/Wipes for wiping off spillages.



### 9.2.7.3 Health and Safety Instructions

- Wear the required personal protective equipment
- Exercise caution while checking the contents inside the seat covers to prevent cuts and injuries by any sharp items placed there
- Ensure suitable disposal containers are available and used for the removal of soiled articles, waste and sharps
- Disposal of waste must be done in accordance with local airport authority regulations
- Use the correct and approved cleaning materials
- Take care while using aerobridge stairs/passenger mobile steps
- Do not check/open any item found as the nature of the contents inside is unknown and has the potential of being harmful/dangerous
- Any seat or cabin interior/area found damaged must be reported
- Any suspicious item found must be immediately reported
- All aircraft garbage must be transported to the designated disposal area
- Do not obstruct jetties or steps with garbage bags
- Do not throw garbage bags onto the ramp from the aircraft or from steps.

### 9.2.8 Potable Water Service

#### 9.2.8.1 General

Arrangements are made on contractual basis to uplift potable water during turnaround. All potable water taken on board of TUfly aircraft has to meet the WHO International Standards for Drinking Water and sanitary regulations are to be followed.

For potable water quality standards please crosscheck AHM440.

#### 9.2.8.2 General Hygiene Precautions

To perform water servicing staff must wear clean clothing and shall thoroughly wash hands using soap before starting water servicing.

The equipment used for potable water service is to be cleaned on a regular basis, preferably daily.

Do not fill the potable water service unit from the same water source as the toilet service unit.

Do not park potable water service units and toilet service units in the same area.

Do not service toilet and water on the aircraft at the same time.

#### 9.2.8.3 Potable Water Units Servicing Procedure

##### 9.2.8.3.1 Filling Aircraft Water Tanks

Fill the aircraft water system as close to the departure time of the aircraft as possible.

Before connecting the aircraft filling hose to the aircraft, flush the hose.

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



#### 9.2.8.3.2 Water Servicing During Freezing Conditions

Drain the aircraft water tanks and ensure the fill line is fully drained before closing the cap to prevent freezing of fluid inside.

**Note:** Keep aircraft cargo doors closed to prevent water lines from freezing when the cargo compartments are not being loaded or offloaded.

Do not attempt to remove the frozen substance in the fill lines or connections or on the service panels. Contact maintenance staff immediately.

#### 9.2.8.4 Quality checks

The quality of potable water has to be checked on a regular basis and on request of TUfly. This includes (daily) waterchecks and fungus prevention.

The filters are to be exchanged regularly and tanks are cleaned by maintenance personnel.

### 9.2.9 Toilet Service

#### 9.2.9.1 General

The complete procedure for servicing the aircraft toilet waste tank consists of the following 3 steps:

Draining of the waste tank(s);

Flushing of the waste tank(s);

Adding an amount of pre-charge and/or a concentrated deodorant pre-charge product – as applicable.

#### 9.2.9.2 General Hygiene Precautions

Handling staff shall wear heavy rubber gloves, eye protection and protective clothing against harmful wastes when performing toilet servicing.

Do not park the toilet service unit in the same area as the water service unit nor at the water filling point.

**Note:** Toilet fluids are corrosive.

Prior to servicing, inspect the toilet servicing panel on the aircraft for signs of leakage. If any horizontal blue streaks are observed, the blue streak must be cleaned prior to servicing.

After cleaning, look again for signs of leakage.

Blue ice build-up in higher altitudes may influence airworthiness. In case of a possible leak, immediately inform the airline representative, ground engineer, or advise the flight crew.

#### 9.2.9.3 Toilet Servicing Procedure

Prior to opening a toilet service panel, check for stains around the panel.

While opening the service panel, stay clear and watch for signs of leakage. Stay clear of the drain fitting cap while opening, and watch for signs of leakage.



If required for a recirculation toilet, stir up the waste tank contents with an appropriate stick.

Make sure the drain hose Y-fitting coupling is connected correctly, before a drain valve handle is pulled. Empty the waste tank. Flush the waste tank twice and empty them again. Pre-charge the tank with the correct quantity of water and disinfectant as applicable. Fill the waste tank with the correct amount of water and concentrated deodorant pre-charge packets or pre-mixed fluid as applicable.

For aircraft equipped with a conventional toilet system, fill the waste tank with the correct amount of water and pre-charge or concentrated deodorant pre-charge.

After servicing ensure that there are no leaks at the drain fitting cap and the end of the drain hose Y-fitting coupling. Close the nozzle tightly in order to prevent the accumulation of ice during flight and wipe off residual water and disinfectant.

Check for possible leakage.

After servicing close and latch the fitting caps and service panel door.

Drain the aircraft waste system into the waste tank of a Toilet Service Unit.

Observe the waste drain hose during draining to confirm that the waste tank is completely emptied. The hose will also vibrate for a few seconds as the contents of the waste tank pass into the waste tank of a Toilet Service Unit.

#### **9.2.9.4 Toilet Servicing During Freezing Conditions**

Take the following measures to prevent freezing of the fluid in the aircraft toilet tanks and lines during freezing conditions:

Drain the waste tanks if the aircraft is parked in the open for several hours without electrical power supply and the temperature is, or is expected to be, below the freezing point, as per the operating airline procedure.

Fill the aircraft toilet system only after electrical power supply has been restored, and as close to flight departure time as possible.

Ensure the fill line is fully drained before closing the cap to prevent freezing of fluid in the fill line.

**Note:** Do not attempt to remove the frozen substance in the fill lines or connections or on the service panels. Contact maintenance and/or crew immediately.

#### **9.2.10 De- and Anti-Icing of aircraft on the ground**

##### **9.2.10.1 The Clean Aircraft Concept ( ISO 11076)**

An aircraft shall not be dispatched, released or take-off unless it is completely free of frost, ice, snow and slush (achieved by de-icing) and adequately protected against the formation of new ice (achieved by anti-icing).

All TUfly aircraft is to be de-/anti-iced in accordance with this concept to ensure the highest possible level of safety for passengers, flight crew, ground personnel and aircraft in winter operation. See also MPM chapter 2.2.4.





#### 9.2.10.2 De-icing pre-flight check

In order to judge whether or not de- and/or anti-icing is necessary a de-icing preflight check has to be conducted by authorized personnel. This check is performed either by crew or approved ground engineer or approved de-icing ground personnel.

This pre-flight check could lead to a pre-de-icing being performed before crew is available for the decision. If pre-de-icing is done, the flight crew has to receive detailed information by local ops as soon as possible.

The decision for performance of de-/anti-icing before departure of flight rests with the commander.

#### 9.2.10.3 Coordination of de-/anti-icing process

If decision is taken to perform de- and/or anti-icing the contracted ramp handling personnel is responsible for communication of service request to all parties concerned.

#### 9.2.10.4 Performance of de-/anti-icing

The local de-/anti-icing company is responsible for coordination of service requested and for proper performance according to instructions given in valid

SAE Global Aircraft De-icing Standards (for further details, [GHM Part 1 chapters 1.3 and 1.3.1](#)) recommendations, local airport regulations and respective regulations.

The aircraft shall be treated symmetrically, that is, left-hand and right-hand side shall receive the same and complete treatment, even when only one side of the aircraft needs treatment: Same areas, same quantity, type and mixture strength of fluid. The application of de-icing fluid must be done in a pattern that ensures De- and Anti-icing of aircraft on the ground all contaminants on the aircraft are removed. The preferred method is to spray the aircraft from top to bottom and from the wing tip towards the wing root. For effective anti-icing an even layer of sufficient thickness of fluid is required over the aircraft surface which are free of frozen deposits.

In general, prior to the application of de-icing/anti-icing fluids all doors and windows should be closed and all service vehicles/personnel should be clear to prevent:

- galley floor areas being contaminated with slippery de-icing fluids
- upholstery becoming soiled
- vehicles/personnel becoming contaminated with fluid

However, when ramp activities have been completed and all doors, except the forward passenger door, are closed, it is permissible to start de-icing/anti-icing surfaces well away from the open door, provided that:

- the commander is informed and has agreed to this procedure before spraying
- passengers and staff will not be subjected to fluid overspray
- fuselage in the vicinity of the open door is not treated
- wind conditions are such that fluid or fluid overspray cannot reach the passenger door area.

If de- and anti-icing are required, the procedure may be performed in one or two steps. However, the selection of a one or two step process additionally depends on weather conditions, available fluids and equipment and the required hold-over time.

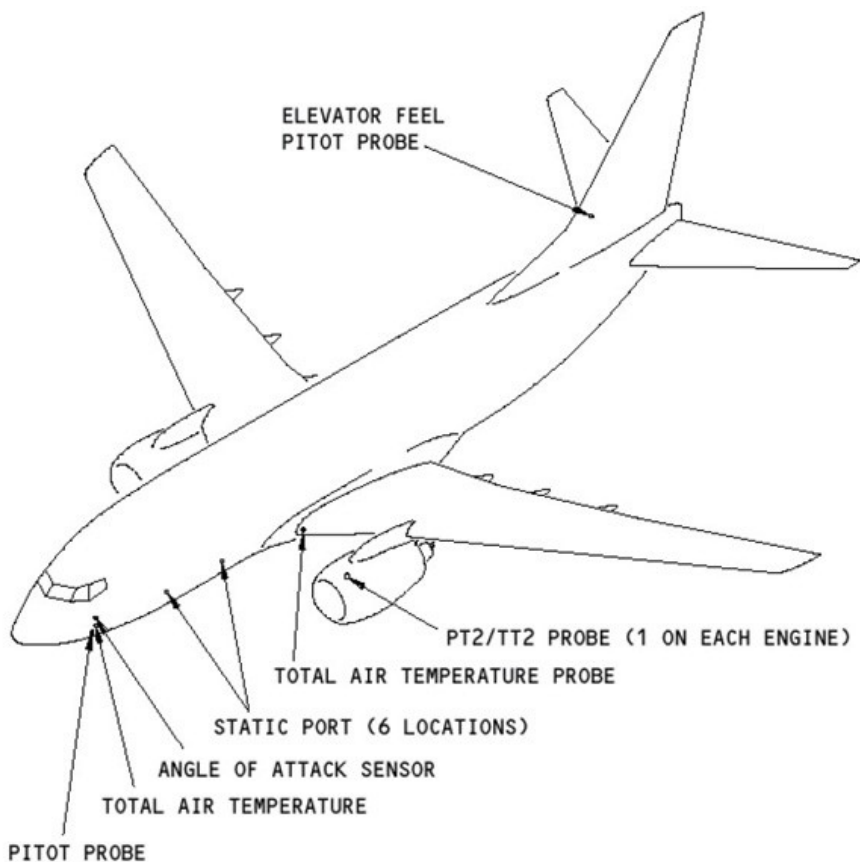


### 9.2.10.5 Critical Areas

All de-icing staff shall ensure to be careful when working around the aircraft critical areas.

Do not point de-icing /anti-icing fluid directly at or into pitot probes inlets and static ports. If ice causes a blockage of the static openings/probes contact flight deck crew and/or maintenance staff. Do not apply de-icing /anti-icing fluid directly on the APU intake, RAM air inlets, brake system and wheels or the landing gear, landing gear doors, engine cowl and air intake and outflow valve air outlet.

**Note:** Do not spray de-icing /anti-icing fluid directly on the cockpit or cabin windows. It can cause cracks on the window and the fluid can also go into the window seal.



Critical Areas (left side is shown, right side is opposite)



#### **9.2.10.6 De-icing final check**

The de-icing final check is an integral part of the de-/anti-icing procedure and may only be performed by authorized and qualified ground personnel after de-/ anti-icing has been completed.

This check visually covers all critical parts of the aircraft and must be performed from points offering sufficient visibility of these parts (e.g. from the de-icer equipment itself). This includes:

- wings, tail and control surfaces,
- pitot heads and static ports,
- engines,

De- and Anti-Icing of aircraft on the ground

- air conditioning inlets and exits, outflow valves,
- landing gear and landing gear doors,
- fuel tank vents,
- fuselage,
- flight control check,
- dried fluid residues when the aircraft has not been flown after anti-icing.

If, during the check, contamination is found, it must be removed by further de-/ anti-icing treatment and the check must be repeated.

No aircraft is released without final check.

The de-icing code must not be communicated before the post de-/anti-icing check is completed.

Personnel qualified to perform de-/anti-icing shall also be qualified to perform this check.

#### **9.2.10.7 Flight Crew Information**

The flight crew must be provided with information by intercom or VHF radio directly from the qualified personnel performing the de-icing final check that the critical areas are free from ice, frost and snow.

The person communicating with the flight crew shall have a basic knowledge of the English language in order to communicate properly.

The information shall include the items specified below.

Transmission of

- the fluid type, i.e. Type I, II, III, IV and
- the fluid name (manufacturer and brand/trade name) of the Types II, III or IV anti-icing fluid (see also Note 1)
- the concentration of fluid within the fluid/water mixture, expressed as a percentage by volume and (see also Note 1)
- the local time (hours/minutes) at the beginning of the final de-icing/anti-icing step (see also Note 1)
- the date (day, month, year) (see also Note 2)
- the statement "post de-icing/anti-icing check completed" (see also Note 3)



represents the confirmation towards the flight crew that a post de-icing/anti-icing check has been completed and the aircraft is free from ice, frost and snow.

**Note 1:** no requirement for type I fluid

**Note 2:** required for record keeping, optional for commander notification

- the complete name of the anti-icing fluid (so-called "brand name")

**Note 3:** optional; for type II and IV fluids only

represents the confirmation towards the flight crew that a post de-icing/anti-icing check has been completed and the aircraft is free from ice, frost and snow.

#### **9.2.10.8 "All clear" signal**

Following the de-icing/anti-icing treatment ground crew must give an "all clear" signal to the flight crew ensuring safe taxi clearance.

#### **9.2.11 Start up Procedure and Towing**

##### **9.2.11.1 Start Up Procedure on remote parking stand**

The staff performing start-up assistance on remote parking stand has to ensure that:

- the final walk around check has been performed,
- only equipment required for the start up (e.g. GPU, ASU) is in vicinity of the aircraft
- all staff not directly involved in the start up procedure has left the parking position and remains in safe distance until after the aircraft has departed
- a serviceable headset is used for interphone ground/cockpit communication and/or communication will be done via hand signals
- the cockpit is immediately notified if any abnormal situation arises.

##### **9.2.11.2 Start Up Procedure including pushback and walkout assistance / Towing**

The staff performing walk out assistance has to ensure that:

- the final walk around check has been performed,
- only equipment required for the start up (e.g. GPU, ASU, pushback tractor) is in vicinity of the aircraft
- all staff not directly involved in the start up procedure has left the parking position and remains in safe distance until after the aircraft has departed
- a serviceable headset is used for interphone ground/cockpit communication or hand signals for use during pushback are agreed with flight crew
- Suitable equipment is used (Towbar/truck and/or towbarless truck)
- pushback and towing equipment is connected, operated and disconnected safely
- no person enters the intake and blast areas during pushback, the cockpit is immediately notified if any abnormal situation arises
- maximum aircraft nose gear turn limits are observed at all times, see chapter [GHM Part 1 chapter 11.2](#).

---

**CAUTION!** The steering pin (bypass) shall only be inserted shortly prior pushback (or before connection of towbar to nose gear), in order to avoid aircraft movement while boarding/de-boarding.

---



### 9.2.11.3 Turn-around time

TUfly defined a standard turnaround time of 50 minutes.

For triangle flights the turnaround time on first station is 45 minutes and on second station 50 minutes.

An exceedance of this ground time of more than 5 minutes counts as delay, which shall be declared in the respective MVT-message. For DPAG flights a ground time of 120 minutes is determined.

| Turnaround Time | Cleaning | Remarks   |
|-----------------|----------|---|
| 50 minutes      | Yes      | Standard turnaround time                            |
| 45 minutes      | No       | Turnaround time on 1st station for triangle flights |

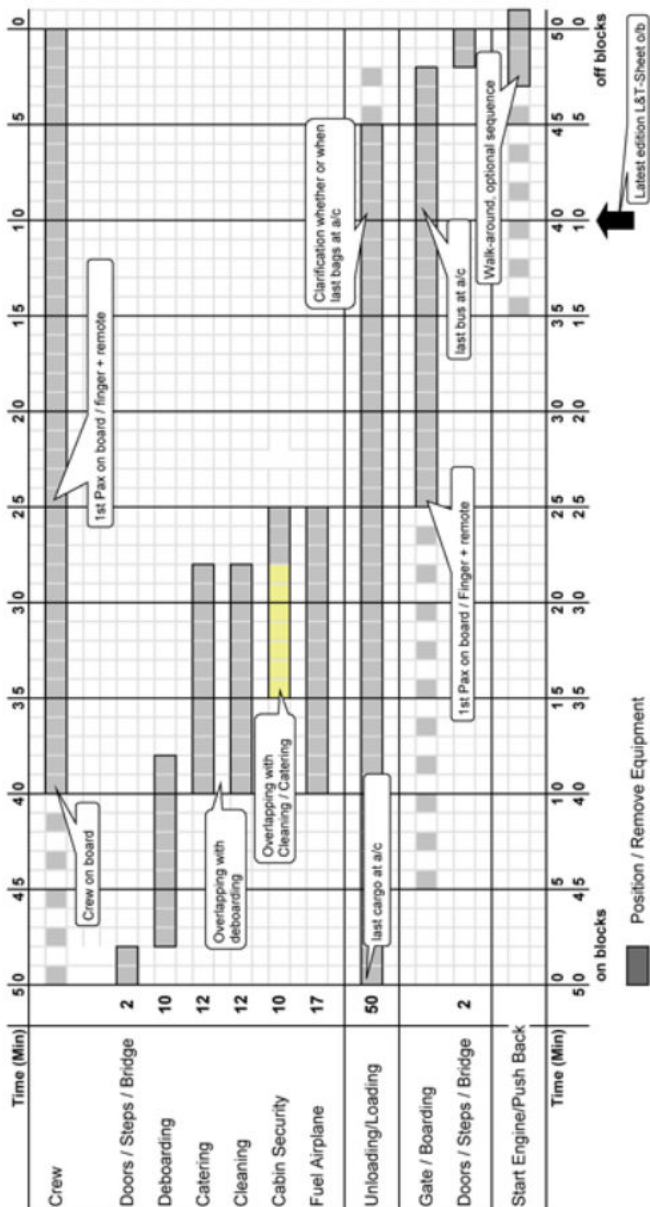


## Ground Handling Manual Part 1 Aircraft Loading and Handling on the Ramp

50 minutes

Reference model turnaround

Standard Ground Time





## 9.3 Incidents

Any incident or hazardous situation occurring during ground handling or cargo operations is to be reported via IQSMS in order to be evaluated within the TUIfly Operations Risk Management (SMS).

Retention of reports and records is effected according to TUIfly procedures laid down in MPM, MSM, SERP and SMM.

### 9.3.1 Incidents related to Security

Any incident related to security on the ramp such as

- broken seal(s)
- unauthorized access to hold
- found prohibited article in hold etc.

shall be reported via IQSMS.

### 9.3.2 Incidents with Dangerous Goods

Refer to GHM Part 1 chapter [7.6.1 \(Action in Case of Dangerous Goods Occurrences\)](#) and [7.6.2 \(Reporting of Dangerous Goods Occurrences\)](#).

### 9.3.3 Damage to aircraft

#### 9.3.3.1 Damage caused by ground equipment

If damage to TUIfly aircraft occurs during ramp handling by ground equipment or in other way, the handling agent is responsible for:

- First notification of ground damage must be sent to TOCC within 30 minutes of the incident.  
[operationsflightwatch@tui.co.uk](mailto:operationsflightwatch@tui.co.uk)  
[ODM@tui.co.uk](mailto:ODM@tui.co.uk)  
Hotline: +44 (0) 1582 419569 or  
Mobile: +44 (0) 7779 134729 or  
SITA: LTNOOBY  
[tago.regulations-standards@tui.co.uk](mailto:tago.regulations-standards@tui.co.uk)
- It has to be checked with the flight crew whether the incident/damage has been entered into the TIL.
- After investigation by the person responsible, transmission of a detailed damage report (e.g. inside flight kit) to [ground.damage@tuifly.com](mailto:ground.damage@tuifly.com) and in IQSMS, for further distribution to DT and MOC and for SMS Reporting within TUIfly.

#### 9.3.3.2 Emergency situation

In the case that an emergency situation arises during aircraft ground handling causing damage to aircraft the local airport emergency plan does apply in conjunction with the TUIfly station emergency response plan which is partly shown in the TUI Airline Ground Operations Portal.

Each and every station is responsible for preparation of local procedures to be followed.



## 9.4 Operational Handling Wetlease

### 9.4.1 Ad hoc Wetlease

#### 9.4.1.1 General

As a general rule all handling responsibilities are with the company bearing the flight number.

#### 9.4.1.2 Passenger Check-in

See [GHM Part 1 chapter 4.9 \(Wetlease\)](#) .

#### 9.4.1.3 Weight & Balance

All operational handling responsibilities are to be performed as contractually agreed.

### 9.4.2 Long-term Subcharter

If TUifly has to wetlease another aircraft for a longer term, contractual agreements will be met about the execution of the different operational duties. This is also applicable when TUifly leases out an aircraft.

A separate information to all stations concerned will be sent.





## 10 Weight and Balance

### 10.1 Pre-flight Duties

All available documents and data for execution of operational handling have to be checked duly in advance.

This includes the local check of all messages (E-mail, SITA, Fax) in connection with a single flight such as

- ELI - estimated load information
- Destination Information
- FBL
- LDM and FFM of previous airport
- PSM and PTM of incoming flight
- and others

In addition proper preparation within DCS has to be checked:

- correct aircraft type
- correct registration
- correct seat map etc.

AHM560/565 data is published by Performance Engineering to all DCS system administrators for proper feed into the particular departure control system.

When a new system is going to be used, test loadsheets have to be prepared by local handling or by system administrator and have to be sent to Performance Engineering for checking purposes before permission for use is given.

#### 10.1.1 Documents

##### 10.1.1.1 General

The following documents always have to be available for crew briefing.

Most stations in Germany are equipped with crew selfbriefing.

Stations without selfbriefing equipment only have to prepare manually the documents described below.

Documents marked with \* are available 3 hours before STD and could be prepared earlier than deadline given below.

Long distance flight documents must be prepared/available for crew at the latest 90 min. prior STD, all other flights 75 min. prior STD.



#### 10.1.1.2 Selfbriefing

At most German airports the crews perform selfbriefing. In case of self-briefing the following crew briefing documents need **not** be prepared for check-in:

- NOTAMs according filed flight plan
- Weather, actual and forecast for:
  - origin
  - destination
  - alternate
  - enroute
- Windcharts:
  - significant
  - upper
  - lower
- Company flight plan\*
- flight log for ACARS log equipped aircraft = complete B737 fleet

All other documents mentioned under 4 have to be prepared and have to be available for check-in.

#### 10.1.1.3 Crew Briefing Documents

- NOTAMs according filed flight plan
- Weather, actual and forecast for:
  - origin
  - destination
  - alternate
  - enroute
- Windcharts:
  - significant
  - upper
  - lower
- Company flight plan\*
- Actual valid (re-)filed ATC flight plan
- Service Info\*
- On iPort stations only: Captain's Flight Summary (available on request 1h prior to STD)

In case of crew check-in additionally are to be prepared:

- Flight log\* for aircraft not supporting electronic flight log



#### 10.1.1.4 Flight documents

For handling of flight the following documents are to be prepared:

- Loading instruction
- Trip info\* (exact data provided by commander after crew check-in)

Additionally the documents to be handed over to commander/SCCM upon departure are to be prepared:

- GenDec / General Declaration\*
- Cargo accompanying papers (available via cargo agent):
  - NOTOC / Notification to captain
  - AWB / Air Waybill\*
  - Shipper's Declaration\*
  - Cargo Manifest / NIL Cargo Manifest\*
- Load & Trimsheet (if not provided via ACARS)

From passenger check-in side the following documents are to be provided and to be handed over to SCCM/Purser:

- PIS / PIL

and if applicable

- Passenger Manifest
- Indemnity Form
- UM-Form copy

## 10.2 Limitations

### 10.2.1 Aircraft Weights

#### 10.2.1.1 Applicable weights for mass and balance calculation

Aircraft data and changes to indicated data are communicated by a reworked AHM560/565 published by Performance Engineering to all handling agents and system administrators and have to be entered in the corresponding departure control systems.

This is also applicable for registrations to being added or deleted from list.

The weights indicated in AHM 560/565 are the basis for proper weight and balance calculation and may never be exceeded.

**Note:** applicable for all B737 types:  
The maximum allowable take-off and landing weight may have to be reduced to meet the performance requirements or to ensure observance of operating limitations.

#### 10.2.2 Cargo & Cabin Compartments

Limitations of cargo and cabin compartments are included in [GHM Part 1 chapter 11.3 \(Cargo and Cabin Compartments\)](#) .



## 10.3 Applicable Weights

### 10.3.1 Passenger & Baggage Weights

#### 10.3.1.1 Passenger Weights

The applicable passenger weights are published with the AHM 560/565 spread by Performance Engineering. The DOW/DOI tables also published by Performance Engineering indicate which destinations and routings have to be counted as holiday or city routes. According to these tables the corresponding applicable and correct weight has to be chosen.

#### Standard Procedure

For weight calculation on the Load & Trimsheet the following weights are to be used:

| All flights, except Holiday Charter | passenger category | Holiday Charter |
|-------------------------------------|--------------------|-----------------|
| 88 kg                               | male adult         | 83 kg           |
| 70 kg                               | female adult       | 69 kg           |
| 35 kg                               | child              | 35 kg           |
| 0 kg                                | infant             | 0 kg            |

**Note:** Cabin baggage weight is included in the above mentioned passenger weights.

#### Alternate Procedure

As an alternate procedure only the following weights are to be used:

| All flights, except Holiday Charter | passenger category | Holiday Charter |
|-------------------------------------|--------------------|-----------------|
| 84 kg                               | male adult         | 76 kg           |
| 84 kg                               | female adult       | 76 kg           |
| 35 kg                               | child              | 35 kg           |
| 0 kg                                | infant             | 0 kg            |



### 10.3.1.2 Baggage Weights

For weight and balance calculation the following weights have to be used for passenger checked baggage on the Load & Trim sheet.

#### Standard Procedure

| all flights           |
|-----------------------|
| actual baggage weight |

This procedure should be used whenever possible.

#### Alternate Procedure

| All flights, except Holiday Charter | type of flight                      | Holiday Charter |
|-------------------------------------|-------------------------------------|-----------------|
| 13 kg                               | domestic <sup>1</sup>               | 15 kg           |
| 13 kg                               | within European region <sup>2</sup> | 15 kg           |
| 15 kg                               | Intercontinental <sup>3</sup>       | 17 kg           |
| 13 kg                               | all other                           | 15 kg           |

**Note:** <sup>1</sup> domestic flights means a flight with origin and destination within the border of one state

<sup>2</sup> within European region means flights, other than domestic flights whose origin and destination are within the area of European region (including Morocco, Tunisia, Turkey, Cyprus)

<sup>3</sup> intercontinental flights, other than flights within the European region means a flight with origin and destination in different continents (including: Canary Islands, Cabo Verde, Egypt, Madeira)

This procedure is only to be used as an alternate when actual baggage weight cannot be taken due to lack of technical equipment or other reasons.

**Note:** It must be indicated on the Loadsheet whether the calculation is based on standard or alternate procedure. In case of alternate procedure the number of pieces of baggage has to be indicated on the Loadsheet. For passenger Groups with heavy baggage pieces (migrant workers, air/sea exchange e.g. MS Europa), the calculation used has to be the standard procedure.



### 10.3.2 ULD - Weights

#### 10.3.2.1 General

In general only certified unit load devices are used on TUIfly flights.

This is verified before purchase of ULDs.

Repair of ULDs also only is conducted by a certified company.

For the time being seat containers are the only ULDs used onboard of TUIfly flights. They are primarily for purpose of loading of mail on NLP flights.

#### 10.3.2.2 Seat Container

|                      |   |
|----------------------|---|
| empty (tare) weight  | 7 kg  |
| maximum load         | 160 kg  |
| maximum gross weight | 167 kg  |
| maximum capacity     | 32 small boxes à 5 kg = 160 kg <b>or</b><br>16 big boxes à 10 kg = 160 kg |



## 10.4 Final figures for Loadcontrol

### 10.4.1 Establishing of Final Figures for Loadcontrol

#### 10.4.1.1 General

All data assembled for final figures has to comply with the indications in AHM560/565 published by Performance Engineering and spread to all DCS systems. It is mandatory that Load Control and Passenger Services will establish constant communications to ensure that available data is always up to date and any necessary changes can be fixed.

A constant communication between Load control and Passenger Services shall be in place, especially when the DCS for Check-in and the DCS for M&B are not linked to each other.

Load planning has to be made in accordance with all limitations and includes:

- assemblage of all data relating to the aircraft load (see also paragraphs below)
- planning of special loads according to restrictions, maximum quantities, separation and segregation requirements
- consideration of center of gravity parameters affecting aircraft fuel consumption

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

- hold baggage, individual or cumulative weights, that exceed normal allowances
  - gate delivery items, including individual or cumulative weights, that exceed normal allowances
  - other non-normal items that must be considered in the load control process
1. If a flight is identified during check-in and/or boarding activities as carrying a significant number of passengers whose masses, including hand baggage, are expected to significantly deviate from the standard masses, the flight deck crew shall be notified to decide on appropriate actions (e.g. adding adequate mass increments for M&B calculation).
  2. If a flight is identified during check-in and/or loading activities as carrying groups of passengers carrying exceptionally heavy baggage (e.g. military personnel or sport teams), the flight deck crew shall be notified to decide on appropriate actions (e.g. adding adequate mass increments for M&B calculation).

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



#### 10.4.1.2 Local and transfer passenger finals

Check-in staff is responsible for registration of:

- number of passengers,
- category (male, female, child, infant),
- status (OK/SA)
- per destination.

##### Manual Check-in:

- addition of figures on Passenger Manifest or PBWS (Passenger Weight and Baggage Sheet),
- transmission of split-up to mass and balance staff.

##### EDP Check-in:

- addition of figures is done automatically by system during check-in,
- transmission of figures on PW (Passengers and Weight) after flight closed.

When seats are changed by Load Control due to trim reasons or any other reasons, Passenger Handling (check-in / gate) has to be informed in order to ensure passengers receive correct and updated boarding cards printed out of the DCS.

#### 10.4.1.3 Local and transfer baggage finals

Check-in and gate staff is responsible for registration of:

- number of pieces per destination, (including confiscated handbaggage at gate),
- total baggage weight per destination

##### Manual Check-in:

- addition of figures on Passenger Manifest or PBWS continuously during check-in,
- transmission of split-up to mass and balance staff,
- crosscheck of number of pieces by loading staff.

##### EDP Check-in:

- addition of figures is done automatically by system during check-in,
- transmission of final figures on PW after flight closed,
- crosscheck of number of pieces by loading staff.

#### 10.4.1.4 Cargo Finals

Registration of

- number of pieces per destination
- total weight per destination.

The cargo agent is responsible for transmission of

- type of
- number of pieces

to mass and balance staff in order to ensure proper load planning.

Usually GOC will include the planned cargo weight in the EZFW on TUfly flight plan. Nevertheless re-check is obligatory.





#### 10.4.1.5 Final Load Data

Final load data is received by addition of

- local and transfer passenger finals,
- local and transfer baggage finals,
- cargo finals LMC Information

#### 10.4.2 LMC Information

If changes occur after the final figures once have been transmitted, plus / minus information has to be transmitted to mass and balance staff as LMC information in order to correct final load data.

The maximum permissible LMC without changing the Load & Trimsheet is limited to:

- 5 passengers or a 500 kg load

In case of heavier load the trim has to be corrected.

The weight limits of ZFW, TOW and LW must be amended accordingly.

If fuel changes the TOW and LW, the fuel trim needs to be amended only.

Irrespective of using EDP-Loadsheet, ACARS Loadsheets or PMP Loadsheets a new version has to be made.



## 10.5 Load & Trimsheet

### 10.5.1 General

#### 10.5.1.1 Basic Rules

Load Control ensures the optimum utilization of the aircraft capacity and distribution of the load as **dictated by safety and operational requirements**.

The Load Control station personnel has to ensure that:

- the weight and balance of the aircraft is within the respective limits and correctly calculated,
- the passenger figures of all categories on board are within the given limits,
- the load carried is distributed and secured in accordance with the weight limitations shown in the Loading Instruction and on Load & Trimsheet,
- all entries on the Loadsheel correspond with the actual **embarking load and with the actual loading of the aircraft**,
- everything is done to guarantee correct loadcontrol for flight safety reasons.
- the trip information provided by crew is entered completely after load control personnel crosschecked and verified all data e.g. DOW/DOI, Block fuel, trip fuel and taxi fuel. The taxi fuel may deviate from the standardized 200kg and shall be entered according proved trip info.

All documents issued in connection with loadcontrol have to be prepared by the handling agent's **trained loadcontrol personnel** which has to be fully familiar with airline loadcontrol functions and TUfly aircraft data.

Above mentioned reconciliation of load control is assisted by the person supervising the loading of the aircraft, TRC/Dispatcher having completed final cross check and confirmation that the LIR matches the latest and final edition of the loadsheel and that there are no gross or input errors. An individual printed copy of the loadsheel has to be signed by the TRC/Dispatcher including their printed name demonstrating and confirming that they have completed the gross error checks and that the loadsheel is correct against the dual signed LIR and to be stored with the Trip File.

#### Loadsheel reconciliation

The final verbal cross check between the Loading Supervisor TRC/Dispatcher and pilot will consist of:

1. Edition number of the final loadsheel to confirm with the crew
2. Cross check passenger numbers / TOB
3. Cross check baggage count & cargo
4. Cross check final loading positions

This verbal confirmation can be made on the flight deck, or if doors are closed via VHF or via the aircraft intercom system.

#### 10.5.1.2 Continuous Training

Most of TUfly handling agents are using computer prepared Load & Trimsheets.



Due to the fact that TUfly has established the PMP loadsheet procedure, weight and balance staff no longer is obliged to train manual Load & Trimsheets.

However, capability to issue manual Load & Trimsheet still is desirable.

#### **10.5.1.3 Operational Procedure**

As far as no ACARS Loadsheets are provided the following operational procedure is applicable.

1. The Load & Trimsheet has to be prepared by station ops and must be checked, approved and signed by the commander.
2. The Loadsheets and the Loadmessage are standard forms agreed upon by all European Air Carriers. They are used for all aircraft types in connection with the Loadreport and the applicable Trimsheet. Any entries made in the shaded portions of the Loadsheets will supply the text for the loadmessage to be transmitted.
3. The Loadsheets have to be prepared in triplicate for each departure and are to be distributed as follows:
  - Original: to be placed in the documents envelope (to be handed over to commander/SCCM)
  - 1<sup>st</sup> copy: to be placed in the traffic documents bag (to be handed over to commander/SCCM)
  - 2<sup>nd</sup> copy: to be kept in stations file
4. Corrections in a manual PMP Loadsheets should be made in a different color and should be clearly legible. In case of repeated changes a new Loadsheets should be issued.
5. The maximum permissible LMC without changing the trimsheet is limited to
  - 5 passengers or a 500 kg loadThe limiting weights have to be amended at all times i.e. ZFW, TOW and LW. In case of fuel changes the TOW, LW and fuel trim have to be corrected.  
In case of additional LMCs a new Loadsheets has to be prepared.
6. Mail will be loaded in seat containers in the cabin and in the lower cargo compartments.

When using computer Load & Trimsheet the weight of ULDs should be marked in the loadmessage.



## 10.5.2 EDP - Loadsheets

### 10.5.2.1 Sample EDP Loadsheet

|   |     |         |     |                     |      |        |            |
|---|-----|---------|-----|---------------------|------|--------|------------|
| TUFLY   |     | CHECKED |     | APPROVED            |      | EDNO   |            |
| L O A D S H E E T                               |     | 1       |     | 2                   |      | 3      |            |
| ALL WEIGHTS IN KILOS                            |     |         |     |                     |      |        |            |
| FROM/TO FLIGHT                                  |     | A/C     | REG | VERSION             | CREW | DATE   | TIME       |
| 4   | 5   | 6       | 7   | 8                   | 9    | 10     | 11         |
| LOAD IN COMPARTMENTS                            |     | WEIGHT  |     | DISTRIBUTION        |      |        |            |
|   |     | 12      |     | 13                  |      |        |            |
| PASSENGER/CABIN BAG                             |     | 14      |     | 15/16/17/18         | TTL  | CAB    | 19         |
|   |     |         |     | Y                   | 20   | SOC    | 22         |
|   |     |         |     | BLKD                | 23   |        |            |
| *****   |     |         |     |                     |      |        |            |
| TOTAL TRAFFIC LOAD                              |     | 24      |     |                     |      |        |            |
| DRY OPERATING WEIGHT                            |     | 25      |     |                     |      |        |            |
| ZERO FUEL WEIGHT ACTUAL                         |     | 26      |     | MAX                 | 27   | L      | 28 ADJ     |
| TAKE OFF FUEL                                   |     | 29      |     |                     |      |        |            |
| TAKE OFF WEIGHT ACTUAL                          |     | 30      |     | MAX                 | 31   | ADJ    | 32         |
| TRIP FUEL                                       |     | 33      |     |                     |      |        |            |
| LANDING WEIGHT ACTUAL                           |     | 34      |     | MAX                 | 35   | ADJ    |            |
| *****   |     |         |     |                     |      |        |            |
| BALANCE / SEATING CONDITIONS                    |     |         |     | LAST MINUTE CHANGES |      |        |            |
|   |     |         |     | DEST                | SPEC | CL/CPT | WEIGHT-ADJ |
|   |     |         |     | 43                  | 44   | 45     | 46         |
|   |     |         |     | *****               |      |        |            |
| DOI   | 36  | LIZFW   | 40  |                     |      |        |            |
| LITOW   | 37  | LILAW   | 41  |                     |      |        |            |
| MACZFW  | 38  | MACTOW  | 42  |                     |      |        |            |
| MACLAW  | 39  |         |     |                     |      |        |            |
|   |     |         |     | *****               |      |        |            |
| TRIM BY SEAT ROW                                |     |         |     | 47                  |      |        |            |
| 0A .0B .  |     |         |     |                     |      |        |            |
| UNDERLOAD BEFORE LMC                            |     |         |     | 48                  |      |        |            |
|   |     |         |     | LMC TOTAL           |      |        |            |
|   |     |         |     | 49                  |      |        |            |
| *****   |     |         |     |                     |      |        |            |
| LOADMESSAGE AND CAPTAINS INFORMATION BEFORE LMC |     |         |     |                     |      |        |            |
| 50  |     |         |     |                     |      |        |            |
| TAXI FUEL                                       |     |         |     |                     |      |        |            |
| 51  |     |         |     |                     |      |        |            |
| CG LIMITS LITOW FWD                             |     |         |     |                     |      |        |            |
| 52  |     |         |     |                     |      |        |            |
| AFT   |     |         |     |                     |      |        |            |
| 58  |     |         |     |                     |      |        |            |
| MACTOW FWD                                      |     |         |     |                     |      |        |            |
| 53  |     |         |     |                     |      |        |            |
| AFT   |     |         |     |                     |      |        |            |
| 59  |     |         |     |                     |      |        |            |
| LILAW FWD                                       |     |         |     |                     |      |        |            |
| 54  |     |         |     |                     |      |        |            |
| AFT   |     |         |     |                     |      |        |            |
| 60  |     |         |     |                     |      |        |            |
| MACLAW FWD                                      |     |         |     |                     |      |        |            |
| 55  |     |         |     |                     |      |        |            |
| AFT   |     |         |     |                     |      |        |            |
| 61  |     |         |     |                     |      |        |            |
| LIZFW FWD                                       |     |         |     |                     |      |        |            |
| 56  |     |         |     |                     |      |        |            |
| AFT   |     |         |     |                     |      |        |            |
| 62  |     |         |     |                     |      |        |            |
| MACZFW FWD                                      |     |         |     |                     |      |        |            |
| 57  |     |         |     |                     |      |        |            |
| AFT   |     |         |     |                     |      |        |            |
| 63  |     |         |     |                     |      |        |            |
| LDM   |     |         |     |                     |      |        |            |
| 64  |     |         |     |                     |      |        |            |
| X3XXXX/.Y189./                                  |     |         |     |                     |      |        |            |
| ~LPA.0/0/0/0.T./././..PAX/                      |     |         |     |                     |      |        |            |
| SI  |     |         |     |                     |      |        |            |
| **** PL TEXT ADDITION ***                       |     |         |     |                     |      |        |            |
| 65  |     |         |     |                     |      |        |            |
| AIRCRAFT TYPE: 738                              |     |         |     |                     |      |        |            |
| PANTRY B  |     |         |     |                     |      |        |            |
| 66  |     |         |     |                     |      |        |            |
| PAX WGT: 83/69/35/0 BAG WGT: ACTUAL             |     |         |     |                     |      |        |            |
| 67  |     |         |     |                     |      |        |            |
| 68  |     |         |     |                     |      |        |            |
| LPA   | FRE | POS     | BAG | TRA                 |      |        |            |
| 69  | 70  | 71      | 72  |                     |      |        |            |
| END LOADSHEET EDNO 1 - X3XXXX 01JAN18 051500    |     |         |     |                     |      |        |            |
| 73  |     |         |     |                     |      |        |            |



### 10.5.2.2 Explanation EDP-Loadsheet

#### General

There are two different categories of "Maximum Weight" which must never be exceeded:

#### Maximum Gross Weight:

are the Maximum Take-Off Weight, the Maximum Zero Fuel Weight, and the Maximum Landing Weight. These weights are fixed and set by the manufacturer, based on structural limitations.

#### Maximum Allowed Weight:

are the Maximum Allowed Weight for Take-off and Landing for a specific flight sector. These weights are based on the Maximum Gross Weight, considering local conditions as length and slope of runway, wind, temperature, etc.

#### Definition of Terms

| Ref. No. | Printed Heading         | Definition / Description  |
|----------|-------------------------|---|
| 1        | Prepared and checked by | Loadsheet agent's signature   |
| 2        | Approved by             | Signature of authorized person, if required   |
| 3        | EDNO                    | Edition Number  |
| 4        | From                    | 3-letter IATA Airport Code of airport of origin   |
| 5        | To                      | 3-letter IATA Airport Code of station of first intended landing   |
| 6        | Flight                  | Flight number / identifier  |
| 7        | A/C reg.                | Aircraft registration   |
| 8        | Version                 | Version / Configuration code of aircraft used by carrier  |
| 9        | Crew                    | Number crew, excluding crew travelling as passengers  |
| 10       | Date                    | Self-explanatory  |
| 11       | Time                    | 4-figure value of local time this edition was produced  |
| 12       | Total weight            | Total load of compartments  |
| 13       | Load in compartments    | Total weight of deadload per compartment and/or position of unitized load   |
| 14       | Total weight            | Total passenger weight calculated according to company procedures based on the figures of items 15, 16, 17 and 18 |
| 15       | M                       | Total number of males   |
| 16       | F/Adults                | Total number of female and adult  |



## Ground Handling Manual Part 1 Weight and Balance

| Ref. No.  | Printed Heading          | Definition / Description   |
|-----------|--------------------------|--|
| <b>17</b> | Chd                      | Total number of children   |
| <b>18</b> | Inf                      | Total number of infants  |
| <b>19</b> | Total No.                | Total number of passengers on board. Sum of items 15,16,17 and 18  |
| <b>20</b> | PAX                      | Class Identifier   |
| <b>21</b> |                          | Total number of seats, per class, occupied by outgoing passengers including PAD  |
| <b>22</b> | SOC                      | Seats occupied by cargo, baggage and / or mail per class   |
| <b>23</b> | BLKD                     | Fitted seats not available for Passengers or SOC per class   |
| <b>24</b> | Total Traffic Load       | <p>is the weight of all loads carried on board the aircraft including passengers, baggage, cargo and any non-revenue load. Operational items not included in DOW (e.g. pallets, nets) must be added to the cargo weight figures</p> <p><b>Note:</b> It must be indicated on the loadsheets whether a calculation is based on the standard or alternate baggage weight.</p> |
| <b>25</b> | Dry Operating Weight     | Definition: Dry Operating Weight is the BASIC WEIGHT plus "Operational items" (e.g. crew, crew baggage, flight equipment, pantry equipment, catering, return flight catering etc.) company specification and is equal to "Operation Empty Weight"  |
| <b>26</b> | Actual Zero Fuel Weight  | Actual Zero Fuel Weight: sum of item 24 and 25   |
| <b>27</b> | Maximum Zero Fuel Weight | Definition: Maximum Weight for Zero Fuel is equal to "Maximum Zero Fuel Weight"  |
| <b>28</b> |                          | Indicator showing which of the maximum weight values is limiting the allowed traffic load  |
| <b>29</b> |                          | Definition: Take -Off Fuel is the amount of fuel on board less the fuel consumed before Take-Off   |
| <b>30</b> | Actual Take-Off Weight   | Actual Take - Off Weight: sum of items 26 and 28   |



## Ground Handling Manual Part 1 Weight and Balance

| Ref. No.  | Printed Heading                                   | Definition / Description  |
|-----------|---|---|
| <b>31</b> | Maximum Take-Off Weight                           | Definition: Maximum Weight for Take-Off is the "Maximum Design Take-Off Weight" or "Operational Take -Off Weight", whichever is lower.    |
| <b>32</b> | ADJ   | Item 49 equals 32. Entry to be made according to company regulations  |
| <b>33</b> | Trip Fuel   | Definition: Trip Fuel is the amount of fuel planned to be consumed from Take-Off to the station of first intended landing                 |
| <b>34</b> | Actual Landing Weight                             | Actual Landing Weight: item 30 minus item 33  |
| <b>35</b> | Maximum Landing Weight                            | Definition: Maximum Weight for Landing is the "Maximum Structural Landing Weight" or the "Operational Landing Weight", whichever is lower |
| <b>36</b> | DOI   | Dry operating index   |
| <b>37</b> | LITOW   | Load index at take-off weight   |
| <b>38</b> | MACZFW  | MAC at zero fuel weight   |
| <b>39</b> | MACLAW  | MAC at landing weight   |
| <b>40</b> | LIZFW   | Load index at zero fuel weight  |
| <b>41</b> | LILAW   | Load index at landing weight  |
| <b>42</b> | MACTOW  | MAC at takeoff weight   |
| <b>43</b> | Dest.   | Destination of LMC  |
| <b>44</b> | Specificat ion                                    | Kind of LMC   |
| <b>45</b> | CL/CPT  | Class/Compartment and/or position of unitized load  |
| <b>46</b> | Weight  | Weight of LMC stated in item 44   |
| <b>47</b> | Trim by seat row                                  | Passenger seating per cabin compartment   |
| <b>48</b> | Underloa d before LMC                             | Difference between maximum and actual gross weight indicated by Loadcontrol   |
| <b>49</b> | (LMC total weight)                                | Total weight of all LMC   |
| <b>50</b> | Loadmes sage and Captain`s information before LMC | Any entries or remarks the company requires be printed in those area. If loadmessage is shown it must be in standardized format           |
| <b>51</b> | Taxi Fuel   | Self-explanatory  |



## Ground Handling Manual Part 1 Weight and Balance

| Ref. No. | Printed Heading  | Definition / Description                       |
|----------|------------------|--|
| 52       | LITOW<br>FWD     | Forward load index at takeoff weight           |
| 53       | MACTOW<br>FWD    | Forward MAC at takeoff weight                  |
| 54       | LILAW<br>FWD     | Forward load index at landing weight           |
| 55       | MACLAW<br>FWD    | Forward MAC at landing weight                  |
| 56       | LIZFW<br>FWD     | Forward load index at zero fuel weight         |
| 57       | MACZFW<br>FWD    | Forward MAC at zero fuel weight                |
| 58       | LITOW<br>AFT     | Aft load index at takeoff weight               |
| 59       | MACTOW<br>AFT    | Aft MAC at takeoff weight                      |
| 60       | LILAW<br>AFT     | Aft load index at landing weight               |
| 61       | MACLAW<br>AFT    | Aft MAC at landing weight                      |
| 62       | LIZFW<br>AFT     | Aft load index at zero fuel weight             |
| 63       | MACZFW<br>AFT    | Aft MAC at zero fuel weight                    |
| 64       | LDM              | Load distribution message                      |
| 65       | PL Text addition | Additional Information entered by Load Control |
| 66       | Pantry           | Pantry Code                                    |
| 67       | PAX WGT          | Passenger weights used                         |
| 68       | BAG<br>WGT       | Baggage weight used                            |
| 69       | FRE              | Freight  |
| 70       | POS              | Mail   |
| 71       | BAG              | Total Bags on board                            |
| 72       | TRA              | Transit  |





| Ref. No. | Printed Heading   | Definition / Description   |
|----------|-------------------|--|
| 73       | 01JAN18<br>051503 | Date & timing of issue of load sheet – 1 <sup>st</sup> January 2018<br>05:15,03 seconds UTC. |

### 10.5.3 Manual Loadsheets - Mass and Balance Tool (PMP Loadsheets)

#### 10.5.3.1 General

Whenever deemed necessary mass and balance calculation is performed by using the manual PMP Load Sheet Data Form.

#### 10.5.3.2 Mass and balance calculation

All relevant mass and balance results as well as applicable input information have to be recorded manually on the applicable PMP-LOADSHEET Data Form (see example) which will be introduced and used for loadsheets calculations.

The completed PMP-LOADSHEET must be provided to the Handling Agent (yellow: DEP AP, blue: ARR AP).

#### 10.5.3.3 Usage

The PMP-Loadsheets are thought as a redundancy procedure if an EDP-Loadsheets or an ACARS-Loadsheets is not available. The PMP-Loadsheets replaces all former manual Load & Trimsheets.

#### 10.5.3.4 PMP-Loadsheets



Ground Handling Manual Part 1  
Weight and Balance

| PMP-LOADSHEET                                   |         |           |        |  |            |          | No. 6 |
|---|---------|-----------|--------|--|------------|----------|-------|
| Revision Date:<br>10.08.2016                    |         |           |        |  |            |          |       |
| Flight  | Date    | From      | To     | A/C Reg.                                   | Crew Vers. | Catering |       |
|   |         |           |        | D-A  | /          |          |       |
| NUMBER OF PASSENGERS / WEIGHTS FOR DPAG FLIGHTS |         |           |        |  |            |          |       |
| Male/Adult/All                                  | Female  | Child     | Infant | PAD (Jump)                                 | OA         | OB       |       |
|   |         |           |        |  |            | OC (767) |       |
| LOAD IN COMPARTMENTS                            |         |           |        |  |            |          |       |
| Hold 1  | Hold 2  | Hold 3    | Hold 4 | Hold 5 (767)                               | TAKE-OFF   | TRIP     |       |
|   |         |           |        |  |            |          |       |
| STANDARD INFORMATION                            |         |           |        |  |            |          |       |
| FLIGHTS   | CITY    | WET LEASE |        | PAX  | STD        | BAGGAGE  |       |
|   | HOLIDAY |           |        |  | ALTN       | ALTN     |       |
|   |         |           |        |  |            |          |       |
| DOW   |         |           | DOI    |  |            |          |       |
| ZFW (Max.)                                      |         |           | MACZFW |  |            |          |       |
| TOW (Max.)                                      |         |           | MACTOW |  |            |          |       |
| LAW (Max.)                                      |         |           | MACLAW |  |            |          |       |
| (All weights in KG)                             |         |           |        |  |            |          |       |
| COMMENTS:                                       |         |           |        |  |            |          |       |
|   |         |           |        |  |            |          |       |
| Prepared by:                                    |         |           |        | Approved by:                               |            |          |       |
|   |         |           |        |  |            |          |       |
| www.security-label.com                          |         |           |        | white: FLT DOC yellow: DEP AP blue: ARR AP |            |          |       |



## Ground Handling Manual Part 1 Weight and Balance

| TUI   |  | MANUAL LOADSHEET                |  |   |  | Rev 7  |  |
|---|--|---------------------------------|--|---|--|--|--|
| <b>1 Setup</b>  |  |                                 |  |   |  |  |  |
| Flight Number   |  | Date                            |  | From  |  | To   |  |
| Aircraft Reg  |  |                                 |  |   |  |  |  |
| DOW/OEW [kg]  |  | DOI                             |  | Crew  |  | Catering                                     |  |
|   |  |                                 |  | FCM CCM add. baggage*   |  |  |  |
| <b>2 Passengers</b>   |  |                                 |  | <b>Baggage / Cargo [kg]</b>                                       |  | <b>Additional Options</b>                    |  |
| <b>Pax Setup</b>  |  |                                 |  | <b>Weight values used</b>   |  | <input type="checkbox"/> Yes (specify below) |  |
| <input type="checkbox"/> Holiday <input type="checkbox"/> Seat Cargo* |  |                                 |  | <input type="checkbox"/> Actual <input type="checkbox"/> Standard |  |  |  |
| <input type="checkbox"/> Scheduled                                    |  |                                 |  |   |  |  |  |
| <b>Destination</b>  |  |                                 |  | <b>Hold</b>   |  |  |  |
| 1   |  | adult* male female child infant |  | 1 2 3 4 5*  |  |  |  |
| 2   |  |                                 |  |   |  |  |  |
| <b>Total Number*</b>  |  |                                 |  | <b>Total*</b>   |  |  |  |
| GA OB OC*   |  |                                 |  |   |  |  |  |
| <b>Distribution**</b>   |  |                                 |  |   |  |  |  |
|   |  |                                 |  |   |  |  |  |
| <b>3 Weights</b>  |  |                                 |  | <b>Last Minute Changes</b>  |  |  |  |
| ZFW   |  | Weight [kg]                     |  | CG [%MAC]   |  | Taxi Fuel [kg]*                              |  |
| TAKEOFF   |  |                                 |  |   |  | TOF [kg]*                                    |  |
| LANDING   |  |                                 |  |   |  | Trip Fuel [kg]*                              |  |
| <b>4 Preparation</b>  |  |                                 |  | <b>Commander Acceptance</b>                                       |  |  |  |
| Name  |  |                                 |  | CMDR Name   |  | Signature                                    |  |

\* if applicable/as needed

\*\* Pax per zone; Seat Cargo load [kg] in case of Seat Cargo flight

Revision Date 15.12.2023

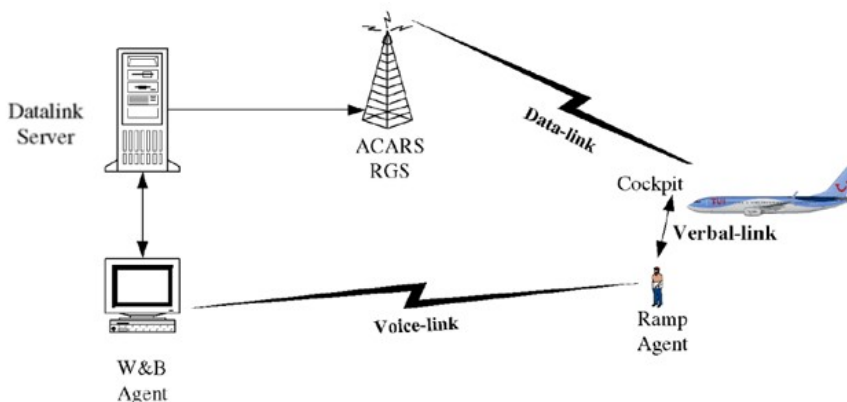
### 10.5.4 ACARS Loadsheets

#### 10.5.4.1 Introduction

ACARS load sheet systems have been developed to reduce delivery time of load sheets.



#### 10.5.4.2 System description



#### Inputs

For proper operation a clock update (manual) of the aircraft's ACARS system is required.

At check-in required passenger- and baggage data are entered via workstations.

A permanently updated data base provides required aircraft data, and passenger and baggage mass values.

At the load control center required flight data, specified on the "Trip Info" sheet, and cargo data are entered via workstation, and the alternate calculation routine must be selected, if required.

#### **Passenger check-in closed**

As soon as passenger check-in is closed the calculation of a computerized load sheet is enabled and will be requested by load control personnel. The computerized load sheet is printed out at the load control center and checked by load control personnel.

If the check of the computerized load sheet is successfully completed the generation of an ACARS load sheet is requested.

This ACARS load sheet is simultaneously:

- Printed out at the load control center; and/or
- Transmitted via ACARS data link to the respective aircraft.

#### **Dispatch of ACARS Loadsheet by local operations:**

The Loadsheet is accepted or rejected by the cockpit either by VHF or directly via ACARS receipt function.

When accepted, the Commander uses an electronic signature (enters his PK number into the ACARS menu) to sign the ACARS Loadsheet.

Load control personnel must retain the accepted ACARS load sheet for the prescribed storage period.



Load control will be informed via SITA message, if crew has accepted or rejected the ACARS load sheet.

Load control personnel must clarify the situation, and, if required, send an updated ACARS load sheet.

**Last minute change**

As acceptance of passengers arriving after check-in closure requires a reopening of check-in, the ACARS load sheet does not provide space for last minute changes, but an updated ACARS load sheet is required.

Load control personnel must request an updated ACARS load sheet as described above.



Example of an onboard ACARS load sheet printout

|    |   |
|----|---|
| 1  | LOADSHEET FINAL EDN01                         |
| 2  | X32262/22 22APR18                             |
| 3  | HAI LPA DATUZ 2/4                             |
| 4  | DOW 43351                                     |
| 5  | TTL 16078                                     |
| 6  | ZFW 59429 MAX 61688 L                         |
| 7  | TOF 15800                                     |
| 8  | TOW 75229 MAX 79015                           |
| 9  | TIF 12570                                     |
| 10 | LAW 62659 MAX 65317                           |
| 11 | UNDLD 2259                                    |
| 12 | RWT 75429 MAX 79242                           |
| 13 | PAX/177 TTL 177                               |
| 14 | PAD/0   |
| 15 | 85/86/6/0                                     |
|    | LOAD IN COMPARTMENTS                          |
| 16 | WEIGHT 2879                                   |
| 17 | 2/593 3/2286                                  |
| 18 | DOI 51.65                                     |
| 19 | LIZFW 61.40                                   |
| 20 | LITOW 58.49                                   |
| 21 | LILAW 62.0                                    |
| 22 | MACZFW 23.72                                  |
| 23 | MACTOW 22.20                                  |
| 24 | MACLAW 23.7                                   |
| 25 | -LPA.85/86/6/0.T2879<br>.2/593.3/2286.PAX/177 |
|    | SI  |
| 26 | 0A88.0B89.                                    |
| 27 | AIRCRAFT TYPE: 738                            |
| 28 | PANTRY CODE B                                 |
| 29 | PAX WGT: 83/69/35/0                           |
| 30 | BAG WGT: ACTUAL                               |
| 31 | LPA BAG 170/2879 FRE 0                        |
| 32 | L/S PREP BY XXX                               |

| Ref. No. | Definition                          |
|----------|-------------------------------------|
| 1        | Edition No. 1                       |
| 2        | Flight number / Day of month & Date |



## Ground Handling Manual Part 1 Weight and Balance

| Ref. No. | Definition  |
|----------|---|
| 3        | Departure Destination & Aircraft registration Number of flight / cabin crew members |
| 4        | Dry operating weight  |
| 5        | Total traffic load  |
| 6        | Actual zero fuel weight & Maximum zero fuel weight & L for limiting weight          |
| 7        | Takeoff fuel  |
| 8        | Actual takeoff weight & Maximum takeoff weight                                      |
| 9        | Trip fuel   |
| 10       | Actual landing weight & Maximum landing weight                                      |
| 11       | Underload based on limiting weight  |
| 12       | Ramp weight & Maximum ramp weight   |
| 13       | Number of passengers occupying seats & Total number of passengers                   |
| 14       | Passengers available for disembarkation   |
| 15       | Number of male / female / children / infants  |
| 16       | Total weight in cargo compartments  |
| 17       | Weight distribution in specified cargo compartments                                 |
| 18       | Dry operating index   |
| 19       | Load index at zero fuel weight  |
| 20       | Load index at takeoff weight  |
| 21       | Load index at landing weight  |
| 22       | MAC at zero fuel weight   |
| 23       | MAC at takeoff weight   |
| 24       | MAC at landing weight   |
| 25       | Load distribution message   |
| 26       | Passenger seating per cabin compartment   |
| 27       | Aircraft Type B737-800  |
| 28       | Pantry Code   |
| 29       | Pax weights used  |
| 30       | Baggage weights used  |



| Ref. No. | Definition   |
|----------|--|
| 31       | Total Bags on board with total weight & Cargo weight |
| 32       | Load Sheet prepared by                               |

### 10.5.5 Trip File

#### 10.5.5.1 General

A trip file containing the following records has to be stored at the departure station for 3 months:

- a copy of the trip info
- signed loading instruction / loading report
- a printout of the ACARS loadsheet or signed copy of Load & Trimsheet
- cargo manifest, including NIL cargo manifest
- a copy of the NOTOC signed by the commander
- a copy of the TAL signed by the commander
- as far as applicable a copy of the GenDec
- printout of messages in and out, such as LDM, PSM, FFM, SOM, ELI, destination info
- passenger manifest (as far as no copy is stored with check-in file)
- further flight related records, if applicable, e.g. next of kin data, live animal acceptance form or others





## 10.6 Load Control Process

The flow diagram according to IATA AHM shows the following information and load flows:

### 10.6.1 Information

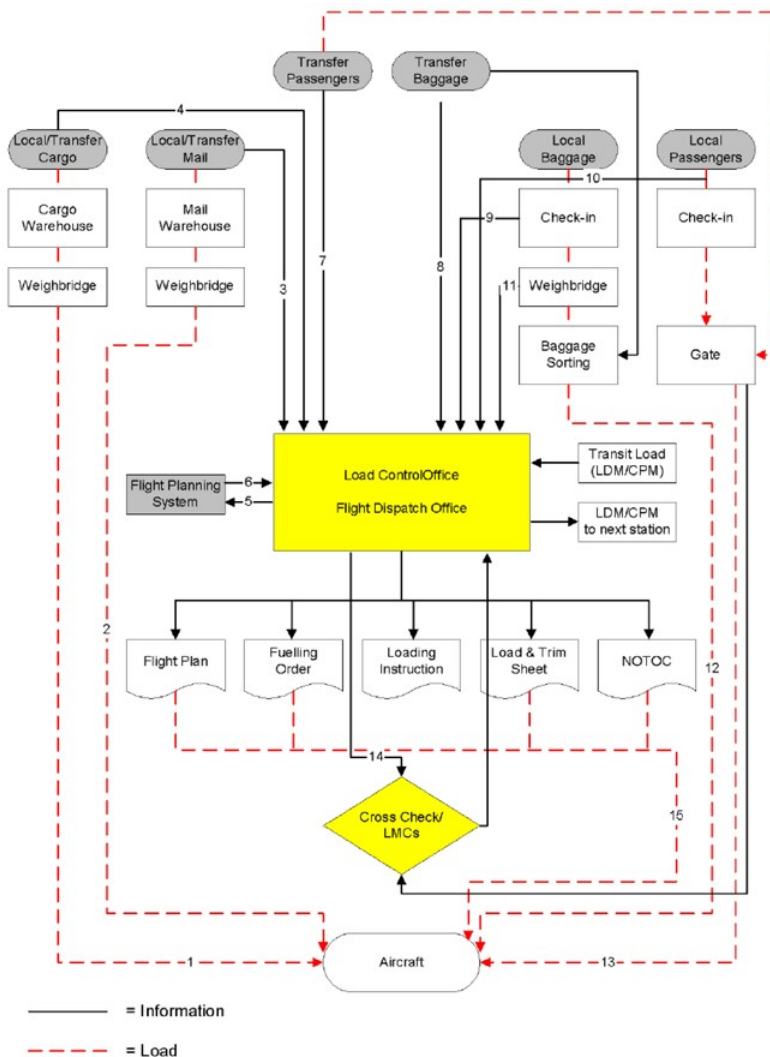
- 03 Mail weight / destination / category / special cargo information to Load Control Office
- 04 Cargo weight / destination / category / special cargo information to Load Control Office
- 05 ZFW / aircraft registration / route to Flight Planning System
- 06 Flight plan including take-off / trip-fuel / maximum gross weights to Flight Dispatch / Load Control Office
- 07 Transfer passengers number / category / destination / status to Load Control Office  
Transfer baggage weight / number / category / destination to Load Control Office
- 08 Transfer baggage weight / number / category / destination to Load Control Office
- 09 Local baggage weight / number / category / destination to Load Control Office
- 10 Local passengers number / category / destination / status to Load Control Office
- 11 optional via weighbridge: baggage weight / number / category / destination to Load Control Office
- 14 Cross check / LMC information to Load Control Office for final loadsheet

### 10.6.2 Load

- 01 Cargo to aircraft
- 02 Mail to aircraft
- 12 Baggage to aircraft
- 13 Passengers to aircraft
- 15 Final Loadsheet / NOTOC / Fuelling Order / Flight Plan to cockpit



## Ground Handling Manual Part 1 Weight and Balance





## 11 Aircraft information and dimensions

### 11.1 Aircraft Quick Reference for Seating and Special Loads

#### 11.1.1 B737-800 189 Y Seats

SEAT PLAN BOEING 737-800 -189Y

REGISTRATIONS:

D-AHLK

D-ATUA

D-ATUF

D-ATUJ

D-ATUK

D-ATUN

D-ATUO

D-ATUR

D-ATUZ

D-ATYL

D-ABKI

AIRCRAFT WITH SKY INTERIOR

SEATPLAN:

Front

1A1B1C

2A2B2C

3A3B3C

4A4B4C

5A5B5C

6A6B6C

7A7B7C

8A8B8C

9A9B9C

10A10B10C

11A11B11C

12A12B12C

13A13B13C

14A14B14C

15A15B15C

16A16B16C

17A17B17C

18A18B18C

19A19B19C

20A20B20C

21A21B21C

22A22B22C

23A23B23C

24A24B24C

25A25B25C

26A26B26C

27A27B27C

28A28B28C

29A29B29C

30A30B30C

31A31B31C

32A32B32C

Exit

Exit

Rear

2D2E2F

3D3E3F

4D4E4F

5D5E5F

6D6E6F

7D7E7F

8D8E8F

9D9E9F

10D10E10F

11D11E11F

12D12E12F

13D13E13F

14D14E14F

15D15E15F

16D16E16F

17D17E17F

18D18E18F

19D19E19F

20D20E20F

21D21E21F

22D22E22F

23D23E23F

24D24E24F

25D25E25F

26D26E26F

27D27E27F

28D28E28F

29D29E29F

30D30E30F

31D31E31F

32D32E32F

CABIN SECTION A

(93 SEATS ROW 1-16)

Exit

Exit

CABIN SECTION B

(96 SEATS ROW 17-32)

PREFERABLE SEATS:

COMFORT SEATS

1A, 1B, 1C, 2D, 2E, 2F, 3D, 3E, 3F, 4D, 4E, 4F, 5D, 5E, 5F, 17A, 17B, 17C, 17D, 17E, 17F, 18A, 18B, 18C, 18D, 18E, 18F

EMERGENCY EXIT (XL SEATS)

15A, 15B, 15C, 15D, 15E, 15F, 16A, 16B, 16C, 16D, 16E, 16F

INCONVENIENT SEATS

1A, 1B, 1C, 2D, 2E, 2F - NO FOLDABLE ARMREST  
11A, 12A, 12F - WINDOW SEAT WITH RESTRICTED VIEW  
14A, 14B, 14C, 14D, 14E, 14F, 15A, 15B, 15C, 15D, 15E, 15F, 32A, 32B, 32C, 32D, 32E, 32F  
NO ADJUSTABLE BACKREST

UM (5-11 YEARS)

PREFERABLY ROW 32 - NO SEATING IN EMERGENCY EXIT ROWS  
MAX ALLOWED: 10 / 2 PER ROW

INFANTS

NO SEATING IN EMERGENCY EXIT ROWS AND IN ROW 14A-F, 17A-F  
MAX ALLOWED INFANTS: 20 / 1 PER ROW

PET IN CABIN

NO PET IN CABIN ON AISLE SEATS, IN EMERGENCY EXIT ROWS AND 1A, 1B, 1C, 2D, 2E, 2F  
MAX ALLOWED: 3

REDUCED MOBILITY

FOR WCHC - PREFERABLE SEATS: 3A, 4A, 5A, 6A, 7A, 8A  
NO SEATING EMERGENCY EXIT ROWS  
FOR WCHR/S NO SEATING IN EMERGENCY EXIT ROWS



## Ground Handling Manual Part 1 Aircraft information and dimensions

| Special Baggage and Services available/bookable |  |  |
|---|--|--|
| AVIH  | 2 allowed (loading in Hold 1 and 2)                |  |
| Bike  | 8  |  |
| Golf  | 40   |  |
| Infant  | 20   |  |
| Kite <1,40m                                     | 10   |  |
| PETC  | 3  |  |
| Sport   | 15   |  |
| Surf >1,40m                                     | 3  |  |
| UM  | 10   |  |
| SVAN/ESAN                                       | 1 allowed for transport after TUI fly Confirmation |  |
| WCHR  | 10   | 10 unaccompanied handicapped passengers are allowed, thereof 2 WCHC, DEAF or BLIND |
| WCHS  | 10   |  |
| WCHC  | 2  |  |
| WCBD  | allowed for transport after TUI fly Confirmation   |  |
| WCLB  | allowed for transport after TUI fly Confirmation   |  |
| Cargo   | allowed for transport                              |  |
| DGR Cargo                                       | allowed for transport                              |  |
| O <sup>2</sup> for Pax - POXY/PPOC              | allowed for transport after X3 Confirmation        |  |
| CRS - Child Restraint Systems                   | allowed for transport after X3 Confirmation        |  |
| Baby Bassinette                                 | not available                                      |  |
| WCOB  | available after X3 confirmation                    |  |
| Music Instrument                                | allowed for transport after X3 Confirmation        |  |
| Comfort Seats (27 Seats)                        | 1 A-C, 2-5 DEF, 17-18 A-F                          |  |
| Front Seats (42 Seats)                          | 2-5 A-C, 6-10 A-F                                  |  |
| Exit XL Seats (12 Seats)                        | 15-16 A-F  |  |
| Standard Seats (108 Seats)                      | 11-14 A-F, 19-32 A-F                               |  |
| TUI fly Seatplan B737-800 189Y 2024 V1          |  |  |





## Ground Handling Manual Part 1

### Aircraft information and dimensions

| Special Baggage and Services available/bookable |  |  |
|---|--|--|
| AVIH  | 2 allowed (loading in Hold 1 and 2)                |  |
| Bike  | 8  |  |
| Golf  | 40   |  |
| Infant  | 20   |  |
| Kite <1,40m                                     | 10   |  |
| PETC  | 3  |  |
| Sport   | 15   |  |
| Surf >1,40m                                     | 3  |  |
| UM  | 10   |  |
| SVAN/ESAN                                       | 1 allowed for transport after TUI fly Confirmation |  |
| WCHR  | 10   | 10 unaccompanied handicapped passengers are allowed, thereof 2 WCHC, DEAF or BLIND |
| WCHS  | 10   |  |
| WCHC  | 2  |  |
| WCBD  | allowed for transport after TUI fly Confirmation   |  |
| WCLB  | allowed for transport after TUI fly Confirmation   |  |
| Cargo   | allowed for transport                              |  |
| DGR Cargo                                       | allowed for transport                              |  |
| O <sup>2</sup> for Pax - POXY/PPOC              | allowed for transport after X3 Confirmation        |  |
| CRS - Child Restraint Systems                   | allowed for transport after X3 Confirmation        |  |
| Baby Bassinette                                 | not available                                      |  |
| WCOB  | available after X3 confirmation                    |  |
| Music Instrument                                | allowed for transport after X3 Confirmation        |  |
| Comfort Seats (48 Seats)                        | 1 A-C, 2-6 DEF, 17-21 A-F                          |  |
| Front Seats (39 Seats)                          | 2-6 A-C, 7-10 A-F                                  |  |
| Exit XL Seats (12 Seats)                        | 15-16 A-F  |  |
| Standard Seats (108 Seats)                      | 11-14 A-F, 22-32 A-F                               |  |
| TUI fly Seatplan B737-8MAX 189Y 2024 V1         |  |  |



**Seat Plan Boeing 737-800 -186Y**

**REGISTRATIONS:**

- D-ABKJ
- D-ABKM
- D-ABKN
- D-ABMQ
- D-ABMV

**AIRCRAFT WITH SKY INTERIOR**

**SEATPLAN:**

**Front**

|     |     |     |
|-----|-----|-----|
| 2A  | 2B  | 2C  |
| 3A  | 3B  | 3C  |
| 4A  | 4B  | 4C  |
| 5A  | 5B  | 5C  |
| 6A  | 6B  | 6C  |
| 7A  | 7B  | 7C  |
| 8A  | 8B  | 8C  |
| 9A  | 9B  | 9C  |
| 10A | 10B | 10C |
| 11A | 11B | 11C |
| 12A | 12B | 12C |
| 13A | 13B | 13C |
| 14A | 14B | 14C |
| 15A | 15B | 15C |
| 16A | 16B | 16C |
| 17A | 17B | 17C |
| 18A | 18B | 18C |
| 19A | 19B | 19C |
| 20A | 20B | 20C |
| 21A | 21B | 21C |
| 22A | 22B | 22C |
| 23A | 23B | 23C |
| 24A | 24B | 24C |
| 25A | 25B | 25C |
| 26A | 26B | 26C |
| 27A | 27B | 27C |
| 28A | 28B | 28C |
| 29A | 29B | 29C |
| 30A | 30B | 30C |
| 31A | 31B | 31C |
| 32A | 32B | 32C |

**Exit**

**Exit**

**Rear**

|     |     |     |
|-----|-----|-----|
| 2D  | 2E  | 2F  |
| 3D  | 3E  | 3F  |
| 4D  | 4E  | 4F  |
| 5D  | 5E  | 5F  |
| 6D  | 6E  | 6F  |
| 7D  | 7E  | 7F  |
| 8D  | 8E  | 8F  |
| 9D  | 9E  | 9F  |
| 10D | 10E | 10F |
| 11D | 11E | 11F |
| 12D | 12E | 12F |
| 13D | 13E | 13F |
| 14D | 14E | 14F |
| 15D | 15E | 15F |
| 16D | 16E | 16F |
| 17D | 17E | 17F |
| 18D | 18E | 18F |
| 19D | 19E | 19F |
| 20D | 20E | 20F |
| 21D | 21E | 21F |
| 22D | 22E | 22F |
| 23D | 23E | 23F |
| 24D | 24E | 24F |
| 25D | 25E | 25F |
| 26D | 26E | 26F |
| 27D | 27E | 27F |
| 28D | 28E | 28F |
| 29D | 29E | 29F |
| 30D | 30E | 30F |
| 31D | 31E | 31F |
| 32D | 32E | 32F |

**CABIN SECTION A (90 SEATS ROW 2-16)**

**Exit**

**Exit**

**CABIN SECTION B (96 SEATS ROW 17-32)**

**PREFERABLE SEATS:**

|                           |   |
|---------------------------|---|
| COMFORT SEATS             | 2A, 2B, 2C, 2D, 2E, 2F, 3D, 3E, 3F, 4D, 4E, 4F, 5D, 5E, 5F, 17A, 17B, 17C, 17D, 17E, 17F, 18A, 18B, 18C, 18D, 18E, 18F  |
| EMERGENCY EXIT (XL SEATS) | 15A, 15B, 15C, 15D, 15E, 15F, 16A, 16B, 16C, 16D, 16E, 16F  |
| INCONVENIENT SEATS        | 2A, 2B, 2C, 2D, 2E, 2F - NO FOLDABLE ARMREST<br>11A, 12A, 12F - WINDOW SEAT WITH RESTRICTED VIEW<br>14A, 14B, 14C, 14D, 14E, 14F, 15A, 15B, 15C, 15D, 15E, 15F, 32A, 32B, 32C, 32D, 32E, 32F - NO ADJUSTABLE BACKREST |

**UM (5-11 YEARS)**

PREFERABLY ROW 32 - NO SEATING IN EMERGENCY EXIT ROWS  
MAX ALLOWED: 10 / 2 PER ROW

**INFANTS**

NO SEATING IN EMERGENCY EXIT ROWS AND IN ROWS 14A-F, 17A-F  
MAX ALLOWED INFANTS: 20 / 1 PER ROW

**PET IN CABIN**

NO PET IN CABIN ON AISLE SEATS, IN EMERGENCY EXIT ROWS AND 2A, 2B, 2C, 2D, 2E, 2F  
MAX ALLOWED: 3

**REDUCED MOBILITY**

FOR WCHC - PREFERABLE SEATS: 3A, 4A, 5A, 6A, 7A, 8A  
NO SEATING EMERGENCY EXIT ROWS  
FOR WCHR/S NO SEATING IN EMERGENCY EXIT ROWS



## Ground Handling Manual Part 1 Aircraft information and dimensions

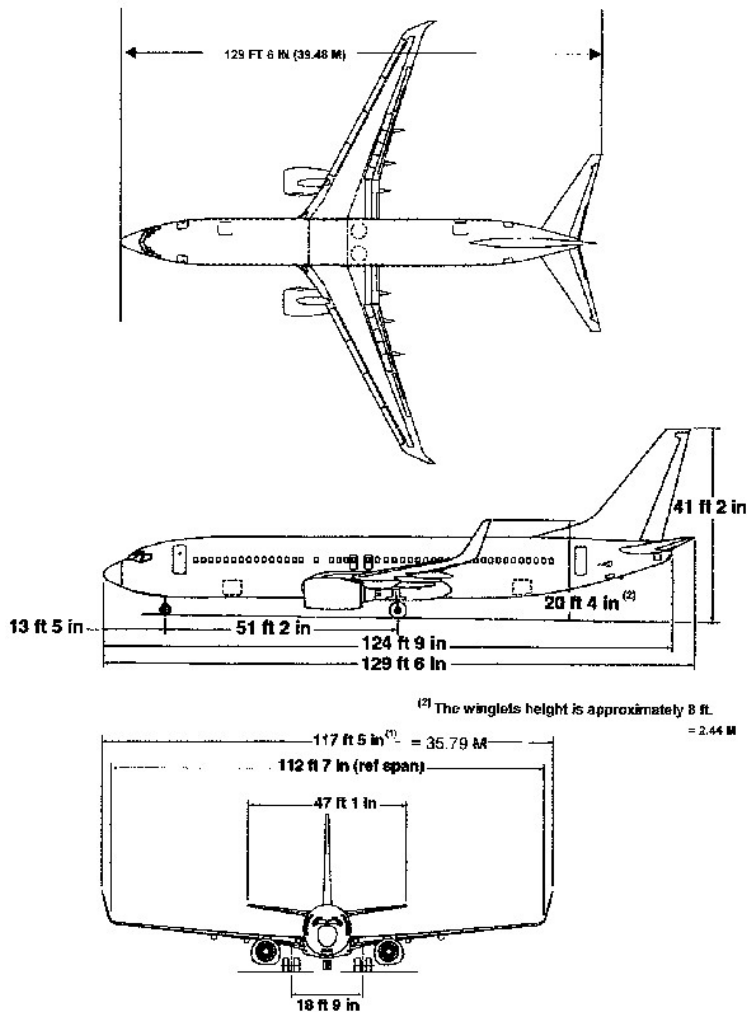
| Special Baggage and Services available/bookable |  |  |
|---|--|--|
| AVIH  | 2 allowed (loading in Hold 1 and 2)                |  |
| Bike  | 8  |  |
| Golf  | 40   |  |
| Infant  | 20   |  |
| Kite <1,40m                                     | 10   |  |
| PETC  | 3  |  |
| Sport   | 15   |  |
| Surf >1,40m                                     | 3  |  |
| UM  | 10   |  |
| SVAN/ESAN                                       | 1 allowed for transport after TUI fly Confirmation |  |
| WCHR  | 10   | 10 unaccompanied handicapped passengers are allowed, thereof 2 WCHC, DEAF or BLIND |
| WCHS  | 10   |  |
| WCHC  | 2  |  |
| WCBD  | allowed for transport after TUI fly Confirmation   |  |
| WCLB  | allowed for transport after TUI fly Confirmation   |  |
| Cargo   | allowed for transport                              |  |
| DGR Cargo                                       | allowed for transport                              |  |
| O² for Pax - POXY/PPOC                          | allowed for transport after X3 Confirmation        |  |
| CRS - Child Restraint Systems                   | allowed for transport after X3 Confirmation        |  |
| Baby Bassinette                                 | not available                                      |  |
| WCOB  | available after X3 confirmation                    |  |
| Music Instrument                                | allowed for transport after X3 Confirmation        |  |
| Comfort Seats (27 Seats)                        | 2 A-F, 3-5 DEF, 17-18 A-F                          |  |
| Front Seats (42 Seats)                          | 3-5 A-C, 6-10 A-F                                  |  |
| Exit XL Seats (12 Seats)                        | 15-16 A-F  |  |
| Standard Seats (108 Seats)                      | 11-14 A-F, 19-32 A-F                               |  |
| TUI fly Seatplan B737-800 186Y 2024 V1          |  |  |





## 11.2 Aircraft Dimensions

### 11.2.1 B737-800 with blended Winglets

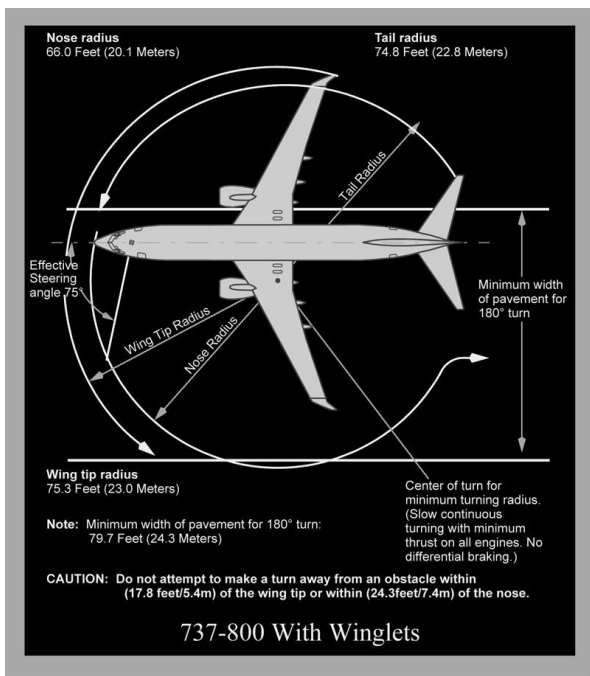


(2) The winglets height is approximately 8 ft.  
= 2.44 m

(1) Wingspan increased approximately 4 ft 10 in. = 1.47 m



## Ground Handling Manual Part 1 Aircraft information and dimensions

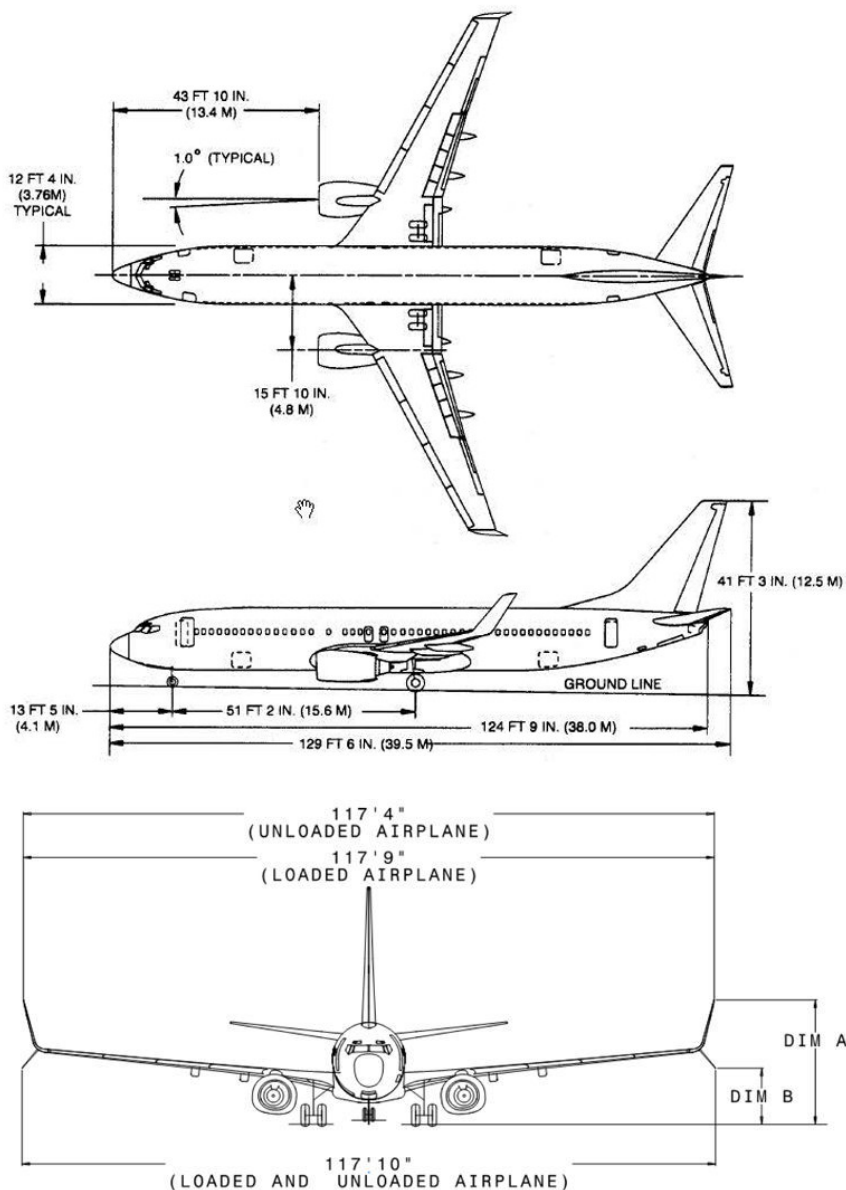


### Turning Radius B737-800

|                 | Blended Winglets |
|-----------------|------------------|
| Nose radius     | 20,1 meters      |
| Tail radius     | 22,8 meters      |
| Wing tip radius | 22,9 meters      |



### 11.2.2 B737-800 with split scimitar Winglets

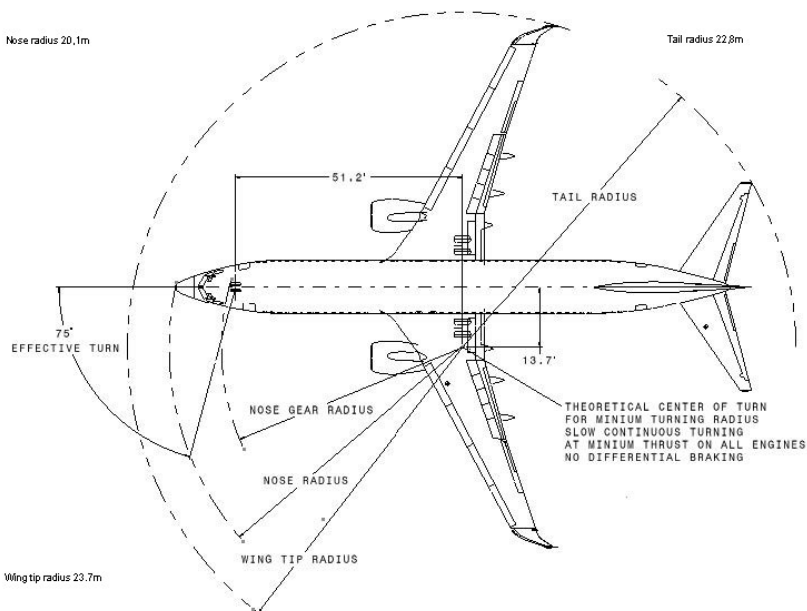




## Ground Handling Manual Part 1

### Aircraft information and dimensions

| Description           | A/C weight  | CG        | DIM A Height from Ground | DIM B Height from Ground     |
|-----------------------|-------------|-----------|--------------------------|------------------------------|
| Split Scimitar Height | 180,000 lbs | 44,6% MAC | 249,9 inches (20'10")    | 110,6 inches (2,8m) (9'2")   |
| Split Scimitar Height | 80,000 lbs  | -17% MAC  | 260,6 inches (21'9")     | 121,3 inches (3,08m) (10'1") |

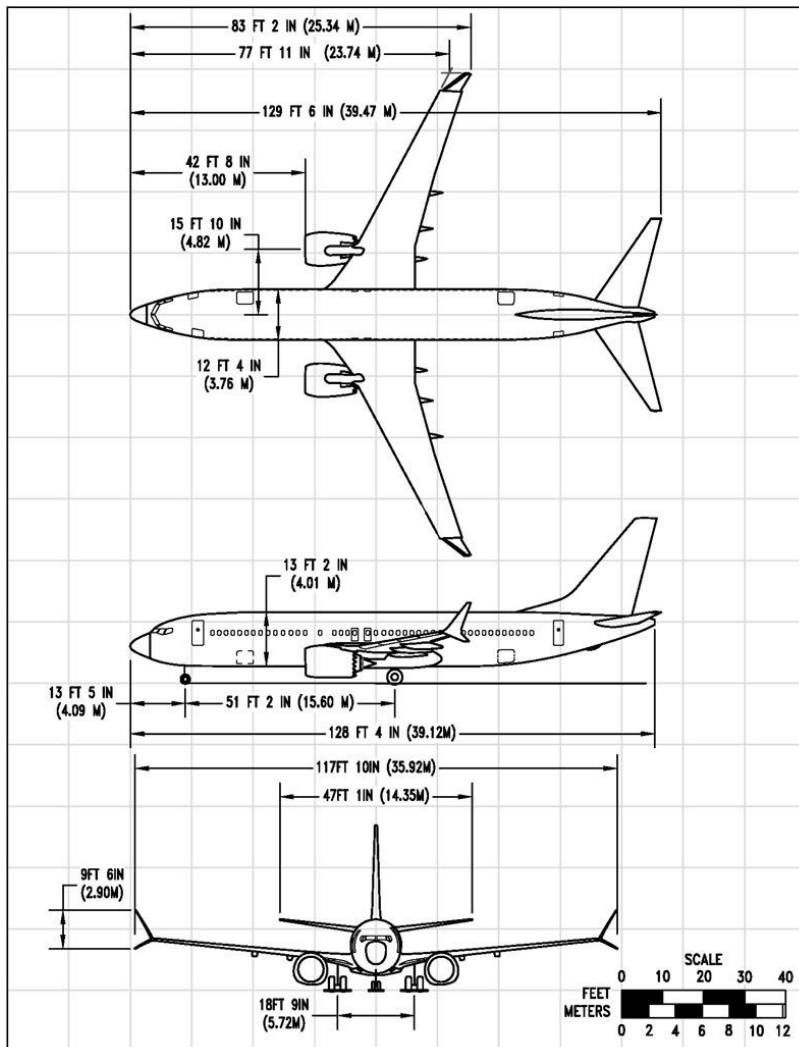


### Turning Radius B737-800

|                 | Split Scimitar Winglets |
|-----------------|-------------------------|
| Nose radius     | 20,1 meters             |
| Tail radius     | 22,8 meters             |
| Wing tip radius | 23,7 meters             |



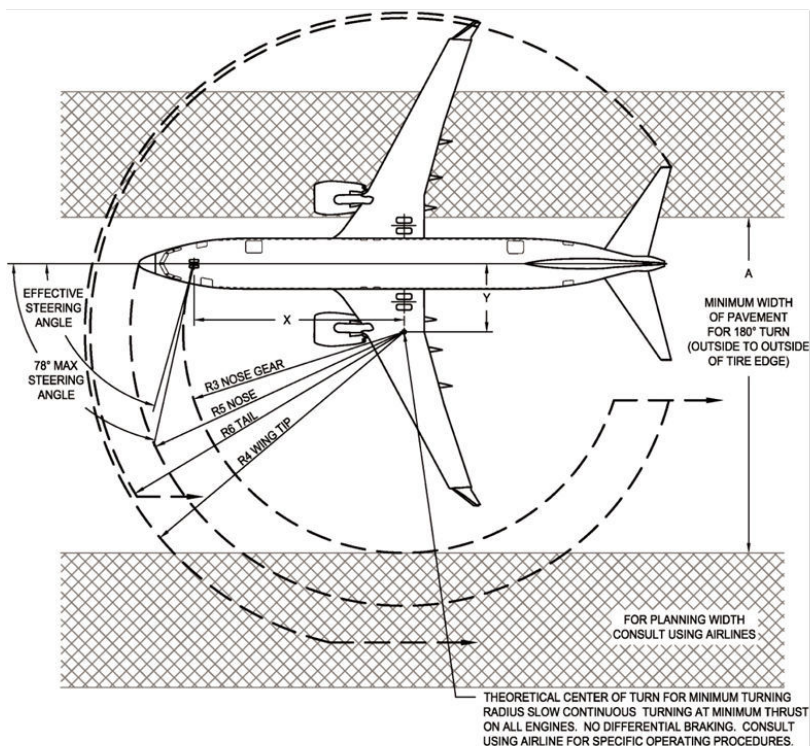
### 11.2.3 B737-8





## Ground Handling Manual Part 1 Aircraft information and dimensions

### Clearance Radii – 3° and 6° slip Angles: B737-8

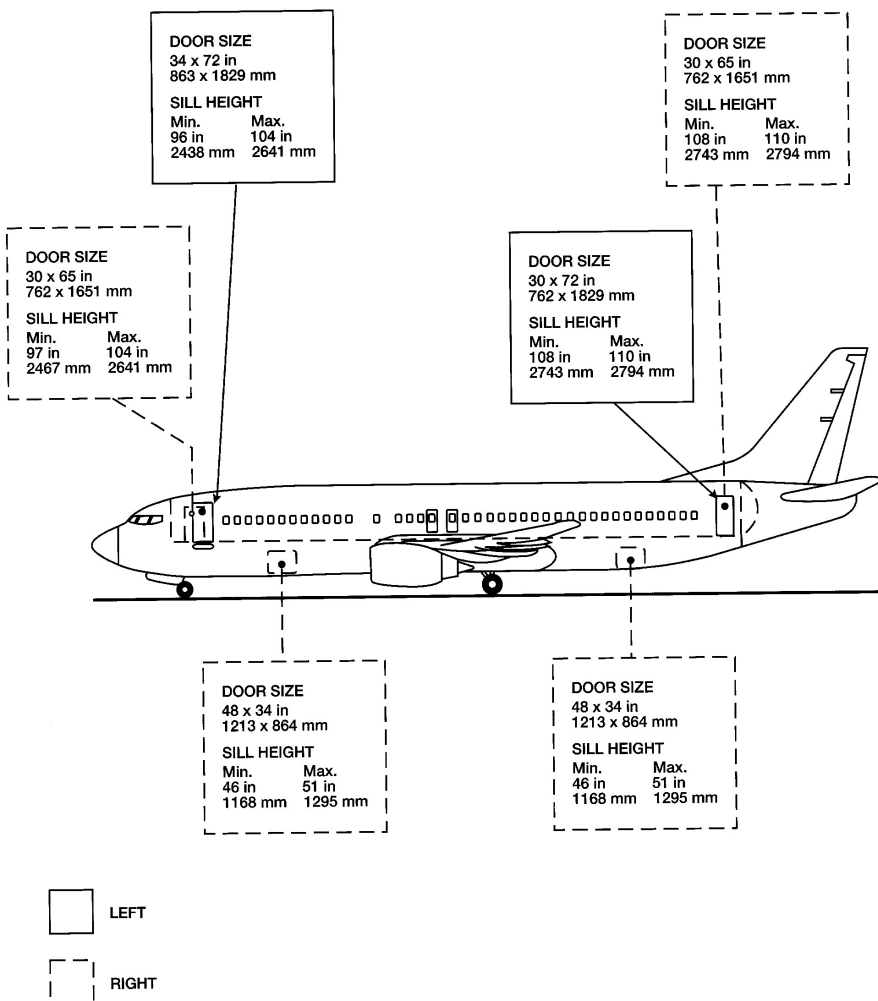


| AIRPLANE<br>MODEL        | EFFECTIVE<br>TURNING<br>ANGLE<br>(DEG) | X  |      | Y  |     | A  |      | R3 |      | R4 |      | R5 |      | R6 |      |
|--------------------------|--|----|------|----|-----|----|------|----|------|----|------|----|------|----|------|
|                          |  | FT | M    | FT | M   | FT | M    | FT | M    | FT | M    | FT | M    | FT | M    |
| 737-8 /<br>-8-200 / BBJ8 | 75                                     | 52 | 15.8 | 14 | 4.3 | 80 | 24.4 | 54 | 16.5 | 75 | 22.9 | 67 | 20.4 | 75 | 22.9 |
|                          | 72                                     | 52 | 15.8 | 17 | 5.2 | 83 | 25.3 | 55 | 16.8 | 78 | 23.8 | 67 | 20.4 | 77 | 23.5 |
| 737-9                    | 75                                     | 57 | 17.4 | 16 | 4.9 | 86 | 26.2 | 60 | 18.3 | 76 | 23.2 | 72 | 21.9 | 79 | 24.1 |
|                          | 72                                     | 57 | 17.4 | 19 | 5.8 | 91 | 27.7 | 61 | 18.6 | 79 | 24.1 | 73 | 22.3 | 81 | 24.7 |

NOTES: DIMENSIONS SHOWN WITH 3° TIRE SLIP ARE FOR COMPARISON PURPOSE. 6° TIRE SLIP IS ESTIMATED TO BE THE MAXIMUM TIRE SLIP ANGLE. ALL DIMENSIONS ARE ROUNDED UP TO THE NEXT HIGHER INTEGER IN FEET THEN CONVERT TO METER.



## B737-800/-8 Door Sizes





#### 11.2.4 Ground Support Equipment

| <b>GSE</b>                       | <b>737-800</b>   |
|----------------------------------|--|
| Tug                              | Tractor draw bar pull: 5,547 kg<br>Tow Tractor weight: 12,327 kg   |
| Towbar                           | See towbar specification drawing C09002  |
| Towbarless Towing                | Requirements specified in D6-56872<br>See Service Letter 737-SL-09-002-F   |
| Electrical Power                 | One 90kVa source: <ul style="list-style-type: none"><li>• Connection min ht: 188 cm</li><li>• Connection max ht: 226 cm</li></ul>  |
| Lower Lobe Cargo/Loader          | Door Clear Opening: <ul style="list-style-type: none"><li>• FWD – 89 cm x 122 cm</li><li>• AFT – 84 cm x 122 cm</li></ul> Door sill heights: <ul style="list-style-type: none"><li>• FWD – Min: 130 cm, Max: 152 cm</li><li>• AFT – Min: 145 cm, Max: 173 cm</li></ul> |
| Fuel Browser                     | Total fuel capacity: 26,025 litre (6,875 g) Single refuelling adapter: <ul style="list-style-type: none"><li>• Min height: 284 cm. Max height: 297 cm</li></ul>  |
| Air Conditioning                 | Single 22 ton unit<br>Single Standard 20 cm (8") connector <ul style="list-style-type: none"><li>• Min height: 114 cm. Max height: 142 cm</li></ul>  |
| Portable Water Service Servicing | Water capacity: 60 gallons / 40 gallons<br>Single Service point - standard connection: <ul style="list-style-type: none"><li>• Min height: 170cm. Max height: 206 cm</li></ul>   |
| Lavatory Servicing               | Waste capacity: 60 gallons<br>Single service panel – standard connection: <ul style="list-style-type: none"><li>• Min height: 157cm. Max height: 191 cm</li></ul>  |

| <b>GSE</b>        | <b>737-8</b>   |
|-------------------|--|
| Tug               | Tractor draw bar pull: 5,769 kg<br>Tow Tractor weight: 12,820 kg         |
| Towbar            | See towbar specification drawing C09002                                  |
| Towbarless Towing | Requirements specified in D6-56872<br>See Service Letter 737-SL-09-002-F |





| <b>GSE</b>                       | <b>737-8</b>   |
|----------------------------------|--|
| Electrical Power                 | One 90kVa source: <ul style="list-style-type: none"><li>• Connection min ht: 213 cm</li><li>• Connection max ht: 249 cm</li></ul>  |
| Lower Lobe Cargo/Loader          | Door Clear Opening: <ul style="list-style-type: none"><li>• FWD – 89 cm x 122 cm</li><li>• AFT – 84 cm x 122 cm</li></ul> Door sill heights: <ul style="list-style-type: none"><li>• FWD – Min: 130 cm, Max: 152 cm</li><li>• AFT – Min: 145 cm, Max: 173 cm</li></ul> |
| Fuel Browser                     | Total fuel capacity: 26,025 litre (6,875 g) Single refuelling adapter: <ul style="list-style-type: none"><li>• Min height: 284 cm. Max height: 297 cm</li></ul>  |
| Air Conditioning                 | Single 22 ton unit<br>Single Standard 20 cm (8") connector <ul style="list-style-type: none"><li>• Min height: 119 cm. Max height: 135 cm</li></ul>  |
| Engine Air Start                 | Single 7.62 cm (3") ID connector: <ul style="list-style-type: none"><li>• Min height: 132 cm. Max height: 147 cm</li></ul>   |
| Portable Water Service Servicing | Water capacity: 60 gallons / 40 gallons<br>Single Service point - standard connection: <ul style="list-style-type: none"><li>• Min height: 155cm. Max height: 193 cm</li></ul>   |
| Lavatory Servicing               | Waste capacity: 60 gallons<br>Single service panel – standard connection: <ul style="list-style-type: none"><li>• Min height: 145 cm. Max height: 178 cm</li></ul>   |

## 11.3 Cargo Compartments

### 11.3.1 Maximum weights per Compartment

#### 11.3.1.1 Applicable for Boeing 737-800: DAHLK, DATUA, DATUF, DATUJ, DATUK, DATUN, DATUO, DATUR, DATUZ, DATYL

##### Maximum Capacities

| <b>Compartment</b> | <b>Net Section Description</b> | <b>Max. Load per Net Section (kg)</b> | <b>Max. Load per Compartment (kg)</b> | <b>Volume (m³)</b> |
|--------------------|--------------------------------|---------------------------------------|---------------------------------------|--------------------|
| FWD                | 1 A                            | 504                                   | 3255                                  | 4,38               |
|                    | 1 B                            | 310                                   |                                       |                    |
|                    | 2                              | 2440                                  |                                       | 14,63              |
| AFT                | 3                              | 3777                                  | 4444                                  | 20,75              |
|                    | 4 A                            | 310                                   |                                       | 3,85               |



| Compartment | Net Section Description | Max. Load per Net Section (kg) | Max. Load per Compartment (kg) | Volume (m³) |
|-------------|-------------------------|--------------------------------|--------------------------------|-------------|
|             | 4 B                     | 357                            |                                |             |

**11.3.1.2 Applicable for Boeing 737-800: DABKI, DABKJ, DABKM, DABKN, DABMQ, DABMV**

**Maximum Capacities**

| Compartment | Net Section Description | Max. Load per Net Section (kg) | Max. Load per Compartment (kg) | Volume (m³) |
|-------------|-------------------------|--------------------------------|--------------------------------|-------------|
| FWD         | 1 A                     | 457                            | 2950                           | 4,38        |
|             | 1 B                     | 284                            |                                |             |
|             | 2                       | 2209                           |                                | 14,63       |
| AFT         | 3                       | 3437                           | 4007                           | 20,75       |
|             | 4 A                     | 258                            |                                | 3,85        |
|             | 4 B                     | 312                            |                                |             |

**11.3.1.3 Applicable for Boeing 737-8: DAMAA, DAMAB, DAMAD, DAMAH, DAMAX, DAMAY, DAMAZ**

**Maximum Capacities**

| Compartment | Net Section Description | Max. Load per Net Section (kg) | Max. Load per Compartment (kg) | Volume (m³) |
|-------------|-------------------------|--------------------------------|--------------------------------|-------------|
| FWD         | 1 A                     | 473                            | 3479                           | 4,38        |
|             | 1 B                     | 336                            |                                |             |
|             | 2                       | 2670                           |                                | 14,63       |
| AFT         | 3                       | 4086                           | 4850                           | 20,75       |
|             | 4 A                     | 361                            |                                | 4,24        |
|             | 4 B                     | 402                            |                                |             |



### 11.3.2 Cabin Compartments

#### 11.3.2.1 B737-800 / all registrations 189Y config

##### Maximum Capacities for Cabin Compartments using seat containers and overhead bins

| Compartment | Section | Rows per Section                  | Max. Load per Compartment (kg)                                     |
|-------------|---------|-----------------------------------|--|
| FWD         | 0A      | left: row 3-13<br>right: row 4-13 | Overhead bins - 720kg<br>Seat Container - 3360kg<br>Total - 4080kg |
| AFT         | 0B      | row 17-31                         | Overhead bins - 864kg<br>Seat Container - 4800kg<br>Total - 5664kg |

#### 11.3.2.2 B737-800 / all registrations 186Y config

##### Maximum Capacities for Cabin Compartments using seat containers and overhead bins

| Compartment | Section | Rows per Section | Max. Load per Compartment (kg)                                     |
|-------------|---------|------------------|--|
| FWD         | 0A      | row 4-13         | Overhead bins - 720kg<br>Seat Container - 3200kg<br>Total - 3920kg |
| AFT         | 0B      | row 17-31        | Overhead bins - 864kg<br>Seat Container - 4800kg<br>Total - 5664kg |

#### 11.3.2.3 B737-8 / all registrations

##### Maximum Capacities for Cabin Compartments using seat containers and overhead bins

| Compartment | Section | Rows per Section                  | Max. Load per Compartment (kg)                                     |
|-------------|---------|-----------------------------------|--|
| FWD         | 0A      | left: row 3-11<br>right: row 4-11 | Overhead bins - 432kg<br>Seat Container - 2400kg<br>Total - 2832kg |
| MID         | 0B      | row 12-13<br>+ row 17-2           | Overhead bins - 576kg<br>Seat Container - 2240kg<br>Total - 2816kg |
| AFT         | 0C      | row 22-31                         | Overhead bins - 576kg<br>Seat Container - 3200kg<br>Total - 3776kg |



## 11.4 Maximum dimensions of packages

The following chapters show dimensions of the maximum package sizes which will pass through the FWD or AFT cargo door opening per aircraft type.

Individual tables are presented for two types of packages:

- Heavy packages lift assisted and
- light packages hand maneuvered

'Heavy packages lift assisted' refers to packages which require the use of a fork lift or other loading device to maneuver them through the door.

The maximum length is restricted by the inward curve of the lower cargo sidewall inner opposite the door. The table assumes the packages cannot be elevated to clear this interference.

'Light packages hand maneuvered' refers to packages which may be elevated to clear the inward curve of the cargo sidewall inner side opposite the door.

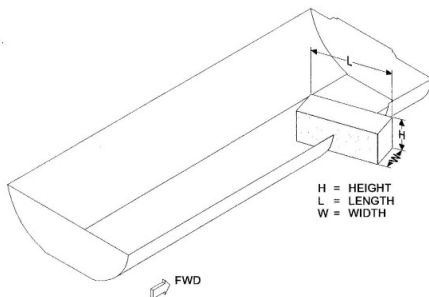
Package sizes are approximate. Tilting, twisting, bending and/or rotating packages through door openings will allow additional lengths in many cases, but should be determined for each situation. A trial loading is recommended for packages with dimensions close to the maximum dimensions indicated in the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

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

Tie-down is required as indicated in [GHM Part 1 chapter 9.1.4](#).

### 11.4.1 Maximum dimensions of packages B737-800/B737-8

#### 11.4.1.1 FWD Hold - Package size illustration





#### 11.4.1.2 Heavy Lift assisted - B737-800/B737-8 - FWD Hold

| HEAVY PACKAGES - LIFT ASSISTED |              |     |     |     |     |     |     |     |     |     |
|--------------------------------|--------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Height in cm                   | Width in cm  |     |     |     |     |     |     |     |     |     |
|                                | 13           | 25  | 38  | 51  | 64  | 76  | 89  | 102 | 114 | 122 |
|                                | Length in cm |     |     |     |     |     |     |     |     |     |
| 86                             | 315          | 290 | 264 | 239 | 213 | 188 | 163 | 137 | 127 | 114 |
| 76                             | 315          | 290 | 264 | 239 | 213 | 188 | 163 | 137 | 127 | 114 |
| 66                             | 315          | 290 | 264 | 239 | 213 | 188 | 163 | 137 | 127 | 114 |
| 56                             | 315          | 290 | 264 | 239 | 213 | 188 | 163 | 137 | 127 | 114 |
| 46                             | 318          | 290 | 264 | 239 | 213 | 188 | 163 | 137 | 127 | 114 |
| 36                             | 323          | 290 | 264 | 239 | 213 | 188 | 163 | 137 | 127 | 114 |
| 25                             | 333          | 295 | 264 | 239 | 213 | 188 | 163 | 137 | 127 | 114 |
| 13                             | 396          | 305 | 267 | 239 | 213 | 188 | 163 | 137 | 127 | 114 |

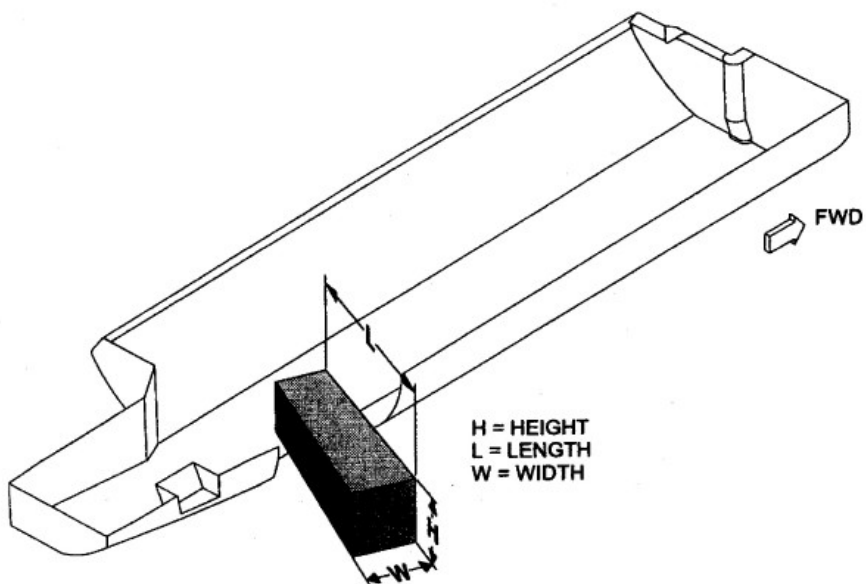
#### 11.4.1.3 Light Hand Maneuvered - B737-800/B737-8 - FWD Hold

| LIGHT PACKAGES - HAND MANEUVERED |              |      |      |      |     |     |     |     |     |     |
|----------------------------------|--------------|------|------|------|-----|-----|-----|-----|-----|-----|
| Height in cm                     | Width in cm  |      |      |      |     |     |     |     |     |     |
|                                  | 13           | 25   | 38   | 51   | 64  | 76  | 89  | 102 | 114 | 122 |
|                                  | Length in cm |      |      |      |     |     |     |     |     |     |
| 86                               | 285          | 254  | 229  | 206  | 185 | 170 | 155 | 145 | 137 | 135 |
| 76                               | 381          | 333  | 297  | 267  | 241 | 221 | 203 | 188 | 180 | 175 |
| 66                               | 478          | 409  | 361  | 320  | 287 | 262 | 239 | 224 | 211 | 206 |
| 56                               | 587*         | 493  | 424  | 373  | 333 | 300 | 274 | 254 | 239 | 231 |
| 46                               | 694*         | 579* | 490  | 424  | 373 | 335 | 302 | 279 | 259 | 254 |
| 36                               | 699*         | 678* | 559* | 478  | 429 | 368 | 330 | 302 | 279 | 272 |
| 25                               | 704*         | 696* | 636* | 534* | 460 | 404 | 361 | 328 | 300 | 285 |
| 13                               | 711*         | 701* | 693* | 615* | 521 | 452 | 401 | 361 | 330 | 295 |

**Note:** \* Package length is limited to a maximum of 520cm when transverse cargo nets are installed.



#### 11.4.1.4 AFT Hold - Package size illustration





#### 11.4.1.5 Heavy Lift assisted - B737-800/B737-8 - AFT Hold

| HEAVY PACKAGES - LIFT ASSISTED |              |     |     |     |     |     |     |     |     |     |
|--------------------------------|--------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Height in cm                   | Width in cm  |     |     |     |     |     |     |     |     |     |
|                                | 13           | 25  | 38  | 51  | 64  | 76  | 89  | 102 | 114 | 122 |
|                                | Length in cm |     |     |     |     |     |     |     |     |     |
| 86                             | 178          | 152 | -   | -   | -   | -   | -   | -   | -   | -   |
| 81                             | 252          | 226 | 201 | 178 | 152 | 125 | -   | -   | -   | -   |
| 79                             | 310          | 285 | 259 | 234 | 208 | 183 | 158 | 132 | 109 | 109 |
| 76                             | 310          | 285 | 259 | 234 | 208 | 183 | 158 | 132 | 109 | 109 |
| 66                             | 310          | 285 | 259 | 234 | 208 | 183 | 158 | 132 | 109 | 109 |
| 56                             | 310          | 285 | 259 | 234 | 208 | 183 | 158 | 132 | 109 | 109 |
| 46                             | 315          | 285 | 259 | 234 | 208 | 183 | 158 | 132 | 109 | 109 |
| 36                             | 323          | 285 | 259 | 234 | 208 | 183 | 158 | 132 | 109 | 109 |
| 25                             | 351          | 297 | 261 | 234 | 208 | 183 | 158 | 132 | 109 | 109 |
| 13                             | 417          | 330 | 274 | 234 | 208 | 183 | 158 | 132 | 109 | 109 |



#### 11.4.1.6 Light Hand Maneuvered - B737-800/B737-8 - AFT Hold

| LIGHT PACKAGES - HAND MANEUVERED |              |      |      |     |     |     |     |     |     |     |
|----------------------------------|--------------|------|------|-----|-----|-----|-----|-----|-----|-----|
| Height in cm                     | Width in cm  |      |      |     |     |     |     |     |     |     |
|                                  | 13           | 25   | 38   | 51  | 64  | 76  | 89  | 102 | 114 | 122 |
|                                  | Length in cm |      |      |     |     |     |     |     |     |     |
| 86                               | 226          | 196  | 168  | 147 | 132 | b   | b   | b   | b   | b   |
| 76                               | 406          | 356  | 312  | 279 | 252 | 226 | 206 | 191 | 178 | 170 |
| 66                               | 511          | 434  | 376  | 330 | 295 | 264 | 239 | 218 | 203 | 193 |
| 56                               | 627          | 523  | 450  | 386 | 340 | 305 | 274 | 252 | 234 | 224 |
| 46                               | 859*         | 615  | 523  | 447 | 394 | 343 | 310 | 282 | 259 | 246 |
| 36                               | 864*         | 744* | 605  | 511 | 442 | 389 | 340 | 307 | 282 | 264 |
| 25                               | 871*         | 861* | 693  | 574 | 483 | 422 | 376 | 338 | 310 | 279 |
| 13                               | 876*         | 864* | 856* | 681 | 561 | 478 | 414 | 366 | 333 | 305 |

**Note:** \* Package length is limited to a maximum of 520cm when transverse cargo nets are installed  
b = Any length package will require tilting to clear compartment taper





## 12 Station Operations - Communication

### 12.1 Flight Movement Messages

In order to control a punctual and regular aircraft rotation, it is mandatory to send and to receive flight movement messages.

Stations have to transmit arrival, departure or delay messages to all parties concerned.

For all messages IATA standard format is obligatory.

HAJOWX3, , HAJXAX3, HAJHRXH must be informed of any movement of TUfly aircraft.

All times must be given in UTC (Universal Time Coordinated).

#### 12.1.1 Addressing

##### 12.1.1.1 General

Departure, arrival and delay messages must be addressed in accordance with [GHM Part 1 chapter 12.5.1](#).

HAJOWX3, HAJXAX3 and HAJHRXH must receive any movement, delay and arrival message.

The departure message must be copied to the alternate airport if the landing at the scheduled destination seems doubtful due to weather conditions.

After landing at the alternate airport, the scheduled airport of destination must be copied with the arrival message.

##### 12.1.1.2 Coding of delays

All movement messages for flights departing later than 5 minutes after STD have to show the corresponding delay code. Irrespective of the scheduled turn-around time in the daily, delay codes have to be used when the standard turn-around time of 50 minutes is exceeded in case of late incoming aircraft. See [GHM Part 1 chapter 12.1.4](#) for delay codes.

##### 12.1.1.3 DPAG - Mail Flights

- a. A copy of the MVT + LDM message has to be faxed to the DPAG coordinator immediately after departure.
  - Fax: +49-511-72 22 40
- b. Standard SITA addresses to be copied.
- c. The Airborne, Touchdown, Offblock, Onblock Times as well as possible delay codes are to be communicated to the following e-mail addresses:
  - [nlp@deutschepost.de](mailto:nlp@deutschepost.de)
  - [groundoperations@tuifly.com](mailto:groundoperations@tuifly.com)

##### 12.1.1.4 Double Destination Flights

Movement messages and delay warnings / messages for a double destination flight always have to be sent to both destinations.



### **12.1.2 Definition of Times**

The times in aircraft movement messages are defined as follows:

AA: actual time of arrival, consisting of:

- time of touchdown
- actual on block time

AD: actual time of departure, consisting of:

- actual time, when the aircraft begins to move, either by its own power or pushback = aircraft goes off blocks
- time of take-off (airborne time)

EA: estimated time of arrival

ED: estimated time of departure

NI: next info = time, when next information will be given in case of indefinite delays

RR: time of return to ramp FR: forced return information, consisting of

- time of touchdown
- actual on block time

### **12.1.3 Delay Messages**

A delay message must be sent, whenever

- the scheduled departure time at stations is likely to be exceeded by 5 minutes or more
- the scheduled departure time and maximum ground time at transit stations after late arrival is likely to be exceeded by 15 minutes or more.

The delay message must state the estimated time of departure (ED), the delaycode(s) and the reason(s) for delay in plain language under SI (supplementary information).

If the estimated time of departure advised in the delay message is likely to be exceeded again, a further delay message must be sent stating a revised estimated time of departure. However, this message must be sent before the time advised in the previous message.

If a delay of unknown duration arises, a delay message has to be sent indicating the time when further information will be given behind NI (next information). Any subsequent delay message originated by the same station for the same flight must be numbered in the SI-lines by using the following abbreviations:

- second delay message: SI DEL TWO
- third delay message: SI DEL THREE etc.

### **12.1.4 Delay Reason Codes**

For definition of delays the following IATA standard codes must be used: Special attention is to be given to the use of delay codes which might lead to the payment of a compensation. Delay codes used always have to be synchronised between local ops, cockpit and especially for lengthy delays with TOCC.



#### 12.1.4.1 Delay Reason Codes for TUifly

**Delay codes are based on the following standard turn around times:**

TUifly defined a standard turnaround time of 50 minutes for X3 flights.

For triangle flights the turnaround time on first station is 45 minutes and on second station 50 minutes.

An exceedance of this ground time of more than 5 minutes counts as delay, which shall be explained in the respective MVT-message.

For DPAG flights a ground time of 120 minutes is determined.

Even if your scheduled turn around time exceeds those times, delay shall be noted referring to given standard times.

Delay codes can also be found in the TAGO Portal, Documents, TUifly Germany, Manuals, Appendix I10 Delay Codes.



## Ground Handling Manual Part 1 Station Operations - Communication

For definition of delays the following codes must be used:

| DL code | Delay reason   | Section (IATA)         | Delay reason details/guidance   |
|---------|--|------------------------|---|
| 00      | COMPANY IT   | Airline Internal Codes | Internal information systems (IDPS, iPort/GoNow, EFB, laptop synchronisation...). Systems for which TUI holds a direct contract with the supplier |
| 01      | AIRSIDE BUSSING  | Airline Internal Codes | Late pick-up from crew entrance while crew ready on time (where bussing is provided by HA)  |
| 02      | LANDSIDE CREW BUSSING: TRAFFIC & PICK-UP                     | Airline Internal Codes | Late arrival at airport due to heavy traffic enroute  |
| 03      | AIRCRAFT DAMAGED ON GROUND NOT ATTRIBUTABLE                  | Airline Internal Codes | The root cause of the damage is unknown and not attributable to any agent   |
| 04      | TAXI OUT POSITION  | Airline Internal Codes | Delayed off-blocks due to engine startup before taxi-out iso engine startup during pushback   |
| 05      | CARRIER OFF SCHEDULE GROUND TIME NOT ACHIEVED                | Airline Internal Codes |   |
| 06      | DE-ICING OF AIRCRAFT   | Airline Internal Codes | Unserviceability or lack of de-icing equipment, lack of staff   |
| 07      | ECP OPERATIONAL CONTROL DELAY                                | Airline Internal Codes |   |
| 08      | ECP CREW DELAY   | Airline Internal Codes |   |
| 09      | SCHEDULED GROUND TIME LESS THAN DECLARED MINIMUM GROUND TIME | Airline Internal Codes | Planned turnaround time less than declared minimum  |
| 10      | BLX PREPACK DELAY  | Airline Internal Codes | Only applicable to BLX operations.<br>If a delay occurred due to belly-cabin exchange, loading delay codes are applicable.                        |
| 11      | LATE CHECK-IN, ACCEPTANCE AFTER DEADLINE                     | Passenger and baggage  | Acceptance after deadline, check-in reopened for late passengers due to internal decision   |
| 12      | LATE CHECK-IN, CONGESTION IN CHECK IN AREA                   | Passenger and baggage  | Congestion in check-in area, check-in not completed by flight closure time  |
| 13      | CHECK-IN ERROR   | Passenger and baggage  | Error with passenger or baggage details   |



## Ground Handling Manual Part 1

### Station Operations - Communication

| DL code | Delay reason                               | Section (IATA)             | Delay reason details/guidance  |
|---------|--|----------------------------|--|
| 14      | OVERSALES                                  | Passenger and baggage      | Booking errors - not resolved at check-in  |
| 15      | BOARDING                                   | Passenger and baggage      | Discrepancies and paging, missing checked-in passenger, late gate agent, too many <u>hand</u> luggage, error by gate agent |
| 16      | COMMERCIAL PUBLICITY /PAX CONVENIENCE, VIP | Passenger and baggage      | Slow boarding due to nature or behaviour of pax (press, ground meals and missing personal items)                           |
| 17      | CATERING ORDER                             | Passenger and baggage      | Late or incorrect order given to supplier  |
| 18      | BAGGAGE PROCESSING                         | Passenger and baggage      | Late or incorrectly sorted baggage   |
| 19      | REDUCED MOBILITY / PRM ASSISTANCE          | Passenger and baggage      | Boarding/Deboarding of passengers with reduced mobility, late PRM assistance at arrival or departure                       |
| 21      | DOCUMENTATION                              | Cargo and Mail             | Late or incorrect documentation for booked cargo   |
| 22      | LATE POSITIONING, CARGO                    | Cargo and Mail             | Late delivery of booked cargo to airport/aircraft  |
| 23      | LATE ACCEPTANCE                            | Cargo and Mail             | AN   |
| 24      | INADEQUATE PACKING                         | Cargo and Mail             | Repackaging and / or re-labelling of booked cargo  |
| 25      | OVERSALES, CARGO & MAIL                    | Cargo and Mail             | Booking errors, excess weight or volume, resulting in reloading or off-load  |
| 26      | LATE PREPARATION IN WAREHOUSE              | Cargo and Mail             | Cargo not in time at the airplane  |
| 27      | DOCUMENTATION, PACKING                     | Mail only                  | Inaccurate documentation; packaging problem  |
| 28      | LATE POSITIONING, MAIL                     | Mail only                  | Late delivery of mail to airport / aircraft  |
| 29      | LATE ACCEPTANCE, MAIL                      | Mail only                  | Acceptance of mail after deadline  |
| 31      | AIRCRAFT DOCUMENTATION LATE / INACCURATE   | Aircraft and Ramp Handling | Weight and balance, general declaration, pax manifest, etc   |



## Ground Handling Manual Part 1

### Station Operations - Communication

| DL code | Delay reason  | Section (IATA)                   | Delay reason details/guidance   |
|---------|---|----------------------------------|---|
| 32      | LOADING / UNLOADING                                 | Aircraft and Ramp Handling       | Bulky items, special load, lack of loading staff  |
| 33      | LOADING EQUIPMENT                                   | Aircraft and Ramp Handling       | Lack of or breakdown (e.g. container pallet loader), lack of staff  |
| 34      | SERVICING EQUIPMENT                                 | Aircraft and Ramp Handling       | Equipment, staff, airbridge problem, passenger steps, toilet/water  |
| 35      | AIRCRAFT CLEANING                                   | Aircraft and Ramp Handling       | Late completion of aircraft cleaning  |
| 36      | FUELLING / DEFUELLING                               | Aircraft and Ramp Handling       | Late delivery of fuel, excludes late request  |
| 37      | CATERING  | Aircraft and Ramp Handling       | Late and/or incomplete delivery, late loading   |
| 38      | ULD   | Aircraft and Ramp Handling       | Lack of or unserviceable ULDs or pallets  |
| 39      | TECHNICAL EQUIPMENT                                 | Aircraft and Ramp Handling       | Equipment, staff, includes GPU, air start, pushback tug, de-icing, APU inoperative in case it is known in advance |
| 40      | ECP TECHNICAL ISSUE                                 | Technical and Aircraft Equipment |   |
| 41      | AIRCRAFT DEFECTS                                    | Technical and Aircraft Equipment | Aircraft defects including items covered by MEL   |
| 42      | SCHEDULED MAINTENANCE                               | Technical and Aircraft Equipment | Late release from scheduled maintenance   |
| 43      | NON-SCHEDULED MAINTENANCE                           | Technical and Aircraft Equipment | Special checks and/or additional works beyond normal maintenance  |
| 44      | SPARES AND MAINTENANCE EQUIPMENT                    | Technical and Aircraft Equipment | Lack of or breakdown of spares, lack of equipment required to repair aircraft                                     |
| 45      | AOG SPARES  | Technical and Aircraft Equipment | Awaiting AOG spare(s)   |
| 46      | AIRCRAFT CHANGE                                     | Technical and Aircraft Equipment | For technical reasons, prolonged technical delay  |
| 47      | STANDBY AIRCRAFT                                    | Technical and Aircraft Equipment | Standby aircraft unavailable for technical reasons  |
| 48      | SCHEDULED CABIN CONFIGURATION / VERSION ADJUSTMENTS | Technical and Aircraft Equipment | Crew rest area, cabin divider, IFE change   |



## Ground Handling Manual Part 1

### Station Operations - Communication

| DL code | Delay reason                                     | Section (IATA)                  | Delay reason details/guidance   |
|---------|--|---------------------------------|---|
| 51      | DAMAGE DURING FLIGHT OPERATIONS                  | Damage to Aircraft              | Bird or lightning strike, turbulence, heavy or overweight landing, collision during taxi  |
| 52      | DAMAGE DURING GROUND OPERATIONS                  | Damage to Aircraft              | Collisions (other than during taxi), loading / off-loading damage, towing, contamination  |
| 55      | DEPARTURE CONTROL                                | EDP/Automated Equipment Failure | Failure of airport computers, including check-in, loadsheets  |
| 56      | CARGO PREPARATION / DOCUMENTATION                | EDP/Automated Equipment Failure | Failure of documentation and/or load control systems covering cargo   |
| 57      | FLIGHT PLANNING SYSTEM FAILURE                   | EDP/Automated Equipment Failure | Failure of automated flight plan systems  |
| 58      | OTHER AUTOMATED SYSTEMS                          | EDP/Automated Equipment Failure | Other automated system, external systems for which we do not have direct contract with  |
| 61      | FLIGHT PLAN                                      | Flight Operations and Crewing   | Late completion or change to flight plan and flight documentation   |
| 62      | OPERATIONAL REQUIREMENT                          | Flight Operations and Crewing   | Late alteration to fuel or payload  |
| 63      | LATE CREW BOARDING OR DEPARTURE PROCEDURES       | Flight Operations and Crewing   | Other than connection and standby (flight deck or entire crew), late completion of flight deck crew checks  |
| 64      | FLIGHT DECK CREW SHORTAGE                        | Flight Operations and Crewing   | Sickness, awaiting standby, flight time limitations, crew meals, valid visa, health documents, etc  |
| 65      | FLIGHT DECK CREW SPECIAL REQUEST                 | Flight Operations and Crewing   | Requests not within operational requirements, e.g. crew catering order, APU inoperative on short notice, technician called to <u>aircraft</u> but no defect found / maintenance performed |
| 66      | LATE CABIN CREW BOARDING OR DEPARTURE PROCEDURES | Flight Operations and Crewing   | Other than connection and standby, late completion of cabin crew checks, including headcount  |
| 67      | CABIN CREW SHORTAGE                              | Flight Operations and Crewing   | Sickness, awaiting standby, flight time limitations, crew meals, valid visa, health documents, etc  |



## Ground Handling Manual Part 1

### Station Operations - Communication

| DL code | Delay reason   | Section (IATA)                           | Delay reason details/guidance   |
|---------|--|--|---|
| 68      | CABIN CREW ERROR OR SPECIAL REQUEST                    | Flight Operations and Crewing            | Requests not within operational requirements, e.g. Crew catering order, seat belt not usable or stuck between seats   |
| 69      | CAPTAIN REQUEST FOR SECURITY CHECK                     | Flight Operations and Crewing            | Special request outside company requirements (details in Capt report)   |
| 71      | DEPARTURE STATION                                      | Weather                                  | Below operating limits  |
| 72      | DESTINATION STATION                                    | Weather                                  | Below operating limits  |
| 73      | EN-ROUTE OR ALTERNATE                                  | Weather                                  | Below operating limits  |
| 75      | DE-ICING OF AIRCRAFT                                   | Weather                                  | Removal of ice and/or snow; excluding unserviceability or lack of equipment   |
| 76      | REMOVAL OF SNOW, ICE, WATER, AND SAND FROM AIRPORT     | Weather                                  | Removal of snow, ice, water and sand from airport   |
| 77      | GROUND HANDLING IMPAIRED BY ADVERSE WEATHER CONDITIONS | Weather                                  | High winds, heavy rain, blizzards, monsoons etc.  |
| 81      | ATFM DUE TO ATC EN-ROUTE DEMAND / CAPACITY             | Air Traffic Flow Management Restrictions | Standard demand / capacity problem  |
| 82      | ATFM DUE TO ATC STAFF / EQUIPMENT EN-ROUTE             | Air Traffic Flow Management Restrictions | Reduced capacity caused by industrial action or staff shortage, equipment failure, extraordinary demand due to capacity reduction in neighbouring area, military exercise |
| 83      | ATFM DUE TO RESTRICTION AT DESTINATION AIRPORT         | Air Traffic Flow Management Restrictions | Airport and/or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights                      |
| 84      | ATFM DUE TO WEATHER AT DESTINATION                     | Air Traffic Flow Management Restrictions | Low Vis procedures, TS, contaminated runway, ...  |
| 85      | MANDATORY SECURITY                                     | Airport and Government Authorities       | Passengers, baggage, crew, etc.   |





## Ground Handling Manual Part 1 Station Operations - Communication

| DL code | Delay reason   | Section (IATA)                     | Delay reason details/guidance  |
|---------|--|------------------------------------|--|
| 86      | IMMIGRATION, CUSTOMS, HEALTH   | Airport and Government Authorities | Passengers, crew   |
| 87      | AIRPORT FACILITIES   | Airport and Government Authorities | Parking stands, ramp congestion, lighting, buildings, gate limitations, bag belt, etc.   |
| 88      | RESTRICTIONS AT DESTINATION AIRPORT                                    | Airport and Government Authorities | Airport and/or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights |
| 89      | RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT AFTM RESTRICTIONS | Airport and Government Authorities | Industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights  |
| 91      | LOAD CONNECTION  | Reactionary                        | Awaiting load from another flight  |
| 92      | THROUGH CHECK-IN ERROR   | Reactionary                        | Passenger or baggage check-in error at originating station (only through check-in errors which do not apply for the TUI Operation)                   |
| 93      | AIRCRAFT ROTATION  | Reactionary                        | Late arrival of aircraft from another flight or previous sector  |
| 94      | CABIN CREW ROTATION  | Reactionary                        | Awaiting cabin crew from another flight  |
| 95      | CREW ROTATION  | Reactionary                        | Awaiting crew from another flight (flight deck or entire crew)   |
| 96      | OPERATIONS CONTROL   | Reactionary                        | Rerouting, diversion, consolidation, aircraft change for reasons other than technical  |
| 97      | INDUSTRIAL ACTION WITH OWN AIRLINE                                     | Miscellaneous                      |  |
| 98      | INDUSTRIAL ACTION OUTSIDE OWN AIRLINE                                  | Miscellaneous                      | Industrial action (except Air Traffic Control Services)  |
| 99      | MISCELLANEOUS  | Miscellaneous                      | Others, pending, waiting for reason, or without clear reason   |

### 12.1.5 Examples for Movement Messages

#### 12.1.5.1 Departure Message

MVT

X32315/31. DATUI.HAJ

AD1340/1355 EA 1615 PMI

PX188

#### 12.1.5.2 Departure Message for Delayed Flight

MVT

X34567/04.DAHFC.MUC



AD0820/0830 EA1125 HER

DL93/81/045/015

PX157+3

#### **12.1.5.3 Arrival Message**

MVT

X35678/09.DAHFW.HAM

AA2020/2030

#### **12.1.5.4 Delay Message**

MVT

X37890/26.DAHLN.STR

ED261400

DL72

SI Deicing

#### **12.1.5.5 Delay Message including Next Information**

MVT

X34567/25.DAHFB.DUS

NI251700

DL41

SI hydraulic trbl

#### **12.1.5.6 Return to Ramp Message**

MVT

X33456/30.DAHFA.HAJ

AD0730 RR0745

DL71

SI aborted take off

#### **12.1.5.7 Return from Airborne Message**

MVT

X34567/29.DAHFL.FAO

FR0915/0925

SI bird strike eng02



#### **12.1.5.8 Diversion Message**

DIV

X35688/14.DAHFC.PMI

EA1235 TLS

SI PAX REQUIRES MEDICAL HELP

#### **12.1.5.9 Request Movement Message**

RQM

MVT

X31257/15.HAJ.AD/DL



## 12.2 Messages for Load Control

### 12.2.1 Loadmessage / LDM

#### 12.2.1.1 General

A LDM has to be written for each flight.

Full details about number of passengers per destination and position of baggage loaded per destination has to be given.

All specials and special load, such as AVI, HUM has to be indicated with the respective IATA code.

If cargo is loaded information about type of goods has to be given. For Dangerous Goods the IATA IMP codes (as published in IATA AHM 510 and IATA DGR) are always to be indicated.

For DPAG flights it is absolutely mandatory to indicate as SI the split-up of quantities per destination with corresponding loading position.

The LDM may be included under SI in the TUifly movement message.

IATA standard format is obligatory.

**Note:** Last Minute Changes must be considered in the loadmessage. The departure station dispatching the LDM is responsible for correct transmission. For this reason a crosscheck shall be made between the loadsheet and a copy of the teletyped message. In case of discrepancies a second message shall be sent giving the appropriate correction. In this case the indication 'corr version' shall be stated in the message.

#### 12.2.1.2 Example for LDM

LDM

X33007/29. DAHFE.189Y.2/4

-TFS.NIL

-SID.74/79/2/0.T.3179.2/900.3/2279.PAX/155/PAD/0

SI

TFS NIL

SID BAG/168/3179

END

#### 12.2.1.3 DPAG - Mail Flights

- a. A copy of the LDM message has to be faxed to the DPAG coordinator immediately after departure.
  - Fax: +49-69-6953-1532
- b. Standard SITA addresses for destination station are to be copied.



## 12.2.2 Estimated Load Information Message / ELI

### 12.2.2.1 General

The Estimated Load Information - ELI - is sent automatically one day before departure at 1700UTC by HAJ headquarter system to all stations listing all flights of the next day per departure station.

This message gives all available information about the planned load per flight and is intended to help to timely prepare local load planning and handling of flights.

### 12.2.2.2 Example for ELI

21.10.2008

MIR-DUS

X3 6133

Estimate Baggage: 3534.3KG

Cargo: NIL

Service: GOLF; 3/60KG

CoMail: NIL

CatMaterial: NIL

-----  
21.10.2008

MIR-CGN

X3 6167

Estimate Baggage: 3515.6KG

Cargo: 300KG

Service: GOLF; 1/20KG

CoMail: NIL

CatMaterial: NIL

-----  
21.10.2008

MIR-CGN

X3 6303

Estimate Baggage: 3515.6KG

Cargo: 300KG

Service: GOLF; 1/20KG



CoMail: NIL CatMaterial: NIL

### 12.2.3 TUfly Destination Info

#### 12.2.3.1 General

The TUfly Destination Info is sent via ACARS from the incoming flight either manually by cockpit crew about 20 minutes before ETA or automatically upon touch-down of aircraft to destination airport.

The message shows all requested services at the destination airport.

#### 12.2.3.2 Example for Destination Info

TBD = to be delivered

TUfly -  
Destination Info  
(28SEP  
03:37 UTC)

-----  
DAHFT / X3      Info for PMI      ETA: 04:52  
1234 / HAJ-PMI

Requests:

-----  
Blockfuel: xxxx (FINAL  
KG                FIGURE,  
                    FUEL&STANDB  
                    Y or TBD)

Takeoff Fuel:  
xxxx KG

Fuel Uplift: YES  
or NO

Ground Power    shown when  
Unit:              required

Air Starter Unit: shown when  
                    required

Police:            shown when  
                    required



Medical: shown when  
required

Toilet Service: shown when  
required

Water Service: shown when  
required

Cleaning: shown when  
required

Crewbus: shown when  
required

Special  
Information

-----  
\*\*\*\*\* NIL \*\*\*\*\*

OR

Transit Pax      'remain on  
Handling:       board'  
                     or 'disembark'  
                     or TBD

PAX Transit:    shown when  
                     figure entered

WCHS:           shown when  
                     figure entered

WCHR:           shown when  
                     figure entered

WCHC:           shown when  
                     figure entered

UM:              shown when  
                     figure entered

YPTA:           shown when  
                     figure entered

ASST:           shown when  
                     figure entered



Remarks:

-----  
\*\*\*\*\* NIL \*\*\*\*\*

OR

05 rows of 24 characters free text

## 12.2.4 Takeoff Fuel Report

### 12.2.4.1 General

In the case that the required fuel hasn't been transmitted with the Destination Info (see [GHM Part 1 chapter 12.2.3](#)) the cockpit will send a Takeoff Fuel Report via ACARS when the aircraft is on ground.

### 12.2.4.2 Example for Takeoff Fuel Report

TUfly - TAKEOFF Fuel Info (22 OCT 12:38 UTC)

-----  
DAHVV / X3 4818 / NUE - HER Info for NUE

Takeoff Fuel: 8800 KG

Many thanks for your cooperation and best regards.

Your TUfly Crew





## 12.3 Passenger Handling Messages

### 12.3.1 Passenger Transfer Message / PTM

#### 12.3.1.1 General

A PTM has to be completed immediately after departure at first station in order to give information to the next station about number of passengers and baggage transferring to connecting flights.

The PTM has to be written separately from movement message in IATA standard format. Usually the PTM is generated automatically by departure control system.

Principally TUfly always wants a Name PTM to be written/generated.

But in case of hub flights being handled with computer check-in the numeric PTM will be sufficient.

For formats refer also to Recommended Practice 1718, Passenger Services Conference Resolutions Manual.

#### 12.3.1.2 Example for PTM

##### Name PTM Message

PTM

X38890/08DEC HRGMUC

X34065 NUE 1Y 1B MULLER X3123456

X34065 NUE 2Y 2B MEIER X3133456/X3133457

X34065 NUE 4Y 8B SUSS/A/B/C/D.CHD2.INF1 X3133458 - X3 133465

X34020 TXL 2Y 3B HUBER/LMR/OMRS. X3133466/X3133467/X3133468

X34020 TXL 1Y 0B SCHMIDT

X34018 HAJ 2Y 2B NEUNER/PMR/BMRS. X3133558/X3133665.INF1

ENDPTM

##### Numeric PTM Message PTM

X36789/12DEC HAJPMI

X36889 XRY 10Y 15B

X36879 ALC 20Y 25B .CHD5

X36770 LEI 32Y 40B .CHD7 .INF2

X36780 FAO 39Y 42B

X36788 IBZ 3Y 0B

ENDPTM



### 12.3.2 Passenger Service Message / PSM

#### 12.3.2.1 General

After passenger check-in completion a PSM has to be written as soon as possible using IATA standard format and abbreviations.

This message is to inform the disembarking station (optionally also transit stations) of any passenger carried on a flight requiring assistance or special handling. The seat number of passenger requiring special handling always has to be indicated.

Each boarding station must send a PSM to each and every destination station of the respective flight even in case of no specials. In this case a 'NIL' PSM shall be dispatched.

The PSM shall inform the destination station(s) of:

- handicapped passengers (indicating sort of handicap)
- children travelling alone (stating age of UMs)
- deportees (stating country of destination)
- inadmissible passengers (stating number and date of incoming flight) who will disembark at destination station

#### 12.3.2.2 Example for PSM

PSM

X31995/03SEP TFS

-MUC 2PAX / 2SSR

UMNR 001Y

WCHR 001Y

Y CLASS 2PAX / 2SSR

1SCHMIDT/MAJAMRS 06A

WCHR

1MULLER/LARAMRS 02A

UMNR

ENDPSM

### 12.3.3 Seats Occupied Message / SOM

#### 12.3.3.1 General

A SOM has to be sent for multi sector flights (double destination) checked in manually or with different departure control systems on which the first destination station is distributing seats at the same time as originating station.

When check-in is performed by DCS the SOM will be generated automatically.



Via Pre-SOM (before check-in begin) the two handling stations divide complete seating. Seat-prereservations of the second checking station have to be preadvised to first checking station in order to be considered for correct seating at first station.

After closure of passenger check-in at first station a final SOM has to be dispatched to inform second station of actual seating.

This message is absolutely mandatory to ensure correct seating at both checking stations and to avoid double-seating.

**The seats indicated in SOM are the seats occupied/distributed by first station.**

#### 12.3.3.2 Example for SOM

SOM

X32311/29JUN HAJ PART1

- GPA.01EF 02EF 03ABCD 05ABC 06ROW 07CDEF 08ABC 09C 10ABD

11ABDEF 12ABDEF 13ABEF 14DEF 15BC 16DEF 17DEF 18CDEF 19CDEF

20ABDEF 21ABDEF 22EF 23ABCD 24ABC 25ABCD 26AB 27ROW 28CEF 29AB 30CDEF  
31ABCEF

- CFU.01ABC 02ABD 03EF 04ROW 07AB 08DEF 09ABDEF 10CEF 11C 12C

13CD 14ABC 15DE 16ABC 17ABC 18AB 19AB 20C 21C 22ABCD 23EF 24DEF 25EF 26CDEF  
28ABD 29CDEF 30AB

PROT EX

NIL

SI

PAD

- CFU.01C 02D

SOC

NIL

ENDSOM

PAD means 'Passenger available for disembarkation'

SOC means 'Seats occupied by deadload' e.g. cargo, baggage etc.



### 12.3.4 Courtesy Message Delay

#### 12.3.4.1 General

As described in chapter 8, CPH a courtesy message should be sent in case that passengers are affected by a lengthy delay in order to inform their relatives of the delay and their new arrival time.

A consolidated telex should be written giving following information:

- flight number, date, type of irregularity,
- new ETA,
- name of passengers affected and contact person to be informed,
- telephone numbers.

The receiving station has to notify contact persons as requested and to advise the originating station when completed.

#### 12.3.4.2 Example for Courtesy Message

X31234/16 LPA/HAJ

OVERNIGHT LPA DUE TO CREW DUTY TIME LIMITATIONS

PLS INFO FOLL NEW ETA 17/1500LT

|                           |              |             |
|---------------------------|--------------|-------------|
| PAP MUELLER/MR            | INFO SCHMIDT | 0511/123456 |
| PAP JONES/MRS             | INFO WALTER  | 05139/2356  |
| PAP<br>SCHMIDT/MR/MRS/CHD | INFO MEIER   | 0511/456789 |

### 12.3.5 Passenger Final Sales Message / PFS

#### 12.3.5.1 General

A PFS is automatically generated by computer check-in systems and enables TUfly and its handling agents to provide TUfly and touoperator reservation systems about final figures including noshow, goshow and norec passengers.

The PFS has to be sent automatically to the originator of the PNL. Alternatively SITA HDQRMX3 or HAJKMX3 or pdm@tuiify.com can be copied.

#### 12.3.5.2 Example for Passenger Final Sales Message

PFS

X32867/03SEP CGN PART1

MIR 082 PAD 000

-MIR

NOSHO 4Y

1CLASEN/FMRS .L/041V3Z



1CLASEN/KMR .L/041V3Z  
1KUMMER/DR .L/041WUV  
1KUMMER/PROF .L/041WUV  
NOREC 3Y  
1GLEITSMANN/V  
1MOOTAMRI/TMRS  
1OEHLENSCHLAEGER/RMR  
ENDPFS

## 12.4 Messages for Cargo Handling

Apart from the LDM described in [GHM Part 1 chapter 12.2 \(Messages for Loadcontrol\)](#) the messages described in the following chapters are to be prepared in order to guarantee proper cargo handling according to ECS Group and TUfly regulations.

ECS Group as the cargo agents contracting company has adopted the requirements of TUfly and included in its cargo manual.

### 12.4.1 Freight Forward Message / FFM

#### 12.4.1.1 General

For all cargo shipments a FFM has to be written, indicating air waybill number, number of pieces, weight, nature of goods and the equipment used for loading. If Dangerous Goods are carried the IMP code has to be indicated in FFM.

The FFM has to be copied to:

- airport of destination
- TUfly handling station at departure and destination airport
- contracted ECS Group cargo agent at destination airport
- [groundoperations@tuifly.com](mailto:groundoperations@tuifly.com).

#### 12.4.1.2 Example for FFM

FFM

X34675/01JUL/FRA

LCA

612-60050384FRALCA/T5K220.0/PAINT/RFL

SCI//C

612-60072633FRALCA/T12K115.0/MAGAZINES

SCI//C

612-60075971FRALCA/T52K423.0/MAGAZINES



SCI//C

612-60083004FRALCA/T10K37.0/DAILY NEWSPAPER

SCI//C

LAST



## 12.5 Message Addresses

### 12.5.1 Addresses

#### 12.5.1.1 General

The following addresses have always to be copied for each TUIfly aircraft movement (MVT):

- HAJOWX3
- HAJHRXH
- HAJXAX3

For LDM, FFM and in any case of irregularities occurring with cargo transport the following addresses are to be copied in addition to the airports concerned:

- [groundoperations@tuifly.com](mailto:groundoperations@tuifly.com)
- HAJCEX3.

For messages concerning passenger irregularities the following addresses are additionally to be copied:

- [groundoperations@tuifly.com](mailto:groundoperations@tuifly.com)
- [csoffice@tui.co.uk](mailto:csoffice@tui.co.uk).

Baggage irregularities are always to be copied to

- HAJLZX3 and/or [lostandfound@tuifly.com](mailto:lostandfound@tuifly.com).

#### 12.5.1.2 Addresses to be copied

All SITA and/or email addresses to be copied with the single messages irrespective of airports being in Germany or abroad are to be found in the Station section of TUI Airline Ground Operations Portal.

Each station performing ground operations functions for TUIfly is provided with a login to the TUI Airline Ground Operations Portal.

All needed documentation is available via the TUI Airline Ground Operations Portal for review and/or download.

All station details shall be updated by assigned handling staff per station.



### 12.5.1.3 Telex Prefix

All messages with direct operational connection to TUifly flights have to be sent with prefix 'qk' in order to guarantee on-time arrival of messages.

| Type of message | Prefix |
|-----------------|--------|
| MVT (AD/DLY)    | qk     |
| MVT (AA)        | qd     |
| PTM/PSM         | qk     |
| SOM             | qu     |
| LDM/CPM/UCM     | qd     |
| Lost & Found    | qd     |
| cargo           | qd     |





## 13 Government Clearance Requirements

### 13.1 ICAO Annex 9 Clearance Documents

Documents have to be carried on board of TUfly flights according to following table:

| Country              | General Declaration |                     | Passenger Manifest |                  | NIL Cargo Manifest |      | Apis Data required |
|----------------------|---------------------|---------------------|--------------------|------------------|--------------------|------|--------------------|
|                      | No. of copies       | Remarks             | No. of copies      | Rem.             | No. of copies      | Rem. |                    |
| Cape Verde           | 6                   | full names & duties | 5                  | ./.              | 0                  | ./.  | No                 |
| Egypt                | 6                   | full names & duties | 6                  | ./.              | 0                  | ./.  | No                 |
| Turkey               | 6                   | full names & duties | 1                  | last name of pax | 0                  | ./.  | Yes                |
| United Kingdom       | 0                   | full names & duties | 0                  | ./.              | 0                  | ./.  | No                 |
| United Arab Emirates | 6                   | full names & duties | 1                  | last name of pax | 1                  | ./.  | Yes                |

### 13.2 Entry Requirements from Germany to a Station Abroad

Documents required ex Germany to stations abroad are listed in chapter 13.01.00 ICAO Annex 9 Clearance Documents. Please refer there.

Principally the handling agent is responsible for issue of General Declaration from Germany to another country.

For multi leg flights the following procedure is applicable:

**FIRST** German station has to issue Gendec in case of:

- direct flight to a station abroad
- flight via second German station without crew change

**SECOND** German station has to issue Gendec in case of:

- flight via second German station where crew change is performed
- special request: the last German station is responsible for issue



## 14 Appendix I18 - Cabin Presentation and Cleaning Guidelines

### 14.1 TUI Germany

#### 14.1.1 Night Stop Cleaning

|                |     |
|----------------|-----|
| Applicability: | TUI |
| A/C Type:      | All |



# **TUI Airline Cabin Presentation & Cleaning Guidelines**

**Issue 07**

**Date of Publication: 01 March 2025**

**Manual Owner: TUI Airline Ground Operations**

**Season: Winter 2024**

## Table of Content

|         |  |    |
|---------|--|----|
| 1.      | Welcome on board .....                                 | 4  |
| 2.      | Transmittal Letter .....                               | 5  |
| 3.      | Administration and General Instructions.....           | 6  |
| 3.1.    | Introduction .....                                     | 6  |
| 3.2.    | Definitions and abbreviations .....                    | 6  |
| 3.3.    | Mandatory safe working practices.....                  | 7  |
| 4.      | Detailed procedures .....                              | 8  |
| 4.1.    | General rules: Cabin .....                             | 8  |
| 4.2.    | General rules: galley .....                            | 8  |
| 4.3.    | General rules: lavatories .....                        | 9  |
| 5.      | Cleaning instructions .....                            | 10 |
| 5.1.    | Material Instructions .....                            | 10 |
| 5.2.    | Products.....  | 10 |
| 5.3.    | TUI Group Cleaning Product List .....                  | 11 |
| 6.      | TUI Airlines.....                                      | 12 |
| 6.1.    | Turnaround Trash Compactors .....                      | 12 |
| 6.2.    | Cleaning the Trash Compactor - Internal bin area ..... | 13 |
| 7.      | TUI fly Belgium & TUI fly the Netherlands .....        | 14 |
| 7.1.    | Cleaning decision tree .....                           | 14 |
| 7.2.    | Aircraft Cleaning & Disinfection.....                  | 15 |
| 7.3.    | Intermediate Cleaning .....                            | 15 |
| 7.4.    | Monthly Deep Cleaning.....                             | 17 |
| 7.5.    | Weekly B787 Cleaning.....                              | 19 |
| 7.6.    | Long Haul Dressing .....                               | 20 |
| 7.7.    | Literature Dressing.....                               | 21 |
| 7.8.    | Lavatories .....                                       | 22 |
| 7.9.    | Under the sink.....                                    | 23 |
| 7.10.   | EIN & RTM only .....                                   | 24 |
| 7.10.1. | Turnaround Cleaning .....                              | 24 |
| 7.10.2. | Super-Fast Cleaning .....                              | 25 |
| 7.10.3. | Night Stop Cleaning .....                              | 26 |
| 7.10.4. | Monthly Deep Cleaning .....                            | 27 |
| 7.11.   | TUI fly Belgium specifics .....                        | 29 |
| 7.11.1. | Home Turnaround Cleaning .....                         | 29 |
| 7.11.2. | Super-fast Cleaning .....                              | 30 |
| 7.11.3. | Night Stop Cleaning .....                              | 31 |
| 7.11.4. | Contents in Toilet Bags .....                          | 32 |
| 7.11.5. | Cabin & Toilet Dressing B737 & E195-2 .....            | 32 |
| 7.11.6. | Cabin & Toilet Dressing B787 .....                     | 33 |
| 7.12.   | TUI fly the Netherlands specifics.....                 | 34 |
| 7.12.1. | Home Turnaround & Night Cleaning .....                 | 34 |
| 7.12.2. | Cabin & Toilet Dressing B737 .....                     | 35 |

|          |  |    |
|----------|--|----|
| 7.12.3.  | Cabin & Toilet Dressing B787 .....                     | 35 |
| 7.12.4.  | Cabin & Toilet Dressing B767 .....                     | 36 |
| 7.12.5.  | Contents in Toilet Bags .....                          | 36 |
| 8.       | TUI Airways & TUIfly Nordic .....                      | 37 |
| 8.1.     | Aircraft Cleaning & Disinfection .....                 | 37 |
| 8.2.     | TUI Airways specifics .....                            | 38 |
| 8.2.1.   | Literature Dressing .....                              | 38 |
| 8.2.2.   | Narrow Body Night Stop Clean .....                     | 39 |
| 8.2.3.   | Narrow Body Quick Turnaround Clean - Days .....        | 41 |
| 8.2.4.   | Wide Body Turnaround Clean .....                       | 43 |
| 8.2.5.   | Enhanced Clean – Wide Body .....                       | 46 |
| 8.2.6.   | Deep+ (Plus) Clean .....                               | 48 |
| 8.2.7.   | Flight Deck Technical Clean .....                      | 51 |
| 8.2.8.   | Disinsection .....                                     | 52 |
| 8.2.9.   | Bio-Hazard & Infestation Clean .....                   | 52 |
| 8.2.9.1. | Bio-Hazard Clean .....                                 | 52 |
| 8.2.9.2. | Infestation Clean .....                                | 52 |
| 8.3.     | TUIfly Nordic specifics .....                          | 53 |
| 8.3.1.   | Turnaround Cleaning .....                              | 53 |
| 8.3.2.   | Extended cleans .....                                  | 54 |
| 8.3.3.   | Intermediate Cleaning .....                            | 54 |
| 8.3.4.   | Deep Cleaning .....                                    | 55 |
| 8.3.5.   | Express Cleaning .....                                 | 56 |
| 8.3.6.   | Bio-Hazard Cleaning .....                              | 57 |
| 8.3.7.   | Long Haul Dressing .....                               | 59 |
| 8.3.8.   | Toilets / Cabin Dressing / Equipment list .....        | 60 |
| 8.3.8.1. | B737 MAX Aircrafts .....                               | 60 |
| 8.3.8.2. | B787-800/900 .....                                     | 61 |
| 9.       | TUIfly Germany .....                                   | 62 |
| 9.1.     | Night Stop Cleaning .....                              | 62 |
| 9.2.     | Turnaround Cleaning .....                              | 63 |
| 9.3.     | Deep Cleaning .....                                    | 64 |
| 9.4.     | Literature Dressing .....                              | 66 |
| 10.      | TAGO Outstation Turnaround Cleaning .....              | 67 |
| 10.1.    | Triangle Shorthaul – Mid-haul .....                    | 69 |
| 10.2.    | Outstations Longhaul & Longhaul Triangle flights ..... | 70 |
| 11.      | Contacts / Communication .....                         | 72 |
| 11.1.    | Ground Operations Contacts .....                       | 72 |
| 11.2.    | TOCC Contacts .....                                    | 73 |

## 1. Welcome on board

Welcome to the **Cabin Presentation & Cleaning Guidelines** for TUI Airlines.

The TUI Group is categorized by regions and the chapters in this document will relate to each region. Here are the regions and their corresponding airlines:

1. **TUI fly Belgium & TUI fly the Netherlands** – JAF & TFL
2. **TUI Airways UK & TUIfly Nordic** – TOM & BLX
3. **TUIfly Germany** – TUI

In this document, you will find our cleaning specifications for various types of cleaning:

- **Night Cleans**
- **Turnaround Cleans**
- **Intermediate Cleans**
- **Deep Cleans**
- **Flight Deck Cleans**
- **Express Cleans**
- **Deep Clean Plus**
- **Narrow & wide body Turnarounds**
- **Enhanced cleans**
- **Outstations Cleaning**

Additionally, you will find guidelines for cabin dressing for Long-Haul requirements. Please refer to the respective chapters for detailed information on each topic.

## 2. Transmittal Letter

| Issues   |                     |
|----------|---------------------|
| Version  | Date of publication |
| Issue 01 | 18 APR 2023         |
| Issue 02 | 30 OCT 2023         |
| Issue 03 | 19 MAR 2024         |
| Issue 04 | 27 MAY 2024         |
| Issue 05 | 12 JUL 2024         |
| Issue 06 | 01 NOV 2024         |

| Transmittal Letter |                     |   |                   |
|--------------------|---------------------|---|-------------------|
| Version            | Date of publication | Chapter   | Details of change |
| Issue 07           | 01 MARCH 2025       | <a href="#">7.11.5. Cabin &amp; Toilet Dressing B737 &amp; E195-2</a> | Updated procedure |
|                    |                     | <a href="#">7.11.6. Cabin &amp; Toilet Dressing B787</a>              | Updated procedure |
|                    |                     | <a href="#">7.12.2. Cabin &amp; Toilet Dressing B737</a>              | Updated procedure |
|                    |                     | <a href="#">7.12.3. Cabin &amp; Toilet Dressing B787</a>              | Updated procedure |
|                    |                     | <a href="#">7.12.4. Cabin &amp; Toilet Dressing B767</a>              | Updated procedure |
|                    |                     | <a href="#">7.12.5. Contents in Toilet Bags</a>                       | Updated procedure |
|                    |                     | <a href="#">8.2.6. Deep+ (Plus) Clean</a>                             | Updated procedure |
|                    |                     | <a href="#">11.2. TOCC Contacts</a>                                   | Updated procedure |
|                    |                     |   |                   |
|                    |                     |   |                   |
|                    |                     |   |                   |
|                    |                     |   |                   |
|                    |                     |   |                   |
|                    |                     |   |                   |

## 3. Administration and General Instructions

### 3.1. Introduction

The airline's requirement is to ensure that cleaning procedures, as well as cleaning and disinfecting products used by the ground handling or cleaning company, are airline approved and based on the aircraft's Original Equipment Manufacturer (OEM) recommendations. This includes adhering to local health organization recommendations and using proper Personal Protective Equipment (PPE).

The informed selection and correct use of products are vital in ensuring effective cleaning and disinfection of an aircraft without damaging the aircraft interior, systems, and/or equipment while minimizing the likelihood of transmission of any communicable diseases.

**Note:** Cleaning staff should be adequately trained to understand and follow the used product/substance procedures to ensure the effectiveness of the cleaning and disinfection product/substance. This is crucial for maintaining the cleanliness and safety of the aircraft.

### 3.2. Definitions and abbreviations

|                          |   |
|--------------------------|---|
| <b>Cleaning</b>          | Cleaning removes dirt, dust, crumbs, and germs from surfaces or objects. When you clean, you will likely use soap (or detergent) and water to physically clean off the surfaces and objects. This may not necessarily kill the germs. But since you removed some of them, there are fewer germs that could spread infection to you.   |
| <b>Disinfecting</b>      | Disinfecting uses chemicals (disinfectants) to kill germs on surfaces and objects. Some common disinfectants are bleach and alcohol solutions. You usually need to leave the disinfectant on the surfaces and objects for a certain period to kill the germs. Disinfecting does not necessarily clean dirty surfaces or remove germs. |
| <b>Aircraft cleaning</b> | The removal of visible dirt or particles through mechanical action, normally undertaken on a routine and frequent basis.  |
| <b>ASB</b>               | Air Sick Bags   |
| <b>AFT</b>               | Rear  |
| <b>FWD</b>               | Forward   |
| <b>Blue Bags</b>         | Toilet Blue Bags contain all extra stock and stock for the return flights.  |
| <b>IFE screens</b>       | In Flight Entertainment Screens   |
| <b>Light Green Bags</b>  | Toilet light green bag which contains all extra stock and stock for the return flights.   |
| <b>LH</b>                | Long Haul   |
| <b>MH</b>                | Medium Haul   |
| <b>SH</b>                | Short Haul  |
| <b>OEM</b>               | Original Equipment Manufacturer   |
| <b>TUI Airline</b>       | TUI fly The Netherlands, TUI fly Belgium, TUI Airways, TUIfly Nordic & TUIfly Germany   |
| <b>TOCC</b>              | TUI Operations Control Centre   |



### **3.3. Mandatory safe working practices**

- a) All staff **must prominently show their airport IDs** while servicing TUI Airline.
- b) Before starting work, the team leader will have been briefed on the **type of cleaning** to be performed.
- c) **Do not spray directly into electrical equipment or bearings.**
- d) Before starting work, ensure staff are briefed on the workspace. Ensure that the staff is equipped with the relevant safety equipment:
  - 1. Latex disposable gloves
  - 2. Overalls
  - 3. Safety shoes
  - 4. Wet weather gear
- e) Ensure that staff are equipped with the relevant safety information on machinery, equipment, or chemicals they will be using on TUI Airline aircraft.
- f) Ensure that staff are fully briefed and aware of **safe systems and work policies.**
- g) Always ensure staff are made aware that when they are cleaning toilet areas, cloths and buckets used are marked and color-coded **“for toilet use only”**.
- h) Always ensure staff are made aware that when they are cleaning galley areas, cloths and buckets used are marked and color-coded **“for galley use only”**.
- i) It is a mandatory requirement on TUI Airline aircraft to make sure that the cleaning equipment for these two areas is **always kept separate.**

**Note:** If any damage has occurred to any component area, it **MUST be reported to a supervisor or manager IMMEDIATELY**. If unavailable, report to the duty TUI Airline representative as per applicable Ground Operations Manual and/or Ground Handling Manual.

## **4. Detailed procedures**

### **4.1. General rules: Cabin**

#### **General rules (cabin)**

- Do not clean the cabin with the same tools used to clean the lavatories.
- Tools to clean the cabin.
- Vacuum cleaner.
- Trash bags.

#### **Passenger seats**

- Make sure all seatbelts are intact. If not, contact the company engineering department.
- Clean the seat belts buckle with a wet cloth. You must not use a product that may deteriorate the seatbelts.
- Leather passengers' seats must be treated carefully. Clean with damp cloth and not allow it to dry.
- Seats shall be vacuumed and cleaned with approved microfiber cloth or with approved wipes / solvent for leather.

#### **Cabin windows**

- Use liquid soap with neutral pH (approved solution) with warm water.
- Clean with non-abrasive cloth.
- Once the surface is clean, wipe it over with a microfiber cloth.
- Dry off.

#### **B787 VDU Screens**

- Only use wet / dry Antistatic wipes.
- Do not use cleaning products or cleaning clothes with disinfectant products on.

#### **Carpets**

- Vacuum the carpet in the passageways, along the wall and under the seats.
- Remove any chewing gum stains with approved equipment and vacuum.
- Clean wool carpet only with approved cleaning products and tools.

### **4.2. General rules: galley**

#### **General rules (galley)**

- Always ensure that staff are made aware that when they are cleaning galley areas, cloths and buckets used are marked or color-coded for "galley use only".
- The galley floor must be vacuumed and cleaned with specific materials.

#### **Tools to clean the galleys**

- Cloth for the sink and sink top.
- Brush, mop, and bucket with product to clean the floor.

#### **Waste bins**

- Remove waste bags full of waste.
- Clean and disinfect waste bins.
- Replenish with fire retardant waste bags.

#### **Ovens**

- Do not use abrasive cleaning material to avoid causing damages.
- Ensure that any spillages are cleaned up.

#### **Galley floors**

- Galley floors and thresholds on both sides must be washed and dried.

**Interior doors**

- Clean all interior doors of dust and marks.

**4.3. General rules: lavatories**

**General rules (lavatories)**

- Always ensure staff are made aware that when they are cleaning toilet areas, cloths and buckets are marked and color-coded for “toilet use only”.
- Cleaning of the lavatories shall be performed with liquid soap with neutral pH and a non-abrasive cloth. It is highly recommended using an approved disinfectant cleaner on all surfaces.
- Mirrors are cleaned with microfiber cloth and the toilet bowl with a soft brush.

**Tools to clean the lavatories**

- Red cloth for the sink and sink top.
- Red cloth for the toilet casing / bowl / lid.
- Red mop and bucket with product to clean the floor (Airline applicable).
- **Note:** Do not load spare soap behind the toilet mirror.

## **5. Cleaning instructions**

### **5.1. Material Instructions**

- Colour coded cloths and mops must be used in different parts of the Aircraft. You must be able to differentiate the colour of the toilets, cabin and galley.
- It is an obligation to prevent the two mops from touching each other and from touching the floor while bringing them to the aircraft.
- In addition to these tools, cleaners must have transparent trash bags to remove waste in the cabin and blue/green and clear trash bags to empty waste bins.
- Replenish all opened Blue or green Lavatory bags with the correct number of items.
- The cleaning company must provide efficient vacuum cleaners. We advise you to use Pacvac superpro trans700 backpack or any equivalent vacuum cleaner for maximum efficiency. Those vacuum cleaners are cable powered hence we advise having an electrical cable of sufficient length.

### **5.2. Products**

- Only products approved by TUI group are to be used inside TUI aircraft.
- The Company engineering department must approve each type of cleaning product used on board (unless it is provided by the carrier).
- The engineering department is responsible for reporting the authorized products or for refusing products that are not authorized.
- Special caution must be used on board while using the following products:
  - Water
  - Special products for leather seats
  - Approved solvents for oven cleaning
  - Other liquids

### 5.3. TUI Group Cleaning Product List

| Region                  | Product   |
|-------------------------|---|
| <b>Belgium</b>          | Bacoban<br>Cee Bee 210<br>Aeroclean IC240<br>Aero-Sense<br>Visial Antistatic Wipes<br>Celeste Sani-comms  |
| <b>The Netherlands</b>  | Cee Bee 210<br>Cee Bee A185<br>Aerokleen ACC/LCC<br>Aeroclean IC230/240/260<br>Visial Antistatic Wipes<br>Celeste Sani-comms                                      |
| <b>UK &amp; Ireland</b> | Aerokleen ACC/ASS<br>Sanicide EX3<br>NG Interior<br>Bazyme EX3<br>Aerocare 1-03N<br>Honey Bee 50<br>Cee Bee A185<br>Visial Antistatic Wipes<br>Celeste Sani-comms |
| <b>Germany</b>          | Aeroclean IC240<br>Aeroclean T600<br>Visial Antistatic Wipes<br>Celeste Sani-comms  |
| <b>Nordics</b>          | Aeroclean IC240<br>Visial Antistatic Wipes<br>Celeste Sani-comms  |

## 6. TUI Airlines

### 6.1. Turnaround Trash Compactors

|                       |                                 |
|-----------------------|---------------------------------|
| <b>Applicability:</b> | JAF<br>TFL<br>TOM<br>BLX<br>TUI |
| <b>A/C Type:</b>      | B787                            |

#### General

- Open the main door using the door latch.
- You will need to remove any trash boxes from the forward and rear stowage before you can clean the trash compactor.
- Pull out the forward trash box, then the rear using the pull strap provided.
- Fold over the box flaps to seal the trash and dispose of it.
- Ensure the power is switched on and the main door and trash door are closed and latched.
- There is a cover marked “Ground Service Only”. Lift the cover and press the “Clean” button once, the display screen will read “Press Clean”.
- Press the “Clean” button again and the display screen will read “Operating – Please Wait”.

As a safety feature, the main door must be closed before the platen (ramp) will automatically position itself for cleaning. You can only open the main door, when the “clean light stops flashing, the display screen will read “Open Doors for Cleaning Now”.

- Remove large pieces of trash with a soft hand brush.
- Use cloth and cleaning solution clean the top and bottom of the platen.
- When completed close the door, the display screen will read “Press Clean to Retract Platen”.
- Press “Clean” button and the platen will retract. The display screen will read “Operating - Please wait”.
- When the platen has fully retracted, the compactor will automatically shut off.



## 6.2. Cleaning the Trash Compactor - Internal bin area

|                       |     |
|-----------------------|-----|
| <b>Applicability:</b> | JAF |
|                       | TFL |
|                       | TOM |
|                       | BLX |
|                       | TUI |
| <b>A/C Type:</b>      | All |

### **General**

Once the compactor has completed the platen cleaning cycle, you can then open the main door to clean the compactor bins area. With a damp cloth, clean and wipe the forward chamber and mid door with the approved cleaning product.

To clean the rear chamber (this is a two-man operation) one staff member is to lift the mid door handle on the right-hand side of the trash compactor. The second staff member is to clean and wipe the aft chamber using a clean mop damped with cleaning product.

- The second staff member will advise when the mop is clear of the trash compactor and then the mid-door handle can be lowered.
- Check the mid door is properly closed by tapping lightly with the mop.

### **Cleaning the Trash Door Area:**

- Move securing clips.
- The trash door is fitted with the same latch as the rear door, move to “green” circle to release.
- Open the door and clean the hinge area.
- Close trash latch.

### **Intermediate Trash Compactor Clean:**

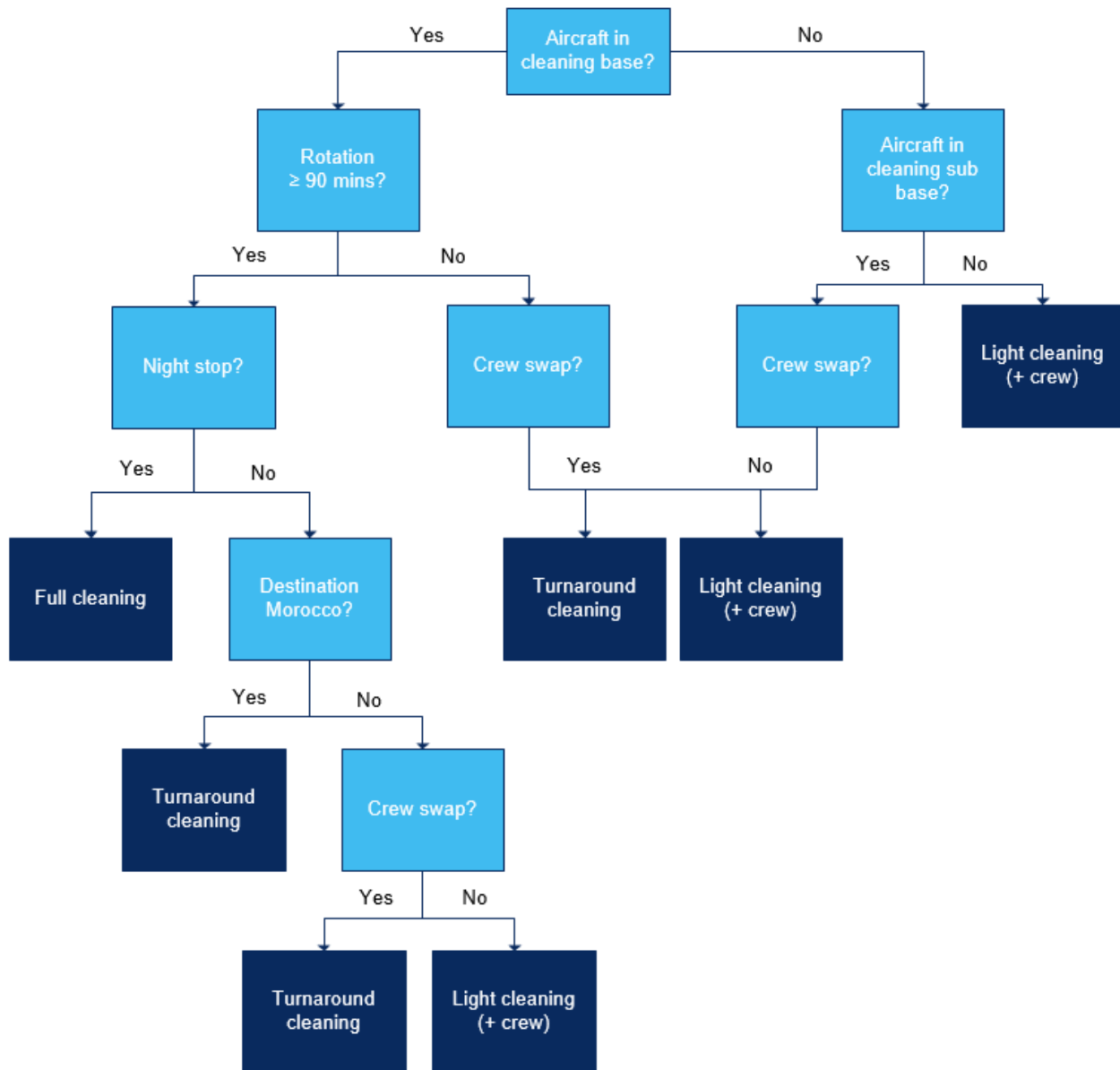
This requires an engineer to remove the compactor from its storage. Behind the compactor must be cleaned out.

### **Warning Note**

The mid door is spring loaded and closes with force; therefore, company safety procedure requires this to be a two-man operation.

## 7. TUI fly Belgium & TUI fly the Netherlands

### 7.1. Cleaning decision tree





## 7.2. Aircraft Cleaning & Disinfection

Reference to the WRA GOM, chapter 3.7.5.1.

## 7.3. Intermediate Cleaning

|                       |               |
|-----------------------|---------------|
| <b>Applicability:</b> | JAF<br>TFL    |
| <b>A/C Type:</b>      | All           |
| <b>Frequency</b>      | One per month |

### Cockpit

- Empty and clean the ashtrays and waste bins.
- Clean the ceiling and side panels.
- Seats including jump seats: vacuum and dust down.
- Damp wipe arm rest / seat frames and cup holders.
- Clean all CRTs with a visual V.D.U. cleaner.
- Damp wipe / brush circuit breaker panel behind both pilot seats.
- Damp wipe / clean, soft brush all instruments.
- Clean the sun visors.
- Clean the interior cockpit windows.
- Pick up all the waste on the floor.
- Vacuum / mop floor and damp wipe seat tracks.
- Damp wipe pedals.
- Clean ledges and edges.
- Clean both sides of the cockpit door and mirror.

### Lavatory

- Empty and clean the ashtrays.
- Clean all mirrors leaving no streaks.
- Clean the structure of the seat / shroud.
- Clean the toilet seat and bowl.
- Scrub and disinfect floor / corners / crevasses.

### Galleys

- Clean the side and ceiling panels and bulkheads.
- Clean all sides in stowage rooms and galley supplies.
- Empty and clean ashtrays.
- Clean and disinfect trash containers and compartments.
- Clean the flaps of the waste bins.
- Clean coffee makers or boilers / stains / warming pads.
- Clean water dispensers / drains / faucets / sink.
- Clean interior / exteriors, edges, and door of the ovens.
- Clean all fixtures.
- Clean all work surfaces.
- Vacuum air ventilation grills in ceiling.

### Cabin

- Vacuum the air vents in the ceiling.
- Clean the outside of the overhead compartments.
- Clean the cabin windows and the surroundings of the windows.
- Clean the window blinds.

- Clean all cabin side entrance and galley doors + slide covers.
- Clean, brush and rinse the vinyl floor covering in the entry / galley area.
- Remove dirty marks and gum stains from the aisle way vinyl.

**Cargo holds**

- Pick up all the rubbish from the floor.
- Brush the floor.
- Clean the floor with a damp cloth and disinfect.
- Remove the stickers.

## 7.4. Monthly Deep Cleaning

|                       |               |
|-----------------------|---------------|
| <b>Applicability:</b> | JAF<br>TFL    |
| <b>A/C Type:</b>      | All           |
| <b>Frequency</b>      | One per month |

### Cockpit

- Empty and clean the ashtrays.
- Empty and clean the waste bins.
- Vacuum the seats (remove food, waste, and dust).
- Clean the armrests of the seats.
- Clean external structure of the seats and seat tracks.
- Clean the dashboard with damp cloth.
- Clean the screens with antistatic cloth.
- Clean steering column and steering wheel (with damp cloth and disinfect).
- Clean control levers with damp cloth.
- Clean safety fuse panels with a soft brush / vacuum.
- Clean all pedestal instruments with soft brush and lighting panels with.
- Clean the sun visors.
- Clean the interior cockpit windows.
- Pick up all the waste on the floor.
- Vacuum and clean the floor and under the pedals.
- Clean the pedals and anti-slip covering with a damp cloth.
- Clean ledges and edges.

### Lavatory

- Empty and clean the ashtrays.
- Empty and clean the waste bins.
- Clean the sink, structure and faucets.
- Clean the soap dispensers and attachments / brackets.
- Clean all mirrors leaving no streaks.
- Clean the structure of the seat.
- Clean the toilet seat and bowl.
- Clean baby table.
- Vacuum air filter cover.
- Scrub the floor.

### Galleys

- Clean the ceiling panels.
- Empty and clean the ashtrays.
- Empty and clean waste bins (if not removed by catering).
- Clean / remove dust from electrical sockets.
- Clean the flaps of the waste bins.
- Clean the coffeemakers / boilers (remove calcium deposits on request).
- Clean the ovens (interior, exterior, doors).
- Clean all the work surfaces.
- Clean all compartments and trash compactors (trash compactor guidance).
- Clean the sinks (remove calcium deposits on request).
- Clean the structure, storage room and safety material of the crew seat.
- Clean crew seat covers (except ink marks).

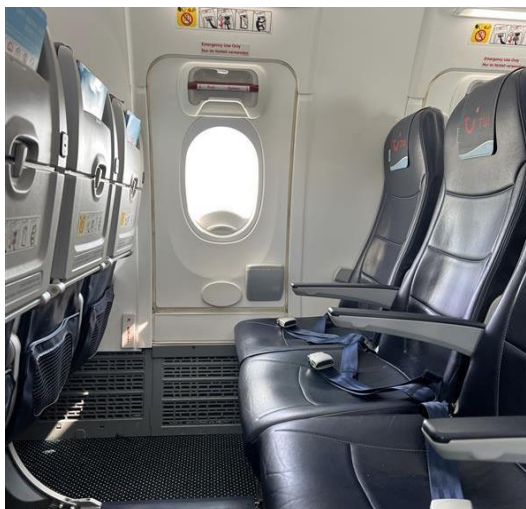
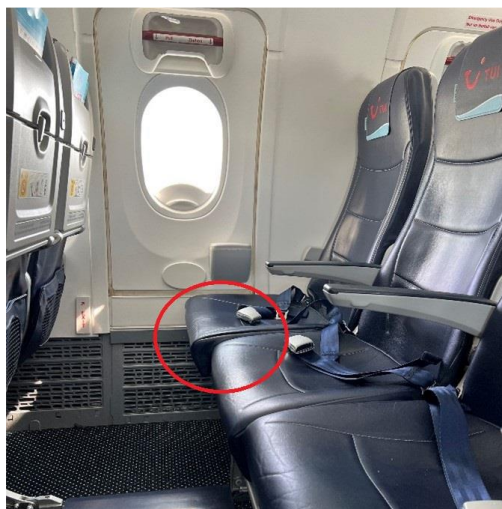
- Disinfect all microphones.
- Clean forward and rear passenger and service doors (handles, fairings, slide rail).
- Clean forward and aft entry areas (anti-slip coating, door corner areas).
- Clean the crew folding tables (if available).
- Pick up all the waste on the floor.
- Scrub the galley floor.
- Clean the galley locks.

### Cabin

- Clean overhead bins.
- Remove obvious marks from the dado panels.
- Vacuum seat bottoms.
- Vacuum seat pockets.
- Clean the table supporting arms.
- Clean the PCUs.
- Clean all pax tables and inside stowage in arms tray tables.
- Disinfect all crew microphones.
- Clean the demonstration materials.
- Clean coat rooms and doghouses (if installed).
- Pick up all the waste from the cabin floor.
- Vacuum cabin carpet.
- Clean the emergency footpath strips / lightning.

### Notes

- Remove obvious marks from galley, cabin, toilets and cockpit.
- Ceiling panels, side panels, cupboards (Comfort material) and entry doors, crew seat structure, overhead bin doors, PSUs, cabin windows, cabin blinds, both sides of the tables.
- Back of the seats, armrests and the side of the seat.
- Publicity racks, outside the doghouse (if installed).
- Coat rooms, separation panel and wind breakers, interclass curtain support.
- coverings of the crew seats (except ink marks).
- It's important that the exit seat cushions are placed back correctly and are flushed.
- Any issues? Contact the engineer.



## 7.5. Weekly B787 Cleaning

|                       |            |
|-----------------------|------------|
| <b>Applicability:</b> | JAF<br>TFL |
| <b>A/C Type:</b>      | B787       |
| <b>Frequency</b>      | Weekly     |

### Cockpit

- Empty and clean the ashtrays and waste bins.
- Clean the ceiling and side panels.
- Seats including jump seats: vacuum and dust down.
- Damp wipe arm rest / seat frames and cup holders.
- Clean all CRTs with a visual VDU cleaner.
- Damp wipe / brush circuit breaker panel behind both pilot seats.
- Damp wipe / clean, soft brush all instruments.
- Clean the sun visors.
- Clean the interior cockpit windows.
- Pick up all the waste on the floor.
- Vacuum / mop floor and damp wipe seat tracks.
- Damp wipe pedals.
- Clean ledges and edges.
- Clean both sides of the cockpit door.

### Cabin

- Clean all air vents (ceiling, sidewall, cockpit doors).
- Clean the outside of the overhead compartments.
- Clean the cabin windows.
- Clean IFE screens and controllers.
- Vacuum and clean area between seats and sidewall.
- Remove dirty marks and gum stains from the aisle way vinyl.

### Crew rest

- Vacuum floor.
- Vacuum beds.
- Vacuum below beds and mattresses.
- Clean sidewalls.
- Clean ceiling.
- Clean steps.
- Clean entry door.

## 7.6. Long Haul Dressing

|                       |             |
|-----------------------|-------------|
| <b>Applicability:</b> | JAF<br>TFL  |
| <b>A/C Type:</b>      | B787 / B767 |

### Aircraft configuration cabin dressing Westbound Routes

- B787-800 D-25 / C-126 / 154 Y = 305.

### Long Haul B787

- Frequency – every turnaround.
- Distribute 1x Deluxe Pillow & Blanket -25. Distribute 25 Deluxe Headsets on each seat.
- Distribute 1x Economy Pillow per seat – 280.
- Load spare 10 Blankets & 5 Pillows – 25ABC Light green bag / Blue bag.
- JAF / TFL – 12 Bunk crew kits (4 laundry bags) loaded in the rear galley.
- 

### H5 Loading – Westbound

- Load 280 Economy Blankets
- Load 280 Economy Pillow covers
- Load 25 Deluxe Pillows & Blankets.
- 12x bunk crew kit (4 laundry bags) – JAF / TFL

### Aircraft configuration cabin dressing Eastbound Routes (ZNZ / MBA)

- B787-800 D-25 / C-126 / 154 Y = 305.

### Long Haul B787

- Frequency – every turnaround.
- Distribute 1x Deluxe Pillow & Blanket – 25. Distribute 25 Deluxe Headsets on each seat
- Distribute 1x Economy Pillow & Blanket per seat – 280.
- Load spare 10 Blankets & 5 Pillows – 25ABC Light green bag / Blue bag.

### H5 Loading – Eastbound

- Load 280 Economy Pillow covers
- Load 25 Deluxe Pillows & Blankets
- 12x bunk crew kit (4 laundry bags) TFL.

### Literature

- Frequency – every turnaround, [see guidance chapter 7.7](#).
- Replenish any damaged literature on **all flights**.
  - 1x Live Happy (aisle & window Economy seats only) and all seats in Deluxe & Comfort cabin & 1x Shop Magazine.

Remain On Board Crew Pillow - 6 will always remain in crew rest, if any soiled pillow is found they must be replaced, and one spare must always travel with return crew kits in H5.



## 7.7. Literature Dressing

|                       |            |
|-----------------------|------------|
| <b>Applicability:</b> | JAF<br>TFL |
| <b>A/C Type:</b>      | All        |

Winter 24/25 literature ensures the items are stacked according to the instructions, every single item stands out and is easily accessible to our customers.

From front to rear:

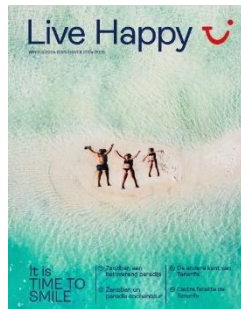
1. Safety Card
2. ASB
3. Live Happy
4. Shop
5. Promo leaflet
6. Café Guide



1.



2.



3.



4.



5.



6.

## 7.8. Lavatories

|                       |            |
|-----------------------|------------|
| <b>Applicability:</b> | JAF<br>TFL |
| <b>A/C Type:</b>      | All        |

### Cabinet above the sink

The cabinet can be opened by pushing the button below the mirror or by pushing the mirror itself.

### FWD lavatory

#### **Cabinet:**

- 2 packs of paper towels (in dispenser).
- 1 pack of paper towels (stock).
- 2 rolls of toilet paper.
- 1 Kleenex box.

#### **Lavatory:**

- 10 ASB.
- 2 rolls of toilet paper.
- 1 Kleenex box.

Do not load Soap behind the mirror.

### AFT lavatories

#### **Cabinet:**

- 2 packs of paper towels (in dispenser).
- 1 pack of paper towels (stock).
- 2 rolls of toilet paper.
- 1 Kleenex box.

#### **Lavatory:**

- 10 ASB.
- 2 rolls of toilet paper.
- 1 Kleenex box.

Do not load Soap behind the mirror.

### Sink

- 1 soap.





## 7.9. Under the sink

|                       |            |
|-----------------------|------------|
| <b>Applicability:</b> | JAF<br>TFL |
| <b>A/C Type:</b>      | All        |

### Under the sink

- 10 air sickness bags.
- 2 rolls of toilet paper.



### Facial tissue dispenser

- 1 Kleenex box.



### Waste bin

- 1 waste bag per waste bin.
- (The aircraft door must be opened to have access to the waste bin).

## 7.10. EIN & RTM only

### 7.10.1. Turnaround Cleaning

|                       |            |
|-----------------------|------------|
| <b>Applicability:</b> | JAF<br>TFL |
| <b>A/C Type:</b>      | All        |
| <b>Stations</b>       | EIN & RTM  |

#### Lavatory

- Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:
  - Empty waste bins.
  - Clean / disinfect sink and sink top, toilet, lid, floor, flush button and floor.
  - Clean mirror.
  - Clean / disinfect any obvious dirty spots on the toilet door and handle, inside and outside (wet).
  - Replenish all toilet items.

#### Galleys

- Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:
  - Change rubbish bags and remove them from the aircraft.
  - Clean the galley floor (wet).
  - Clean sinks, faucets and working surfaces.

#### Cabin

- Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:
  - Clean seat pockets (remove all rubbish).
  - Cross the seat belts.
  - Remove waste from passenger seat.
  - Full cabin vacuum cleaning.
  - Dispose of waste in overhead bins.
  - Replenish all items in the Blue or Green Lavatory bag.

#### Other requirements

- On request: special cleaning (after cases of air sickness).
- In case of “on request” services, the handling agent / cleaning provider must be able to deliver the additional services immediately.
- Check there is a surplus stock of 30 Safety cards on board.

**Must not be loaded in the Emergency Equipment Area or any cabin dressing in these areas.**

**7.10.2. Super-Fast Cleaning**

|                       |            |
|-----------------------|------------|
| <b>Applicability:</b> | JAF<br>TFL |
| <b>A/C Type:</b>      | All        |
| <b>Stations</b>       | EIN & RTM  |
| <b>Timing</b>         | 10 minutes |

**Lavatory**

- Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:
  - Empty waste bins.
  - Clean / disinfect sink and sink top.
  - Clean / disinfect toilet.
  - Clean / disinfect toilet lid.
  - Clean / disinfect toilet bowl.
  - Replenish all toilet items.

**Galleys**

- Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:
  - Change rubbish bags and remove them from the aircraft.
  - Clean the work surfaces.

**Cabin**

- Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:
  - Clean seat pockets (remove all rubbish).
  - Pick up large items.
  - Check safety cards.
  - Replace Blue or Green toilet bag if opened.
  - Vacuum, if necessary, on specific spots.

### 7.10.3. Night Stop Cleaning

|                       |            |
|-----------------------|------------|
| <b>Applicability:</b> | JAF<br>TFL |
| <b>A/C Type:</b>      | All        |
| <b>Stations</b>       | EIN & RTM  |

#### Lavatory

- Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:
  - Empty waste bins.
  - Clean / disinfect sink and sink top, toilet casing, lid, flush button and bowl.
  - Clean the door inside / outside, mirror and surrounds.
  - Clean / disinfect toilet floor.
  - Clean / disinfect any obvious dirty spots on the toilet door and handle, inside and outside (wet).
  - Replenish all toilet items.

#### Galleys

- Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:
  - Change rubbish bags and remove and dispose of litter and waste.
  - Remove and dispose of food and food-related material (galley waste).
  - Clean the galley floor (wet) including floor mechanisms and fixtures.
  - Clean doors, latches, ceiling, all vents.
  - Clean sinks, faucets and working surfaces.
  - Clean retractable tables.
  - Clean ovens inside and outside and remove any grease.
  - Clean service trolleys and trash.

#### Cabin

- Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:
  - Clean and remove all waste from seat pockets and seats. Cross all seat belts once the seats are all cleaned.
  - Full cabin vacuum including areas of sidetracks against aircraft walls.
  - Dispose and wipe the waste in overhead bins inside and outside. Remove any stains and dust from overhead compartments.
  - Replenish all items in the spare cleaning items bag.
  - Clean tray tables (and armrests).
  - Clean cabin crew seat tables.
  - Clean interphone surfaces.
  - Clean screens and other equipment.
  - Clean the cabin windows inside.
  - Wipe / Vacuum passenger and cabin crew leather-covered seats.
  - Clean any obvious spots / stains on cabin walls, bulkheads, ceiling panels and doors.
  - Remove, as necessary, any contamination caused by air sickness, spilled food or drink and offensive stains.
  - Replace Blue or Green Lavatory bags.
  - During cleaning, search waste bins and overhead bins. Cupboards and storage compartments include crew storage areas. Area to which passengers have private access such as lavatory compartments, crew rest areas, seat pockets, areas under the seat and between seat and wall.

#### Cabin Dressing

- Fill up seat pockets with cabin items, in the correct order rear to front. [See guidance chapter 7.7.](#)
- Replace all torn and damaged magazines.

#### 7.10.4. Monthly Deep Cleaning

|                       |               |
|-----------------------|---------------|
| <b>Applicability:</b> | JAF<br>TFL    |
| <b>A/C Type:</b>      | All           |
| <b>Stations</b>       | EIN & RTM     |
| <b>Frequency</b>      | One per month |

##### Cockpit

- **Only trained staff are permitted to carry out flight deck technical cleaning.**
- Materials used for flight deck technical cleaning must be separated from other cabin cleaning materials. Materials must be kept together, identified as a technical cleaning kit, and contained separately within a box. Spray bottles / dispense must clearly identify the cleaning products.
- Observe any warning signs advising on ongoing maintenance work (e.g. "work in progress", "do not touch", "do not move", etc.). If unsure, please contact line maintenance staff.
- The toolbox must be identified as: "FLIGHT DECK TECHNICAL CLEANING KIT".
- Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:
  - **Windows:**
    - Clean interface of flight deck windows.
    - Clean the interior cockpit windows incl. surroundings/window posts with the windows closed
    - **(DO NOT OPEN OR CLOSE WINDOWS; IN CASE OF NEED, CONTACT LINE MAINTENANCE STAFF).**
  - **Control Columns:**
    - **(DO NOT MOVE CONTROL COLUMNS, IN CASE OF NEED, CONTACT LINE MAINTENANCE STAFF).**
    - Clean handgrips and columns pay special attention to the area at floor level.
  - **Seats:**
    - Clean seat armrest and dust visible structure.
    - Ensure seat belts are stowed, cross lap straps.
    - Flight deck arm rest and full flight deck seats including jump seat.
  - **Instrument Panel:**
    - Dust roof panel with soft bristled brush, taking care not to disturb switches.
    - Dust instrument panel using soft bristled brush **(DO NOT DISTURB SWITCHES).**
    - Clean instrument and VDU screens, using Optical Cleaner, Calotherm Solution (wet / dry) Anti-Static Wipe.
    - Care must be exercised not to exert excessive pressure on screens.
    - Dust the center console using soft bristle brush, if applicable.
    - Dust fuse panels using soft bristle (minimal force).
  - **Floor area:**
    - Vacuum and wipe floor clean, special attention to seat rail mechanism with seat fully forward and full after.
    - Ensure the area beyond rudder pedals is clean and free from debris.
  - **Auxiliary stowage:**
    - Clean all areas should there be any auxiliary stowage and wardrobe.

##### Toilets

Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:

- Deep cleaning of all areas in toilets including sink, tap, soap holder, surfaces, nappy changing table, toilet seat structure, bowl and surrounds to ensure no visible stains and marks.
- Interior and exterior cleaning of waste bins and its container shafts and wet cleaning of door, walls and all handles.
- Clean all mirrors leaving no streaks.

##### Galleys

Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:

- Deep cleaning of all areas in the galley including empty and wet wash all waste bins and replace with waste bags.
- Clean / remove dust from electrical sockets.

- Deep clean the interior ovens to ensure no grease is inside the ovens. Clean the interior and exterior doors of the ovens, remove all visual marks and stickers.
- Full clean of ice draws, remove all visual marks.
- Deep clean all the work surfaces and behind all cart compartments.
- Deep clean all stowage compartments. Deep clean the sinks and remove all stains.
- Deep clean of all doors in the cabin which includes the handles, floor, lock mechanisms and side walls.
- Clean the crew folding tables. Deep clean galley floors ensure no visible stains and marks.

### **Cabin**

Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:

- Deep cleaning of all areas in the cabin including deep clean overhead bins inside and outside including above the compartments.
- Deep clean seats, including seat pockets, seat frames and step ups. Remove individual seat cushion and clean the cushion under the seat cushion.
- Deep clean all table structure including frames, tables, inside stowage in arms tray tables. Vacuum the carpet including the area of sidetrack of the exterior wall and cabin seats.
- Remove all stains and chewing gum from the carpet including emergency footpath lighting.
- Clean all the cabin windows and the surroundings of the windows and blinds.
- Clean crew seats, video monitor screen and surround, seat back screen including handset and recess.
- The dress cabin with fresh clean literature in order of TUI requirements. Every seat must have clean literature placed in order.

### **Holds**

Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:

- Brush out holds, thoroughly clean and disinfect return catering stowage where fitted. The build-up of debris in aircraft holds can snag aircraft systems. Debris falling from holds is also a major FOD hazard.
- Pay special attention to Net Anchor Points, these must be free of dirt.

### **Notes**

- Do not spray any detergent directly on to leather seats.
- Do not allow to dry, wipe any moisture using a fresh dry lint free cloth.
- It's important that the exit seat cushions are placed back correctly and are flushed.
- Any issues? Contact the engineer.

## 7.11. TUI fly Belgium specifics

### 7.11.1. Home Turnaround Cleaning

|                |     |
|----------------|-----|
| Applicability: | JAF |
| A/C Type:      | All |

#### Lavatory

- Empty waste bins.
- Clean / disinfect sink and sink top.
- Clean / disinfect toilet.
- Clean / disinfect toilet lid.
- Clean mirror.
- Clean / disinfect toilet floor.
- Clean / disinfect toilet bowl.
- Clean / disinfect any obvious dirty spots on the toilet door and handle, inside and outside (wet).
- Clean / disinfect toilet flush button.
- Replenish all toilet items.

#### Galleys

- Change rubbish bags and remove them from the aircraft.
- Clean the galley floor (wet).
- Clean sinks, faucets and working surfaces.

#### Cabin

- Clean seat pockets (remove all rubbish).
- Fill up seat pockets with cabin literature in the correct order. [See guidance chapter 7.7.](#)
- Check if the briefing cards in the seat pockets are visible.
- Cross the seat belts.
- Clean tray tables.
- Remove waste from passenger seat.
- Full cabin vacuum cleaning.
- Dispose of waste in overhead bins.
- Replenish all items in the spare cleaning items bag.

#### Other requirements

- On request: special cleaning (after cases of air sickness).
  - In case of “on request” services, the handling agent / cleaning provider must be able to deliver the additional services immediately.
- Check there is a surplus stock of 30 Safety cards on board.
- **Must not be loaded in the Emergency Equipment Area or any cabin dressing in these areas.**

### 7.11.2. Super-fast Cleaning

|                       |                   |
|-----------------------|-------------------|
| <b>Applicability:</b> | JAF               |
| <b>A/C Type:</b>      | B737<br>E195 – E2 |

Here are the cleaning procedures for different areas of the aircraft for a super-fast clean, which can be carried out in either **10 minutes** or **7 minutes**:

#### Lavatory

- Empty waste bins.
- Clean / disinfect sink and sink top.
- Clean / disinfect toilet.
- Clean / disinfect toilet lid.
- Clean / disinfect toilet bowl.
- Replenish all toilet items.

#### Galleys

- Change rubbish bags and remove them from the aircraft.
- Clean the work surfaces.

#### Cabin

- Clean seat pockets (remove all rubbish).
- Cross the seat belts.
- Pick up large items.
- Check safety cards (but not the ASB).
- Replace Blue or Green toilet bags.
- Vacuum, if necessary, on specific spots.

#### 10 mins or 7 mins

- 10 min super-fast clean: no galley floor mopping, no ASB checks.
- 7 mins super-fast clean: no galley / toilets floor mopping, no seat belt crossing, no ASB checks.

In case of “on request” services, the handling agent / cleaning provider must be able to deliver the additional services immediately.



### 7.11.3. Night Stop Cleaning

|                       |     |
|-----------------------|-----|
| <b>Applicability:</b> | JAF |
| <b>A/C Type:</b>      | All |

#### Lavatory

- Empty waste bins.
- Clean / disinfect sink and sink top.
- Clean / disinfect toilet casing.
- Clean / disinfect toilet lid.
- Clean the door inside / outside.
- Clean mirror and surrounds.
- Clean / disinfect toilet floor.
- Clean / disinfect toilet bowl.
- Clean / disinfect any obvious dirty spots on the toilet door and handle, inside and outside (wet).
- Clean / disinfect toilet flush button (wet).
- Replenish all toilet items.

#### Galleys

- Change rubbish bags and remove and dispose of litter/waste.
- Remove and dispose of food and food-related material (galley waste).
- Clean the galley floor (wet).
- Clean doors, latches, ceiling, ventilation grids.
- Clean sinks, faucets and working surfaces.
- Clean retractable tables.
- Clean ovens inside and outside.
- Clean service trolleys and trash compactor ([see guidance chapter 7.7.](#)).

#### Cabin

- Clean seat pockets (remove all rubbish).
- Fill up seat pockets with cabin items, in the correct order ([see guidance chapter 7.7.](#)).
- Cross the seat belts.
- Remove waste from passenger seats.
- Full cabin vacuum cleaning.
- Change torn and ripped open magazines.
- Dispose of waste in overhead bins.
- Wipe overhead bins inside.
- Replenish all items in the spare cleaning items bag.
- Scrub and wipe the floor (wet).
- Clean tray tables (and armrests).
- Clean cabin crew seat tables.
- Clean interphone surfaces.
- Clean screens and other equipment.
- Clean the cabin windows inside.
- Wipe / Vacuum passenger and cabin crew leather-covered seats.
- Clean overhead bins outside and latch handle surfaces.
- Clean any obvious spots / stains on cabin walls, bulkheads, ceiling panels, doors, overhead compartments.
- Remove the stickers.

#### 7.11.4. Contents in Toilet Bags

| Applicability:<br>JAF       |        | Type:<br>Blue Bag           |        |
|-----------------------------|--------|-----------------------------|--------|
| Items Per Bag B737 & E195   | Amount | Items per Bag B787          | Amount |
| Toilet Paper Satino (rolls) | 6      | Toilet Paper Satino (rolls) | 40     |
| Hand towel 2 ply Z-fold     | 3      | hand towels                 | 16     |
| Kleenex tissue (boxes)      | 3      | Kleenex tissue (boxes)      | 20     |
| Soap Freshorize (flacons)   | 3      | Soap Freshorize (flacons)   | 6      |
| Waste Bin Bags              | 4      | 1 roll of waste bin bags    | 1      |
| Airsickness Bags            | 30     | Airsickness Bags            | 300    |
| Bio-Hazard kit              | 1      | Bio-Hazard kit              | 3      |

#### 7.11.5. Cabin & Toilet Dressing B737 & E195-2

| Applicability:<br>JAF |             | Type:<br>Bulk loading  | A/C Type:<br>B737 / E195-2 |
|-----------------------|-------------|--|----------------------------|
| Position              | Flight Type | Item   | Amount                     |
| Luggage bin 10ABC     | All         | Blue Lavatory Bag  | 1                          |
| Luggage bin 20ABC     | All         | Blue Lavatory Bag  | 1                          |
| Luggage bin 20DEF     | LMH         | Blue Lavatory Bag  | 1                          |
| Loading per toilet    |             | All toilets  | 3                          |
| 5                     | All         | Toilet paper Satino (rolls)  | 15                         |
| 2                     | All         | Facial tissue (boxes)  | 6                          |
| 2                     | All         | Hand towel 2 Ply Z-fold (packages)   | 6                          |
| 1                     | All         | Soap Freshorize (flacons)  | 3                          |
| Loading per seat      |             | Literature dressing  | 189                        |
| 1                     | All         | FO-030 Safety Briefing Card Boeing 737.<br>Live Happy (aisle & window seats only),<br>Shop & Café Guide per seat.<br>(Lease in card if applicable) | 189                        |
| One per seat          | All         | Air sickness bags  | 189                        |
| Lavatories            | All         | Do not put any soap behind the mirrors!  |                            |

### 7.11.6. Cabin & Toilet Dressing B787

| Applicability:<br>JAF     |             | Type:<br>Bulk loading   | A/C Type:<br>B787 |
|---------------------------|-------------|---|-------------------|
| Position                  | Flight Type | Item  | Amount            |
| Luggage bin 1ABC          | LH          | Blue Bag 30 Premium headphones  | 1                 |
| Luggage bin 6ABC          | LH          | 1 x roll of waste bin bags  | 1                 |
| Luggage bin 20ABC         | LH          | Load spare 10 Blankets & 5 Pillows  |                   |
| Luggage bin 13ABC         | LH          | Toilet rolls only   | 1                 |
| Luggage bin 13GHJ         | LH          | Blue Lavatory Bag   | 1                 |
| Luggage bin 23ABC         | LH          | Blue Lavatory Bag   | 1                 |
| Luggage bin 23GHJ         | LH          | Blue lavatory Bag   | 1                 |
| Luggage bin 25GHJ         |             | Blue Lavatory Bag   | 1                 |
| Rear Galley Outbound      | L/H         | Crew Rest Kits  | 12                |
| H5                        | L/H         | Crew Kits   | 12                |
| <b>Loading per toilet</b> |             |   |                   |
| 5                         | All         | Toilet paper Satino (rolls)   | 30                |
| 2                         | All         | Facial tissue (boxes)   | 12                |
| 2                         | All         | Hand towel 2 Ply Z-fold (packages)  | 12                |
| 1                         | All         | Soap Freshorize (flacons)   | 6                 |
| <b>Loading per seat</b>   |             | <b>Literature dressing</b>  | <b>305</b>        |
| 1 per seat                | All         | B787 Safety Card, Live Happy (aisle & window Economy seats only),<br>Shop magazines & ASB per seat. | 305               |
| <b>Lavatories</b>         | <b>All</b>  | <b>Do not put any soap behind the mirrors!</b>  |                   |

## 7.12. TUI fly the Netherlands specifics

### 7.12.1. Home Turnaround & Night Cleaning

|                       |     |
|-----------------------|-----|
| <b>Applicability:</b> | TFL |
| <b>A/C Type:</b>      | All |

Here are the cleaning procedures for different areas of the aircraft:

#### Lavatory

- Remove and dispose of litter/waste.
- Restock toilet items.

#### Galleys

- Dispose of litter.
- Clean the floor.
- Empty refuse bins.
- Clean surfaces in pantries, galley, sink, working surfaces, oven and surrounds.
- Remove and dispose of food and food-related material (galley waste).
- Clean telephones, screens and other equipment.

#### Cabin

- Dispose of litter.
- Clear waste from overhead storage.
- Wipe tables.
- Clean the floor.
- Clean seats, seat back pockets and passenger service units.
- Clean seat pockets (remove all rubbish).
- Remove any contamination caused by air sickness, spilled food or drink, and offensive stains.
- Clean inside windows.
- Arrange seat belts.
- Perform cabin dressing replace/restock seat back pockets items, [see guidance chapter 7.7.](#)

#### B787 Long Haul

- Perform cabin dressing. Fold blankets/duvets and place them in designated locations.
- Perform cabin dressing. Make up berths including crew kits.
- Perform cabin dressing. Replace the pillow covers.
- Perform cabin dressing. Replace headrests.

### 7.12.2. Cabin & Toilet Dressing B737

| Applicability:<br>TFL     |             | Type:<br>Bulk loading   | A/C Type:<br>B737 |
|---------------------------|-------------|---|-------------------|
| Position                  | Flight Type | Item  | Amount            |
| Luggage bin 20DEF         | LMH         | Light Green Lavatory bag  | 1                 |
| Luggage bin 20ABC         | All         | Light Green Lavatory bag  | 1                 |
| Luggage bin 10ABC         | All         | Light Green Lavatory bag  | 1                 |
| Stowage behind 32ABC      | All         | Air sickness bags   | 100               |
| <b>Loading per toilet</b> |             | <b>All toilets</b>  | <b>3</b>          |
| 5                         | All         | Toilet paper Satino (rolls)   | 15                |
| 2                         | All         | Facial tissue (boxes)   | 6                 |
| 2                         | All         | Hand towel 2 Ply Z-fold (packages)  | 6                 |
| 2                         | All         | Soap Freshorize (flacons)   | 6                 |
| <b>Loading per seat</b>   |             | <b>Literature dressing</b>  | <b>189</b>        |
| 1                         | All         | FO-030 Safety Briefing Card Boeing 737.<br>Live Happy (aisle & window), Shop &<br>Café Guide, ASB per seat. | 189               |
| <b>Lavatories</b>         |             | <b>Do not put any soap behind the mirrors!</b>  |                   |

### 7.12.3. Cabin & Toilet Dressing B787

| Applicability:<br>TFL     |             | Type: Bulk loading  | A/C Type: B787 |
|---------------------------|-------------|---|----------------|
| Position                  | Flight Type | Item  | Amount         |
| Luggage bin 13GHJ         | ALL         | Light Green Lavatory bag  | 1              |
| Luggage bin 13ABC         | LH          | Light Green Lavatory bag (toilet rolls)                                 | 1              |
| Luggage bin 20ABC         | L/H         | Load spare 10 Blankets & 5 Pillows -<br>Light Green Bag                 | 15             |
| Luggage bin 23ABC         | ALL         | Light Green Lavatory Bag  | 1              |
| Luggage bin 23GHJ         | ALL         | Light Green Lavatory Bag  | 1              |
| Luggage bin 25GHJ         | ALL         | Light Green Lavatory Bag  | 1              |
| Rear Galley Outbound      | L/H         | Crew Rest Kits  | 12             |
| H5                        | L/H         | Crew Kits   | 12             |
| <b>Loading per toilet</b> |             |   |                |
| 5                         | All         | Toilet paper Satino (rolls)   | 30             |
| 2                         | All         | Facial tissue (boxes)   | 12             |
| 2                         | All         | Hand towel 2 Ply Z-fold (packages)                                      | 12             |
| 1                         | All         | Soap Freshorize (flacons)   | 6              |
| <b>Loading per seat</b>   |             | <b>Literature dressing</b>  | <b>305</b>     |
| 1 per seat                | All         | B787 Safety Briefing Card, Café Guide,<br>Shop magazines & ASB per seat | 305            |
| 1 Per Window & Aisle Seat | All         | Live Happy Magazine (aisle & window<br>Economy seats only)              | 215            |
| <b>Lavatories</b>         |             | <b>Do not put any soap behind the mirrors!</b>                          |                |

#### 7.12.4. Cabin & Toilet Dressing B767

| Applicability:<br>TFL     |             | Type:<br>Bulk loading   | A/C Type:<br>B767 |
|---------------------------|-------------|---|-------------------|
| Position                  | Flight Type | Item  | Amount            |
| Stowage in front of 12CDE | All         | Toilet Satino Rolls   | 20                |
|                           | All         | Hand towels 2 ply-fold (packages)                                       | 20                |
|                           | All         | Facial tissues boxes  | 10                |
| Luggage Bin 9AB           | All         | Light Green Lavatory bag  | 1                 |
| Luggage Bin 25ABC         | All         | Load spare 10 Blankets & 5 Pillows -<br>light green bag                 | 15                |
| Luggage Bin 27AB          | All         | Light Green Lavatory bag  | 1                 |
| Luggage Bin 27GH          | All         | Light Green Lavatory bag  | 1                 |
| Stowage behind 28CDEF     | All         | Toilet Satino Rolls   | 20                |
|                           |             | Hand towels 2 ply-fold (packages)                                       | 20                |
|                           |             | Facial tissues boxes  | 10                |
| Luggage Bin 38GH          | LMH         | Light Green lavatory bag (toilet rolls)                                 | 1                 |
| <b>Loading per toilet</b> |             |   |                   |
| 5                         | All         | Toilet paper Satino (rolls)   | 25                |
| 2                         | All         | Facial tissue (boxes)   | 10                |
| 2                         | All         | Hand towel 2 Ply Z-fold (packages)                                      | 10                |
| 1                         | All         | Soap Freshorize (flacons)   | 5                 |
| <b>Loading per seat</b>   |             | <b>Literature dressing</b>  | <b>299</b>        |
| 1 per seat                | All         | B787 Safety Briefing Card, Café Guide,<br>Shop magazines & ASB per seat | <b>299</b>        |
| 1 Per Window & Aisle Seat | All         | Live Happy Magazine (aisle & window<br>Economy seats only)              | 222               |
| <b>Lavatories</b>         | <b>All</b>  | <b>Do not put any soap behind the mirrors!</b>                          |                   |

#### 7.12.5. Contents in Toilet Bags

| Applicability:<br>TFL        |        | Type:<br>Light Green bag           |        |
|------------------------------|--------|------------------------------------|--------|
| Items Per Bag B737 & E195    | Amount | Items per Bag B787                 | Amount |
| Toilet Paper Satino (rolls)  | 8      | Toilet Paper Satino (rolls)        | 30     |
| Hand towel 2 ply Z-fold      | 6      | Hand towel 2 ply Z-fold (packages) | 12     |
| Facial tissue (boxes)        | 9      | Facial tissue (boxes)              | 12     |
| Soap Freshorize (flacons)    | 2      | Soap Freshorize (flacons)          | 6      |
| 3 in 1 cleaning spray bottle | 1      | 3 in 1 cleaning spray bottle       | 6      |
| Transparent Fire Retardant   | 2      | Waste bag fire retardant – Black   | 2      |
| Transparent Fire Retardant   | 2      | Waste bag fire retardant – Green   | 2      |
| Airsickness Bags             | 90     | Airsickness Bags                   | 90     |

## **8. TUI Airways & TUIfly Nordic**

### **8.1. Aircraft Cleaning & Disinfection**

Based on: EASA Guidance on Aircraft Cleaning & Disinfection latest issue and EASA SIB 2022-03 latest revision.

#### **Aircraft Cleaning**

- Involves the removal of visible dirt or particles through mechanical action.
- Normally undertaken on a routine and frequent basis.
- Cleaning and disinfection can be combined if disinfectants are used during the cleaning process.

#### **Disinfection**

- A procedure to control or kill infectious agents on various surfaces by direct exposure to chemical or physical agents.
- Any preventive or post-event disinfection should happen in addition to routine planned cleaning services.

#### **Event**

- An occurrence of suspected or confirmed communicable disease on board an aircraft.
- Aircraft contaminated with body fluids, or other non-standard (uncommon) situations necessitating additional cleaning and disinfection.

#### **Cleaning and Disinfection After an Occurrence**

Cleaning staff should ensure that the aircraft is fully cleaned and disinfected:

- At home stations and outstations after the transport of a symptomatic person (having fever, persistent cough, or other flu-like symptoms) who also has an epidemiologically relevant context (having been in direct contact with a confirmed case).
- Additionally, this type of cleaning and disinfection should also be performed in situations where there is an event that causes heavy contamination of certain surfaces with sputum or other potentially contaminated body fluids / substances (e.g., vomit).
- In terms of practicalities, the list below contains recommended practices to ensure that efficient disinfection is performed.
- Cleaning staff should ensure:
  - After the disembarkation of passengers and air crew is completed, the cabin doors should be closed and the air-conditioning system adjusted to the maximum volume to ensure complete air exchange.
  - The air conditioning must be turned off during the disinfection operations.

Once the air exchange is completed, the first area to be disinfected should be the sitting area of the suspected / ill passenger(s) and the designated lavatory and the other areas should be cleaned and disinfected in accordance with the preventive disinfection requirements.

- The disinfection after an event should be included.
- Thorough cleaning of the seat area of the suspected case and of the seat area in proximity (2 seats in every direction), including the following:
  - armrests.
  - seatbacks (the plastic and / or metal part).
  - tray tables.
  - seat belt buckles.
  - light and air supply controls, cabin crew call button and overhead compartment handles.
  - side wall panels and windows / window shades.
  - portable electronic devices (PEDs) made available to passengers.
  - individual video monitors, touch screens and remote controls.
- Thorough cleaning and disinfection (allowing adequate contact time between the disinfectant and the surface) of the lavatory or lavatories used by the suspected case, including the disinfection of:
  - door handle.
  - locking device.
  - toilet seat.
  - tap.
  - washbasin.
  - sidewall panels and counter.
- Ensure the passenger cabin is fully ventilated after disinfection.

## 8.2. TUI Airways specifics

### 8.2.1. Literature Dressing

|                       |      |
|-----------------------|------|
| <b>Applicability:</b> | TOM  |
| <b>A/C Type:</b>      | B787 |

Winter 24/25 literature ensures that the items are stacked according to the instructions, every single item stands out and is easily accessible to our customers.

From front to rear:

1. Safety Card
2. ASB
3. Live Happy
4. Shop
5. Café Guide



1.



2.



3.



4.



5.

### Literature

- Frequency – every turnaround.
- Replenish any damaged literature on all Long-Haul routes.
- Catering will load fresh literature packs in overhead locker 44GH.
- 20 Shop Magazine.
- 10 Café Guide.
- 20 Live Happy Magazine.
- 10 Safety Cards (for the crew).
- Replenish any damaged literature.



## 8.2.2. Narrow Body Night Stop Clean

|                       |             |
|-----------------------|-------------|
| <b>Applicability:</b> | TOM         |
| <b>A/C Type:</b>      | Narrow Body |

### Areas to be cleaned

#### Completion Regime

- Each night after the aircraft was in operational use that day.

#### Flight Deck

- Remove all the rubbish from the flight deck. Check & clean, if necessary, around rudder pedals, seat pockets and stowage.
- Brush seats, untangle & cross seat belts.
- Vacuum floor. Damp wipe floor area & dry – if carpet not fitted.
- Wipe and clean tray tables where fitted.
- **Spot Clean** (Visual check and clean if necessary):
  - Cup holders.

#### Cabin Entrance

- Clean entrance doors including slide cover & handle.
- Remove debris from all channels & door locking mechanisms & clean threshold (where possible as steps / air bridge / high loader must be located outside door area).
- Clean floor, vacuum mat & remove gum.

#### Cabin Area

- Check for lost property, log, and hand it over to the local Ground Handling Agent. If a local Ground Handling Agent is not on the aircraft, then please call their operations center to organize collection.
- Remove all the rubbish and debris from the cabin including overhead storage, seat pockets, seats & floor.
- Clean ceiling center line.
- Wipe down overhead stowage doors (outside) & clean any spillages inside overhead stowage's.
- Clean bulkheads & passenger service units (PSUs).
- Clean all air vents located level with PSU, on side wall of any dust.
- Vacuum / brush floor level vents and clean carpet edge / vent tracks.
- Clean interior windows, window surrounds & open blinds - no chemical to be used.
- Clean both sides of tray tables including detachable tables & in-arm tables (including the interior of any tray table recess / housing).
- Clean seats including back seats. Visual check of seat shrouds, step up & armrests.
- Remove any damaged seat literature and ensure safety card is positioned at the front of the seat pocket.
- Brush seats, untangle & cross seat belts.
- Clean crew seat P.A handsets, screen & surrounds.
- Vacuum cabin floor including behind bulkhead seats. Clean the carpet and caps if necessary.
- **Spot Clean** (Visual check and clean if necessary):
  - Clean side walls.
  - Ensure all gum is removed from all areas of the cabin.
  - Crew seats, seat harness & cross seat belts.
  - Emergency Light Strips (ELS) panel and seat track capping.
  - Clean carpet to remove vomit, in-flight spillages & other debris.
  - TUI clean headrest with damp soapy water & dry. Damaged headrests inform engineers.

**Galley Area**

- Remove all rubbish from galley areas including waste bins, carts & stowage's, clean & disinfect bins, and waste carts if necessary.
- Replenish waste liners in bins (TUI all wide-bodied aircraft double bag corner bins).
- Check fire bags, if dirty replace, if damaged throw away & replace. (TUI fire sacks replaced every Sunday narrow body – 6 blue & 2 green).
- Clean coffee making units/ water boilers including trays.
- Ensure all spillages and stains are removed from the interior & exterior of the ovens.
- Empty, clean ice drawers including removing base grill if fitted.
- Clean all sinks, fittings & work surfaces.
- Clean crew seat P.A handsets, screen & surrounds.
- Mop clean & vacuum galley floor including cart stowage area.
- **Spot Clean** (Visual check and clean if necessary):
  - Ceiling, surrounds, bulkheads & side walls.
  - Internal & external storage units.
  - Ensure all ink/pen marks are removed from galley & entrances including crew seats.
  - Ensure all gum is removed from the galley floor.
  - Check & clean if necessary, ceiling level vents.

**Toilet Area**

- Remove waste from bins, clean & disinfect.
- Clean ceiling panels (including air vents & smoke detector).
- Clean side walls, toilet.
- Remove all dust deposits from door vents.
- Clean mirror & buff to shine.
- Clean hand basin, taps, soap dispenser & all surfaces, buff to shine. Remove stains where necessary.
- Clean nappy changing tables where fitted.
- Clean toilet lid, hinge, seat (both sides) & shrouds. Scrub clean to remove stains.
- Remove any debris and lime scale from the toilet bowl and clean it to flush ring.
- Brush & scrub clean toilet floor ensure floor is dry after cleaning. Airbus cleans the floor area under the storage unit.
- Apply Aerokleen TSD to toilet bowl 100ml (about 3.38 oz).
- **Spot Clean** (Visual check and clean if necessary):
  - Ensure all gum is removed.

**Fireproof Gash Bags per aircraft**

- B737: 6 x Blue, 2 x Green
- B767: 4 x Blue, 2 x Green
- B787: 6 x Blue, 2 x Green

### 8.2.3. Narrow Body Quick Turnaround Clean - Days

|                       |             |
|-----------------------|-------------|
| <b>Applicability:</b> | TOM         |
| <b>A/C Type:</b>      | Narrow Body |

#### Areas to be Cleaned

#### Completion Regime

- DAY ONLY
- Narrow Body – every turnaround during the day (Night stop required at night)
- Wide Body Aircraft Quick Turnaround clean – on request only

#### Flight Deck

- Remove any rubbish and check with the flight deck for any cleaning requirements.

#### Cabin Entrance

- Clean & Mop floor & Vacuum mat (where fitted) including galley area. (remove gum).
- **Spot Clean** (Visual check and clean if necessary):
  - Cabin entrance doors include slide cover & handle.
  - Remove debris from all channels & door locking mechanisms & thresholds.

#### Cabin Area

- Check for lost property, log and hand it over to the local Ground Handling Agent. If a local Ground Handling Agent is not at the aircraft, then please call their operations center to organize collection.
- Remove all the rubbish from the cabin including overhead storage, seat pockets, seats & floor.
- Brush, untangle & cross seat belts (remove gum).
- Check and spot vacuum cabin floor including behind bulkhead seats.
- **Spot Clean** (Visual check and clean if necessary):
  - Overhead storage doors (outside), check inside for spillage & remove rubbish.
  - Bulkheads, side walls, passenger service units (PSUs) & remove gum.
  - Any interior windows - no chemical to be used.
  - Perform visual check of both sides of tray tables including detachable/in-arm tables & seatback behind tray table, clean if necessary. Remove rubbish from in-arm tables.
  - Clean spillages/stains seat pocket area.
  - Emergency Light Strips (ELS) panel & seat track capping.
  - Clean carpet to remove vomit, in-flight spillages & other debris.

#### Galley Area

- Remove all rubbish from the gallery area including waste bins/carts. Bin/waste cart interior clean on request only.
- Replenish waste liners in bins.
- Clean all sinks, fittings & work surfaces.
- Clean and mop the galley floor.
- **Spot Clean** (Visual check and clean if necessary):
  - Check fire bags, if dirty replace, if damaged throw away & replace. (TUI fire sacks replaced every Sunday narrow body – 6 blue & 2 green).
  - Ceiling, ceiling vents, surrounds, bulkheads & side walls.
  - Service doors including slide cover & handle.
  - Oven exterior door (ensure ovens are cool to touch before cleaning) and any for internal spillages.

#### **Toilet Area**

- Remove all the waste from the bin. Clean & disinfect where necessary.
- Clean mirror & buff to shine.
- Clean hand basin taps & all surfaces, clean to remove stains.
- Clean toilet lid, hinge, seat (both sides) & shrouds.
- Clean nappy changing tables where fitted.
- Remove any debris from the toilet bowl.
- Clean toilet floor, ensure floor is dry after cleaning. Airbus - clean floor area under stowage unit.
- **Spot Clean** (Visual check and clean if necessary):
  - Ceiling panels (including air vents & smoke detector).
  - Side walls, toilet door & empty ashtrays.
  - Remove any gum.

## 8.2.4. Wide Body Turnaround Clean

|                       |           |
|-----------------------|-----------|
| <b>Applicability:</b> | TOM       |
| <b>A/C Type:</b>      | Wide Body |

### Areas to be Cleaned

### Completion Regime

Every Widebody Turnaround / Night Stop Clean

### **Areas to be Cleaned**

The following areas need to be cleaned during every Wide Body turnaround / night stop cleans:

### Flight Deck

- Remove any rubbish and check with the flight deck for any cleaning requirements.

### Cabin Entrance

- Clean cabin entrance doors including slide cover & handle (B787 door vents above door).
- Remove debris from all channels & door locking mechanisms & clean threshold (where possible as steps / air bridge / high loader must be located outside door area).
- Clean & mop floor & vacuum mat (where fitted) including galley area.

### Cabin Area

- Check for lost property, log and hand it over to the local Ground Handling Agent. If a local Ground Handling Agent is not on the aircraft, then please call their operations center to organize collection.
- 2/3 x cleaning operatives to enter Premium cabin once disembarked and security checks complete to begin cleaning – TRIAL PENDING.
- Remove all the rubbish from the cabin including overhead storage, seat pockets, seats & floor.
- Clean overhead storage doors (outside), check inside for spillages & remove rubbish.
- Clean both sides of tray tables including detachable/in-arm tables & seatback behind tray table. Remove rubbish from in-arm tables.
- Brush, untangle & cross seat belts (remove gum).
- Vacuum cabin floor including behind bulkhead seats.
- Sort and replace (when required) seat pocket literature with fresh stock, ensuring the safety card is at the front.
- **Spot Clean** (Visual check and clean if necessary):
  - Clean bulkheads, side walls, passenger service units (PSUs) & remove gum.
  - Clean interior windows - no chemical to be used.
  - Clean spillages/stains seat pocket area.
  - Emergency Light Strips (ELS) panel & seat track capping.
  - B787 TUI - IFE screens (screens (Aerospace lens Antistatic wipes wet & dry) & check Premium / exit seat storage for rubbish.
  - B787 clean premium cabin footrest & re-stow.
  - Clean carpet to remove vomit, in-flight spillages & other debris.

**Galley Area**

- Remove all rubbish from the galley area including waste bins/carts, clean & disinfect.
- Replenish waste liners in bins (TUI – all wide-bodied aircraft - double bag corner bins).
- Remove B787 Trash Compactor waste & clean.
- Check fire bags, if dirty & replace, if damaged throw away & replace. (Fire sacks replaced every Sunday / B787 – 6 blue & 2 green).
- Clean all of galley area, wipe spillages & stains.
- Clean ovens exterior door (ensure ovens are cool to touch before cleaning). Clean any spillages inside oven.
- Clean all sinks, fittings & work surfaces.
- B787 TUI clean GWDU.
- Clean galley floor, including cart stowage area.
- **Spot Clean** (Visual check and clean if necessary):
  - Clean ceiling, ceiling vents, surrounds, bulkheads & side walls.

**Toilet Area**

- Remove waste from bins, clean & disinfect.
- Clean ceiling panels (including air vents & smoke detector).
- Clean side walls, toilet door.
- Clean mirror & buff to shine.
- Clean hand basin taps & all surfaces, clean to remove stains.
- Clean toilet lid, hinge, seat (both sides) & shrouds.
- Clean nappy changing tables where fitted.
- Remove any debris from the toilet bowl.
- Cleaning the toilet floor ensures the floor is dry after cleaning.
- **Spot Clean** (Visual check and clean if necessary):
  - Remove any gum.

**B787- Crew Rest Area**

- Clean crew rest area.
- Pick up bulky items, only vacuum where necessary.

**TUI Long Haul Dressing – Westbound Departures (Frequency: Every LH Turnaround)**

**Premium**

- Distribute 1 x Premium pillow and blanket per seat.

**Economy**

- Distribute 1 x Economy pillow per seat.

**To be loaded in bulk hold**

- 1 full complement of Premium pillow & blankets.
- 1 full complement of Economy pillows & blankets.

**TUI Long Haul Dressing – Eastbound Departures (Frequency: Every Turnaround)**

**Premium**

- Distribute 1 x Premium pillow and blanket per seat.

**Economy**

- Distribute 1 x Economy pillow & blanket per seat.
- Place crew kits for inbound and outbound in the back galley.

**To be loaded in bulk hold**

- 1 full complement of Premium pillows & blankets.
- 1 full complement of Economy pillows & blankets.

**It is the provider's responsibility to advise the aircraft dispatcher that this has been completed and notify the Dispatcher, Crew and TUI Ops of any missing items not loaded.**

**787 SID Flights**

On all B787 flights to SID: load 11 crew kits when advised.

**Passenger Water Bottles on Longhaul Flights only.**

If the aircraft is being catered at the same time as the cleaning process, the cleaning staff must load a passenger water bottle on each seat. This should be done as part of the regular cleaning duties when catering services are present and restocking the cabin. However, if catering is not being loaded onto the aircraft during the scheduled cleaning time, the cleaning staff should not load passenger water bottles on the seats. This task is only required when catering operations are occurring simultaneously.

Remain On Board Crew Pillow - 6 will always remain in crew rest, if any soiled pillow is found they must be replaced, and one spare must always be in 35ABC .



## 8.2.5. Enhanced Clean – Wide Body

|                       |           |
|-----------------------|-----------|
| <b>Applicability:</b> | TOM       |
| <b>A/C Type:</b>      | Wide Body |

### Areas to be Cleaned

### Completion Regime

- 4-week cycle – Enhanced weeks 1,2,3 – DEEP+ on week 4
- **Wide Body ONLY**
- **Turnaround Clean required before completing this specification on Wide Body aircraft**

### Flight Deck

- See Flight Deck Technical Clean below.
- Remove all the rubbish from the flight deck. Clean around rudder pedals, seat pockets, cup holders and stowage's.
- Clean sidewall, trim surfaces & entrance door (both sides).
- Wipe and clean tray tables where fitted.
- Clean & disinfect seat side arms and back.
- Vacuum seats, clean, untangle & cross seat belts.
- Empty bins (if fitted), scrub clean & disinfect.
- Vacuum floor. Damp wipe floor area & dry -if carpet not fitted.

### Cabin Entrance

- Clean all entrance doors including slide cover, handle, windows & recesses / vents.
- Remove debris from all channels & door locking mechanisms & clean threshold.
- Clean floor, vacuum mat & remove gum.

### Cabin Area

- Check for lost property, log and hand it over to the local Ground Handling Agent. If a local Ground Handling Agent is not on the aircraft, then please call their operations center to organize collection.
- Remove all the rubbish and debris from the cabin including overhead storage, seat pockets, seats & floor. Cross seatbelts once seats are clear of rubbish.
- Clean overhead lockers – outside & inside.
- Clean ceiling panels, air conditioning center vent, side walls, side wall vents (upper & lower cabin areas) bulkheads & PSU's including lights, vents & controllers.
- Clean interior windows, window surrounds & blinds - no chemical to be used.
- Emergency Light Strips (ELS) panel and seat track capping.
- Clean crew seats and associated areas including but not limited to – crew seats and surrounds, seat belts, pa handsets, stowage's/latches. Used approved cleaners only.
- Remove any damaged seat literature and ensure safety card is positioned at the front of the seat pocket.
- Vacuum all cabin areas, including behind bulkhead seats.
- Clean both sides of tray tables including detachable/in-arm tables and seatback behind tray table. Remove rubbish from in-arm tables.
- B787 TUI - clean premium cabin footrest & re-stow.
- B787 TUI IFE screens (Aerospace lens Antistatic wipes wet & dry) including handset & recess.
- **Spot Clean** (Visual check and clean if necessary):
  - Remove any gum/biro marks from cabin areas and carpets.
  - If requested – Clean carpet to remove vomit, in-flight spillages & other debris.



**Galley Area**

- Clean crew seats and associated areas including but not limited to – crew seats and surrounds, seat belts, PA handsets, stowage's/latches. Used approved cleaners/chemicals only.
- Clean & disinfect P.A handsets, screen & surrounds.
- Remove all rubbish from galley areas including waste bins, carts, and stowage.
- Replenish waste liners in bins (TUI all wide-bodied aircraft double bag corner bins).
- Check fire bags, if dirty then replace, if damaged throw away & replace. (TUI fire sacks replaced every Sunday / Narrow Body – 6 blue & 2 green)
- Remove B787 TUI Trash Compactor waste and clean. The compactor must be removed from storage by Airline Engineer (AE) to clean behind it.
- Clean all ceiling panels, bulkheads & sidewalls. Ensure lighting panels/air vents are clean & clear of any dust.
- Clean entrance doors including slide cover & handle.
- Clean & disinfect external & interior storage units.
- Clean coffee making units/ water boilers including trays, remove lime scale.
- Clean oven exteriors, interiors & surrounds including vents (no chemical to be used inside of ovens & ensure ovens are cool to touch before cleaning) Remove any burned debris.
- Empty, clean & disinfect ice drawers including removing base grill if fitted (B787 removable ice drawer – remove drawer & clean stowage area).
- Clean & disinfect all sinks, fittings & work surfaces. Remove lime scale. B787 clean GWDU.
- Clean external storage doors.
- Clean floor level vents.
- **Spot Clean** (Visual check and clean if necessary):
  - Remove gum, ink/pen marks are removed from the galley & entrances.

**Toilet Area**

- Remove waste from bins and stowage's, clean & disinfect.
- Clean side walls and toilet door (interior and exterior).
- Clean mirror & buff to shine with approved chemicals.
- Clean hand basin, fitting surrounds & surfaces, soap dispenser & buff to shine. Remove stains where necessary.
- Clean nappy changing tables where fitted.
- Clean toilet lid, hinge, seat (both sides) & shrouds. Scrub clean to remove stains.
- Remove any debris and lime scale from the toilet bowl and clean the flush ring.
- Apply Aerokleen TSD in toilet bowl.
- Brush & scrub clean toilet floor ensure floor is dry after cleaning.
- **Spot Clean** (Visual check and clean if necessary):
  - Clean ceiling panels (including air vents & smoke detector).
  - Clean hand basin plugs were removable.
  - Ensure any gum is removed.

**TUI B787- Crew Rest Area**

- Clean walls, switches, handles, lights & vents.
- Clean interior and exterior of door and foot ladder access areas.
- Vacuum crew rest areas including floor & stairs – ensure mattresses are removed and vacuumed.

## 8.2.6. Deep+ (Plus) Clean

|                       |     |
|-----------------------|-----|
| <b>Applicability:</b> | TOM |
| <b>A/C Type:</b>      | All |

### Areas to be Cleaned

Completion Regime: Every 4th week – ALL FLEETS.

**Note:** Night spot Clean: **not required** before completing this specification on Narrow Body aircraft.  
Turn around Clean: **required** before completing this specification on Wide Body aircraft.

### Flight Deck

- Remove all the rubbish from the flight deck. Clean around rudder pedals, seat pockets, cup holders and stowage's.
- Clean sidewall, trim surfaces & entrance door (both sides).
- Wipe and clean tray tables where fitted.
- Clean & disinfect seat side arms and back.
- Vacuum seats, clean, untangle & cross seat belts.
- Empty bins (if fitted), scrub clean & disinfect.
- Vacuum floor. Damp wipe floor area & dry - if carpet is not fitted.

### Cabin Entrance

- Clean all entrance doors including slide cover, handle, windows & recesses / vents.
- Remove debris from all channels & door locking mechanism & clean threshold.

### Cabin Area

- Check for lost property, log and hand over to the local Ground Handling Agent. If a local Ground Handling Agent is not at the aircraft, then please call their operations center to organize collection.
- Remove all the rubbish and debris from the cabin including overhead stowage, seat pockets, seats & floor.
- Clean & disinfect overhead lockers – outside & inside.
- Clean ceiling panels, air conditioning center vent, side walls, side wall vents (upper & lower cabin areas) bulkheads & PSU's including lights, vents & controllers.
- Clean air vent located level with PSU on side wall of any dust.
- Clean interior windows, window surrounds & blinds - no chemical to be used.
- Remove debris and clean floor level seat rails/tracks, all carpet capping and outboard rails.
- Emergency Light Strips (ELS) panel and track capping.
- Remove seat cushion – vacuum & clean complete seat base area.
- Wipe down step up and 787 premium foot rest.
- Clean leather seat cushions/seat backs (cleaning product as specified by airline) - soiled fabric seats report to Airline Engineer.
- Clean all seat areas including but not limited to arms, seat back, shrouds, tray tables and step ups.
- Vacuum interior of seat pockets and any tray table recess areas.
- Clean seat frame.
- Perform visual inspection of seat belt buckles and clean if necessary.
- Agitate and vacuum any dust from under seat IFE boxes and surrounding area.
- Clean seats & headrest cover soapy water avoid soaking leather.
- Damaged headrests inform AE.
- Remove any gum/biro marks from cabin areas and carpets.
- Clean crew seats and associated areas including but not limited to – crew seats and surrounds, seat belts, pa handsets, stowage's/latches. Used approved cleaners only.
- Remove any damaged seat literature and ensure safety card is positioned at the front of the seat pocket.
- Vacuum all cabin areas.
- Dry shampoo aisle carpets – Request Only.

**Galley Area**

- Clean crew seats and associated areas including but not limited to – crew seats and surrounds, seat belts, pa handsets, stowage's/latches. Use approved cleaners/chemicals only.
- Clean & disinfect P.A handsets, screen & surrounds.
- Remove all rubbish from galley areas including waste bins, carts and stowage's.
- Deep clean waste bins/carts & disinfect.
- Replenish waste liners in bins (TUI all wide-bodied aircraft double bag corner bins).
- Check fire bags, if dirty then replace, if damaged throw away & replace. (TUI fire sacks replaced every Sunday / Narrow Body – 6 blue & 2 green).
- Clean all ceiling panels, bulkheads & sidewalls. Ensure lighting panels/air vents are clean & clear of any dust.
- Clean entrance doors including slide cover & handle.
- Clean & disinfect external & interior stowage units.
- Clean coffee making units/ water boilers including trays, remove lime scale.
- Clean oven exteriors, interiors & surrounds including vents (no chemical to be used inside of ovens & ensure ovens are cool to touch before cleaning) Remove any burned debris.
- Empty, clean & disinfect ice drawers including removing base grill if fitted (B787 removable ice drawer – remove drawer & clean stowage area).
- Clean & disinfect all sinks, fittings & work surfaces. Remove lime scale B787 clean GWDU.
- Remove trolley/canisters (atlas boxes) & clean inside stowage's.
- Remove any ink, pen, & gum is removed from the galley & entrances.
- Scrub clean & vacuum galley floor including cart stowage area & clean carpet end caps.

**Toilet Area**

- Remove waste from bins and stowage's, clean & disinfect. Clean stowage and behind stowage panels.
- Clean ceiling panels (including air vents & smoke detector), side walls and toilet door (interior and exterior).
- Clean mirror & buff to shine with approved chemicals.
- Clean hand basin, fitting surrounds & surfaces, soap dispenser & buff to shine. Remove stains where necessary. Clean hand basin plugs were removable.
- Clean nappy changing tables where fitted.
- Clean toilet lid, hinge, seat (both sides) & shrouds. Scrub clean to remove stains.
- Remove any debris and lime scale from the toilet bowl and clean the flush ring. Apply Aerokleen TSD in toilet bowl.
- Ensure any gum is removed.
- Brush & scrub clean toilet floor ensure floor is dry after cleaning.

**TUI B787- Crew Rest Area**

- Clean walls, switches, handles, lights & vents.
- Clean interior and exterior of door and foot ladder access areas.
- Vacuum crew rest areas including floor & stairs – ensure mattresses are removed and vacuumed.

**Aircraft Hold**

- Brush out and clean/disinfect all aircraft holds, return catering stowage's if fitted.
- Net anchor points & tracks – Narrow Body.
- Clean disinfect bulk hold and remove rubbish from main hold – Wide Body.

**B787 – Monthly Disinfestation**

- During the monthly Deep+ clean, from 01 March 2025 Unifi stations followed by 31<sup>st</sup> March 2025 with Swissport 787 operational stations, (12-month trial) will require a monthly Disinfestation using Kilblat. This procedure will take up to one hour and needs to be carried out after the deep cleaning is completed. Once the procedure is completed stations will need to inform [planning@unifiservice.com](mailto:planning@unifiservice.com) attached scanned copy of the certificate to Bill Beaman and Laleta Jnagal in copy. Original copy to be left in the flight deck for Engineers and flight crew. This will be recorded in the daily cleaning tracker.
- Unifi will communicate with TUI inflight teams to ensure the planned procedure for catering can be removed prior to the service.

**Note:** This cleaning process is for trained personnel only. It is included in the DEEP+ specification and should be completed every four weeks. If excessive dirty stains or marks are found near switches or circuit breakers, seek advice from engineers.

## 8.2.7. Flight Deck Technical Clean

**Only trained staff are permitted to carry out Flight Deck Technical Cleaning.**

Materials used for flight deck technical cleaning must be separated from other cabin cleaning materials. Materials must be kept together, identified as a technical cleaning kit, and contained separately within a box. Spray bottles / dispense must clearly identify the cleaning products.

Observe any warning signs advising on ongoing maintenance work (e.g. "work in progress", "do not touch", "do not move", etc.).

If unsure, please contact line maintenance staff.

The toolbox must be identified as: "FLIGHT DECK TECHNICAL CLEANING KIT".

### Completion Regime

- Every 2 weeks (on week 4 included in DEEP+ specification).

### Cleaning Tasks

- Polish sun visor both sides, dust glare shield and polish flight deck mirror.
- Remove ships library and clean stowage.
- Clean interface of flight deck windows, ensure direct vision window rail and operating mechanism is clean.
- **Control Column** – clean handgrips and columns, pay special attention to area at floor level.  
DO NOT MOVE CONTROL COLUMNS. IN CASE OF NEED, CONTACT LINE MAINTENANCE STAFF.
- **Instrument Panel** – dust roof panel with soft bristled brush taking care not to disturb switches. Dust instrument panel using soft bristled brush. Do these steps to clean the instrument panel when you use wet and dry anti-static Instrument wipes. (ALGLAS Visial Antistatic wipes wet/dry):
  1. Remove all particles from the display surface with a clean, soft bristle brush.
  2. Use the wet sachet carefully to clean the instrument panel surface in a straight line from top to bottom.
  3. Move gradually from one side of the instrument panel surface to the other side while you clean from top to bottom.
  4. When the display surface is clean, use the dry sachet carefully to dry the instrument panel surface in a straight line from top to bottom.
- Clean VDU screens, using Aerospace lens Antistatic & flight Deck Wipes. (Celeste). Care must be exercised not to exert excessive pressure on screens.
- Dust center console using soft bristle brush if applicable.
- Dust fuse panels using soft bristled brush (minimal force). Take care not to disturb the switches. Dust instrument panel using soft bristled brush (DO NOT DISTURB SWITCHES)
- Auxiliary Stowage (if present) – remove contents and clean interior and exterior surfaces.

**Note:** This cleaning process is for trained personnel only. It is included in the DEEP+ specification and should be completed every two weeks. If excessive dirty stains or marks are found close to switches or circuit breakers, seek advice from engineers.

**Note:** If excessive dirty stains or marks are found near switches, circuit breakers – seek advice from engineers.

### **CAUTION:**

- Do not apply cleaner directly on the display surface or the unit. Always apply cleaner to the cloth this will help prevent damage to the display surface or the unit.
- Do not use too much force when you clean the display surface, too much force will cause damage to the display surface.
- Do not use abrasive materials when you clean the display surface, abrasive materials will cause scratches in the display surface.
- If excessive stains or dirty marks are found near to the switches, circuit breakers, etc., seek advice from Engineering.

**Deep Clean Plus Specification**

- Remove all the rubbish from the flight deck. Clean around rudder pedals, seat pockets, cup holders and stowage's.
- Clean sidewall, trim surfaces & entrance door (both sides).
- Wipe and clean tray tables where fitted.
- Clean & disinfect seat side arms and back.
- Vacuum seats, clean, untangle & cross seat belts.
- Empty bins (if fitted), scrub clean & disinfect.
- Vacuum floor. Damp wipe floor area & dry - if carpet is not fitted.

**8.2.8. Disinsection**

Kilblat and Aquapy are the only products approved by TOM to be used for Disinsection.

**8.2.9. Bio-Hazard & Infestation Clean****8.2.9.1. Bio-Hazard Clean**

Refer to [Chapter 8.3.7.](#) for full specification.

**On confirmation that no passenger soiling is evident:**

- A complete turnaround clean, will be achieved including deep cleaning of all toilets by using the appropriate equipment.
- All fire sacks must be changed or disinfected.

**On confirmation that passenger soiling is evident:**

- A complete turnaround clean will be achieved including deep cleaning of all toilets by cleaners using the appropriate equipment including face masks.
- All fire-sacks will be changed or disinfected.
- In contamination, complete a full inspection and clean all areas including seat assembly, wall panels, PSUs and flooring. Complete the same detail clean in the two rows of seats in front and behind the area of contamination.
- Complete a full aisle carpet shampoo and shampoo any contaminated carpet area. When the cleanliness has been achieved, no personnel will be allowed on-board while the disinfectant cleaner dries on the surface for 20 minutes.

**8.2.9.2. Infestation Clean**

On request basis using disinfestation chemicals approved by Carrier, refer to [Chapter 8.3.7.](#) for full specification.

### 8.3. TUIfly Nordic specifics

#### 8.3.1. Turnaround Cleaning

|                       |     |
|-----------------------|-----|
| <b>Applicability:</b> | BLX |
| <b>A/C Type:</b>      | All |

##### Toilets

Remove all rubbish and clean with approved cleaning material to all areas including but not limited to:

- Wash the basin, surfaces, nappy changing tables, mirrors, toilet pan and seat, toilet floor.
- Remove waste from waste bins, clean and disinfect.
- Clean wash basin surfaces and mirrors, buff to shine.
- Remove debris from the toilet pan, clean and disinfect up to flush ring.
- Clean and disinfect both sides of toilet seats and lids.
- Clean and disinfect both sides of the nappy changing table.

##### Galley

Remove all rubbish and clean with approved cleaning material to all areas including but not limited to:

- Remove waste sacks from mobile waste carts, fireproof gash bags, static waste bins and flight deck.
- Double bag corner bins in rear galley and forward fixed bin on B787 / B767. B767 waste chute rubbish to be removed.
- Empty and clean trash compactor (B787).
- Check ovens for spillage or grease build-up, clean on every turnaround.
- Clean sinks, worktops, and drainage channels (GWDU).
- Every Sunday all Fireproof Gash Bags must be replaced with new/clean ones. Do not remove any FPGB from the aircraft; the change must happen on board the aircraft.

##### Cabin

Remove rubbish and clean with approved cleaning material to all areas but not limited to:

- Remove waste from Literature pockets and overhead bins.
- Wipe / clean / disinfect all tray tables, seat arm tables, seat back behind tray table (remove any stains).  
(On B787 includes Premium leg rest).
- Spot clean overhead lockers, wall bulkhead and PSUs.
- Brush / wipe seats and cross seatbelts.
- Remove and vacuum all debris from all floor areas.
- (The crew rest area is part of the cabin).

##### Fireproof Gash Bags per aircraft

- B737: 6 x Blue, 2 x Green.
- B767: 4 x Blue, 2 x Green.
- B787: 6 x Blue, 2 x Green.

### 8.3.2. Extended cleans

- Extended cleans are completed on a 28-day cycle. In every 28 days, 3 Intermediate Cleans and 1 Deep Clean should be completed per aircraft.
- For example – Intermediate week 1, Intermediate week 2, Intermediate week 3, Deep Clean week 4.

### 8.3.3. Intermediate Cleaning

|                       |        |
|-----------------------|--------|
| <b>Applicability:</b> | BLX    |
| <b>A/C Type:</b>      | All    |
| <b>Frequency</b>      | Weekly |

#### Cockpit

Once the Turnaround Clean has been completed, the Intermediate Clean specification is to be completed.

Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:

- Brush / wipe seats, cross seat belts in flight deck and vacuum flight deck.

#### Toilets

Remove all rubbish and clean with approved cleaning material to all areas including but not limited to:

- Toilet Clean - Walls, doors, surrounds, wash basin, tap, soap holder surfaces, nappy changing tables, mirrors, inside cupboards and floor.
- Toilets must be cleaned in full.

#### Galley

Remove all rubbish and clean with approved cleaning material to all areas including but not limited to:

- Galley worktops, entrance doors, galley bulkheads, sink, ovens and floors, mobile waste carts, fire sacks, static waste bins, galley cupboards.
- Double bag corner bins in rear galley and forward fixed bin.
- Trash compactor inside and outside.
- GWDU and ice drawers.
- Drainage channels and stowage doors.
- Trash compactors complete a full interior and exterior clean. The compactor will need to be removed from its stowage by an Engineer so the compartment can be cleaned behind the compactor.

#### Cabin

Remove rubbish and clean with approved cleaning material to all areas but not limited to:

- Literature pockets, overhead bins, clean cabin windows, overhead lockers, crew rest area, bulkheads, wall panels, ceiling panels, PSU's, floor level vents, ceiling air conditioning center vents, main and emergency exit doors, video monitor screen and surround, seat back screen including handset and recess.
- Crew seats surrounds and PA stowage, wardrobes, and stowage.
- Wipe / clean / disinfect all tray tables, seat arm tables, seat arms, tray table recesses, seat back behind and above tray table, remove any stains, B787 Premium leg rests.
- Remove and vacuum all debris from all floor areas vacuum all air vents throughout the aircraft.
- Crew Rest Area – full clean of walls, vents, floor and stairs.
- Remove waste / dust from under mattresses and tidy seat belts.
- Headrest cover to be cleaned weekly part of the Intermediate and Deep Clean with slightly damp cloth.

#### Notes

Caution on Oven Cleaning: We understand that on occasions the cleaning operation can be completed before the aircraft has been de-catered and the racks can be too hot to remove safely.



### 8.3.4. Deep Cleaning

|                       |                             |
|-----------------------|-----------------------------|
| <b>Applicability:</b> | BLX                         |
| <b>A/C Type:</b>      | All                         |
| <b>Frequency</b>      | Monthly (every fourth week) |

#### Cabin

Once the Turnaround Clean has been completed, the Deep Clean specification is to be completed.

Remove rubbish and clean with approved cleaning material to all areas but not limited to:

- Seat frame, under the seat cushion, back behind and above seat table, seat shrouds, seat arms, seat tables (both sides including in-arm tables), seat table recesses and literature pockets (include Premium leg rests).
- Full wash of all leather seats and frame.
- Remove each seat cushion to ensure a full proper clean is undertaken and agitate dirt before vacuuming.

Headrest cover to be cleaned weekly part of the Intermediate and Deep Clean with slightly damp cloth.

One of the big advantages of leather on aircraft seats is that the maintenance is very simple and does not need any complicated creams or elaborate cleaning products as aviation upholstery leather is a finished leather with a protective topcoat lacquer on the surface.

However, regular care on leather areas of the seat is necessary and should be:

- Apply the cloth to the surface of the leather in a light circular motion, turning the cloth regularly. Avoid aggressive rubbing action.
- Cleaned for dust and other dirt on surface regularly with a dry cloth or vacuum.
- It is important to avoid any chemicals polishes or aggressive soaps or detergents.
- Use slightly damp clean cloth for regular cleaning.
- Avoid soaking the leather.

Leather wipes are used from time to time for a more intensive deep cleaning.

#### Carpet

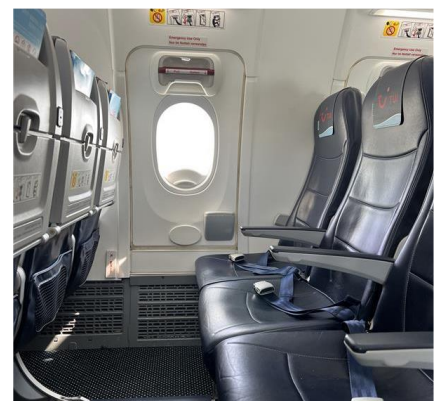
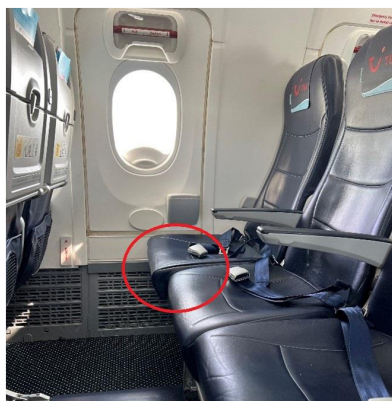
Shampoo full carpets, aisles and rows, clean all vinyl areas and get into the corners.

#### Holds

- Clean and disinfect all holds.
- Brush out holds, thoroughly clean and disinfect return catering stowage where fitted. The build-up of debris in aircraft holds can snag aircraft systems. Debris falling from holds is also a major FOD hazard.
- Ground handling agents will check aircraft holds during turnaround between baggage offload and baggage on-load and may call on our cleaning companies to promptly remove any debris, therefore please pay special attention to the following deep cleaning specification with the added focus on Net Anchor Points.

#### Notes

- Do not spray any detergent directly on to leather seats.
- Do not allow to dry, wipe any moisture using a fresh dry lint free cloth.
- It's important that the exit seat cushions are placed back correctly and are flushed.
- Any issues? Contact the engineer.



### 8.3.5. Express Cleaning

If the aircraft is running off schedule, it's important to save minutes on the turnaround to ensure we can minimise delays and protect On Time Performance without compromising safety. The Aircraft Dispatcher will advise the cleaning team leader if the ground time has been reduced to a minimum ground time if an Express Cleaning needs to be done.

|                       |                              |
|-----------------------|------------------------------|
| <b>Applicability:</b> | BLX                          |
| <b>A/C Type:</b>      | B737<br>Wide Body Short Haul |
| <b>Timing</b>         | 10 minutes                   |

#### **Toilet**

Remove all rubbish and clean with approved cleaning material to all areas including but not limited to:

- Using a bacterial kill cleaner.
- Wash basin, surfaces, nappy changing tables, mirrors, toilet pan, seat and toilet floor.

#### **Galley**

Quick tidy, clean galley surfaces and empty waste.

#### **Cabin**

Floor – pick up large items and only vacuum where necessary visual quick glance at seat pockets and empty where necessary.

#### **Notes:**

Not applicable: Long Haul.

### 8.3.6. Bio-Hazard Cleaning

|                       |     |
|-----------------------|-----|
| <b>Applicability:</b> | BLX |
| <b>A/C Type:</b>      | All |

#### General

This procedure gives guidance for the removal and cleaning of bodily fluid spillages safely and effectively from TUI Airline aircraft's interiors. It is the responsibility of the cleaning service provider to ensure that passenger soiling is safely and effectively removed from the interior of the aircraft in accordance with this procedure.

The policy will be distributed to all cleaning service providers for their review and agreement within an agreed time frame.

- **Passenger Soiling:** blood, vomit, urine, feces.
- **Bio-hazard kit:** All necessary equipment to effectively remove and dispose of passenger soiling.
- **Bio-hazard bag:** Yellow plastic bag for incineration.
- **Norovirus:** Viruses that cause gastroenteritis in humans.

#### Procedure

1. Inspect the passenger soiling making sure all the area has been identified and surrounding area checked.
2. A bio-hazard kit includes all necessary items required to effectively remove and dispose of passenger soiling from the interior of the aircraft.
3. Open kit and use relevant protective clothing provided.
4. Cover passenger soiling with absorbent granules and leave for at least two minutes. Remove the debris using paper towels, scrapers, or cardboard scoops.
5. Place debris into bio-hazard bag. Spray the area using disinfectant or approved or equivalent cleaning product and leave for 5 minutes.
6. Using paper towels or clean cloths clean up the area. Collect all cleaning equipment, protective clothing and place it into the bio-hazard bag.
7. Spray the area again using a light spray of approved or equivalent cleaning product if required use an approved air freshener.
8. Dispose of the bio-hazard bag in the appropriate manner. Clean hands with the appropriate hygiene wash.
9. Bio-Hazard Cleaning Response to Captain can generate Port Health Alert.

On confirmation that no passenger soiling is evident:

- A complete Turnaround Clean will be achieved including deep cleaning of all toilets by using the appropriate equipment.
- There will be a need for airflow through the cabin during the cleaning process by having one rear and one forward entry door left open. (Steps or air bridges will have to be attached) All fire-sacks will be changed or disinfected.

#### **1. Complete Turnaround Clean**

- Cleaners will perform a Deep Cleaning of all toilets using the appropriate equipment, including face masks.
- To ensure airflow through the cabin during the cleaning process, one rear and one forward entry door must be left open. Steps or air bridges will have to be attached for this purpose.
- All fire-sacks will be changed or disinfected.
- During the cleaning process, no other service supplier or crew will be allowed on board.

#### **2. Bio-Hazard Cleaning**

- In the area of contamination, complete a full inspection and clean all areas including seat assembly, wall panels, PSUs, and flooring.
- The same detailed cleaning should be completed in the two rows of seats in front and behind the area of contamination.
- Complete a full aisle carpet shampoo and shampoo any contaminated carpet area.
- Once the cleaning has been completed, no personnel will be allowed on-board while the disinfectant cleaner dries on the surface for 20 minutes.

### **3. Post-Cleaning Procedure**

- The Cleaning Supervisor is to inform the Aircraft Dispatcher once the aircraft is ready for crew and caterers. This marks the completion of the cleaning process.
- Please ensure that all procedures are followed strictly to maintain the highest standards of cleanliness and safety.



#### **Note**

When the passengers have disembarked a visual inspection of the aircraft must be completed by the cleaning supervisor identifying accurately any passenger soiling.

### 8.3.7. Long Haul Dressing

|                       |      |
|-----------------------|------|
| <b>Applicability:</b> | BLX  |
| <b>A/C Type:</b>      | B787 |

#### Aircraft Config. Cabin dressing

- B787-800 47 / 253 total 300.
- B787-900 63 / 282 total 345.
- Crew kits – load 24 crew rest area. -New crew kit will arrive in a Navy-Blue pillows case with white sheet and blanket.
- 6 Crew Remain on Board Pillows. One spare crew pillow in 35ABC. Crew pillows must remain on board and only be replaced if soiled.



#### Westbound – CUN

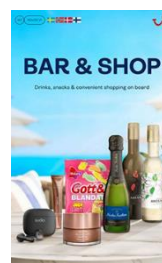
- Frequency – every turnaround.
- Premium:
  - Distribute 1x Premium pillow and blanket per seat.
- Economy:
  - Distribute 1x Economy double slipped pillow per seat.
- Hold loading:
  - Load in hold 5 1 full complement of Premium pillows (duvets if provided).
  - 1x full complement of Economy blankets.

#### Eastbound – HKT

- Frequency – every turnaround.
- Premium:
  - Distribute 1x Premium pillow and blanket per seat. (duvets if provided)
- Economy:
  - Distribute 1x Economy double slipped pillow and blanket per seat.
- Hold Loading:
  - Load in hold 5 1 full complement of Premium pillows and blankets.
  - 1x full complement of Economy blankets.

#### Literature

- Frequency – Replenish all torn or damaged literature on Long Haul and Short Haul.
- 1x Safety card / 1x ASB.
- 1x Skybar



#### H5 Loading

- All as per Aircraft type:
  - Load Premium pillows and duvets.
  - Load Economy blankets.

### 8.3.8. Toilets / Cabin Dressing / Equipment list

#### 8.3.8.1. B737 MAX Aircrafts

| Applicable:<br>BLX              |             | Type:<br>Cabin Dressing / Equipment List                           | A/C Type:<br>B737 |
|---------------------------------|-------------|--|-------------------|
| Position                        | Flight Type | Item   | Amount            |
| FWD galley waste cart           | B737        | Clear 125L waste bag plus 1 extra                                  | 2                 |
| AFT galley waste cart           | B737        | Clear 125L waste bag plus 1 extra                                  | 2                 |
| All waste carts                 | B737        | Transparent 125L waste bag   | 5                 |
|                                 | B737        | Red 130L waste bag   | 5                 |
| FWD galley                      | B737        | Hand towel   | 1                 |
| AFT galley                      | B737        | Hand towel   | 1                 |
| FWD galley sidewall compartment | B737        | 1 x white roll 130L plastic bags<br>1 x red roll 130L plastic bags | 1 / 1             |
| Position                        | Flight Type | Item   | Amount            |
| All toilets                     | B737        | Toilet rolls   | 2                 |
|                                 | B737        | Hand towels  | 2                 |
|                                 | B737        | Soap   | 1                 |
|                                 | B737        | White 40L waste bag plus 1 folded on the floor                     | 2                 |
| Behind mirror                   | B737        | FWD Toilet - toilet rolls  | 3                 |
|                                 | B737        | AFT toilet – toilet rolls  | 4                 |
|                                 | B737        | Hand towels  | 2                 |
|                                 | B737        | Soap   | 1                 |
|                                 | B737        | Hand Sanitizer   | 1                 |
|                                 | B737        | 3 in 1 Lemon scent spray in FWD and AFT toilets                    | 1                 |
| Position                        | Flight Type | Item   | Amount            |
| 17DEF blue bag                  | B737        | 8 x toilet rolls   | 8                 |
|                                 | B737        | 4 x hand towels  | 4                 |
|                                 | B737        | 10 Safety cards  | 10                |
|                                 | B737        | 4 Economy pillow covers  | 4                 |
|                                 | B737        | 2 Economy blankets   | 2                 |
|                                 | B737        | 1 Economy Pillow   | 1                 |
|                                 | B737        | 20 Air sickness bags   | 20                |
|                                 | B737        | 3 x hand sanitizer   | 3                 |
| 3DEF                            | B737        | 2 x Hostie boxes   | 2                 |
| 27DEF                           | B737        | In Red plastic bag -Toilet rolls                                   | 18                |
|                                 | B737        | Hand towels  | 8                 |
| 31DEF in an alum box            | B737        | 1 x white roll 132L plastic bags                                   | 1                 |
|                                 | B737        | 1 x red roll 132L plastic bags                                     | 1                 |
|                                 | B737        | 1 x clear roll 125L waste bag                                      | 1                 |
|                                 | B737        | 100 x Tax-Free bags  | 100               |
| 32ABC                           | B737        | 2 x Hostie boxes   | 2                 |

**8.3.8.2. B787-800/900**

| Applicable:<br>BLX          |             | Type:<br>Cabin Dressing / Equipment List        | A/C Type:<br>B787-8/9 |
|-----------------------------|-------------|---|-----------------------|
| Short Haul and Long Haul    |             |   |                       |
| Position                    | Flight Type | Item  | Amount                |
| Trash Compactor             | All B787    | Box inside each compactor                       | 2                     |
| FWD galley                  | All B787    | Blue 410L waste bags                            | 2                     |
| FWD and AFT galley          | All B787    | 4x FWD and 6 x ATF Hostie boxes                 | 4 / 6                 |
|                             | All B787    | Hand towel                                      | 1                     |
| AFT waste Bin               | All B787    | 2x Blue 410L waste bags                         | 2                     |
| Position                    | Flight Type | Item  | Amount                |
| All toilets                 | All B787    | Toilet rolls                                    | 2                     |
|                             | All B787    | Hand towels                                     | 2                     |
|                             | All B787    | Soap  | 2                     |
| Behind mirror               | All B787    | Hand towels                                     | 4                     |
|                             | All B787    | 3 in 1 Lemon scent spray in FWD and AFT toilets | 1                     |
|                             | All B787    | Hand sanitizer                                  | 1                     |
| Position                    | Flight Type | Item  | Amount                |
| 1GHJ                        | All B787    | Standard white 132L plastic bags                | 50                    |
|                             | All B787    | Blue 410L waste bags                            | 1                     |
|                             | All B787    | Trash compactor boxes                           | 2                     |
| 1ABC / 6GHJ / 26ABC / 26GHJ | All B787    | Toilet rolls                                    | 4                     |
|                             | All B787    | Hand towels                                     | 2                     |
|                             | All B787    | Transparent 125L waste bags                     | 1                     |
| 21ABC / 21GHJ blue bag      | All B787    | Toilet rolls                                    | 16                    |
|                             | All B787    | Hand towels                                     | 8                     |
|                             | All B787    | Air sickness bags                               | 40                    |
|                             | All B787    | Safety Cards                                    | 10                    |
|                             | All B787    | Economy pillow covers                           | 5                     |
|                             | All B787    | Bio-Hazard cleaning kits                        | 6                     |
|                             | All B787    | Hand sanitizer                                  | 6                     |
|                             | All B787    | 3 in 1 Lemon scent spray                        | 1                     |
| 38GHJ                       | All B787    | Trash compactor boxes                           | 2                     |
| Wall cupboard               | All B787    | Tax free bags                                   | 100                   |
|                             | All B787    | Toilet rolls                                    | 8                     |
|                             | All B787    | Hand towels                                     | 6                     |

## 9. TUIfly Germany

### 9.1. Night Stop Cleaning

|                       |     |
|-----------------------|-----|
| <b>Applicability:</b> | TUI |
| <b>A/C Type:</b>      | All |

#### Definition of Cleaning and Deep Clean

- **Cleaning:** Removes dirt, dust, crumbs and germs from surfaces or objects. When you clean, you will likely use soap (or detergent) and water to physically clean off the surfaces and objects.
- **Deep Cleaning:** Remove stains and marks from surfaces or objects. Detailed clean, to clean something in a very complete way that includes all its parts, not just its surfaces or places where dirt can be seen.

#### Cockpit

- Remove and dispose of litter.
- Hoover floors.

#### Toilets

Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:

- Remove and dispose of litter and wet cleaning of the floors.
- Empty and clean refuse bins.
- Deep cleaning of all surfaces in toilets (wash basins, tap, soap holder, surfaces, nappy changing table, bowls, toilet seats, mirrors and surrounds).
- Interior and exterior cleaning of waste bins and container shafts. Wet cleaning of door and wall panels.
- Remove all dust from toilet vents.

#### Galley

Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:

- Remove all the litter and clean the refuse bin and dispose of all litter.
- Hoover and wet cleaning of floors.
- Clean refuse bins and replace waste bags.
- Deep cleaning of all surfaces in pantries, galleys (sinks, working surfaces, ovens, ice draws and surrounds).
- Interior and exterior cleaning of ovens.
- Waste container shafts.
- Wet cleaning of entrance door, floor, lock mechanisms fixtures and side panels.
- Remove all dust from galley vents.

#### Cabin

Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:

- All tray tables, seat arms, tray table recesses, leather seat if stained, seat frame, step ups including crew seats.
- Literature pockets removed all cabin waste.
- Wet cleaning of inside windows where necessary.
- Remove all dust from the cabin ceiling, lights, Passenger Service Units.
- Main and emergency exit doors must be wiped off any stains/dust including all the floor fixtures.
- Remove and wet clean of any contamination caused by air sickness, spilled food or drink and offensive stains and dust, including waste from overhead stowage compartment lockers, side walls.
- Hovering side track between exterior wall and cabin seats.
- Crew seat surrounds and PA stowage, wardrobes and stowage.
- Remove and vacuum all debris from all floor areas.
- Remove all dust from cabin vents.
- Seat belts left in the crossed position.



**Note**

Use different cleaning utensils (the cloths and mops) used in each area, potentially using colour coding, to reduce cross-contamination. Avoid being detrimental to aircraft components, rub the surfaces with disinfectants for adequate contact time and remove it immediately.

**9.2. Turnaround Cleaning**

|                       |     |
|-----------------------|-----|
| <b>Applicability:</b> | TUI |
| <b>A/C Type:</b>      | All |

**Toilets**

Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:

- Remove and dispose of litter and wet cleaning of the floors.
- Cleaning of all surfaces in toilets (wash basins, tap, soap holder, surfaces, nappy changing table, bowls, toilet seats, mirrors and surrounds).

**Galley**

Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:

- Remove all waste and clean the refuse bin. Galley bins must be replaced with waste bags.
- Wet cleaning of floors.
- Cleaning of all surfaces in galleys, sinks, working surfaces.

**Cabin**

Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:

- Remove all cabin waste from seats and seat pockets.
- Remove as necessary any contamination caused by air sickness, spilled food or drink, stains and chewing gum.
- Vacuum carpet.
- Clean and tidy seat and crossing seat belts.

### 9.3. Deep Cleaning

|                |               |
|----------------|---------------|
| Applicability: | TUI           |
| A/C Type:      | All           |
| Frequency      | One per month |

#### Cockpit

Only trained staff are permitted to carry out flight deck technical cleaning. Materials used for flight deck technical cleaning must be separated from other cabin cleaning materials. Materials must be kept together, identified as a technical cleaning kit and contained separately within a box. Spray bottles/dispensers must clearly identify the cleaning products.

Observe any warning signs advising on ongoing maintenance work (e.g. "work in progress", "do not touch", "do not move", etc.). If unsure, please contact line maintenance staff.

The toolbox must be identified as: FLIGHT DECK TECHNICAL CLEANING KIT.

Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:

- **Windows:**
  - Clean interface of flight deck windows.
  - Clean the interior cockpit windows incl. surroundings/window posts with the windows closed.  
**(DO NOT OPEN OR CLOSE WINDOWS. IN CASE OF NEED, CONTACT LINE MAINTENANCE STAFF.)**
- **Control Columns:**
  - **(DO NOT MOVE CONTROL COLUMNS. IN CASE OF NEED, CONTACT LINE MAINTENANCE STAFF.)**
  - Clean handgrips and columns. Pay special attention to the area at floor level.
- **Seats:**
  - Clean seat armrest and dust visible structure. Ensure seat belts are stowed, cross lap straps. Flight deck arm rest and full flight deck seats including jump seat.
- **Instrument Panel:**
  - Follow these steps to clean the instrument panel when you use wet and dry anti-static Instrument wipes (ALGLAS Visial Antistatic wipes wet/dry).
    - Remove all particles from the display surface with a clean, soft bristle brush,
    - Use the wet sachet carefully to clean the instrument panel surface in a straight line from top to bottom.
    - Move gradually from one side of the instrument panel surface to the other side while you clean from top to bottom.
    - When the display surface is clean, use the dry sachet carefully to dry the instrument panel surface in a straight line from top to bottom.
    - Dust roof panel with soft bristled brush, taking care not to disturb switches. Dust instrument panel using soft bristled brush **(DO NOT DISTURB SWITCHES)**.
    - Clean VDU screens, using Aerospace lens Antistatic & flight Deck Wipes. (Celeste). Care must be exercised not to exert excessive pressure on screens.
    - Dust the center console using soft bristle brush, if applicable. Dust fuse panels using soft bristle (minimal force).
- **Floor area:**
  - Vacuum and wipe floor clean, special attention to seat rail mechanism with seat fully forward and full after. Ensure the area beyond rudder pedals is clean and free from debris.
- **Auxiliary stowage:**
  - Clean all areas should there be any auxiliary stowage and wardrobe.

#### Toilets

Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:

- Deep cleaning of all areas in toilets including:

- Sink, tap, soap holder, surfaces, nappy changing table, toilet seat structure, bowl and surrounds to ensure no visible stains and marks.
- Interior and exterior cleaning of waste bins and its container shafts and wet cleaning of door, walls and all handles.
- Clean all mirrors leaving no streaks.

**Galley**

Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:

- Deep cleaning of all areas in galley including:
  - Empty and wet wash all waste bins and replace with waste bags.
  - Clean / remove dust from electrical sockets.
  - Deep clean the interior ovens to ensure no grease is inside the ovens.
  - Clean the interior and exterior doors of the ovens, remove all visual marks and stickers.
  - Full clean of ice draws and removes all visual marks.
  - Deep clean all the work surfaces and behind all cart compartments.
  - Deep clean all stowage compartments.
  - Deep clean the sinks and remove all stains.
  - Deep clean of all doors in the cabin which includes the handles, floor, lock mechanisms and side walls.
  - Clean the crew folding tables.
  - Deep clean galley floors to ensure no visible stains and marks.

**Cabin**

Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:

- Deep cleaning of all areas in cabin including:
  - Deep clean overhead bins inside and outside including above the compartments.
  - Deep clean seats, including seat pockets, seat frames and step ups.
  - Remove individual seat cushion and clean the cushion under the seat cushion.
  - Deep clean all table structure including frames, tables, inside stowage in arms tray tables.
  - Vacuum the carpet including the area of sidetrack of the exterior wall and cabin seats.
  - Remove all stains and chewing gum from the carpet including emergency footpath lighting.
  - Clean all the cabin windows and the surroundings of the windows and blinds.
  - Clean crew seats, video monitor screen and surround, seat back screen including handset and recess.
  - Dress the cabin with fresh clean literature in order of TUI requirements. Every seat must have clean literature placed in order.

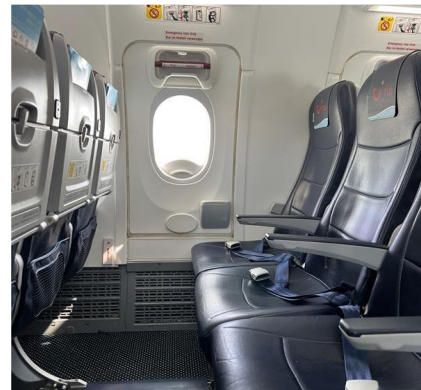
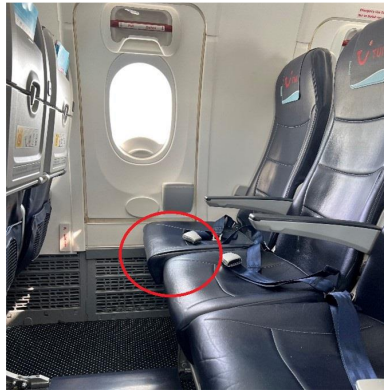
**Holds**

Remove all rubbish and clean with approved cleaning material to all aircraft areas including but not limited to:

- Brush out holds, thoroughly clean and disinfect return catering stowage where fitted. The build-up of debris in aircraft holds can snag aircraft systems. Debris falling from holds is also a major FOD hazard.
- Pay special attention to Net Anchor Points, these must be free of dirt.

**Notes**

- Do not spray any detergent directly on to leather seats.
- Do not allow to dry, wipe any moisture using a fresh dry lint free cloth.
- It's important that the exit seat cushions are placed back correctly and are flushed.
- Any issues? Contact the engineer.



#### **CAUTION**

- Do not apply cleaner directly on the display surface or the unit. Always apply cleaner to the cloth. This will help prevent damage to the display surface or the unit.
- Do not use too much force when you clean the display surface. Too much force will cause damage to the display surface.
- Do not use abrasive materials when you clean the display surface. Abrasive materials will cause scratches in the display surface.
- Do not use too much force when you clean the display surface. Too much force will cause damage to the display surface.

### **9.4. Literature Dressing**

|                       |     |
|-----------------------|-----|
| <b>Applicability:</b> | TUI |
| <b>A/C Type:</b>      | All |

Winter 24/25 literature ensures that the items are stacked according to the instructions, every single item stands out and is easily accessible to our customers.

From front to rear:

1. Safety Card
2. ASB
3. FlyJournal
4. Shop
5. Promo
6. Café Guide



1.



2.



3.



4.



5.



6.

## 10. TAGO Outstation Turnaround Cleaning

The outstation cleaning procedures outlined in this guideline are crucial for maintaining the highest standards of cabin cleanliness and presentation on TUI aircraft operating away from our main bases. This section provides detailed specifications for the different levels of cleaning required at outstation airports based on the ground time available:

### Quick Clean – Outstations – Reduced Ground Time

#### Galley

TFL <4hrs - Crew hand over waste to cleaners

TFL >4hrs - Cleaners remove waste from galley

JAF - Crew hand over waste to cleaners

JAF - Cleaners clean galley & toilets

- TOM/BLX/TUI – Cleaners remove all waste from waste bins/carts and replenish with waste bags
- TOM/BLX/JAF/TUI – Cleaners clean all sinks, fittings and work surfaces
- TOM/BLX/JAF/TUI – Cleaners clean and mop galley floor

#### Cabin

TFL – only applicable for flights 4hrs and above

JAF – not applicable on any SH/MH/LMH routes

- Remove all waste from the cabin including:
- Seats pockets, seats and floor
- Brush seats and cross seat belts
- Clean tray tables where necessary (spot check) (\*except TUI)
- Vacuum carpet where necessary (spot check)
- Remove any contamination caused by air sickness, spilled food or drink

| BY TOM | 6B BLX | TB JAF | OR TFL | X3 TUI |
|--------|--------|--------|--------|--------|
|        | ✓      | -      | ✓      | ✓      |

#### Toilets

TFL – only applicable for flights 4hrs and above

- Remove all the waste from the bin. Clean & disinfect where necessary
- Clean hand basin taps & all surfaces, clean to remove stains
- Clean toilet lid, hinge, seat (both sides) & shrouds
- Remove any debris from toilet bowl
- Clean toilet floor, ensure floor is dry after cleaning. (only use toilet cleaning items for toilets to avoid cross contamination)
- Clean and disinfect any obvious dirty spots on doors/handle inside and out
- Clean and disinfect the toilet flush button

| BY TOM | 6B BLX | TB JAF | OR TFL | X3 TUI |
|--------|--------|--------|--------|--------|
| ✓      | ✓      | ✓      | ✓      | ✓      |

### Full Turnaround Clean

## Galley

- If TFL/JAF crew request a full clean on any flight +/- 4hrs, cleaners will remove rubbish, clean all sinks, fittings & work surfaces
- 
- TFL <4hrs - Crew hand over waste to cleaners
- TFL >4hrs - Cleaners remove waste from galley
- JAF - Crew hand over waste to cleaners
- JAF - Cleaners clean galley & toilets
- TOM/BLX/TUI – Cleaners remove all waste from waste bins/carts and replenish with waste bags
- TOM/BLX/JAF/TUI – Cleaners clean all sinks, fittings and work surfaces
- TOM/BLX/JAF/TUI – Cleaners clean and mop galley floor

## Cabin

- TFL – only applicable for flights 4hrs and above
- JAF – not applicable on any SH/MH/LMH routes
- If TFL/JAF crew request a full clean on any flight +/- 4hrs, all the below cabin services are applicable
- Remove all waste from the cabin including:
- Seat pockets, seats and floor
- Brush seats and cross seat belts
- Clean all tray tables including seat backs behind tray tables (\*except TUI)
- Clean any spillages/stains in seat pocket area
- Brush seats and cross seat belts
- Full cabin vacuum including behind bulkhead seats

| BY TOM | 6B BLX | TB JAF | OR TFL | X3 TUI |
|--------|--------|--------|--------|--------|
| ✓      | ✓      | -      | ✓      | ✓      |

## Toilets

- TFL – only applicable for flights 4hrs and above
- Clean hand basin taps & all surfaces, clean to remove stains
- Clean toilet lid, hinge, seat (both sides) & shrouds
- Clean nappy changing table on both sides, where fitted.
- Remove any debris from toilet bowl
- Clean toilet floor, ensure floor is dry after cleaning (only use toilet cleaning items for toilets to avoid cross contamination)
- Clean and disinfect any obvious dirty spots on doors/handle inside and out
- Clean and disinfect toilet flush button

| BY TOM | 6B BLX | TB JAF | OR TFL | X3 TUI |
|--------|--------|--------|--------|--------|
| ✓      | ✓      | ✓      | ✓      | ✓      |

## 10.1. Triangle Shorthaul – Mid-haul

### Triangle Flights

#### Galley

- (JAF/TFL – Crew remove the waste and handover to cleaning staff)
- Remove all waste from waste bins/carts and replenish with waste bags
- Cleaning of all surfaces in galleys, sinks, working surfaces
- Clean and mop galley floor

| BY TOM | 6B BLX                       | TB JAF | OR TFL       | X3 TUI                       |
|--------|------------------------------|--------|--------------|------------------------------|
| -      | ✓<br>2 <sup>nd</sup> Station | ✓      | Request only | ✓<br>2 <sup>nd</sup> Station |

#### Cabin

- Remove all cabin waste from seats and seat pockets.
- Remove as necessary any contamination caused by air sickness, spilled food or drink
- Vacuum carpet
- Clean and tidy seat and cross seat belts

| BY TOM | 6B BLX                       | TB JAF       | OR TFL       | X3 TUI                       |
|--------|------------------------------|--------------|--------------|------------------------------|
| -      | ✓<br>2 <sup>nd</sup> Station | Request only | Request only | ✓<br>2 <sup>nd</sup> Station |

#### Toilets

- Remove all the waste from the bin. Clean & disinfect where necessary
- Clean hand basin taps & all surfaces, clean to remove stains
- Clean toilet lid, hinge, seat (both sides) & shrouds
- Remove any debris from toilet bowl
- Clean toilet floor, ensure floor is dry after cleaning. (only use toilet cleaning items for toilets to avoid cross contamination)
- Clean and disinfect any obvious dirty spots on doors/handle inside and out
- Clean and disinfect toilet flush button

| BY TOM | 6B BLX                       | TB JAF                       | OR TFL                       | X3 TUI                       |
|--------|------------------------------|------------------------------|------------------------------|------------------------------|
| -      | ✓<br>2 <sup>nd</sup> Station | ✓<br>2 <sup>nd</sup> Station | ✓<br>2 <sup>nd</sup> Station | ✓<br>2 <sup>nd</sup> Station |

| TUIfly The Netherlands - flights below 4 hours. Waste removal handed over by the Crew |  | Stations |
|---|--|----------|
| Greece  | CFU, SMI, ZTH, HER, KGS, RHO, EFL, PVK, AOK, MJT |          |
| Spain   | IBZ, PMI, MAH                                    |          |
| Turkey  | AYT, ADB, BJV, DLM, GZP                          |          |
| Tunisia   | NBE, DJE   |          |
| Bulgaria  | BOJ  |          |
| Finland   | KTT, KAJ, IVL                                    |          |
| North Macedonia   | OHD  |          |
| Albania   | TIA  |          |

## 10.2. Outstations Longhaul & Longhaul Triangle flights

### Longhaul & Longhaul Triangle Flights

#### Galley

- Remove all waste from waste bins/carts and replenish with waste bags
- Remove all rubbish from galley area including waste bins/carts
- Replenish waste liners in bins
- Clean all sinks, fittings & work surfaces
- Clean and mop galley floor

| BY TOM | 6B BLX | TB JAF | OR TFL | X3 TUI |
|--------|--------|--------|--------|--------|
| ✓      | ✓      | ✓      | ✓      | -      |

#### Cabin

- Remove all waste from the cabin including,
- Seat pockets
- Seats and floor
- Brush seats and cross seat belts.
- Clean all tray tables including seat back behind tray tables
- Clean any spillages/stains in seat pocket area
- Brush and cross seat belts
- Full cabin vacuum including behind bulkhead seats

| BY TOM | 6B BLX | TB JAF | OR TFL | X3 TUI |
|--------|--------|--------|--------|--------|
| ✓      | ✓      | ✓      | ✓      | -      |

#### Toilets

- Remove all the waste from the bin. Clean & disinfect where necessary
- Clean mirror & buff to shine
- Clean hand basin taps & all surfaces, clean to remove stains
- Clean toilet lid, hinge, seat (both sides) & shrouds.
- Clean nappy changing tables were fitted
- Remove any debris from toilet bowl
- Clean toilet floor, ensure floor is dry after cleaning. (only use toilet cleaning items for toilets to avoid cross contamination)
- Clean and disinfect any obvious dirty spots on doors/handle inside and out
- Clean and disinfect toilet flush button

| BY TOM | 6B BLX | TB JAF | OR TFL | X3 TUI |
|--------|--------|--------|--------|--------|
| ✓      | ✓      | ✓      | ✓      | -      |

#### Cabin Dressing Outstations

Remove used laundry from the cabin and place in H5, remove clean laundry and place on board. (dispose economy used pillow covers)

- Place one Pillow & Blanket on each Economy seat
- Place one Pillow & Blanket on each Premium/Deluxe seat

| BY TOM | 6B BLX | TB JAF | OR TFL | X3 TUI |
|--------|--------|--------|--------|--------|
| ✓      | ✓      | ✓      | ✓      | -      |



Economy Pillow Cover – change the pillow slips on board – Stock will arrive in H5

| BY TOM | 6B BLX | TB JAF | OR TFL | X3 TUI |
|--------|--------|--------|--------|--------|
| X      | X      | ✓      | ✓      | -      |

6B/BLX – Economy pillows are double slipped so remove used pillow cover

| BY TOM | 6B BLX | TB JAF | OR TFL | X3 TUI |
|--------|--------|--------|--------|--------|
| X      | ✓      | X      | X      | -      |

Please note for long-haul stations, not all triangular cleaning services take place at the 2<sup>nd</sup> station, see table below this is subject to change.

| Season | Airline | Route           | Full Cabin Clean | Cabin Dressing | Transit - Off | Transit - On board |
|--------|---------|-----------------|------------------|----------------|---------------|--------------------|
| Summer | TFL     | AMS-MBJ-CUN-AMS | MBJ              | MBJ            | MBJ           | CUN                |
|        |         | AMS-AUA-CUR-AMS | CUR              | CUR            | CUR           | AUA                |
|        |         | AMS-PUJ-CUR-AMS | PUJ              | PUJ            | NO            | CUR                |
|        |         | AMS-BON-CUR-AMS | CUR              | CUR            | CUR           | BON                |
|        |         | AMS-CUR-PUJ-AMS | CUR              | CUR            | PUJ           | CUR                |
|        |         | AMS-CUR-BON-AMS | CUR              | CUR            | CUR           | BON                |
|        |         | AMS-CUR-AUA-AMS | CUR              | CUR            | CUR           | AUA                |
| Summer | JAF     | BRU-PUJ-MBJ-BRU | PUJ              | PUJ            | MBJ           | NIL                |
| Season | Airline | Route           | Full Cabin Clean | Cabin Dressing | Transit - Off | Transit - On board |
| Winter | TFL     | AMS-MBJ-CUN-AMS | MBJ              | MBJ            | MBJ           | CUN                |
|        |         | AMS-CUR-AUA-AMS | CUR              | CUR            | CUR           | AUA                |
|        |         | AMS-CUR-BON-AMS | CUR              | CUR            | CUR           | BON                |
|        |         | AMS-BON-CUR-AMS | CUR              | CUR            | CUR           | BON                |
|        |         | AMS-PUJ-CUR-AMS | PUJ              | PUJ            | NIL           | CUR                |
|        |         | AMS-AUA-CUR-AMS | CUR              | CUR            | CUR           | AUA                |
|        |         | AMS-ZNZ-MBA-AMS | MBA              | MBA            | MBA           | ZNZ                |
| Winter | JAF     | BRU-PUJ-CUR-BRU | PUJ              | PUJ            | PUJ           | CUR                |

## 11. Contacts / Communication

### 11.1. Ground Operations Contacts

|                         |  |   |
|-------------------------|--|---|
| <b>TUI Group</b>        | <b>Ground Operations</b><br><a href="mailto:Vicky.daminet@tuifly.be">Vicky.daminet@tuifly.be</a><br><a href="mailto:Laleta.inagal@tui.co.uk">Laleta.inagal@tui.co.uk</a>   | Ground Support Manager<br>Cabin & Presentation Logistic Coordinator |
| <b>The Netherlands</b>  | <b>Ground Operations</b><br><a href="mailto:Groundopscoonl@tuifly.nl">Groundopscoonl@tuifly.nl</a><br><a href="mailto:Stationopscoonl@tuifly.nl">Stationopscoonl@tuifly.nl</a>   | Station Account Managers &<br>Station Operations Coordinators       |
| <b>Belgium</b>          | <b>Ground Operations</b><br><a href="mailto:Groundopscoobe@tuifly.be">Groundopscoobe@tuifly.be</a><br><a href="mailto:Stationopscoobe@tuifly.be">Stationopscoobe@tuifly.be</a>   | Station Account Managers &<br>Station Operations Coordinators       |
| <b>UK &amp; Ireland</b> | <b>Ground Operations</b><br><a href="mailto:groundopsdm.man@tui.co.uk">groundopsdm.man@tui.co.uk</a><br><a href="mailto:groundopsdm.lgw@tui.co.uk">groundopsdm.lgw@tui.co.uk</a><br><a href="mailto:groundopsdm.bhx@tui.co.uk">groundopsdm.bhx@tui.co.uk</a><br><a href="mailto:Airportservices.brs@tui.co.uk">Airportservices.brs@tui.co.uk</a>   | Station Account Managers &<br>Station Operations Duty Managers      |
| <b>Nordics</b>          | <b>Ground Operations</b><br><a href="mailto:Rika.torm@tui.se">Rika.torm@tui.se</a>   | Station Account Manager   |
| <b>Germany</b>          | <b>Ground Operations</b><br><a href="mailto:Karin.haynol@tuifly.com">Karin.haynol@tuifly.com</a><br><a href="mailto:Rainer.heissenberg@tuifly.com">Rainer.heissenberg@tuifly.com</a><br><a href="mailto:Rebeca.doehler@tuifly.com">Rebeca.doehler@tuifly.com</a> – FRA<br><a href="mailto:Martin.Gerken@tuifly.com">Martin.Gerken@tuifly.com</a> – FRA<br><a href="mailto:Jesper.Wiebus@tuifly.com">Jesper.Wiebus@tuifly.com</a> – DUS<br><a href="mailto:Thomas.Windau@tuifly.com">Thomas.Windau@tuifly.com</a> – DUS<br><a href="mailto:Severin.sieber@tuifly.com">Severin.sieber@tuifly.com</a> – MUC | Station Account Manager<br><br>Station Operations Coordinator       |

|                          |  |                         |
|--------------------------|--|-------------------------|
| <b>TAGO Destinations</b> | <b>Ground Operations</b><br><a href="mailto:lisette.benamins@tuifly.nl">lisette.benamins@tuifly.nl</a><br><a href="mailto:jacqueline.irvine@tui.co.uk">jacqueline.irvine@tui.co.uk</a><br><a href="mailto:fiona.francois@tui.co.uk">fiona.francois@tui.co.uk</a><br><a href="mailto:john.pratt@tui.co.uk">john.pratt@tui.co.uk</a><br><a href="mailto:jennifer.brown@tui.com">jennifer.brown@tui.com</a><br><a href="mailto:yannick.stoop@tuifly.be">yannick.stoop@tuifly.be</a><br><a href="mailto:ugo.funaro@tuifly.com">ugo.funaro@tuifly.com</a> | Station Account Manager |
|--------------------------|--|-------------------------|

## 11.2. TOCC Contacts

|                                     | <b>AOC</b>                       | <b>Telephone number</b>     | <b>Option 1</b>  | <b>Option 2</b>   |
|-------------------------------------|----------------------------------|-----------------------------|--|---|
| <b>TOCC All Operational queries</b> | UK & Ireland / Nordics & Germany | <b>TOCC:</b> 0203 451 2874  | Option 1<br>Operational Control<br><br>2 – NRA (TOM / BLX)<br>3 – CRA (X3) | Option 2<br>Customer Liaison<br><br>1 - NRA (TOM / BLX)<br>2 - CRA (X3) |
| <b>TOCC All Operational queries</b> | Netherlands & Belgium            | <b>TOCC:</b> 0032 2717 8111 | Option 1<br>Operational Control<br><br>1 - WRA<br>3 - CRA                  | Option 2<br>Customer Liaison<br><br>3 – WRA (TFL / JAF)                 |

[THIS PAGE IS INTENTIONALLY LEFT BLANK]