



TUI Airline Ground Operations Safety Alert

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| Title: | EMA acceptance at Check-in & EMA form completion | Reference: GOSA25-007 |
| Validity date: | 13 Nov 25 – Until Further Notice | |
| To: | ALL STATIONS | |
| From: | Paul Cowley | |
| Applicability: | TOM-BY / BLX-6B / JAF-TB / TFL-OR / TUI-X3 | |
| References: (If Applicable) | TOM-BY / BLX-6B GOM 12.4 . JAF-TB / TFL-OR GOM 12.3 . TUI-X3 GHM 5.3.3.7.1 . | |

We have identified an increase of EMA batteries being carried that are over the permitted Watt Hour rating. There are two contributing factors, confusion between volts (V) and Watt-Hour (Wh) and not being physically checked at the check in desk by the agent. The calculation is shown below to work out the Watt-Hour (Wh).

Calculate Watt Hour Rating. Volts (V) x Ampere (Ah) = Watt Hour (Wh) (e.g 5V x 25Ah = 125Wh)

Pre-booked EMA batteries must be verified in person by the check-in agent that the power rating is permitted for carriage. Don't just rely on the booking information.

1 x Lithium-ION battery powering EMA - MAX 300Wh per PAX, or 2 x Lithium-ION batteries powering EMA
MAX 160Wh each per PAX.

A passenger may also carry in the cabin a maximum of 1 spare Lithium-ION battery not exceeding 300Wh or 2 spare batteries not exceeding 160Wh each.

The EMA form MUST be completed in full by the persons below.

EMA Form Completion

The image shows a screenshot of the 'ELECTRIC MOBILITY AID TAG' form with six numbered callouts explaining key completion steps:

- 1** The check-in agent will issue an EMA Tag which must be completed fully and attached to the EMA
- 2** The Wh rating (if WCLB applicable) or WCBD MUST be checked and entered. Ref GOM 12.4 & GHM 5.3.3.7.3
- 3** An EMA can be immobilised at check-in, at the boarding gate or at the aircraft side. This can be carried out by the passenger, the Handling Agent or the assistance company. The method used to immobilise the EMA must be annotated on the EMA tag
- 4** Any special instruction received from the customer? Complete this section
- 5** The person who is responsible for making the device safe for carriage must sign here, this would usually be the customer or assistance provider, further information via below link on how the device can be made safe for carriage.
<https://www.bhta.com/air-transport-advice/>
- 6** This must be completed and signed by the loading supervisor highlighting the loading position and ticking the relevant box regarding battery location cabin or hold or with customer

Thank you

Kind regards,

TUI Airline Ground Operations

Any questions please contact gomsupport@tuifly.com