



TUI Airline Ground Operations Safety Alert

Title:	Electric Mobility Aid (EMA) Safe Loading & Quick Reference	Reference: GOSA26-001
Validity date:	20 JAN 2026 – 31 JUL 2026	
To:	All Stations	
From:	Paul Cowley – Regulations & Standards Specialist	
Applicability:	TOM-BY / BLX-6B / JAF-TB / TFL-OR / TUI-X3	
References:	TOM/BLX GOM-12.6.2, 12.7, 12.10.1. JAF/TFL GOM-12.3.4, 12.3.5, 12.3.6. X3 GHM 1-9.1.2.4.1, 9.1.3.4, 9.1.3.4.5	

Dear Partner,

Due to an increasing number of occurrences involving the incorrect loading and securing of EMA's and EMA forms not being completed correctly or in full, this alert is a reminder to follow the correct safe loading procedure when loading Electric Mobility Aids.

EMA Form.

The Loading Supervisor must ensure that there is an appropriate signature on the EMA form by the person responsible for making the device safe for carriage.

ELECTRIC MOBILITY AID TAG
TOP COPY FLIGHT DECK / COPY FLIGHT FILE / COPY ATTACH TO DEVICE
COPY MUST BE ATTACHED TO ELECTRIC MOBILITY AID

Section 1: The check-in agent will issue an EMA Tag which must be completed fully and attached to the EMA

Section 2: The Wh rating (if WCLB applicable) or WCBD MUST be checked and entered.

Section 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

Section 4: Any special instruction received from the customer? Complete this section

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/>

Section 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

COMPLETE USING INK, PRESS FIRMLY SO ALL COPIES HAVE TEXT AND ARE READABLE

Form fields include: Make/Model, Flight Number, Weight, Date, Customer Name, Destination, Battery Type (WCLB, WCLB Watt Hour Rating, WCBD, SPARE/ADDITIONAL), Immobilisation method (Power switched off, Detach battery, Insert inhibiting plug, Lithium battery removed, Other), Special Loading Instructions, Person responsible for making the Electric Mobility Aid safe for carriage (Name, Signature), Confirm that the following loading instructions have been completed (Electric mobility aid loaded upright/collapsed into a separate padded compartment or ULD, segregated from any other loose baggage items and correctly secured using appropriate restraints. (Strapping rings are NOT to be used). Electric Mobility Aid loaded in Hold and/or ULD position: Battery in hold, Battery in cabin, If Battery in cabin, *Seat number, Loading Supervisor/ Team leader / Head loader (Name, Signature)).

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.



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Securing the load

Always check & validate that the EMA does not operate, this will be checked again just before loading onto the aircraft.















When loading into the aircraft hold, care must be taken not to cause damage to the EMA or aircraft, and be loaded and securely tied down using lashing material over four anchor points.

Only anchor points on the floor should be used and the EMAs anchor point should not be shared with compartment nets.

The Loading Supervisor must ensure that the EMA is loaded as per the instructions on the LIRF (Loading Information Report Form) into the correct hold/position.

Battery power identification and stowage locations.

Electric Mobility Aid (EMA) Safe Loading Quick Guide.

WCLB Lithium-ion.  <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> Calculate Watt Hour Rating. Volts (V) x Ampere (Ah) = Watt Hour (Wh) (e.g 5V x 25A = 125Wh) </div>	Also Known as: Lithium – ION, Lithium Metal, Lithium polymer, Lithium Alloy.	Lithium-ion BATTERY NOT REMOVED FROM EMA CABIN =  HOLD =  WATT HOUR (Wh): QUANTITY RESTRICTION <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> 1 x Lithium-ION battery powering EMA - MAX 300Wh per PAX, Or 2 x Lithium-ION batteries powering EMA MAX 160Wh each per PAX </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> 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. </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> DEPENDING ON EMA DESIGN, BATTERY CAN REMAIN ATTACHED TO EMA. Immobilising the EMA: A. Power switched off and remove the key. B. Detach Cable from battery/controller's/6 connectors and protect against short circuit. C. Insert Inhibiting plug (Air Safe Plug). D. State of the art functions of flight mode activation via an app. </div>	Lithium-ion BATTERY REMOVED FROM EMA CABIN =  HOLD =  WATT HOUR (Wh): QUANTITY RESTRICTION <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> 1 x Lithium-ION battery powering EMA - MAX 300Wh per PAX, Or 2 x Lithium-ION batteries powering EMA MAX 160Wh each per PAX </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> 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. </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> Thus - maximum no. of batteries carried in the cabin per PAX can be = 2 batteries up to or <300Wh each (1 from EMA removed & 1 spare) OR, 4 batteries up to or <160 Wh each (2 from EMA removed & 2 spare) </div>
WCBD Non-Spillable Dry Batteries. 	Also Known as: AGM Dry, Dry Cell, Gel Cell, SLA (Sealed Lead Acid), Nickel – metal, hydride,	WCBD. BATTERY NOT REMOVED FROM EMA CABIN =  HOLD = 	WCBD. BATTERY REMOVED FROM EMA CABIN =  HOLD = 
Non-Spillable Wet Batteries. 			

Kind regards,

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